

# TABLE OF CONTENTS

3. CODE OF CONDUCT FOR EMPLOYEES HR001
4. DRUGS AND ALCOHOL POLICY HR014
5. EMPLOYEE DOMESTIC VIOLENCE (DV) POLICY CSCS122
6. FAMILY AND DOMESTIC VIOLENCE GUIDELINES CSCS122A
7. EQUAL EMPLOYMENT OPPORTUNITY POLICY HR026
8. GRIEVANCE, HARASSMENT AND BULLYING POLICY WHS090
9. INTERNET AND EMAIL POLICY HR063
10. KEYS & ACCESS CARD RESPONSIBILITY POLICY HR006
11. MENTAL HEALTH AND WELLBEING POLICY CSCS128
12. OCCUPATIONAL COACHING SYSTEM POLICY CSCS082
13. PERMANENT PART TIME WORKING ARRANGEMENTS HR013
14. PURCHASING POLICY (OPERATIONAL PLANT & EQUIPMENT)
15. SMOKING IN THE WORKPLACE POLICY WHS079
16. SOCIAL MEDIA POLICY CSCS146
17. STAFF RECRUITMENT AND SELECTION POLICY CSCS086
18. STRESS AND FATIGUE POLICY WHS115
19. SUB CONTRACTOR MANAGEMENT POLICY WHS116
20. TRAINING AND COMPETENCY POLICY WHS118
21. UNIFORM POLICY & PROCEDURE HR004
22. WORKPLACE CONSULTATION POLICY WHS083
23. COLOUR CODED CLEANING EQUIPMENT POLICY HR008
24. DANGEROUS GOODS POLICY CSCS079
25. ENVIRONMENTAL SUSTAINABILITY POLICY CSCS126 – RESOURCE EFFICIENCY AND WASTE
26. FIRST AID POLICY WHS158
27. HAZARDOUS SUBSTANCES POLICY WHS101
28. INJURY & INCIDENT MANAGEMENT POLICY WHS082
29. MANUAL HANDLING POLICY WHS105
30. NOISE POLICY WHS106
31. OFFICIAL USE OF UNIVERSITY VEHICLES POLICY HR012
32. PERSONAL ELECTRONIC DEVICES POLICY HR073
33. PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY WHS107
34. WORKPLACE REHABILITATION POLICY & PROCEDURE WHS 078 - REHABILITATION AND RETURN TO WORK
35. WORKPLACE IMPROVEMENT WALK SYSTEM (WI WALK) POLICY WHS094
36. WORK HEALTH AND SAFETY POLICY WHS005



**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



# CODE OF CONDUCT FOR EMPLOYEES HR001

## 1. PURPOSE

The purpose of this Code is to outline the standards of conduct that are expected from all employees of Charles Sturt Campus Services Limited (CSCS).

This Code aims to foster and maintain public trust and confidence in the integrity and professionalism of CSCS employees by ensuring that they shall:

- (a) maintain appropriate standards of conduct;
- (b) develop, where necessary, those skills necessary for the efficient performance of their duties;
- (c) maintain fairness and equity in decision making; and
- (d) maintain and enhance the reputation of CSCS.

## 2. SCOPE

This Code applies to:

- (a) all employees of CSCS within all locations the company operates, or working or travelling on CSCS business; and
- (b) those persons who hold an honorary, visiting or adjunct appointment with CSCS.

It is the responsibility of all employees to familiarise themselves with the content of this Code and to be aware of the sanctions that can be applied by CSCS for a breach of the Code (see clause 15 of this Code).

## 3. PERSONAL AND PROFESSIONAL CONDUCT

The personal and professional behaviour of CSCS employees should conform to standards that could reasonably be expected of such persons by virtue of their positions. This includes:

- (a) performing duties in accordance with CSCS's mission, values, priorities and objectives;
- (b) a commitment to perform official duties with professionalism, care, skill, fairness and diligence and to exercise their given powers for the purposes for which those powers have been granted;
- (c) engaging in conduct which is professional and which has regard to CSCS's interests and policies and which does not bring CSCS into disrepute; and
- (d) treating students, employees and members of the public with courtesy, and with respect for their rights, duties and aspirations.

## 4. EQUAL OPPORTUNITY

CSCS is committed to following policies and practices that do not discriminate against individuals on the basis of race, ethnicity, age, sex, marital status, pregnancy, disability, sexual orientation, transgender identity, responsibilities as a carer, or religious or political affiliation.




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CSCS considers that harassment is unacceptable behaviour and is committed to the prevention and elimination of harassment within the company.

Employees are required to comply with established CSCS policies and procedures pertaining to discrimination and harassment, to respect the rights and differences of others and ensure that their own conduct contributes to a work and study environment free of discrimination and harassment. Please refer to the CSCS Grievance, Harassment and Bullying Procedure.

## 5. CONFIDENTIALITY OF PERSONAL INFORMATION

Employees are entitled to confidentiality and privacy with respect to information which is personal to them.

Employees have a duty to maintain the confidentiality, integrity and security of such information to which they have access in the normal course of their duties.

## 6. DISCLOSURE OF INFORMATION

CSCS is entitled to the protection and integrity of the information it holds.

Employees should only release information that they are authorised to release in the course of their duties.

Employees should not release information in a manner which is misleading or which is likely to be misused.

To protect the integrity of official CSCS information, any CSCS information released by employees will not have attached to it any expression of opinion on official CSCS policy or practice, unless authorised to do so.

To ensure that internal documents (e.g. working papers, budgets, committee agendas and minutes, and incident reports) are only accessible to CSCS management they should be password protected on the Internet and/or placed in restricted access.

## 7. PROTECTED DISCLOSURE OF INFORMATION

In the public interest, staff are encouraged to report the following to an appropriate authority: breaches of this Code, suspected corrupt conduct, maladministration or serious or substantial waste of public money.

CSCS will use its best endeavours to protect staff who in good faith report breaches referred to in sub-clause 8.1, in accordance with the provisions in the *Protected Disclosures Act 1994 (NSW)*.

Such disclosures shall not be deemed to be a breach of this Code.

## 8. PUBLIC COMMENT

CSCS is committed to encouraging public comment and the engagement of staff in intellectual debate and cultural pursuits.

Public comment includes public speaking engagements, comments on radio or television and expressing views in letters to newspapers or in books, journals or notices where it might be expected that the publication or circulation of the comment will spread to the community at large.

In making written or oral comments which purport to represent the views or authority of CSCS and which might reasonably be expected to become public, employees have a responsibility to ensure that they hold proper





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authority to make such public comments, and that such authority has been given to them by a person holding actual authority on behalf of CSCS.

## 9. CSCS RESOURCES

Employees have a general responsibility to safeguard, properly use and care for CSCS resources. They are responsible for the maintenance and protection of CSCS property and for the proper expenditure of funds. Financial procedures and systems are designed to ensure that CSCS is publicly accountable for expenditure of monies entrusted to it. Fraud or theft by an employee may result in dismissal, and where appropriate, legal action will be taken.

Employees have a general responsibility to use CSCS resources only for official CSCS business. CSCS facilities are necessarily provided in an accessible manner on trust to CSCS employees. Employees have a responsibility not to abuse that implied trust. CSCS equipment, including motor vehicles, is for official use by employees. Other use of equipment, or its use by persons who are not employees of CSCS, must be in accordance with CSCS policy and undertaken only with the approval of a duly authorised CSCS officer.

Employees have a general responsibility to use CSCS information systems only for official CSCS business. Electronic equipment and copying devices represent particular areas where employees are obliged to act responsibly. CSCS information systems, including software and computer equipment, may be used only by employees of CSCS in accordance with CSCS policy, and only with the approval of a duly authorised officer of CSCS.

## 10. ACCEPTANCE OF GIFTS AND BENEFITS

When acting for CSCS, employees shall not do anything which could compromise either their or the company's position.

Employees must not solicit gifts or benefits that might in any way compromise or influence them in their capacity as employees of CSCS.

Gifts received as employees of CSCS may be accepted, provided there is no possibility that the recipient may be, or might appear to be, compromised in the process or where the gift could be seen by others as either an inducement or reward which might place an employee under an obligation.

## 11. OUTSIDE EMPLOYMENT AND PRIVATE PRACTICE

Employees may be permitted to engage in private practice and/or employment outside CSCS upon terms and conditions prescribed by the company.

## 12. HEALTH AND SAFETY

Every employee shall:

- (a) take reasonable care for the health and safety of persons who are at their place of work and who may be affected by their acts or omissions at work; and
- (b) cooperate so far as it is necessary to enable compliance with any requirement imposed under occupational health and safety legislation in the interests of health, safety and welfare on CSCS or any other person.





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### 13. CONFLICT OF INTEREST

All employees are required to take responsibility for their own conduct and decisions in respect to actual, potential or perceived conflicts of interest.

A "conflict of interest" is a situation where there is an actual, potential or perceived divergence between the individual interests of an employee and his/her professional and work related obligations to CSCS, such that an independent observer might reasonably question that the employee's conduct may have been influenced by his or her own private interests or personal circumstances.

Situations of actual, potential or perceived conflict of interest may arise in regard to previous, concurrent, or successive interests held by an employee. The situations in which conflicts of interest might arise are as follows:

- (a) personal and family relationships;
- (b) staff and students;
- (c) financial interests and affiliations;
- (d) receipt of gifts;
- (e) acceptance of outside professional work or secondary employment;
- (f) use of CSCS information;
- (g) external activities and public comment;
- (h) multiple roles; and.

A situation giving rise to an actual, potential or perceived conflict of interest may compromise the workplace generally. It can create difficulties in maintaining the integrity of CSCS procedures as well as professional and personal standards.

It is the responsibility of each employee of CSCS to disclose to their immediate supervisor details of situations that may give rise to an actual, potential or perceived conflict of interest. The employee shall also withdraw himself or herself immediately and indefinitely from the situation giving rise to the conflict, pending advice from his or her immediate supervisor or other company officer to whom the disclosure was made.

Employees shall take all appropriate measures to avoid situations that may give rise to conflicts between their private interests and their responsibilities and the interests of CSCS.

Employees in supervisory positions must be especially alert to the various situations in which conflicts of interest may arise in the workplace and handle such situations in a sensitive manner.

### 14. BREACH OF CODE

Breaches of this Code should be dealt with as a breach of discipline or misconduct under any relevant industrial instrument (eg. CSCS Enterprise Agreement, Australian Workplace Agreement, contract of employment or CSCS Disciplinary Code).

An employee who breaches the conflict of interest provisions in this Code may be subject to one or more of the following sanctions, depending on the seriousness of the breach:

- (a) counselling;
- (b) formal censure;
- (c) withholding of a salary step;
- (d) demotion by one or more salary steps;
- (e) demotion by one or more classification levels;
- (f) termination of employment;
- (g) civil action; and/or
- (h) reporting of the breach to the police, or any other appropriate authority external to CSCS.



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## 15. RELATED LEGISLATION

*Anti-Discrimination Act 1977*

*Charles Sturt University Act 1989*

*Child Protection (Prohibited Employment) Act 1998*

*Copyright Act 1968*

*Crimes Act 1900*

*Equal Opportunity for Women in the Workplace Act 1999*

*Freedom of Information Act 1989*

*Independent Commission Against Corruption Act 1988*

*Occupational Health and Safety Act 1983*

*Privacy and Personal Information Protection Act 1998*

*Protected Disclosures Act 1994*

*Public Finance and Audit Act 1983*

*State Records Act 1998*

*Workplace Relations Act 1996*

## 16. RELATED CSCS DOCUMENTS

*CSCS Enterprise Agreement*

*CSCS Disciplinary Code*

*CSCS WHS Policy*

*OHS and Welfare Objectives and Responsibilities*

*CSCS Grievance, Harassment and Bullying Procedure*

*Charles Sturt University (CSU) Web Policy*

*Equal Employment Opportunity Policy*

## 17. SIGN OFF

**Company Representative:**

**Signed:**

**Date:**

18<sup>th</sup> January 2018

**Name:**

Martin Dooner

**Position:**

General Manager



# DRUGS AND ALCOHOL POLICY HR014

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed the following policy to create a safe and healthy workplace for workers, and others. This policy outlines the responsibilities of employees with regard to drugs and alcohol in the workplace. Through consultation workers are able to contribute to health and safety issues that may affect them and their welfare. This consultation process allows us to become more aware of hazards and Work Health and Safety (WHS) issues experienced by workers, and involve them in addressing potential problems before they escalate and affect our business.

## 2. SCOPE

This policy applies to all CSCS employees (including casual and consultants), contractors (including sub -contractors), clients and visitors of CSCS, within all the locations the company operates.

## 3. PURPOSE

Being under the influence of alcohol or drugs can seriously impair an individual's judgement and reactions leading to an increased risk of accidents and injuries occurring.

The aim of this policy is to ensure the safety of all employees, workers, and visitors by having clear rules in place regarding use and possession of alcohol and drugs, and to support those who have reported a problem with alcohol or drug dependence.

For the purpose of the policy, alcohol dependence is defined as:

*"The habitual drinking of intoxicating liquor by an employee, whereby the employee's ability to perform his/her duties is impaired or his/her attendance at work is interfered with, or he/she endangers the safety of others".*

Drug dependence is defined as:

*"The habitual taking of drugs by an employee other than drugs prescribed as medication, whereby the employee's ability to perform his/her duties is impaired, or his/her attendance at work is interfered with, or he/she endangers the safety of others".*

## 4. PROCEDURE

The Company's policy is that during working hours and at all times whilst on work premises employees must be free from the influence of drugs or alcohol. This will help ensure the health and safety of employees and others with whom they come into contact, to maintain the efficient and effective operation of the business, and to ensure customers receive the service they require. For those reasons, the following rules will be strictly enforced.

No employee shall-

- Report or try to report for work when unfit due to alcohol or drugs (whether illegal or not) or to substance abuse;
- Be in possession of illegal drugs\*\* in the workplace;
- Supply others with illegal drugs in the workplace;
- Supply other with alcohol in the workplace;
- Consume alcohol or illegal drugs or abuse any substance whilst at work.

\*\* Illegal drugs include but are not limited to heroin, cannabis/marijuana, cocaine, ecstasy and amphetamines.

