

Health and Safety Procedure

1. Contents

1. Contents.....	2
2. Preamble.....	3
3. Purpose.....	3
4. Scope.....	3
5. Definitions.....	3
6. Procedure.....	3
7. Referred Legislation and References.....	7
8. Relevant HEA Policies and Procedures.....	8
9. Document and Version Details.....	9
10. Procedure Inquiries.....	9

2. Preamble

This Procedure must be read in conjunction with the *Health and Safety Policy for Staff and Students*. This procedure complies with the *Higher Education Standards Framework (Threshold Standards) 2021* and the *Education Services for Overseas Students Act 2000 (Cth)* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*. This procedure also aligns with the Australian government's workplace health and safety regulations.

3. Purpose

This Procedure details the processes and arrangements that HEA has in place for the safety and wellbeing of its staff and students and outlines the measures that must be in place for the ongoing promotion of a healthy and safe environment and for the continued protection of all its stakeholders.

4. Scope

The Procedure applies to all HEA staff, students, stakeholders, contractors, visitors and volunteers.

5. Definitions

Please refer to the Glossary of Terms.

6. Procedure

6.1 Safety and Security

- 6.1.1 Total health and wellbeing are dependent upon a safe, secure and healthy environment.
- 6.1.2 HEA takes responsibility to actively foster an environment of wellbeing and safety.
- 6.1.3 HEA will conduct effective risk assessments and implement effective controls for the risks identified (see also Risk Management Policy and Procedure).
- 6.1.4 HEA will familiarise staff and students with simple safety precautions such as:
 - Being alert, assertive and confident;
 - Carrying only the money needed for the day;
 - Being aware of surroundings and reporting anything that is unusual or suspicious;
 - Staying with other people at night; and
 - Reporting suspicious activity to police.

- 6.1.5 HEA will conduct education programs for staff and students on sexual violence, drug and alcohol abuse prevention programs (see also Bullying, Discrimination and Harassment Prevention Policy).
- 6.1.6 HEA has systems and processes in place to respond to critical incidents and prevent recurrences (see Critical Incident Management and Business Continuity Policy and Critical Incident Management and Business Continuity Procedure).
- 6.1.7 Students or staff experiencing concerns to their health or safety should contact the Dean, CEO or Student Services to address those concerns and be referred to support services where necessary. Reports will be managed in accordance with procedural fairness and confidentiality requirements.

6.2 Sexual Harassment and Assault

- 6.2.1 HEA promotes the rights of all students and staff to feel safe and secure and to always be treated with respect.
- 6.2.2 Any form of sexual harassment, discrimination or violence of any sort is condemned by HEA and no one is to be subjected to verbal or physical harassment or abuse.
- 6.2.3 HEA is committed to supporting any student who is affected by sexual assault, sexual harassment or domestic or family violence. See the Bullying, Discrimination and Harassment Prevention Policy.

6.3 Digital and Online Safety

- 6.3.1 Keeping online accounts secure and privacy settings up to date is essential.
- 6.3.2 Regularly checking security settings will help protect Students from bullying, scams and identity theft.
- 6.3.3 Personally identifiable data must only be used with the knowledge and consent of the individual.
- 6.3.4 If suspicious activity is noted, all Staff and Students must immediately update all their passwords and report any suspicious activity.
- 6.3.5 Personally identifiable information may include but is not limited to:
 - Full name
 - Parents' names
 - Date of birth
 - Phone numbers
 - Addresses
 - Email address
 - Photos
 - Usernames, passwords
 - Bank account details
- 6.3.6 Cyber abuse is behaviour that uses technology to threaten, intimidate, harass, or humiliate another with the intent to hurt them socially, physically or psychologically. It may take a number of forms and students are encouraged to be aware of such activities and report them immediately if threatened in any way. Students need to be aware of the following types of cyber abuse:
 - Cyberstalking – including false accusations, abusive comments, attempts to smear someone's reputation and unwanted sexual requests.
 - Trolling – when an individual is deliberately provocative or inflammatory online seeking a reaction. It may include anti-social comments or online posts aimed at provoking a reaction.
 - Fake accounts and impersonation – abusers setting up fake accounts on social media pretending to be someone and bullying or harassing other

users. They are also used to scam people into handing over money or intimate images or videos. They are often used by organised crime syndicates.

