

### AGGRESSION OR VIOLENCE

Interaction between employees, students, contactors, customers, clients, patrons and members of the public that may result in: Incidents in which a person is abused, threatened or assaulted in circumstances relating to their work.

Elimination Controls	Alteration controls					Information, Instruction, or Training
	Management of Work	Plant	Systems of Work	Work Design	Work Environment	
<ul style="list-style-type: none"> <li>Restricting access to people with history of aggressive/violent behaviour</li> <li>Eliminate face-to-face interactions with:               <ul style="list-style-type: none"> <li>Online complaint lodgements</li> <li>Online services</li> <li>Contact-free delivery collection/delivery points</li> </ul> </li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Employee supervision</li> <li>Student supervision</li> <li>Contractor supervision</li> <li>Honorary supervision</li> <li>Plan and monitor workload</li> <li>Provide clear behavioural expectations</li> <li>Encourage reporting behaviours of concern</li> <li>Promote wellbeing support</li> <li>Assign experienced employees to supervise junior employees</li> </ul>	<b>UoM Plant:</b> <ul style="list-style-type: none"> <li>SafeZone</li> <li>Emergency phones on campus (blue phones)</li> <li>Fixed and mobile CCTV</li> <li>Duress alarms</li> <li>University security guards</li> <li>University security escort</li> <li>Emergency Evacuation Systems</li> </ul> <b>General:</b> <ul style="list-style-type: none"> <li>Protective barriers or screens</li> <li>Regular inspection and maintenance of plant and equipment</li> </ul>	<b>UoM Policies:</b> <ul style="list-style-type: none"> <li>Health and Safety Policy</li> <li>Appropriate Workplace Behaviour Policy</li> <li>Student Conduct Policy</li> <li>Alcohol Policy</li> <li>Child Safety Policy</li> <li>Responding to Student Traumatic Event Policy</li> <li>Student Complaints and Grievances Policy</li> <li>Property Policy</li> <li>Recruitment and Appointment Policy</li> </ul> <b>UoM Procedures &amp; Guidance:</b> <ul style="list-style-type: none"> <li>HR - Managing Drugs of Dependence</li> <li>Students at Risk – Quick Guide</li> <li>Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> <li>Vice Chancellor Regulation – Protest Rules</li> <li>Complaint procedures</li> <li>Recruitment and Appointment Procedure</li> <li>Standard Acquisition of Service Agreements</li> <li>Campus design - chalking and graffiti guidelines</li> </ul> <b>UoM Health &amp; Safety:</b> <ul style="list-style-type: none"> <li>Psychosocial and mental health webpage</li> <li>Emergency and Business Resilience webpage               <ul style="list-style-type: none"> <li>Emergency response procedures (Flip chart)</li> <li>Emergency Warden Structure</li> </ul> </li> <li>Health &amp; Safety Working alone requirements</li> <li>Health and Safety Responsibilities publication (supervision)</li> <li>Health &amp; Safety: Risk Management Requirements</li> <li>Health &amp; Safety: Responsibilities and Legal Requirements</li> <li>Health &amp; Safety: Responsibilities</li> <li>UoM H&amp;S Risk Register:               <ul style="list-style-type: none"> <li>Psychosocial</li> <li>Firearms, Regulated and Prescribed Weapons</li> </ul> </li> </ul> <b>UoM Enterprise Agreement 2024:</b> <ul style="list-style-type: none"> <li>1.37: Addressing Poor Performance &amp; Misconduct</li> <li>1.39: Management of Misconduct</li> <li>1.42: Grievance and Dispute Settlement Procedure</li> <li>3.25: Notice of Termination by the University</li> </ul> <b>Harm Reduction &amp; Incident Reporting:</b> <ul style="list-style-type: none"> <li>Health and Safety Psychological Health Supports webpage</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Eliminate/limit working alone activities:               <ul style="list-style-type: none"> <li>For higher risk tasks</li> <li>For higher risk times of day</li> </ul> </li> <li>Task rotation to eliminate/limit cumulative exposure to tasks where aggression/incivility is present</li> <li>Eliminate/limit meetings in homes or isolated environments</li> <li>Safety Planning for person with at-risk behaviour:               <ul style="list-style-type: none"> <li>Known history of aggression or violence</li> <li>Complex or challenging behaviours</li> </ul> </li> <li>Standard operating procedures for:               <ul style="list-style-type: none"> <li>Opening and closing