In addition, employees must –



- Ensure they are aware of the side effects of any prescription drugs;
- Advise their supervisor or a member of the management team immediately of any side effects of prescription drugs, which may affect work performance or the health and safety of themselves or others. For example, drowsiness.

Contravention of these rules is gross misconduct and the Company will take disciplinary action for any breach of these rules, which may include summary dismissal.

When there is reasonable belief that an individual is under the influence of alcohol or drugs on reporting for work or during the course of work, (for example if there was a strong smell of alcohol on the person's breath), they must be sent home immediately. (CSCS will offer to provide transport or arrange for individual to be collected)

In addition, possession of or dealing in illegal drugs on CSU premises will, without exception, be reported to the Police.

### Help and support

The Company will endeavour to ensure that advice and help are made available to any employee who feels they have a problem with alcohol or drug misuse. In the first instance, individuals will be encouraged to seek help from their General Practitioner.

Under these circumstances and with the employee's consent, a referral will be made to the Occupational Health service. It may occasionally be necessary to request that the employee refrains from work temporarily, or undertakes restricted duties to ensure their own safety and that of others.

The Company may also allow additional time off (normally unpaid) for employees to obtain treatment or attend support groups.

Any employee who seeks the assistance of the Company in finding treatment for a drugs or alcohol problem has the Company's complete assurance of confidentiality.  
Some useful links to websites are provided below.

#### Alcohol and Drug Information Service (ADIS)

Sydney: [02 9361 8000](tel:0293618000)

Regional NSW: [1800 422 599](tel:1800422599)

#### Counselling Online

24 hours a day, 7 days a week

Free alcohol and drug counselling online.

<http://www.counsellingonline.org.au/>

#### Say When

Online support for monitoring alcohol intake.

<http://www2.betterhealth.vic.gov.au/saywhen>

## 5. SIGN OFF

### Company Representative:

Signed:



Date:

15th January 2018

Name:

Martin Dooner

Position:

General Manager



# EMPLOYEE DOMESTIC VIOLENCE (DV) POLICY CSCS122

## 1. INTRODUCTION

Charles Sturt Campus Services (CSCS) promotes the identification, evaluation, treatment and safe disposition of all persons who are or may be victims of domestic violence. CSCS recognises that employees may be victims of domestic violence themselves and that living in such a relationship can interfere with work efficiency, attendance and job retention. We are committed to creating a supportive workplace environment in which employees feel safe and comfortable seeking assistance for domestic violence concerns.

## 2. SCOPE

This Policy applies to all CSCS employees, Permanent, Part Time and Casual

## 3. PURPOSE

1.1 CSCS is committed to supporting employees experiencing domestic and family violence.

1.2 To assure that employees of CSCS who are or may become victims of domestic violence are appropriately identified and served.

## 4. Guidelines

4.1 Awareness of possible signs of DV:

- Bruises, especially if frequent or in various stages
- Excessive tardiness
- Decreased job performance
- Unkempt, dishevelled appearance
- Suicidal or homicidal thoughts
- Fear, anxiety, depression,
- Difficulty making decisions alone
- Intense startle reactions
- Chronic headaches, abdominal pains or pelvic pain
- Recurrent muscle aches
- Recurrent bladder or vaginal infections as reported by the employee
- Increased use of sick time/ unexplained absences
- Increased use of drugs and alcohol
- Eating or sleeping disorders
- Vague, nonspecific medical complaints
- Significant other calls or comes by workplace frequently
- Harassing phone calls to the workplace
- Changes in behaviour and work performance
- Preoccupation/lack of concentration

4.2 Encourage victims to seek assistance:

Campus Security

Employee Assistance Program – Optum



4.3 Treat employees with dignity, respect, and compassion and with sensitivity to age, culture, ethnicity and sexual orientation and as with any other personal concern of an employee's, take great care to treat domestic violence with this same confidentiality

## 5. LEAVE

Unpaid family or domestic violence leave will be available in the event that the employee needs to do something to deal with the impact of the family and domestic violence and it is impractical for them to do it outside their ordinary hours of work.

Five days of unpaid leave will be available at the commencement of each 12 month period rather than accruing progressively during a year of service. The leave will not accumulate from year to year. Staff must follow CSCS procedures when applying for Leave.

## 6. SIGN OFF

Company Representative:

Signed:

Date:

08-08-2018

Name:

Martin Dooner

Position:

General Manager





## 22. GUIDELINE

### 5.1 Entitlement to unpaid leave

An employee is entitled to 5 days' unpaid leave to deal with family and domestic violence, as follows:

- (a) the leave is available in full at the start of each 12 month period of the employee's employment; and
- (b) the leave does not accumulate from year to year; and
- (c) is available in full to part-time and casual employees.

Note:

1. A period of leave to deal with family and domestic violence may be less than a day by agreement between the employee and the CSCS.
2. CSCS and the employee may agree that the employee may take more than 5 days' unpaid leave to deal with family and domestic violence.

### 5.2 Taking unpaid leave

An employee may take unpaid leave to deal with family and domestic violence if the employee:

- (a) is experiencing family and domestic violence; and
- (b) needs to do something to deal with the impact of the family and domestic violence and it is impractical for the employee to do that thing outside their ordinary hours of work.

Note:

The reasons for which an employee may take leave include making arrangements for their safety or the safety of a family member (including relocation), attending urgent court hearings, or accessing police services.

### 5.3 Service and continuity

The time an employee is on unpaid leave to deal with family and domestic violence does not count as service but does not break the employee's continuity of service.

### 5.4 Notice and evidence requirements

#### (a) Notice

An employee must give CSCS notice of the taking of leave by the employee. The notice:

- (i) must be given to CSCS as soon as practicable (which may be a time after the leave has started); and
- (ii) must advise CSCS of the period, or expected period, of the leave.

#### (b) Evidence





An employee who has given CSCS notice of the taking of leave must provide evidence that would satisfy a reasonable person that the leave is taken for the purpose specified in the CSCS Family and Domestic Violence Guideline.

Note: Depending on the circumstances such evidence may include a document issued by the police service, a court or a family violence support service, or a statutory declaration.

## 5.5 Confidentiality

(a) CSCS will take steps to ensure information concerning any notice an employee has given, or evidence an employee has provided under the CSCS Family and Domestic Violence Guideline is treated confidentially, as far as it is reasonably practicable to do so.

(b) Nothing in the CSCS Family and Domestic Violence Guideline prevents CSCS from disclosing information provided by an employee if the disclosure is required by an Australian law or is necessary to protect the life, health or safety of the employee or another person.


Note: CSCS acknowledges that Information concerning an employee's experience of family and domestic violence is sensitive and if mishandled can have adverse consequences for the employee. CSCS will consult with such employees regarding the handling of this information.

## 5.6 Compliance

An employee is not entitled to take leave under guideline CSCS Family and Domestic Violence Guideline unless the employee complies with CSCS Family and Domestic Violence Guideline.

## 23. SIGN OFF

### Company Representative:

Signed:  Date: 14-09-18

Name: Martin Dooner Position: General Manager



# EQUAL EMPLOYMENT OPPORTUNITY POLICY HR026

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed the following policy to create a safe and healthy workplace for all workers, subcontractors and visitors. This policy outlines the rules, responsibilities and procedures for Equal Employment Opportunity and proposes the organisation and its workers do not discriminate against another person based on their sex, age, race, skills and experience, physical and mental abilities, marital status, political views or trade union association.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- Charles Sturt Campus Services Limited will not discriminate against anyone in our recruitment practices or in the delivery of our goods and services. All recruitment selection will be based on the applicants' qualifications, skills and experience in relation to the proposed position. Internal promotions will be based on the best person that meets the requirements for the position; and
- No worker or staff is to discriminate, harass or victimise another worker, client or other person while representing this organisation, non-compliance will result in disciplinary action.

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Identify all hazards in the workplace and assess each hazard's potential to harm, giving consideration to the age, experience, skill and physical ability of the worker and investigate options for eliminating or controlling the hazards;
- Monitor work conditions and work performance;
- Implement and review this policy;
- Consult with workers about this policy;
- Make sure that all workers understand the organisation's Equal Employment Opportunity Policy and their roles and responsibilities;
- Make sure all workers are properly trained in workplace hazards and safe work practices with consideration to their age, experience and skill and in accordance with their roles and responsibilities;
- Provide information to all workers about the potential hazards encountered at work to make sure they can undertake their work safely;
- Make sure that all workers are aware of their duties and rights when they encounter workplace hazards;
- Provide careful supervision until a worker is competent to carry out the tasks required;
- Make adjustments to accommodate specific needs of pregnant women to ensure their health, safety and welfare in the workplace;
- Implement corrective or disciplinary procedures;




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- Provide safety training and information to workers where language and/or literacy may be an issue, in a format that is appropriate for their needs;
- Keep confidential records of any unfair work practices against any worker; and
- Provide a fair and equal workplace for all workers.

Workers must:

- Comply with the rules of this policy;
- Report to their manager or supervisor any discrimination or unfair treatment in the workplace; and
- Advise their supervisor if they feel unsafe performing any work activity or if they feel they have not been properly trained.

## 5. SIGN OFF

**Company Representative:**
**Signed:**
**Date:**

23-04-2018

**Name:**

Martin Dooner

**Position:**

General Manager

# GRIEVANCE, HARASSMENT AND BULLYING POLICY WHS090

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed the following policy to create a safe and healthy workplace for workers and others. Workplace grievance, harassment and bullying is when a person subjects another to degrading, intimidating behaviour ranging from verbal abuse or threats to actual physical violence. Workplace grievance, harassment and bullying will not be tolerated within the organisation or directed to workers from outside the organisation. This policy outlines the rules, responsibilities and procedures for grievance, harassment and bullying in the workplace.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3 POLICY STATEMENT

3.1 All Staff have the right to work in a safe working environment and to be treated with dignity and respect.

3.2 CSCS provides procedures through which staff can have a workplace grievance addressed.

3.3 All staff members have a right to use the procedures and this policy if they believe they have a legitimate grievance that can be dealt with under the procedures.

## 4. PURPOSE

The purpose of this Policy is to guide Charles Sturt Campus Services approach to manage concerns or complaints which arise as workplace grievances.

## 5. RESPONSIBILITIES

Managers and Supervisors must:

- Implement and review this policy;
- Consult with workers about this policy so they can contribute to decisions affecting their health, safety and welfare;
- Provide resources, information, training and supervision for workers to allow them to adhere to the rules, have the knowledge and resources to follow the procedures and understand their roles and responsibilities;
- Provide information to all workers about the potential health and safety impacts of violence in the workplace;
- Provide appropriate training in the operation of any security equipment for workers according to their needs, roles and responsibilities;
- To the best of their ability provide a secure work environment and take action against anyone who threatens or bullies their workers;






- Monitor work conditions and work performance;
- Take each and every threat or violent act seriously and report acts or threats of violence to the appropriate authorities;
- Outline the procedures for the management of violence;
- Encourage and refer workers to support and counselling as appropriate;
- Record all incidents of violence and threats; and
- Continue to monitor workplace conditions and the environment, performance and culture for problematic behaviours and attitudes.

Workers must:

- Be courteous, understanding and show mutual respect towards all persons;
- Participate in consultation and any training required to prevent workplace violence;
- Comply with the rules of this policy; and
- Advise their manager/supervisor if they feel unsafe performing any work activity or if they feel they have not been properly trained.

## 6. SIGN OFF

**Company Representative:**

**Signed:**  **Date:** 15-03-21

**Name:** Martin Dooner **Position:** General Manager



# INTERNET AND EMAIL POLICY HR063

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed this policy to outline the responsible use of the Internet and Electronic Mail (Email) provided by the company for the use by workers. This policy outlines the rules, responsibilities and procedures for Internet and email use, in particular security, privacy, confidentiality and preventing inappropriate material being downloaded or sent that may offend or insult.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- The use of Email and the Internet during company time is to conduct company business only. No personal business is to be conducted using the companies email system. All documents created or results of network activity conducted while doing company business and with the company's resources remain the property of the company;
- The management at Charles Sturt Campus Services Limited reserves the right to monitor, log and/or restrict employee email and Internet access without notice;
- Keep email attachments to a minimum of 1 – 5Mb for efficient delivery;
- Workers are prohibited from accessing, displaying, generating or storing any material that is sexually explicit, offensive and discriminatory or contains profanities. Sending emails of a harassing nature or causes offence, embarrassment or humiliation to persons inside or outside of the company is prohibited;
- The use of the internet for any illegal purpose is strictly prohibited;
- Purchasing via email is to be for goods and services required for the company and must have approval from the General Manager or Finance Manager
- Downloading software is prohibited unless approval is given as it may corrupt the system;
- Any worker who is aware of any unauthorised or inappropriate use of email or the Internet must contact the Officer; and
- Any worker who does not comply with these rules will be subject to disciplinary action.

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Implement and review this policy;
- Inform all workers of this policy;
- Make sure that all workers understand the organisation's Internet and Email Policy and their roles and responsibilities;
- Implement disciplinary procedures when there is abuse of the internet or email; and
- Monitor internet and email usage.



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Workers must:

- Comply with the rules of this policy;
- Participate in consultation and training that relates to this policy; and
- Inform the officer or supervisor if inappropriate emails are received;

**5. SIGN OFF****Company Representative:****Signed:****Date:**1<sup>st</sup> January 2018**Name:**

Martin Dooner

**Position:**

General Manager

# KEYS & ACCESS CARD RESPONSIBILITY POLICY HR006

## 1. PURPOSE

To outline the accountabilities, responsibilities and expectations of staff provided with a set of university keys and access card control.

## 2. SCOPE

This Policy applies to all Charles Sturt Campus Services employees.

## 3. RESPONSIBILITIES

All keys, lanyards, cards and retractable key holders remain the property of the university.

### Managers Responsibilities:

- Coordinating issuing of access cards and keys. (access on cards and keys should only be provided for spaces where access is required)
- Ensuring key and access card return in relation to employees departing the organisation
- Maintaining a key and card access register for employees within their supervisory area
- Day to day oversight of the secure storage of keys and contractor access cards in the designated lock-able key cabinet.
- Ensuring that card and key holders understand that all lost or stolen access cards and keys must be reported immediately
- Immediately reporting all lost or stolen keys or access cards to their Supervisor , Facilities Management and or Residential Life
- When required submitting a restricted key order request form to facilities management and through the online building management system (BEIMS).