- Online hate – including targeted and persistent behaviour aimed at insulting, ridiculing, damaging, or humiliating a person or their reputation, sexual orientation, beliefs, gender or disability.
- Doxing or swatting – when personal details are shared or publicised online resulting in offensive comments and unwanted calls from strangers. Swatting occurs when an abuser makes a hoax call to emergency services to get many police or emergency services to another person's address by using a bomb threat, hostage situation or a mental health emergency. Doxing and swatting should be reported to the police. HEA will provide guidance and support where such incidents are reported.
- Sending obscene messages to another person, their friends or family.
- Threatening violence or inciting others to do the same.
- Encouraging someone to self-harm or suicide.
- Posting or sharing inflammatory comments that are inappropriate and offensive.

6.4 Mental Health and Safety

- 6.4.1 HEA acknowledges that mental health problems are common, disabling and detrimental to a Student's success.
- 6.4.2 HEA will provide workshops to staff regarding mental health and ways they can promote positive mental health initiatives and encourage students to seek help.
- 6.4.3 HEA is committed to providing mental health first aid for all personnel until either the crisis has subsided, or professional help is available.
- 6.4.4 HEA will encourage those suffering from mental health problems to seek help and will ensure that there are members of its Staff who are trained in Mental Health First Aid (see mhfa.com.au).
- 6.4.5 In the case of emergency, call 000 or seek help from relevant support staff at HEA.
- 6.4.6 The following diagram from Notre Dame University highlights the essential steps to be taken:

Mental Health First Aid ACTION PLAN



- A**pproach, assess and assist with any crisis
- L**isten non-judgmentally
- G**ive support and information
- E**ncourage appropriate professional help
- E**ncourage other supports

6.5 Counselling

6.5.1 HEA will provide Students with free, confidential psychological and counselling support in a safe and professional environment. Students can be supported with a range of issues such as:

- Stress and anxiety
- Depression
- Domestic and family violence
- Loss and grief
- Gender and sexuality concerns
- Financial difficulties
- Addiction and substance abuse.

6.5.2 Such counselling aims to help Students develop strategies to address their concerns, improve their mental health and wellbeing in a safe and secure environment so they can pursue their academic goals (also see Student Wellbeing and Support Policy and Procedure).

6.6 Emergency Support

6.6.1 In the event of an emergency please call 000 for police, ambulance or fire. Additional support services within Australia include:

- Lifeline 131 114
- Victorian Mental Health Services <https://www.vic.gov.au/current-mental-health-resources-support-services>
- Suicide Call Back Service 1300 659 467
<https://www.suicidecallbackservice.org.au/>
- Victorian Transcultural Mental Health Service <https://vtmh.org.au/>
- Sexual assault, domestic and family violence counselling service 1800 737 732
- MensLine Australia 1300 789 978
- Gay & Lesbian Counselling Service of Victoria 0412 173 944
- Alcohol and Drug Information 1800 422 599
- G-Line (gambling) 1800 633 635

6.7 Ergonomic Support

6.7.1 There is a growing body of evidence that high levels of sedentary behaviour and sitting are emerging as risk factors for chronic disease.

6.7.2 HEA will ensure that all staff are familiar with recommendations from Safe Work Australia and the Model Work and Health and Safety Act 2022.

6.7.3 HEA will also promote effective ergonomic set ups in its work environment and encourage staff and students to take responsibility for their own welfare and safety and seek help if required.