### Key Custodian Responsibilities:

- When in possession of issued keys or access cards employees must ensure they are kept safe and secure at all times.
- Return all issued keys and or contractor cards to the designated lockable key cabinet prior to departing university grounds. (Personal ID cards with access may be taken home. Employees must ensure they are kept safe and secure at all times)
- Return all issued keys and access cards when departing the organisation.
- Immediately report lost, stolen or damaged keys to their direct Supervisor.
- Never assign keys to other persons.
- Never obtain or attempt to obtain key duplicates.



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## Loss of University Keys

The restricted key and access card system used by the University is a major part of Security initiatives for protecting University property and in restricting access to unauthorised persons. When a University key or access card is lost this must be reported immediately. It is paramount that circumstances surrounding the loss of keys remain confidential.

It is the universities policy to re-key or remove access to the area(s) affected by the loss of the key(s) or the access card to maintain the integrity of the Universities restricted access system, together with ensuring that the safety of persons and property is preserved. The decision to re-key or remove access and the timeframe for the above will be determined by authorised university persons undertaking a risk assessment. Losses resulting from breach of policy may result in dismissal.

### 4. SIGN OFF

**Signed:****Date:**9<sup>th</sup> January 2018**Name:**

Martin Dooner

**Position:**

General Manager



# MENTAL HEALTH AND WELLBEING POLICY CSCS128

## 1. INTRODUCTION

Charles Sturt Campus Services believes that the mental health and wellbeing of our staff is key to organisational success and sustainability.

## 2. SCOPE

This policy applies to all employees of Charles Sturt Campus Services, including contractors and casual staff.

## 3. PURPOSE

The purpose of this policy is for Charles Sturt Campus Services to establish, promote and maintain the mental health and wellbeing of all staff through workplace practices, and encourage staff to take responsibility for their own mental health and wellbeing.

- To build and maintain a workplace environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
- To increase employee knowledge and awareness of mental health and wellbeing issues and behaviours.
- To reduce stigma around depression and anxiety in the workplace.
- To facilitate employees active participation in a range of initiatives that support mental health and wellbeing.

## 4. RESPONSIBILITIES

All employees are encouraged to:

- understand this policy and seek clarification from management where required
- consider this policy while completing work-related duties and at any time while representing Charles Sturt Campus Services
- support fellow workers in their awareness of this policy
- support and contribute to Charles Sturt Campus Services aim of providing a mentally healthy and supportive environment for all workers.
- All employees have a responsibility to:
  - take reasonable care of their own mental health and wellbeing, including physical health
  - take reasonable care that their actions do not affect the health and safety of other people in the workplace.
- CSCS Management Team have a responsibility to:
  - ensure that all workers are made aware of this policy
  - actively support and contribute to the implementation of this policy
  - manage the implementation and review of this policy.

## 5. POSITIVE MENTAL HEALTH

5.1 Positive mental health is characterised by feeling good and functioning well. According to the World Health Organisation, mental health is a state of well-being in which a person can:

- Cope with the normal stresses of life
- Work productively and fruitfully
- Realise their potential, and
- Contribute to the community




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5.2 Your mental health is as important as your physical health. Research has shown that you can help to build and maintain your mental health by taking some simple steps, including:

- Socialising with your friends, family and others in the community
- Engaging in regular exercise, eating a healthy diet, avoiding excess alcohol or other drugs and going for regular check-ups with your doctor
- Engaging in meaningful work, including volunteering, helping a neighbour or performing small acts of kindness, and
- Taking time to relax and enjoy the things you really enjoy

5.3 If you are interested in other ways for building and maintaining personal positive mental health issues, CSCS recommends that you see your doctor. CSCS can also coordinate consultation with our Employee Assistance Program provider, OPTUM, just ask your CSCS Supervisor or other Management Representative.

## 6. SIGN OFF

**Company Representative:**

**Signed:**

**Date:**

26-06-2019

**Name:**

Martin Dooner

**Position:**

General Manager



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# OCCUPATIONAL COACHING SYSTEM POLICY CSCS082

## 1. AIM

This policy outlines CSCS Occupational Coaching system principles.

## 2. PURPOSE

The purpose of CSCS Occupational Coaching system is to provide a formal process to identify staff development needs and foster staff development.

## 3. SCOPE

This policy applies to all permanent and part time staff employed by CSCS limited.

## 4. APPLICATION

CSCS management will conduct a minimum of one employee interview annually interviews will be conducted by the Area Manager or a nominated representative.

Prior to each interview the Area Manager or a nominated representative will coordinate an agreed time and date. Interviews will be conducted in a private location.

The agenda of each Interview will include:

- Introduction
- Review of Company Strategy
- Review of Position Description
- Review of Work Plans i.e. Schedules and Rosters
- Review and discussion on previously agreed actions
- Review and discussion on the completed Work Review
- Review and discussion on staff development plans
- Agreed actions

All discussions and documentation between CSCS management and individual staff members will be considered and treated as confidential.

## 5. DELEGATED AUTHORITIES

CSCS Senior Management





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## 6. SIGN OFF

Company Representative:

Signed:

Date:

18-03-20

Name:

Martin Dooner

Position:

General Manager



# PERMANENT PART TIME WORKING ARRANGEMENTS HR013

## 1. AIM

The aim of this policy is to outline Charles Sturt Campus Services approach to permanent part time working arrangements this policy specifically relates to the preferred maximum weekly hours permanent part time employees are engaged.

## 2. PURPOSE

The purpose of this policy is to ensure Charles Sturt Campus Services Limited remains sustainable by providing the most cost effective and efficient services.

## 3. SCOPE

This policy applies to all permanent and part time staff employed by CSCS limited.

## 4. APPLICATION

Where practical permanent part time employees will be engaged for a maximum of twenty five hours per week. Rosters and work schedules should be arranged to accommodate this policy.

## 5. RESPONSIBILITIES

General Manager, Area Managers, Supervisors and Team Leaders must:

- Implement and review this policy;

## 7. SIGN OFF

Company Representative:

Signed:

Date:

20-08-2019

Name:

Martin Dooner

Position:

General Manager





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# PURCHASING POLICY (OPERATIONAL PLANT & EQUIPMENT)

## 1. AIM

The aim of this policy is to outline Charles Sturt Campus Services Limited (CSCS) directive on the purchasing of operational plant & equipment.

## 2. PURPOSE

Charles Sturt Campus Services Limited has a responsibility to provide a safe and healthy workplace for employees and others. This policy outlines the responsibilities and procedures for purchasing new operational plant & equipment (eg: equipment, tools, chemicals, supplies and materials) in an endeavour to eliminate or minimise the risks.

## 3. SCOPE

This policy applies to all new purchases of operational plant & equipment made by Charles Sturt Campus Services Limited and all workplaces under CSCS control.

## 4. APPLICATION

The potential health and safety hazards associated with the purchase of new operational plant & equipment are to be evaluated prior to placing a purchase order or requisition. The person requesting the item must complete the Asset & Equip Purchase Checklist (FIN.019) and forward it to the authorised person for checking and approval.

Purchase specifications should include detailed descriptions of the items, as well as reference to relevant legislation and standards. Any special health and safety requirements identified from the Asset & Equip Purchase Checklist (FIN.019) should be included in the purchase specifications.

Repeat purchases of the same item (model and type) may be covered by the original Asset & Equip Purchase Checklist (FIN.019).

## 5. RESPONSIBILITIES

CSCS maintains a procurement environment that delegates considerable decision making authority to some employees. Employees involved in the purchasing process take full responsibility for understanding CSCS's policies and procedures regarding purchasing and vendor relations. Purchasing decisions are business decisions made on behalf of CSCS and therefore should be made with the utmost consideration for what is in the best interest of CSCS.

Management and Supervisors must:

Understand and comply with CSU procurement Policy and Procedures;

- Consult with CSCS employees regarding proposed purchases of new equipment, substances and materials;
- Obtain the risk control strategies for the safe use, transport or storage of any new equipment or substance from the manufacturer, supplier or Australian Standards prior to purchasing;
- Train employees in the safety aspects of the purchased equipment or substance;
- Review Safe Work Method Statement (SWMS) in relation to the newly purchased equipment or substance;
- Purchase and issue the appropriate PPE for use with the newly purchased equipment or substance.


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Employees must:

- Comply with this policy;
- Participate in any consultation and training relating to this policy.

## 1. SIGN OFF

**Company Representative:**
**Signed:**
**Date:**

12-09-2019

**Name:**

Martin Dooner

**Position:**

General Manager





# SMOKING IN THE WORKPLACE POLICY WHS079

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed the following policy to create a safe and healthy workplace for workers, and others. This policy outlines the responsibilities of employees and smoking in the workplace. Through consultation workers are able to contribute to health and safety issues that may affect them and their welfare. This consultation process allows us to become more aware of hazards and Work Health and Safety (WHS) issues experienced by workers, and involve them in addressing potential problems before they escalate and affect our business.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. PURPOSE

As your employer, the Company is committed to providing safe working conditions and systems at work.

Strong scientific evidence suggests that smoking and passive smoking is hazardous to health.

It is important that health and safety is the concern of both employees and the employer.

To minimise risk to health and safety CSCS will advise employees of a designated smoking area in the most practical location/s.

## 4. PROCEDURE

Under this policy, employees and contractors engaged by CSCS, choosing to smoke will only be permitted to smoke in designated areas and in their allocated break times.

Designated areas and allocated breaks are campus specific (Refer to CSCS Supervisor for appropriate clarification).

Employee adherence to this policy is a condition of employment, any breach of the policy will lead to normal disciplinary procedures.

It should be noted that employees who fail to look after the health and safety of other people by not complying with the policy can be personally liable for substantial fines under the NSW Work Health and Safety Act 2011.

### Assistance to employees

Each employee is responsible for ensuring that they develop and practice their own health and safety. CSCS will endeavour to support employees who may require assistance and advice to quit smoking.

For your reference Information is available from the following organisations:

- Cancer Council New South Wales PH: 0293341900
- The Quitline PH: 137848
- Your Local Chemist



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## 5. SIGN OFF

### Company Representative:

Signed:

Date:

03-01-2018

Name:

Martin Dooner

Position:

General Manager

*December 2015: This policy was reviewed and agreed to by the CSCS Board*





# SOCIAL MEDIA POLICY CSCS146

## 1. PURPOSE

(1) This document sets out Charles Sturt Campus Services (CSCS) policy on staff members' professional and personal use of social media and the use of CSCS computing and communication facilities to participate in social media forums.

(2) This Policy aims to encourage participation in social media in a responsible and respectful manner to ensure that:

1. the reputation of CSCS is maintained and enhanced;
2. use complies with Australian and international laws and the rules, regulations and policies of CSCS, particularly relating to prohibited data or material, harassment and discrimination, threatening behaviour, libel, defamation, privacy, and the protection of intellectual property; and
3. all participation complies with the terms of use of the relevant social media platform.

## 2. SCOPE

(3) This Policy applies to:

1. all staff members of CSCS; and
2. associates of CSCS.

## 3. GLOSSARY

(4) For the purpose of this Policy:

1. Electronic information - means information stored, issued, distributed or forwarded as text, graphics, images, animations, video, sound and/or computer programs.
2. Personal use of social media - means individual or private use of social media platforms, using their own personal social media accounts, including to socialise online, send messages, share interests and information, chat, meet people, and post information, photographs and videos.
3. Professional use of social media - includes the use of social media platforms to facilitate the research, marketing, recruitment, administration or authorised commercial activities of CSCS. Social media platforms - refers to applications, websites or tools that enable people to socialise online, send messages to one another, share interests and information, chat, meet people, and post information, photographs and videos for others to look at. These platforms may be internal or external, and include:
  1. social and professional networking sites, e.g. Facebook, Yammer, LinkedIn and Google;
  2. video and photo sharing sites, e.g. Flickr, YouTube and Vimeo;
  3. blogs (weblogs) and blogging platforms, e.g. WordPress, Blogger and Tumblr;





4. micro-blogging and activity stream sites, e.g. Twitter;
5. forums and discussion boards, e.g. Trove Forum, Yahoo Groups and Google Groups;
6. collaborative online deliberation and argument map sites, e.g. Debategraph;
7. virtual communities, e.g. Second Life;
8. wikis (collaboratively created repositories of content), e.g. Wikipedia; and
9. and other application, website or tool that allows for user generated content exchange.

## 4. POLICY

### General Principles

(6) CSCS is committed to encouraging freedom of expression, public comment and engagement of staff in intellectual debate and cultural pursuits in a consistent and professional manner in all forms of media.

(7) Staff are expected to read, understand and comply with CSCS policies relating to the use of computing and communication facilities, public comment and staff conduct.

(8) Staff must not deliberately publish any misleading or incorrect information or make any misleading or incorrect comments on social media.

(9) Staff must not use social media to make comments that may damage the reputation of CSCS or any members of CSCS community (e.g. staff, community or business partners).

(10) Staff are personally responsible and will be held accountable for any content or comments that have a connection with CSCS, which they publish on social media platforms. This applies to content and comments published on their personal social media platforms and on the platforms of others, either in a professional or personal capacity.

(11) Social media posts are broadcasts. Even if you intend to broadcast a message to only a few people, social media posts are a permanent record in the public domain. They can be searched, shared, stored, and spread globally, even when the content has been deleted. This may result in consequences that the staff member did not intend. It is therefore important for staff to ensure the appropriateness of their content, and to use privacy settings to review and approve comments before they appear. Staff should monitor their comments and posts regularly and respond appropriately (e.g. deleting offending comments from the platform and/or blocking users).

(12) CSCS accepts no responsibility for the content of external social media platforms that are "followed", "tagged" or referenced by/on an official CSCS social media platform. "Following", "tagging" or referencing does not constitute endorsement by CSCS.

### Professional Use of Social Media

(14) Staff must not make any comments on behalf of CSCS, or that might be perceived as being made on behalf of CSCS, unless they have delegated authority to do so. An authorised representative should disclose their name/position title and the fact that they are communicating the views of CSCS officially.





(15) If a staff member comments in a professional capacity on a subject that relates directly to their CSCS appointment, but they are not commenting on behalf of CSCS, then they may give the title of their CSCS appointment in order to establish their credentials. They should also include a disclaimer that the views expressed are their own and not those of CSCS.

(16) Staff must not continue to use, access or assert ownership over any social media platforms that they were authorised to use as a staff member after they have ceased employment with CSCS (e.g. by closing, transferring or renaming a CSCS Twitter account).

## Personal Use of Social Media

(17) This Policy applies to personal use of social media where there is a connection with CSCS. Circumstances in which there is a connection with CSCS include where:

1. the social media platform is established or used as an authorised CSCS social media platform, e.g. CSCS Facebook, Twitter or LinkedIn sites; or
2. the social media platform is accessed using CSCS computing or communication facilities (including remote access facilities) either during normal working hours or after hours; or
3. a person identifies themselves as a CSCS staff member on the platform or they can be directly or indirectly associated with CSCS (referred to as "identifiable personal use"); or
4. the content of the social media platform is specifically about CSCS or any members of CSCS community, e.g. comments about colleagues, students or supervisors.

(18) Staff must not make comments on social media that might be interpreted as being made on behalf of CSCS unless they are authorised to do so. If staff make unauthorised comments related to CSCS, they should include a disclaimer clearly stating that they are not commenting on behalf of CSCS. For example, "These are my personal views and do not necessarily represent CSCS's policies, positions or strategies."

(19) In any personal comments that staff make, they should not include their CSCS position title or contact details (e.g. their CSCS telephone number or email address).

(20) Staff must not use CSCS logo or any other CSCS marks or images (including images of CSCS buildings or facilities) for personal use on social media.

(21) Staff must not use CSCS's name to promote or endorse any non-CSCS business, product or cause, or any political party or candidate.

(22) All staff members should consider carefully the extent to which they use their personal social media platform for interactions with staff and students. For example, it may not be appropriate for a staff member to use a social media platform to discuss a work





issue. A staff member should also consider carefully whether they are willing to accept students as social media "friends" as this might be perceived as a conflict of interest.

(23) Staff should avoid posting personal revelations and comments or embarrassing photographs on social media platforms. These may be detrimental to their current or future career or have implications on relationships with fellow staff members and students.

## Use of CSCS Computer and Communication Facilities

(24) Staff may only use CSCS computing and communication facilities to engage in personal social media activity where such use has:

1. no negative impact on the performance of their duties (e.g. they may update their Facebook page during their lunch hour but not spend excessive time using social media during their normal working hours); and
2. no negative impact on CSCS's information technology facilities.

(25) Use of CSCS computing and communication facilities includes use of remote access facilities provided by CSCS (e.g. Thin Client) even if the hardware used (e.g. computer or mobile telephone) is not provided by CSCS. It does not include use of information technology facilities such as audio or video streaming services.

(26) Staff are responsible for any use of their access privileges to CSCS's computing and communication facilities by anyone other than themselves, e.g. family, friends or household members.

(27) CSCS may audit and monitor staff usage of CSCS computing and communication network and facilities. This may result in directing a staff member to remove any published content (including comments, images and videos) that has the potential to damage the reputation of CSCS or CSCS staff or that does not meet the requirements of this Policy.

(28) CSCS may restrict staff access to specific Internet sites, including social media platforms (e.g. malicious websites).

(29) CSCS may remove or disable access to devices connected to CSCS network if they represent a threat to the security of the network (e.g. ransomware, viruses and malware).

(30) Some social media platforms such as YouTube involve high-bandwidth usage. Staff must not access these platforms or download large files for personal use as CSCS may have to pay an additional amount for usage over a certain limit. Where personal use of social media platforms on CSCS computing and communication facilities has been excessive, CSCS may request compensation for such access.

## Legal Responsibilities

(31) When using social media for professional purposes or for personal use where there is a connection with CSCS, staff must comply with:





1. all relevant Australian and international legislation; and
2. the terms and conditions of use of the relevant social media platform.

(32) Staff must not conduct, encourage or engage in illegal activity (e.g. music or video "piracy").

### **Privacy and Confidentiality**

(33) Staff must ensure the protection of the privacy of individuals and information concerning individuals where that information has not been expressly authorised for release.

(34) Staff must not use social media to publish or report on confidential information about CSCS or personal information about students, or fellow staff members obtained in the course of their employment with CSCS. They should only publish information that is publicly available. The best way to do this is to link to the original source of the information.

### **Copyright and Intellectual Property**

(35) When using social media, staff must not publish information or link to information or platforms that may breach the legal ownership rights of others (e.g. copyright, trademarks or intellectual property).

(36) To avoid plagiarism or breach of copyright, material posted on social media platforms should reference or cite sources of information appropriately.

### **Bullying, Harassment and Discrimination**

(37) Staff must not comment on or publish information that promotes, fosters or perpetuates discrimination on the grounds protected under relevant anti-discrimination or equal opportunity legislation.

(38) Staff must not use social media to make offensive or abusive comments about or to stalk, threaten, harass or intimidate any person. This may amount to cyber-bullying, which could result in disciplinary proceedings or criminal proceedings under the Criminal Code Act 1995 (Cth).

### **Defamation**

(39) Staff must not make comments or publish information that may damage another person's reputation.

### **Offensive or Obscene Material**

(40) Staff must not post, display, receive, publicise or comment on materials or links to materials that are offensive or obscene (e.g. sexually explicit or pornographic material).


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## Freedom of Information

(41) The Freedom of Information Act 1982 (Cth) applies to social media content. Content must therefore be able to be managed, stored and retrieved in accordance with this Act.

(42) All CSCS social media platforms will clearly indicate that any content posted or submitted for posting are subject to public disclosure.

## Breaches of This Policy

(43) Any alleged breaches of this Policy will be investigated in accordance with the misconduct/serious misconduct provisions in the relevant industrial instrument and may result in disciplinary action or termination of employment.

(44) CSCS may direct staff to remove material for which they are responsible (e.g. posted by them) from any social media platform over which they have control (e.g. their Facebook page) if it is in breach of this Policy and/or to take reasonable steps to seek its removal from any social media platform over which they do not have control (e.g. by requesting that the platform moderator remove the material).

(45) CSCS may decide to take legal action against a staff member for breaches of this Policy.

(46) CSCS may report any conduct that breaches this Policy to the Police or any other appropriate authority external to CSCS (e.g. the Australian Communications and Media Authority).

## 5. GUIDELINES

(48) Refer to the Social Media Guidelines for acceptable standards of conduct in relation to the use of social media.

## 6. SIGN OFF

Signed:

Date:

20-11-2020

Name:

Martin Dooner

Position:

General Manager





# STAFF RECRUITMENT AND SELECTION POLICY CSCS086

## 1. PURPOSE

The purpose of this Policy is to set out Charles Sturt Services Limited management principles on recruiting and selecting quality staff.

This Policy is designed to assist CSCS to:

- a. meet its mission, priorities and objectives;
- b. maintain the principle of recruitment based on merit; and
- c. ensure the application of reasonable and consistent standards for the recruitment of all staff at CSCS.

Equal opportunity principles are integral to the recruitment and selection processes of CSCS.

## 2. SCOPE

This Policy applies to all paid continuing and fixed-term appointments, full-time, casual and fractional.

## 3. GLOSSARY

- a. Recruitment - refers to the process of attracting the best available applicants for employment at CSCS.
- b. Selection - refers to the process of identifying the best candidate(s) for employment at CSCS.
- c. Merit - refers to getting the best person for the job without taking into account irrelevant factors. This includes eliminating subjectivity and bias in work design, the recruitment process and assessing candidates against the inherent requirements of the job.
- d. Referee - refers to a person who can attest that the candidate can perform the requirements of the position.

## 4. POLICY

### Part A - Principles

Recruitment at CSCS is:

- a. preceded by planning in relation to organisational structure; work design and job analysis; position descriptions; and selection criteria;
- b. diverse and tailored to the context and environment of the role to be filled; and
- c. committed to producing the best outcome for CSCS.

To minimize risk and maximize flexibility the recruitment process will ensure:


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- a. recruitment occurs within an evidence based and merit context;
- b. all processes are transparent and decision making is documented from inception to decision; and
- c. CSCS employs rigorous and valid selection strategies which manage reputation as an employer of choice.

## Part B - Responsibilities

**No persons engaged by CSCS will commence work, without prior successful completion, in a relevant CSCS induction program as well as obtaining WWCC, police check and passing functional exam.**

The Recruitment Officer shall establish the policy and procedures and monitor the recruitment process and will provide advice, guidance and assistance to those persons involved in staff recruitment and selection at CSCS.

Site Management Teams are responsible for recruiting staff in accordance with CSCS policy and procedures and legislative requirements.

## Part C - Selection of Staff

Selection shall be based on merit or other market-based approaches, which are determined through an assessment of an applicant's qualifications, experience, standard of work performance and personal qualities relevant to the requirements for the position.

The General Manager has the authority to make a direct appointment or second a suitable employee to any position

## 5. Sign Off

Refer to the Staff Recruitment and Selection Procedure.

**Company Representative:**

**Signed:**

**Date:**

13-08-2020

**Name:**

Martin Dooner

**Position:**

General Manager





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# STRESS AND FATIGUE POLICY WHS115

## 1. INTRODUCTION

Stress and fatigue can reduce reaction times and thereby compromise the ability of a person to work safely. Charles Sturt Campus Services Limited has developed this policy to provide a healthy and safe workplace for workers and others. This policy outlines the rules, responsibilities and procedures for Stress and Fatigue.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- Workers must notify their officer/supervisor if they feel excessively fatigued and their ability to work safely may be affected;
- Workers are encouraged to talk to their officer/supervisors if they feel their ability to work safely is impaired by stress due to work or personal matters.

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Implement and review this policy;
- Consult with workers about the effects of stress and fatigue in the workplace and this policy;
- Provide resources, information, training and supervision for all workers to allow them to adhere to the rules and have the knowledge and resources to follow the procedures and understand their roles and responsibilities;
- Assess the nature and scale of workplace risks to health and make sure there are adequate control measures in place;
- Deal with conflict in the workplace;
- Monitor and review stress and fatigue in the workplace;
- Adjust and monitor exposure to hazards during extended working hours;
- Provide training on fatigue and stress management; and
- Modify work methods as needed to reduce stress-causing hazards.

Workers must:

- Comply with the rules of this policy; and
- Report all accidents and near misses.

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**5. SIGN OFF**

Company Representative:

Signed:

Date:

03-01-2018

Name:

Martin Dooner

Position:

General Manager



# SUB CONTRACTOR MANAGEMENT POLICY WHS116

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed this policy to provide a healthy and safe workplace for workers and others. It is important the subcontractors and their workers work practices do not pose a risk to health, safety and the environment, and our workplace and workforce does not pose a risk to the subcontractor or their workers. This policy outlines the rules, responsibilities and procedures for subcontractor management.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

All subcontractors engaged by Charles Sturt Campus Services Limited are to adhere to the following requirements:

- Complete the *Subcontractor Safety Checklist* and provide any supporting documents required;
- Provide a Risk Assessment for the site and Safe Work Method Statements (SWMS) for the tasks for which they are contracted;
- Make sure their or their workers actions do not endanger the health and safety of other workers and visitors in or near the workplace; and
- Report incidents, near misses and hazards to the officer/supervisor;

## 4. RESPONSIBILITIES

Officers and Supervisors must:

- Implement and review this policy;
- Consult with workers and subcontractors about this policy;
- Make sure subcontractors are provided with the *Subcontractor Safety Checklist* and it is completed and any supporting documentation is provided by the subcontractor prior to them commencing work;
- Make sure all subcontractors understand Charles Sturt Campus Services Limited policies, safety rules and their roles and responsibilities;
- Make sure any subcontractor is not put at risk by the activities of other workers; and
- Provide a safe and healthy workplace for all subcontractors;

Workers must:

- Work in a manner that does not endanger the health and safety of subcontractors in the workplace.

## 5. PROCEDURES

Censure or Termination of Contract:

Subcontractors who do not comply with this policy will be subject to the following procedures:

**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



- When an officer/supervisor becomes aware of an alleged breach of Charles Sturt Campus Services Limited policies and/or site rules, they will initially speak with the subcontractor as soon as possible after the alleged breach has been reported;
- The subcontractor will have the opportunity within a reasonable time to explain their actions;
- The proceedings will be conducted honestly, fairly and without bias; and
- If the subcontractor does not give reasonable cause for their actions or does not rectify the reason for the grievance/complaint, the Contract will be terminated and the subcontractor removed from the workplace.

**6. SIGN OFF****Company Representative:****Signed:****Date:**18<sup>th</sup> January 2018**Name:**

Martin Dooner

**Position:**

General Manager





# TRAINING AND COMPETENCY POLICY WHS118

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed this policy to provide a healthy and safe workplace for all workers, subcontractors and visitors. Charles Sturt Campus Services Limited is committed to providing the necessary information, training and supervision to make sure our workers are competent in the tasks they perform and do not pose a risk to their own and others health and safety. This policy outlines the rules, responsibilities and procedures for training and competency.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- All workers, subcontractors and visitors must be inducted to the workplace;
- All workers must receive training or demonstrate competency, qualifications or licences prior to commencing work;
- Proof of current qualifications through demonstration, certificates and licenses must be provided to management prior to commencing work; and
- Make sure visitors are provided with suitable supervision in the workplace.

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Implement and review this policy;
- Consult with workers about this policy;
- Make sure that all workers understand the organisation's Training and Competency Policy and their roles and responsibilities;
- Identify if workers are qualified or certified to undertake particular tasks;
- Provide appropriate training, instruction and supervision for workers who lack experience or competency;
- Monitor the general conduct of work for compliance with Work Health and Safety (WHS) regulations, procedures and safe work practices;
- Record workers skills and competency; and
- Keep a register of training attended by workers.

Workers must:

- Comply with the rules of this policy;
- Demonstrate they have the appropriate skills and experience to perform work activities safely or participate in training; and
- Current licenses and certificates must be available at all times.