6.8 Risks to Wellbeing

HEA Staff and management will ensure processes are in place across all its policies to support students and minimise the risks and impacts to students' health and wellbeing.

6.9 Monitoring and Review

This procedure, along with its policy will be regularly reviewed following legislative and organisational changes and, as a minimum, every two years. Review outcomes will be reported through HEA governance arrangements.

7. Referred Legislation and References

Accident Compensation (Occupational Health and Safety Act 1996)

<https://www.legislation.vic.gov.au/in-force/acts/accident-compensation-occupational-health-and-safety-act-1996/002>

Australia's National Digital Health Strategy

<https://www.digitalhealth.gov.au/sites/default/files/2020-11/Australia%27s%20National%20Digital%20Health%20Strategy%20-%20Safe%2C%20seamless%20and%20secure.pdf>

Bio Security Act 2015 - <https://www.legislation.gov.au/Details/C2020C00127>

Dangerous Goods Act 1985 – Version No 109 2022

<https://content.legislation.vic.gov.au/sites/default/files/2022-03/85-10189aa108%20authorised.pdf>

DET Risk Management Framework, 2016

<https://www.education.vic.gov.au/Documents/school/principals/spag/governance/riskframework.pdf>

Education for Overseas Students (ESOS Agency) Determination 2020

<https://www.legislation.gov.au/Details/F2020L00925>

Electrical Safety – Safe Work Australia - <https://www.safeworkaustralia.gov.au/safety-topic/hazards/electrical-safety>

Guide to Occupational Health and Safety Regulations 2017

<https://www.worksafe.vic.gov.au/resources/guide-occupational-health-and-safety-regulations-2017>

ISO 31000:2018 Risk Management Guidelines

<https://www.iso.org/obp/ui/#iso:std:iso:31000:ed-2:v1:en>

Mental Health First Aid Australia <https://mhfa.com.au/>

Model Work Health and Safety Act 2022 <https://www.safeworkaustralia.gov.au/doc/model-work-health-and-safety-act>

National Code of Practice for Providers of Education and Training to Overseas Students 2018

<https://www.legislation.gov.au/Details/F2020L00925>

National Health Security Regulations 2018 -

<https://www.legislation.gov.au/Details/F2018L01247>

Occupational Health and Safety and other Legislation Amendment Act 2021

<https://www.legislation.vic.gov.au/as-made/acts/occupational-health-and-safety-and-other-legislation-amendment-act-2021>

Safe work Australia <https://www.safeworkaustralia.gov.au/safety-topic/hazards/sitting-and-standing>

TEQSA Good Practice Note: Preventing and responding to sexual assault and sexual harassment in the Australian higher education sector <https://www.teqsa.gov.au/guides-resources/resources/good-practice-notes/good-practice-note-preventing-and-responding-sexual-assault-and-sexual-harassment-australian-higher-education-sector>

Victorian Guide to occupational Health and Safety (updated 2022)

<https://www.nfplaw.org.au/free-resources/work-health-and-safety-laws/victoria>

Workplace Injury Rehabilitation and Compensation Act 2013 (Victorian legislation)

<https://www.legislation.vic.gov.au/in-force/acts/workplace-injury-rehabilitation-and-compensation-act-2013/043>

8. Relevant HEA Policies and Procedures

- Acceptable Uses of Resources Policy
- Admissions Policy
- Admissions Procedure
- Bullying, Discrimination and Harassment Prevention Policy
- Bullying Discrimination and Harassment Prevention Procedure
- Code of Conduct
- Critical Incident Management and Business Continuity Policy
- Infrastructure and Resources Policy
- Records and Information Management Policy
- Risk Management Policy
- Student Orientation Policy
- Student Orientation Procedure
- Student Wellbeing and Support Policy
- Student Wellbeing and Support Procedure

9. Document and Version Details

Approval Authority	Board of Directors
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10. Procedure Inquiries

For any inquiries about this procedure, please email us. (studentsupport@heau.edu.au)