**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8


Charles Sturt University

Wagga Wagga NSW 2678



## 5. SIGN OFF

Company Representative:

Signed:  Date: 18<sup>th</sup> January 2018

Name: Martin Dooner Position: General Manager





# UNIFORM POLICY & PROCEDURE HR004

## 1. PURPOSE

The appearance of employees reflects the image of our company and has a significant impact on the way we are viewed by our clients, employees and the general public. Charles Sturt Campus Services aims to provide its employees with comfortable and professional uniforms that project a good image and comply with Work Health and Safety guidelines.

## 2. POLICY

Employees should always be dressed neatly and appropriately for the type of work they perform. Current uniforms must always be worn when on duty and should be kept well maintained. All aspects of the uniform must be worn.

Every employee must adhere to the Uniform Policy and Procedure. Managers are responsible for ensuring that these guidelines are met. The standards apply to all employees – full-time and part-time.

In the event that any employee arrives for work in a way that is not in line with this policy, their Manager will advise them that they are not dressed or groomed appropriately to perform their duties, on the first occasion. They will be given the opportunity to address the issues immediately, and if necessary, to return home to change (the time to travel and change will not be paid). Any deliberate breaches of this policy could result in disciplinary action being taken against the employee. Any further incidents will be considered in breach of company policy and further action in accordance with the company Performance Management policy will be taken.

Uniforms will be supplied to relevant staff and will remain the property of Charles Sturt Campus Services, however full responsibility for maintenance and cleanliness will remain with the employee. Upon termination the uniform must be returned in full.

Charles Sturt Campus Services requires a high standard of personal presentation and grooming. A uniform will be supplied to all front-line staff and must be worn at all times during actual work hours, each working day (including weekends), and in accordance with the following policy and procedure.

## 3. UNIFORM ROLE ENTITLEMENTS FOR FULL TIME PERMANENT EMPLOYEES

New full time permanent employees are entitled to the following items for their first order. Any subsequent order will be determined on a needs basis only. Every order must be approved by their Supervisor.

### Cleaning, Maintenance and Courier Staff

You will be supplied with:

Garment Style Group	Initial Entitlement
Name Badge	1
Polo Shirts	Up to 3
Winter Overcoat / Jacket (if required)	Up to 1
Hat	1
Safety Glasses	1
Zip up Fleece Jumper (if required)	Up to 1


**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678


**How to wear the uniform:**

- Name Badge must be worn at all times unless embroidery on garment clearly shows employee name.
- Sun hat and Safety Glasses should be worn at all times when outside in warm weather.
- Plain dark coloured (preferably black) pants may be worn and at all times must be clean, pressed and in good condition.
- Closed in shoes must be worn.

**Team Leaders**

You will be supplied with:

Garment Style Group	Initial Entitlement
Name Badge	1
Polo Shirts	Up to 3
Business Shirts (if required)	Up to 2
Winter Overcoat / Jacket (if required)	Up to 1
Hat	1
Safety Glasses	1
Zip up Fleece Jumper (if required)	Up to 1

**How to wear the uniform:**

- Name Badge must be worn at all times unless embroidery on garment clearly shows employee name.
- Sun hat and Safety Glasses should be worn at all times when outside in warm weather.
- Plain dark coloured (preferably black) pants may be worn and at all times must be clean, pressed and in good condition.
- Closed in shoes must be worn.

**Supervisors**

You will be supplied with:

Garment Style Group	Initial Entitlement
Name Badge	1
Polo Shirts	Up to 3
Business Shirts (if required)	Up to 2
Winter Overcoat / Jacket (if required)	Up to 1
Hat	1
Safety Glasses	1
Cardigan / Light Jacket or Vest (if required)	Up to 1

**How to wear the uniform:**

- Name Badge must be worn at all times unless embroidery on garment clearly shows employee name.
- Sun hat and Safety Glasses should be worn at all times when outside in warm weather.
- Plain dark coloured (preferably black) pants may be worn and at all times must be clean, pressed and in good condition.
- Closed in shoes must be worn.




**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



## Area Managers, Senior Supervisors, Administration and Management Staff

You will be supplied with:

Garment Style Group	Initial Entitlement
Name Badge	1
Polo Shirts	1
Business Shirts (if required)	Up to 3
Winter Overcoat / Jacket (if required)	Up to 1
Hat	1
Safety Glasses	1
Cardigan / Light Jacket or Vest (if required)	Up to 1

### How to wear the uniform:

- Name Badge must be worn at all times unless embroidery on garment clearly shows employee name.
- Sun hat and Safety Glasses should be worn at all times when outside in warm weather.
- Plain dark coloured (preferably black) pants may be worn and at all times must be clean, pressed and in good condition.
- Closed in shoes must be worn.

## 4. ORDERING GARMENTS FOR NEW OR EXISTING STAFF

Please ensure that all uniform orders for new staff are ordered in the first week of their employment or prior to their arrival. Area Managers are to place all orders with the CSCS Administration Officer via email.

Any orders for existing staff are to be approved by the Area Manager on a needs basis only. All other terms and conditions mentioned in this policy apply.

## 5. UNIFORM REGISTRATION

Area Managers are to record all items issued to employees on the HR Database/Register. Staff should sign a Receipt Acknowledgment Form which should be kept in the Employee's Personnel folder.

## 6. JEWELLERY

Jewellery should be discrete and professional in appearance. Ear piercings are acceptable, provided the jewellery is of a conservative and professional nature, such as studs and sleepers, no long or protruding jewellery.

## 7. HAIR

Hair should be worn in a neat and tidy fashion. If Work Health and Safety rules require it, long hair should be worn tied back.

## 8. TATTOOS

Tattoos, that could be perceived to be offensive, should be discretely covered (e.g. tattoos of naked men/women, skulls or daggers dripping blood, etc.).

## 9. NATIONAL GARMENTS

National costume and garments worn to comply with religious requirements are acceptable as long as they do not pose a Work Health and Safety risk and are neat and modest.

## 10. PREGNANT EMPLOYEES

Pregnant employees are expected to adhere to the company dress standards. Please talk to your supervisor about ordering suitable garments.

## 11. RETURNING OLD UNIFORMS

Upon termination the uniform must be returned in full to the Area Manager. The HR Database and Receipt Acknowledgement Form must be updated to record items returned by the Area Manager. The Area Manager should forward returned items to the Corporate Office.

## 12. RESPONSIBILITIES

### *Employee*

- Treat the uniform with care.
- Wear the uniform at all times during work hours.
- Sign Receipt Acknowledgement Form
- Ensure that the uniform is kept clean and presentable at all times. Shirts should always be neat and ironed.
- Ensure the uniform is replaced if it becomes faded, ripped or torn.
- Ensure name and logo (via badge or embroidery) on garment is clearly displayed and not covered by other clothing or items.

### *Area Manager*

- Order uniforms for staff on a reasonable as needs basis.
- Ensure Receipt Acknowledgement form is signed.
- Ensure staff comply with the letter and spirit of the policy.
- Authorise and place all applicable orders in a timely manner.
- Record Items provided to employees in the HR Database
- Ensure items as listed in the HR Database are returned at the Exit Interview on termination, updated in the HR Database and sent to Corporate Office.

### *Human Resources / Workplace Improvement Officer*

- Ensure the letter and spirit of the policy is followed.
- Provide guidance and coaching to employees and managers on Uniform Policy and Procedure.

### *Procurement Officers/ Administration Assistant*

- Ensure the letter and spirit of the policy is followed.
- Place all orders via agreed CSCS Supplier in a timely manner and send to Area Manager for distribution.

### *Procedure*




**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678




The steps that must be taken in ordering uniforms are:

- Procurement will organize your uniforms when you start at Charles Sturt Campus Services.
- Uniforms, or components of, will be replaced on an as needs basis, if authorised by the Area Manager.
- All employees are to return uniforms on termination, along with other company property to their Supervisor.
- Employees may be required to pay for the replacement costs of non-returned uniforms.

### 13. SIGN OFF

Company Representative:

<b>Signed:</b>		<b>Date:</b>	22-03-2018
<b>Name:</b>	Martin Dooner	<b>Position:</b>	General Manager



# WORKPLACE CONSULTATION POLICY WHS083

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed the following policy to create a safe and healthy workplace for workers, and others. This policy outlines the rules, responsibilities and procedures for Workplace Consultation. Through consultation workers are able to contribute to health and safety issues that may affect them and their welfare. This consultation process allows us to become more aware of hazards and Work Health and Safety (WHS) issues experienced by workers, and involve them in addressing potential problems before they escalate and affect our business.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- Consultation is required when;
  - identifying hazards and assessing risks arising from WHS matters arising from the work be carried out;
  - making decisions about ways to eliminate and minimise those risks;
  - making decisions about the adequacy of facilities for the welfare of workers;
  - carrying out any other activity prescribed by the Regulations.
  - proposing changes that may affect the health and safety of workers; and
  - making decisions about procedures for:
    - consultation
    - resolving WHS issues
    - monitoring health of workers
    - monitoring conditions at the workplace under
    - the management of the PCBU (Person Conducting a Business or Undertaking)
    - providing information or training for workers
- Participate in workplace consultation and training; and
- Attend WHS meetings when and if required to consult on health and safety issues.

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Consult with workers to decide on workplace consultation arrangements and record the agreed outcomes and make sure all workgroups are represented and informed;
- Consult with workers who carry out work for the business or undertaking who are, or likely to be, directly affected by a WHS matter.




**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



- Provide resources, information and training for workers to allow them to understand work health and safety issues so they have the knowledge to make informed decisions. In particular hazard identification, hazard control and safe work procedures;
- Hold meetings to consult with workers, health and safety representatives(HSR) or committee members to enable them to contribute to the decisions that may affect their health, safety and welfare;
- Provide sufficient time to discuss and resolve WHS issues;
- Address safety issues promptly; and
- Document meetings and safety decisions.

**Workers must:**

- Comply with the rules of this policy;
- Report all incidents, accidents, near misses and hazards to management or supervisor;
- Participate in any consultation and training relating to this policy; and
- Raise any health and safety concerns for discussion at the meetings or with their HSR.

**5. SIGN OFF**
**Company Representative:**
**Signed:**
**Date:**

08-02 - 2018

**Name:**

Martin Dooner

**Position:**

General Manager


**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



# COLOUR CODED CLEANING EQUIPMENT POLICY HR008

## 1. AIM

The aim of this policy is to outline Charles Sturt Campus Services Limited directive on the provision and utilisation of Colour Coded Cleaning Equipment.

## 2. SCOPE

This policy applies to all cleaning operations undertaken by CSCS Limited and all staff employed by CSCS Limited.

## 3. PURPOSE

To assist in the minimization of the risk associated with cross contamination of individual areas. Colour Coding is an accepted system used for identification of cleaning equipment utilized in different areas and is considered essential for the purpose of infection and bacteria control. Clear identification by colour coding of various items of cleaning equipment (e.g., mops, buckets and clothes) is considered the most effective method of restricting equipment to individual areas and thus reducing the risk of cross contamination. The cleaning equipment is only to be used in the designated area as per the Colour Coding system and not to be used in any other area.

## 4. APPLICATION

When performing various work tasks employees are required to correctly select and use Colour Coded Cleaning Equipment suitable to the area of operations for the task or the application.

Colour Coded Cleaning Equipment includes such items as:

- Mops
- Clothes
- Buckets
- Handles

The Colour Coding System adopted by Charles Sturt Campus Services Limited is as follows:

<b>Blue cloth</b>	General cleaning
<b>Green cloth</b>	Kitchen & food prep areas
<b>Red cloth</b>	Toilet bowls, urinals
<b>Pink cloth</b>	Bathrooms vanities & walls, showers, toilet walls etc.
<b>Light blue</b>	Glass and mirror cleaning cloth

*The use of cleaning equipment is to be restricting to individual areas as noted above and under no circumstances should be taken and used in other areas. The cleaning equipment is to be cleaned and/or laundered in accordance with Company guidelines.*




**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



Charles Sturt Campus Services will supply Colour Coded Cleaning Equipment and provide the appropriate instruction and training in its use.


Colour Coded Cleaning Equipment supplied always remains the property of Charles Sturt Campus Services Limited.

Damaged, broken or defective Colour Coded Cleaning Equipment must be reported to Team Leaders/Supervisors and is to be repaired or discarded and replaced as soon as possible.

Failure to comply with the Colour Coded Cleaning Equipment policy is considered as a disregard for safety and infection control procedures and may result in disciplinary action.

## 5. SIGN OFF

**Company Representative:**

Signed:  Date: 08-02-18

Name: Martin Dooner Position: General Manager



# DANGEROUS GOODS POLICY CSCS079

## 1. INTRODUCTION

Charles Sturt Campus Services Limited is committed to preventing any injury or ill health due to the use of Dangerous Goods in the workplace and has developed the following policy to create healthy and safe workplace(s) for all workers, subcontractors, visitors, and prevent environment damage. This policy outlines the rules, responsibilities and procedures for Dangerous Goods.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- Store all Dangerous Goods in their original containers with the label intact at all times.
- Make sure a current Safety Data Sheet (SDS) for Dangerous Goods, including all chemicals and fibrous material, are available, read and understood by the relevant workers;
- Always use the chemicals and other substances for their intended use and in a safe and appropriate manner;
- Follow safety and environmental precautions for use, transport and storage of Dangerous Goods listed on the SDS;
- Workers are to have their appropriate PPE that it is fitted correctly and well maintained when handling Dangerous Goods and stored safely when not in use. Notify their officer/supervisor immediately when PPE is NOT provided or is unserviceable or unsuitable;
- Use and/or adhere to safety signs and placards when and where required; and
- Workers whose behaviour has placed the safety of themselves or other at risk will be subject to disciplinary procedures.

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Implement and review this policy;
- Consult with workers about this policy;
- Identify hazards and assess risks arising from storage and handling of herbicides, pesticides, solvents, oxidising agents and other Dangerous Goods and eliminate or control the risks;
- Provide information to all workers about Dangerous Goods used and stored in the workplace;
- Provide resources, information, training and supervision for relevant workers to allow them to adhere to the rules and have the knowledge and resources to handle, use, transport and store Dangerous Goods and follow the procedures and understand their roles and responsibilities;
- Make sure the appropriate personal protective equipment (PPE) is provided to workers, worn and maintained correctly;
- Make sure an emergency plan is in place and workers notified and trained to deal with accidents either environmental or personal contamination. For example containing spills, wash down area and appropriate first aid;





**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



- Consult with product suppliers and conduct independent research to purchase the least hazardous substance to achieve the desired result. Make sure that SDS are provided with all Dangerous Goods purchased;
- Make sure that SDS are available for workers and others in the workplace that may be exposed to herbicides, pesticides, solvents, oxidising agents and other Dangerous Goods. Make sure the SDS are no more than 5 years old;
- Provide and display appropriate signage where Dangerous Goods are being used or stored; and

Workers must:

- Always wear your own clean and maintained protective equipment to prevent personal or chemical contamination or contaminate others;
- Cooperate with managers/supervisors when risks from Dangerous Goods are being assessed;
- Participate in consultation, induction and training of Dangerous Goods to allow safe completion of a required task;
- Carry out directions and control measures put in place for using, handling, transporting and storing Dangerous Goods;
- Always use chemicals and other substances **only** for their intended use.
- Store personal protective equipment in an appropriate manner when it is not in use;
- Always wash before eating, drinking or smoking;
- Report any defects in any control measure, device for applying, storing or handling Dangerous Goods promptly to the responsible manager or supervisor.

## 5. SIGN OFF

**Company Representative:**

**Signed:**

**Date:**

29-03-2018

**Name:**

Martin Dooner

**Position:**

General Manager



# ENVIRONMENTAL SUSTAINABILITY POLICY CSCS126

## – RESOURCE EFFICIENCY AND WASTE

### 8. PURPOSE AND SCOPE

Charles Sturt Campus Services (CSCS) views responsible waste management as essential to reducing its environmental footprint and to providing a safe and healthy work environment for employees, students, volunteers, visitors and consumers. This policy has been developed under the banner of the CSU Sustainability Statement and in alignment with the Learning in Future Environments (LiFE) Index definitions of best practice and the action plan for the Resource Efficiency and Waste framework. This policy supports the ongoing implementation of CSU's *WarOnWaste* campaign which launched in August 2017.

### 9. DEFINITIONS

*Sustainability* - Meeting the needs of the present without compromising the ability of future generations to meet their own needs. (Brundtland Commission Report, 1987)

*Waste separation* - is the process of separating waste at the point of generation and keeping types of waste separate during handling, accumulation, interim storage and transportation.

#### Types of Waste

*Clinical waste* has the potential to cause sharps injury, infection or public offence. It can include sharps and blood-stained waste, human tissue and laboratory waste

*Related waste* is contaminated with cytotoxic, pharmaceutical, chemical or radioactive materials.

*Cytotoxic waste* may be contaminated with a cytotoxic drug which has been used in the preparation, transportation or administration of chemotherapy.

*Pharmaceutical waste* includes expired or discarded pharmaceuticals, filters, or other materials contaminated by pharmaceutical products.

*Chemical waste* is generated from the use of chemicals in medical applications, domestic services, maintenance, laboratories, during sterilisation processes and research.

*Radioactive waste* is contaminated with radioactive substances which arises from medical or research use of radionuclides.

*General waste* is any waste that is not classified as clinical or related waste. It includes paper, plastic, glass, liquids and organics.

*Hazardous waste* includes *clinical waste* and *related waste*.

*Waste management* is the collection, transport, processing, recycling or disposal, and monitoring of waste materials. The term usually relates to materials produced by human activity, and it is generally undertaken to reduce the effects of waste on health, the environment or aesthetics and to recover resources through recycling.

### 10. PRINCIPLES

A range of waste management strategies is undertaken by CSCS to create a safe, secure and environmentally friendly workplace.

The prevention and minimisation of waste material being created is an important method of waste management as part of the CSU *WarOnWaste*. CSCS uses additional waste reduction strategies including:

- minimising the procurement of single use items (e.g. straws, disposable cups, plastic bags etc.)
- the reuse of products;





**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



- repairing broken items instead of buying new; and
- purchasing recycled products or more environmentally sustainable products where appropriate (e.g. refillable cartridges, Green chemicals, reusable/compostable/biodegradable products such as cotton instead of plastic shopping bags, disposable vacuum bags).

## 11. OUTCOMES

Desirable operational outcomes across CSCS include:

- reduced waste and pollution, including greenhouse gas emissions;
- reduced resource consumption through sustainable procurement, improved design, efficient use and prudent practices;
- improved energy efficiency and reduce overall energy use;
- increased resource recovery and reduce waste to landfill; and
- improved water efficiency and reduce overall water use.

CSCS maximises conservation of natural resources and minimises environmental harm through an effective waste management system of recycling and reusing waste products where ever possible.

CSCS actively promotes the use of effective waste management strategies and waste is disposed of safely in a way that least harms the environment.

All staff are supported and encouraged to participate in waste management.

## 12. FUNCTIONS AND DELEGATIONS

### Board of Directors

Endorse Environmental Sustainability Policy.

Compliance with Environmental Sustainability Policy.

### Management

Compliance with Environmental Sustainability Policy.

### General Manager

Ensure Environmental Sustainability Policy aligns with Occupational Health & Safety and Infection Control Policies.

Establish and implement systems for waste management.

Ensure Environmental Sustainability policies and procedures are effectively implemented.

### Area Managers/Senior Supervisors

Responsible for management and implementation of all procedures related to waste management.

### Staff

Compliance with Environmental Sustainability Policy.

## 13. RISK MANAGEMENT

Risks involved with waste management are regularly assessed, identified and managed.

Employees are trained in waste management, including becoming familiar with types of waste and appropriate, safe handling and disposal methods.

Personal protective equipment is accessible available as required.

Appropriately qualified staff supervise handling of *related waste*

CSCS acknowledges that different materials require a different waste management approach and investigates appropriate avenues for disposal, particularly where waste may be dangerous and/or hazardous.





## 14. POLICY IMPLEMENTATION

Responsible waste management is a shared, day-to-day responsibility. Mechanisms are in place to monitor implementation of this policy.

This policy applies to all staff, external waste contractors and consumers of CSCS. Removal of waste from the **CSCS** premises includes general waste, paper and cardboard, redundant furniture and fittings, mobile phones and toner and ink printer cartridges.

## 15. POLICY DETAIL

CSCS is committed to maximising conservation of natural resources and minimising environmental harm from waste and the disposal of waste. Recycling and reusing waste products, and safe disposal of waste, contributes to an effective waste management system.

### 8.1 Reduction of Consumption

All staff are responsible to reduce consumption, conserve energy, reduce fossil fuel consumption, and reduce air pollution through strategies such as:

#### *Preventing the need to use energy*

- Making sure equipment is the right size for the job.

#### *Minimising use*

- Minimising expenditure on space heating
- Minimising the use of hot water.
- Turning off lights and equipment when not operating.

#### *Use of efficient equipment, lighting, heating and vehicles*

- Using energy efficient office equipment and power saving functions
- Using the most efficient motor vehicles
- Using the most efficient lights - triphosphor tubes are cheaper to run than fluorescent lights.

#### *Using fuels with the least greenhouse impact*

- Investigating alternative energy sources such as solar hot water, bio-ethanol and wind energy
- Using a clean fuel such as LPG or methanol.

#### *Supporting green purchasing*

- Purchasing items with reusable, recyclable, or no packaging
- Requiring suppliers to quote the energy consumption and costs of new equipment

### 8.2 Waste Minimisation

All staff minimise waste through strategies such as:

#### *Reducing waste*

- Quantifying the waste produced
- Examining each work process steps to determine where wastes are produced and to devise measures for waste prevention or reduction
- Devising ways of reducing waste with employees so they too can share in the savings (for example rewards for employees who reduce waste)
- Partnering with a waste management contractor to assist with waste minimisation.





**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



#### *Reusing*

- Reusing drums, cartridges and containers where possible.
- Selling or donating waste to other organisations.

#### *Increasing recycling*

- Segregating wastes wherever possible to aid recycling and provide an indication of why waste is forming
- Investigating alternative uses for organic waste that cannot be reduced or reused, e.g. composts or convert the waste to energy
- Diverting recyclable wastes from the general waste, identifying recyclers or waste disposal contractors and organising regular collections

### **8.3 Waste Disposal**

CSCS employees dispose of waste in accordance with the Move Waste and Recyclables Work Instruction.

*General waste* handled with appropriate care.

*Clinical waste* handled by trained personnel using appropriate personal protective equipment.

Handling of related waste is supervised / undertaken by qualified personnel using appropriate personal protective equipment.

## **16. MONITORING AND EVALUATION**

Develop specific, measureable, achievable and time-bound key performance indicators around waste reduction strategies. This is to be done in consultation with key CSCS stakeholders. Seek opportunities to share this data with student facing areas including CHEERS, Res Life and CSU Green.

## **17. TRAINING AND SUPPORT**

Build capacity by encouraging CSCS staff to undertake ELMO training module 'Sustainability @ CSU'. Maintain links with the CSU Green Office to provide ongoing support and engagement opportunities.

## **18. REFERENCES AND RESOURCES**

CSCS Work Health and Safety Policy

CSCS Work Instructions

Work Health and Safety Act 2011 (Commonwealth)

Model Work Health and Safety Regulations 2011 (Cth)

CSU Sustainability Statement

CSU Sustainable Research Guidelines 2019

## **19. SIGN OFF**

### **Company Representative:**

**Signed:**

**Date:**

14-03-2019

**Name:**

Martin Dooner

**Position:**

General Manager



# FIRST AID POLICY WHS158

## 1. INTRODUCTION

CSCS is committed to the provision of an effective system of *first aid* management to protect the health and safety of all staff, students, contractors and *others* who are on-site

## 2. POLICY STATEMENT

The provision of first aid is a further step by CSCS in providing for a safe and healthy workplace for staff, students, contractors and visitors. To achieve this, CSCS undertakes the following measures:

- allocation of appropriate support to the provision of First Aid;
- provision of first aid to injured/ill staff members, students, contractors and visitors by a qualified person, but not beyond that for which the First Aid Officer is qualified and competent;
- seeing that first aid is administered as soon as reasonably possible following an injury or illness and in accordance with the training undertaken by a qualified First Aid Officer;
- reducing wherever possible the severity of the injury/illness by providing appropriate first aid treatment;
- appropriately recording incidents and maintaining appropriate statistics on incidents for each campus;
- regularly reviewing the first aid policy and procedures.

CSCS aspires to ensure that all staff, students, contractors and visitors act responsibly and comply with statutory requirements and all safety policies, standards and guidelines.

## 3. SCOPE

This Policy applies to all CSCS staff at all CSU Campuses

## 4. RESPONSIBILITIES

### AREA MANAGERS/SENIOR SUPERVISORS/SUPERVISORS

- take all reasonable steps to ensure first aid is available for all staff, students and others including those staff who do not work during normal business hours (e.g. cleaners)
- determine first aid requirements based on the outcomes of a risk assessment process
- implement recommendations from the first aid risk assessment to ensure ample first aid requirements for regular day-to-day activities are available
  - additional training may be required for the first aid management of individual health issues e.g. anaphylaxis, asthma, diabetes, seizure
- provide *information* that is easy to understand, accessible and takes into account the language and literacy levels of staff. Information may be given using verbal methods (e.g. explanations and demonstrations) or visual methods (e.g. videos and posters).
- provide first aid information and instruction as part of each workers' induction training, ongoing professional development and whenever there are any changes to first aid processes
- ensure staff have undertaken training relevant to the expectations of their first aid role
- ensure First Aid Officers are not directed to provide first aid care beyond their level of training
- maintain a register of first aiders including qualification and renewal dates
- clearly display names, contact numbers and usual locations of first aiders
  - in staff areas
  - by phones
  - on emergency procedure notices




**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

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Charles Sturt University

Wagga Wagga NSW 2678



- on/in first aid kits
- on safety noticeboards
- ensure infection control practices are followed during the provision of first aid and in the disposal of first aid waste
- invite staff to confidentially disclose their medical conditions, especially if the condition is potentially life threatening (e.g. anaphylaxis), to determine any first aid processes required. All arrangements are to be made in *consultation* with the individual
- maintain confidentiality of an individual's information
- maintain records of injuries/illnesses and first aid provided
- monitor and review the effectiveness of first aid measures at least annually or on an as needs basis.

## EMPLOYEES

All staff have a duty to take reasonable care for their own health and safety and must not adversely affect the health and safety of other persons. Workers must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace, such as procedures for first aid and for reporting injuries and illnesses.

## NOMINATED FIRST AID OFFICERS

The role of NFAO encompasses

- the provision of a service for the emergency treatment of injuries or illness
- arranging prompt and appropriate referral of casualties to medical aid as required
- recording treatments and reporting incidents
- the maintenance of first aid facilities, including first aid equipment, and keeping clean, checking and restocking first aid kits
- liaison with other NFAOs to ensure co-operation in all aspects of the role
- keeping up to date lists of Nominated First Aid Officers, their contact numbers and locations, and information on what to do in a medical emergency prominently displayed in the building.

## Maintenance of First Aid Kits

It is the responsibility of Nominated First Aid Officers to ensure kits are kept clean, tidy and stocked. This includes replacing items such as sterile eyewash solution ampoules before their expiry dates. An NFAO may be responsible for the maintenance of more than one kit in a building. Where there are multiple first aid kits and multiple NFAOs in a building, the NFAOs must share the kit maintenance responsibilities.

**Note: - kits are to be checked every 3 months using CSCS First Aid Checklist and re-order forms submitted to CSCS Administration.**

## 5. SIGN OFF

Company Representative:

Signed:

Date:

23-04-2018

Name:

Martin Dooner

Position:

CSCS General Manager





# HAZARDOUS SUBSTANCES POLICY WHS101

## 1. INTRODUCTION

Charles Sturt Campus Services Limited is committed to preventing any injury or ill health due to the use of hazardous substances in the workplace and has developed the following policy to create healthy and safe workplace(s) for all workers, subcontractors, visitors, and prevent environment damage. This policy outlines the rules, responsibilities and procedures for Hazardous Substances.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- Store all hazardous substances and dangerous goods in their original containers with the label intact at all times.
- Make sure a current Safety Data Sheet (SDS) for hazardous substances, including all chemicals and fibrous material, are available, read and understood by the relevant workers;
- Always use the chemicals and other substances for their intended use and in a safe and appropriate manner;
- Follow safety and environmental precautions for use, transport and storage of hazardous substances listed on the SDS;
- Workers are to have their appropriate PPE that it is fitted correctly and well maintained when handling hazardous substances and stored safely when not in use. Notify their Supervisor immediately when PPE is NOT provided or is unserviceable or unsuitable;
- Use and/or adhere to safety signs and placards when and where required; and
- Workers whose behaviour has placed the safety of themselves or other at risk will be subject to disciplinary procedures.

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Implement and review this policy;
- Consult with workers about this policy;
- Identify hazards and assess risks arising from storage and handling of herbicides, pesticides, solvents, oxidising agents and other hazardous substances and eliminate or control the risks;
- Provide information to all workers about hazardous substances used and stored in the workplace;
- Provide resources, information, training and supervision for relevant workers to allow them to adhere to the rules and have the knowledge and resources to handle, use, transport and store hazardous substances and follow the procedures and understand their roles and responsibilities;
- Make sure the appropriate personal protective equipment (PPE) is provided to workers, worn and maintained correctly;
- Make sure an emergency plan is in place and workers notified and trained to deal with accidents either environmental or personal contamination. For example containing spills, wash down area and appropriate first aid;





**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



- Consult with product suppliers and conduct independent research to purchase the least hazardous substance to achieve the desired result. Make sure that SDS are provided with all hazardous substances purchased;
- Make sure that SDS are available for workers and others in the workplace that may be exposed to herbicides, pesticides, solvents, oxidising agents and other hazardous substances. Make sure the SDS are no more than 5 years old;
- Provide and display appropriate signage where hazardous substances are being used or stored; and

Workers must:

- Always wear your own clean and maintained protective equipment to prevent personal or chemical contamination or contaminate others;
- Cooperate with managers/supervisors when risks from hazardous substances are being assessed;
- Participate in consultation, induction and training of hazardous substances to allow safe completion of a required task;
- Carry out directions and control measures put in place for using, handling, transporting and storing hazardous substances;
- Always use chemicals and other substances **only** for their intended use.
- Store personal protective equipment in an appropriate manner when it is not in use;
- Always wash before eating, drinking or smoking;
- Report any defects in any control measure, device for applying, storing or handling hazardous substances promptly to the responsible manager or supervisor; and

**5. SIGN OFF**

**Company Representative:**

**Signed:**

**Date:**

18<sup>th</sup> January 2018

**Name:**

Martin Dooner

**Position:**

General Manager



# INJURY & INCIDENT MANAGEMENT POLICY WHS082

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed a Work Health and Safety management system to prevent incidents, injury and illness occurring in the workplace. This policy has been developed to provide all workers with a means to make compensation claims in the event an injury does happen. This policy outlines the rules, responsibilities and procedures for Incident and Injury Management.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- All workers must carry out work in a safe manner that prevents harm to themselves and others or causes damage to property, the environment or loss of process or product;
- All workers must follow the Incident or Injury Management procedures in the event of an incident or injury;

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Implement and review this policy;
- Consult with workers about this policy;
- Provide resources, information, training and supervision for workers to allow them to adhere to the rules, have the knowledge and resources to follow the procedures and understand their roles and responsibilities;
- Maintain a current workers compensation policy with a licensed workers compensation insurer;
- Provide workers with the resources to report incidents and injuries and claim for injuries;
- Check the condition, wellbeing and status of workers when they have been injured in the workplace;
- Have First Aid Officer(s) in place to provide first aid;
- Provide details of people who are responsible for the Incident and Injury Management procedures and process;
- Record all incidents and injuries;
- Follow the [Incident and injury Management Procedures](#);
- Take witness reports of injury or incident;
- Indicate that the medical restrictions documented on the medical certificate will be followed and have suitable duties available to the injured worker;
- Not dismiss an injured worker because of their injury or inability to work, within six months of the injury or illness occurring;
- Provide workers with support as appropriate;




**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



- Keep a record of notifiable incidents for 5 years;
- Have an appropriate [Return to Work Program](#); and
- Nominate and train someone to be responsible for coordinating the [Return to Work Program](#).

#### Workers must:

- Comply with the rules of this policy;
- Participate in consultation and training in regard to incident and injury management;
- Immediately inform your manager/supervisor when incidents/injuries or illness occur; and
- Provide details of injuries and allowed duties for your return-to-work to the manager/supervisor.

### 5. SIGN OFF

#### Company Representative:

Signed:

Date:

15-January- 2018

Name:

Martin Dooner

Position:

General Manager

# MANUAL HANDLING POLICY WHS105

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed this policy to provide a healthy and safe workplace(s) for workers and others. Manual handling or Musculoskeletal disorder (MSD) causes the highest number of injuries to occur in the workplace as it requires the person to exert force to lift, lower, push, pull, carry, hold or restrain an animate or inanimate object this accounts for most activities. Manual handling injuries refer to strains, sprains, torn muscles and ligaments including injury to spinal discs. These injuries are painful and can take months to recover affecting work and home life. This policy outlines the rules, responsibilities and procedures for Manual Handling.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- Assess the hazards and risks of all manual handling task and eliminate or control the risks;
- Where hazards or risks cannot be eliminated always use lifting devices/aids to minimise the risk or ask for assistance from another worker;
- Notify the Supervisor if you believe a task to be hazardous or beyond your capabilities;
- Workers whose behaviour has placed the safety of themselves or other at risk will be subject to disciplinary procedures;
- Follow suggested procedures for eliminating or controlling the risks set out in the Manual Handling Safe Work Method Statement (SWMS) or Work Instruction

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Implement and review this policy;
- Consult with workers about this policy;
- Assess the hazards and risks of manual handling, taking into account the experience, skills and physical abilities of the workers performing the tasks;
- Assess the ergonomic design of work areas that may pose hazards to workers and eliminate or control the risks;
- Provide appropriate lifting devices/aids to control the risks from manual handling task;
- Provide information, training and supervision for workers to allow them to adhere to the rules and have the knowledge and resources to follow the procedures and understand their roles and responsibilities;
- Record all injuries arising from manual handling.



**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8


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Workers must:

- Comply with the rules of this policy;
- Inform the manager or supervisor if incidents or injuries occur; and
- Participate in consultation and training in relation to manual handling.

**5. SIGN OFF****Company Representative:**

**Signed:**  **Date:** 15<sup>th</sup> January 2018

**Name:** Martin Dooner **Position:** General Manager



# NOISE POLICY WHS106

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed the following policy to prevent permanent hearing loss caused by excessive noise or exposure to prolonged noise and create a safe and healthy and safe workplace for all workers, subcontractors and visitors. This policy outlines the rules, responsibilities and procedures for managing noise.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and across all workplaces under our control.

## 3. RULES

- Monitor and control noise levels in the workplace;
- Audiometric testing must be provided for workers required to frequently use personal hearing protectors as a control measure for noise that exceeds the exposure standard. Testing must be provided within three (3) months of the worker commencing work, and regular follow-up tests must be carried out at least every two (2) years; and
- Wear appropriate personal protective equipment PPE.

## 4. RESPONSIBILITIES

Managers and Supervisors must:

- Implement and review this policy;
- Consult with workers about this policy;
- Provide resources, information, training and supervision for workers to allow them to adhere to the rules, have the knowledge and resources to follow the procedures and understand their roles and responsibilities;
- Provide appropriate control measures for safe work practices whenever there is constant and/or high exposure to noise;
- Comply with statutory requirements, codes, standards and guidelines;
- Make sure all workers are aware of all control measures that are in place to reduce exposure to noise and the risk of constant exposure;
- Eliminate or control the source of the noise by isolating the noise source from workers or make location a hearing protection area where PPE must be worn;
- Be aware of and monitor the noise levels that workers will be subjected to through audiometric testing where required;
- Where possible, purchase plant and equipment with safe working noise levels;
- Monitor and control excessive noise in the workplace; and
- Carry out regular inspection, tests and maintenance checks on all plant and equipment to make sure they are in safe working order.

Workers must:

- Comply with the rules of this policy and follow procedures;





**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

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- Report any incidents or complaints to the manager/supervisor; and
- Wear appropriate hearing protection when required.

## 5. SIGN OFF

**Company Representative:**

**Signed:**

**Date:**

8<sup>th</sup> February 2018

**Name:**

Martin Dooner

**Position:**

General Manager



# OFFICIAL USE OF UNIVERSITY VEHICLES POLICY HR012

## 1. AIM

The aim of this policy is to outline Charles Sturt Campus Services directive on the provision and use of University and private vehicles on Charles Sturt University property and local travel.

## 2. PURPOSE

To ensure that all staff have a current drivers licence and to keep track of all university vehicles.

## 3. SCOPE

This policy applies to all staff employed by CSCS Limited.

## 4. APPLICATION

### 1. GENERAL PRINCIPLES

- 1.1 Safe driving practices should be actively encouraged at all times.
- 1.2 Staff should not be required to drive under conditions in which fatigue is likely to arise.
- 1.3 The taking of regular and adequate rest breaks during a long motor vehicle journey is of fundamental importance in avoiding driver fatigue.
- 1.4 The distance which can be reasonably covered during a day of driving will be governed by the type of vehicle that is used, the type of terrain involved, the road, weather and traffic conditions, the prevailing speed limits and the maximum time which should be spent driving (see Section 3).
- 1.5 Any driver who feels fatigued should stop as soon as practicable and take an adequate rest break. This may mean 20 minutes away from the vehicle or a night of sleep, depending on the time of day and the preceding period of driving.
- 1.6 In planning official journeys involving a period of driving, an employee and the supervisor authorising such travel shall take the following considerations into account:
  - 1.6.1 how long a employee will have been on duty prior to commencing driving and of the duration of any work duties at the end of the journey;
  - 1.6.2 the time at which the journey is to be undertaken, the duration of the journey and the distance to be covered. Particular care should be taken when the timing of the journey interrupts normal sleep patterns;
  - 1.6.3 the provision of adequate rest breaks before, during and after the journey;
  - 1.6.4 the avoidance of any unusual accident risks during the journey; (eg frost, flood);
  - 1.6.5 any need for the employees to perform other duties immediately after the journey; (This may require limitation of the duration of the journey.); and
  - 1.6.6 the possibility of more than one driver travelling in the vehicle to share the driving on long journeys or journeys undertaken in isolated areas or under hazardous environmental conditions.

### 2. SPECIFIC PRACTICES AND PROCEDURES

The following practices and procedures shall be complied with as far as practicable:

- 2.1 No more than 10 hours of driving, including rest breaks, in a period of 24 hours should be undertaken. In circumstances where the driving is shared by two or more employees, the total time spent travelling, inclusive of rest breaks, should not exceed 10 hours in any 24 hour period.
- 2.2 When driving alone an employee should take a rest period of at least 20 minutes on completion of each two hour period of continuous driving. Where staff members are sharing the driving, a change of driver should take place at least every two hours.




**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



2.3 An employee who has been the sole driver of a vehicle for 3 consecutive days should ensure that the fourth day is a non-driving day. A day of driving is defined as the maximum hours as outlined in paragraph 2.1 of these guidelines. Where work commitments include driving on consecutive days (eg practicum, field work) an employee should attempt to structure their program so each day includes non-driving activities.

2.4 The combination of work time and driving duty should not exceed 10 hours in any period of 24 hours.

2.5 With regard to the consumption and use of alcohol and drugs, the relevant State driving laws must be observed at all times. Employees must be cognisant of their ability to drive when taking legally prescribed drugs or consuming moderate amounts of alcohol as the effects of both can cause drowsiness and/or impede driving performance.

2.6 Where an employee drives half an hour or more to or from their place of residence to attend work, such time shall count as travelling time when observing any of the above procedures.

### 3. RESPONSIBILITIES OF DRIVERS

Employees who drive University vehicles have a responsibility to be familiar with and observe University regulations and procedures concerning the driving and servicing of vehicles and the reporting of accidents.

These responsibilities include the daily checking of:

- tyres for inflation and tread damage;
- body for accident damage and missing fittings;
- radiator for correct water level;
- oil level;
- battery condition;
- spare wheel;
- tool kit for essential items;
- service sticker to ensure that servicing is not overdue.

NOTE: Drivers should familiarise themselves with the vehicle assigned to them before commencing a journey. It is important that each driver read the notes in the vehicle folder.

All users of University motor vehicles must be properly licensed, that is, they must hold a driver's licence that is current for the State in which they reside. CSCS requires a copy of all employee's current drivers licences to be kept on file.

Staff holding a provisional driver's licence may be permitted to drive University vehicles provided they nominate on the Vehicle Log Sheet that they hold only a provisional licence and that fact has been approved by the authorised delegated officer.

It is the driver's responsibility to ensure that all relevant road rules are obeyed and if an accident does occur there are instructions as to what procedures should be followed located in the folder provided with the vehicle.

Drivers of University vehicles are personally responsible for and liable to pay the penalty for any traffic infringements incurred while using a University vehicle.

Details of any minor damage that may occur while vehicle is in your care, i.e. chip in windscreen etc, are also to be recorded.

Animals are not to be carried in University vehicles.

Smoking is not permitted in University vehicles.

#### 1. SIGN OFF

**Company Representative:**

**Signed:**

**Date:**

15-11-17

**Name:**

Martin Dooner

**Position:**

General Manager



Charles Sturt Campus Services Limited

ABN 37 063 446 864

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Wagga Wagga NSW 2678



# PERSONAL ELECTRONIC DEVICES POLICY HR073

## 2. INTRODUCTION

Charles Sturt Campus Services considers the use of any Personal Electronic Devices (PEDs) in the workplace as a distraction and poses a significant risk to employees and others in the workplace.

The distraction from these devices could impact on workplace safety and productivity

## 3. SCOPE

Personal Electronic Devices include, but are not limited to:

- Mobile phones,
- Blackberry,
- Pager,
- i-Pod,
- MP3 player, or
- CD player

## 4. RULES

1. Personal Electronic Devices **must not** be used during work hours, except during designated break times, **unless for Operational needs\***. This includes but is not limited to;
  - Making or answering calls
  - Emailing or texting (SMS)
  - Playing of games,
  - Listening to music
  - Taking photographs,
  - Accessing social media such as Facebook or Twitter,
  - Accessing any internet site
2. In the event of an emergency use of a PED to contact Emergency Services and/or Supervisor is permitted.
3. It is **illegal** to use a hand held PED while driving any vehicle.
4. **\*Operational needs include contact with Supervisor or when photographing WHS hazards**

## 5. SIGN OFF

Company Representative:

Signed:

Date:

16/02/17

Name:

Martin Dooner

Position:

General Manager





# PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY WHS107

## 1. INTRODUCTION

Charles Sturt Campus Services Limited has developed this policy to provide a healthy and safe workplace for workers and others. The company will make every effort to eliminate or control risks and only use PPE when there is no other alternative to protect the workers from the hazard. This policy outlines the rules, responsibilities and procedures for PPE use, maintenance and storage.

## 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

## 3. RULES

- Make sure the PPE issued is fitted correctly and is appropriate for the tasks performed;
- Wear and use appropriate PPE when required in accordance with manufacturer's instructions and for its' intended purpose;
- Participate in consultation and training in regard to the correct fitting, use, maintenance and storage of PPE;
- Workers must inspect their PPE to make sure it is in good working condition, maintain and store their PPE safely. The PPE remains the property of the company;
- Inform the supervisor if PPE has not been issued or is unsuitable or unwearable; and
- Workers whose behaviour has placed the safety of themselves or other at risk will be subject to disciplinary procedures.

## 4. RESPONSIBILITIES

Management must:

- Implement and review this policy;
- Inform all workers of this policy;
- Provide PPE without any cost to the worker;
- Provide resources, information, training and supervision to allow workers to adhere to the rules and have the knowledge and resources to fit, use, maintain and store their PPE and follow the procedures and understand their roles and responsibilities;
- Consult with workers about the use of PPE;
- Make sure all PPE items purchased are manufactured to the relevant Australian Standards, and used, maintained and stored in accordance with the manufacturers recommendations;
- Record all PPE issued to a worker; and
- Replace all PPE due to 'wear and tear' by the worker.

Workers must:

- Comply with the rules of this policy; and
- Participate in consultation and training in regard to PPE.

**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678

**5. SIGN OFF****Company Representative:****Signed:****Date:**18<sup>th</sup> January 2018**Name:**

Martin Dooner

**Position:**

General Manager





# WORKPLACE REHABILITATION POLICY & PROCEDURE

## WHS 078 - REHABILITATION AND RETURN TO WORK

### 1. INTRODUCTION

Charles Sturt Campus Services Limited is committed to the rehabilitation of employees who are injured at work and to ensuring that such employees remain at work, or return to work as soon as possible, after they have sustained an injury. Charles Sturt Campus Services Limited has instituted the following procedure in consultation with staff and the Work health and safety committee. The procedure describes how rehabilitation and return to work is to be implemented in the workplace and documents the roles and responsibilities of all employees - including management.

### 2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

### 3. ROLES AND RESPONSIBILITIES

Specific duties and responsibilities have been assigned to:

1. Work health and safety committee
2. Rehabilitation and return to work coordinator
3. Managers and supervisors
4. Injured employees

#### 3.1 The Work Health and Safety Committee

The Work health and safety committee is responsible for communicating WHS and rehabilitation procedures in the workplace. Work health and safety committee representatives:

- 3.1.1 may, where appropriate, be actively involved in the rehabilitation of injured employees in order to assist in a speedy and safe return to work
- 3.1.2 will maintain confidentiality of individual workers
- 3.1.3 may, where appropriate, assist in developing and implementing preventative measures into the workplace with the use of injury statistics.

#### 3.2 Rehabilitation and Return to Work Coordinator

The rehabilitation and return to work coordinator plays a pivotal position in the successful return to work of injured employees. Charles Sturt Campus Services Limited has appointed an employee from each site to this role. The rehabilitation and return to work coordinator will coordinate and monitor rehabilitation in the work place, working with injured employees, managers and/or supervisors, treating medical practitioners, medical experts and contracted vocational rehabilitation service providers.




**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678


**Your RTW Coordinators are:**

<b>Albury / Canberra Campus</b>	<b>- Susan Collins</b>	<b>ph: 0400 478 497</b>
<b>Bathurst Campus</b>	<b>- Elizabeth Day</b>	<b>ph: 0439 608 776</b>
<b>Dubbo/ Orange Campus</b>	<b>- Kylie Trotter</b>	<b>ph: 0437 793 795</b>
<b>Wagga Campus</b>	<b>- Caitlin Nixon</b>	<b>ph: 0455 558 969</b>

**3.2.1 The responsibilities of the rehabilitation and return to work coordinator are to:**

- assist injured employees to remain at work, or return to work as soon as possible, after they have sustained an injury
- to assist the Corporation in the preparation and implementation of a rehabilitation and return to work plan for injured employees
- liaise with any persons involved in the rehabilitation, or the provision, of medical services to injured employees
- monitor the progress of an injured employee's capacity to return to work
- take steps to prevent the occurrence of secondary disabilities when workers return to work.

**3.2.2 Initial action**

Charles Sturt Campus Services Limited believes that rehabilitation commences immediately after the injury is sustained.

The supervisor (manager) and the rehabilitation and return to work coordinator should be notified (in person, by telephone, or email) of all incidents or accidents as soon as possible - preferably within 24 hours.

On being notified of an incident or accident, the supervisor (manager) and rehabilitation and return to work coordinator will:

- ensure that the employee's immediate needs are met (eg, transport for treatment is organized, family members are notified etc)
- obtain as much relevant information regarding the injury as possible.
- in conjunction with the injured worker, complete an incident report as soon as possible - preferably within 12 hours.

**3.2.3 Follow-up action**

The supervisor (manager) and/or rehabilitation and return to work coordinator will consider contacting the injured employee within 12 hours of the incident or accident occurring.

The rehabilitation and return to work coordinator will:

- ensure that the injured employee
  - o has their rights and responsibilities explained to them
  - o is given a contact telephone number, a workers compensation Claim form and a medical authority to sign, allowing the treating doctor to release information
  - o is given a copy of the WorkCover publication 'Injured at Work'
  - o a copy of this procedure
- arrange a meeting with the injured employee, within an appropriate timeframe, to initiate discussion about the employee's rehabilitation and return to work
- maintain regular contact with the injured employee
- subject to the injured employee signing a medical authority, contact the treating medical practitioner to obtain medical guidelines for a return to work
- meet with the injured employee after the initial contact to:





- o clarify the employee's need for assistance to minimize the impact of the injury
- o clarify medical guidelines/restrictions
- o establish if any other treating specialists or rehabilitation specialists are involved
- o provide duties within the guidelines/restrictions
- o establish a suitable employment schedule that documents the internal return to work plan
- assist in the preparation and implementation of a rehabilitation and return to work plan if the case manager requests that a contracted vocational rehabilitation service provider develops a rehabilitation and return to work plan.

### 3.3 Managers and supervisors

#### 3.3.1 The responsibility of managers and supervisors is to:

- assist the rehabilitation and return to work coordinator and the contracted vocational rehabilitation service provider (if appointed) to identify alternative duties that are within the medical guidelines for an injured worker
- ensure the rehabilitation procedure is followed
- support and reassure the injured employee during their return to work
- ensure the injured employee adheres to the suitable employment schedule (or rehabilitation and return to work plan) and complies with medical restrictions
- manage co-workers' responses and ensure that the workplace is a supportive environment for the injured worker
- report any issues to the rehabilitation and return to work coordinator

### 3.4 Injured employees

#### 3.4.1 The responsibility of an injured employee is:

- to report a workplace incident, near miss or injury to the employer (including the rehabilitation and return to work coordinator) within 24 hours of the occurrence
- to undertake appropriate treatment from a doctor of their choice
- to actively participate in the rehabilitation process
- to perform suitable duties and/or undertake suitable employment
- to abide by agreed medical restrictions
- to communicate any changes in medical restrictions to the employer
- to provide an updated medical certificate to their employer

#### 3.4.2 Management recognizes that each employee has the right to:

- have a treating doctor/specialist of their choice and obtain a second opinion from a specialist
- be actively involved in all decisions and actions relating to their rehabilitation
- have a representative (a family member, union official, medical officer, or WHS representative) attend any meeting at which the employee's rehabilitation and return to work is being discussed
- seek independent advice before signing any documentation
- have personal and medical information kept confidential.
- the provision of a copy of the suitable employment schedule or a rehabilitation and return to work plan that takes proper account of the employee's individual needs
- have an interpreter at meetings and appointments if required.

### 3.5 Employers' rights and responsibilities

#### 3.5.1 Charles Sturt Campus Services Limited has the responsibility to:


**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



- provide a safe working environment
- provide suitable employment in accordance with Section 58B of the Workers Rehabilitation and Compensation Act 1986 and be actively involved in an injured worker's rehabilitation
- comply with the requirements of an injured employee's rehabilitation and return to work plan
- keep in touch with an injured employee's case manager
- not terminate a worker's employment without first giving the worker at least 28 days' notice of the proposed termination

3.5.2 Charles Sturt Campus Services Limited has the right to:

- actively participate in an injured worker's rehabilitation and return to work
- request that the injured worker's case manager reviews a claim if we believe that weekly payments should be stopped or reduced
- request that an injured worker attends an examination by a recognized medical expert
- be provided with copies of medical reports when requested in writing and ask for reports on an injured worker's medical progress and incapacity for work

#### 4. DISPUTE RESOLUTION

All disagreements arising from the workplace rehabilitation of injured workers will be managed in accordance with the protocols outlined in the company's Grievance and Dispute Resolution Procedure and Equal Opportunity Policy.

If a disagreement cannot be resolved, authorities such as WorkCover can provide assistance in settling the issue and progressing return to work.

#### 5. SIGN OFF

**Company Representative:**

Signed:  Date: 16-03-20

Name: Martin Dooner Position: General Manager




**Charles Sturt Campus Services Limited**

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



# WORKPLACE IMPROVEMENT WALK SYSTEM (WI WALK) POLICY WHS094

## 1. INTRODUCTION

The aim of this policy is to outline Charles Sturt Campus Services Limited (CSCS) directive on the Workplace Improvement Walk.

## 2. PURPOSE

The purpose of the CSCS Workplace Improvement Walk system is to provide a formal process to identify workplace hazards and potential risks in an endeavour to improve workplace and environmental safety.

## 3. SCOPE

This policy applies to all the locations the company operates in on all campuses.

## 4. APPLICATION

CSCS management will coordinate a roster and allow time for all nominated employees to conduct a minimum of one WI Walk per annum. A roster will be posted in staff rooms and sign on areas. A training workshop on the WI Walk will be conducted for all employees.

## 5. SIGN OFF

**Company Representative:**

**Signed:**

**Date:**

16-03-2018

**Name:**

Martin Dooner

**Position:**

General Manager

# WHS005 WORK HEALTH AND SAFETY POLICY

## 1. INTRODUCTION

Charles Sturt Campus Services Limited (CSCS) is a controlled entity of Charles Sturt University. The Company provides services to Charles Sturt University campuses. Locations include, but are not limited to Wagga Wagga, Bathurst, Thurgoona, Dubbo, Orange, Port Macquarie and Canberra.

CSCS is contracted to provide a range of services to the University community. These include cleaning of the campus teaching facilities and residential accommodation, a laundry service, a courier service between campuses, and maintenance services.

Health and safety is a core value of CSCS and this value is reflected in the way we do business. This policy demonstrates our commitment to building a safe and healthy work environment in accordance with the Work Health & Safety Act 2011 and with standards AS/NZS 4801:2001 Occupational Health & Safety Management Systems – specifications with guidance for use and other requirements.

CSCS encourages commitment to the health and safety of our workers, including employees, contractors and visitors to our workplaces by striving to integrate health and safety into all aspects of the business through a process of continual improvement. This will be achieved by developing, implementing and maintaining reputable work, health and safety systems and practices relevant to the services we provide.

## 2. SCOPE

This policy applies to all employees (including casual and consultants) and contractors (including sub-contractors) of Charles Sturt Campus Services Limited within all workplaces under our control.

## 3. PRINCIPLES, OBJECTIVES AND RESPONSIBILITIES

In order for CSCS to develop, implement and maintain reputable health and safety management systems and practices, the Company will establish measurable objectives and targets to ensure continued improvement aimed at the prevention of work related injury and illness. We will achieve this by:

- a) Identifying and complying with relevant health and safety laws, codes of practices and industry standards;
- b) Promoting a strong culture of health and safety awareness;
- c) Providing a safe work environment, using safe work practices and providing necessary protective gear and safety equipment;
- d) Adopting best practice for health and safety management and maintain an effective health and safety management system;
- e) Ensuring adequate resources to implement this policy and ensure that it is available to all interested parties;
- f) Providing appropriate training, competency, information and supervision of our workers to ensure that they understand their responsibilities in complying with WHS policies and procedures and safe working practices



- g) Encouraging co-operation and engagement by communicating and consulting with workers on health and safety matters;
- h) Proactively identifying, eliminating, controlling or reducing risk of hazards;
- i) Maintaining an effective rehabilitation program to return injured employees to gainful employment.
- j) Establishing measureable objectives and targets for health and safety, aimed at the continual improvement in relation to work-related illness, injury and of overall health and safety performance of employees, by monitoring outcomes against performance indicators; and to develop and maintain regular workplace inspections and reporting procedures;
- k) Reporting on WHS performance to CSCS Board of Directors on a scheduled basis.
- l) Overall responsibility for work health and safety at CSCS rests with Senior Managers and the Board of Directors;

Each level of management has specific responsibilities for the implementation of this policy including periodical review to ensure our policy and procedures remain relevant and up to date with the Company's objectives and targets.

#### 4. SIGN OFF

##### Company Representative:

Signed: **Martin Dooner** Digitally signed by Martin Dooner  
Date: 2020.04.20 06:14:16 +10'00' Date: 20/04/2020

Name: Martin Dooner Position: CSCS General Manager

Signed: **Paul Dowler** Digitally signed by Paul Dowler  
DN: cn=Paul Dowler, o=Chief  
Financial Officer, ou=CSU,  
email=pdowler@csu.edu.au, c=AU  
Date: 2020.05.05 08:28:30 +10'00' Date: 04/05/2020

Name: Paul Dowler Position: Chief Financial Officer