the workplace</li> <li>Escalating challenging customer interactions</li> <li>Ceasing interactions</li> <li>Escalating complex/difficult complaints to senior responders</li> <li>Meetings held outside of the work environment</li> </ul> </li> </ul> <b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure: Position descriptions</li> <li>HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> <li>Providing activity and service descriptions as part of the Engaging Independent Contractors process</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Swipe card access areas and facilities</li> <li>Swipe card dual entry/exit points</li> <li>Eliminate/limit access to valuables on premises:               <ul style="list-style-type: none"> <li>Cash</li> <li>Valuables</li> <li>Medicines</li> </ul> </li> <li>Securing items that:               <ul style="list-style-type: none"> <li>Could be weaponized</li> <li>Are dangerous</li> </ul> </li> <li>Arranging furniture and partitions to control visibility and access</li> <li>Suitable lighting to protect against dark spots</li> <li>Environmental controls that minimise behavioural triggers               <ul style="list-style-type: none"> <li>Temperature</li> <li>Lighting</li> <li>Noise</li> <li>Music</li> <li>Wayfinding</li> </ul> </li> <li>Maintain workplace environments through inspections and maintenance</li> <li>Physical separation of employees from the public</li> <li>Safety in Design considerations of violence and aggression at service locations</li> </ul> <b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>University Security</li> <li>University of Melbourne Design Standards</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Behavioural expectation signage at service points</li> <li>Signage outlining:               <ul style="list-style-type: none"> <li>Behavioural expectations</li> <li>Organisational values</li> <li>Reporting channels</li> </ul> </li> <li>Team induction on:               <ul style="list-style-type: none"> <li>Core tasks</li> <li>Team resources</li> <li>Standard operating procedures</li> </ul> </li> <li>Faculty/department induction on:               <ul style="list-style-type: none"> <li>Business values</li> <li>Organisational resources</li> </ul> </li> <li>Instructions on how to report aggression or violence</li> </ul> <b>Provider Services:</b> <ul style="list-style-type: none"> <li>EAP Manager Support Services program</li> </ul> <b>UoM TrainME Modules:</b> <ul style="list-style-type: none"> <li>TrainME: Psychosocial risk management essentials</li> <li>TrainME: Appropriate Workplace Behaviour</li> <li>TrainME: Handling Angry and Upset Customers</li> <li>TrainME: Managing Difficult Situations</li> <li>TrainME: Campus Security: Security and Personal Safety</li> <li>TrainME: Campus Security: Escape – hide – tell</li> <li>TrainME: Campus Security: Duress alarm</li> <li>TrainME: Emergency Warden</li> <li>TrainME: Gahgook Indigenous Cultural Education Program</li> <li>TrainME: LGBTI+ Employee Awareness Briefing</li> <li>TrainME: Trans-Affirming Workplaces</li> <li>TrainME: Introduction to Disability Awareness</li> <li>TrainME: Emotional Intelligence in Leadership</li> </ul> <b>Other Training:</b> <ul style="list-style-type: none"> <li>People Leadership Development to help supervisors support employees</li> </ul>

### BULLYING

Repeated, unreasonable behaviour directed at a person or group that creates a risk to health and safety. Bullying behaviour can be:

- between employees
- directed at employees from people who have relationships with the workplace, such as: clients, customers, contractors, patients, volunteers or members of the public.

Elimination Controls	Alteration controls				Information, Instruction, or Training	
	Management of Work	Plant	Systems of Work	Work Design		Work Environment
<ul style="list-style-type: none"> <li>• Eliminate/limit the organisational factors, environments, and workplaces that give rise to bullying</li> <li>• Eliminate/limit interactions where there are known interpersonal conflicts</li> <li>• Eliminate/limit contact and communication that gives rise to bullying</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Employee supervision</li> <li>• Student supervision</li> <li>• Contractor supervision</li> <li>• Honorary supervision</li> <li>• Plan and monitor workload</li> <li>• Provide clear behavioural expectations</li> <li>• Encourage reporting behaviours of concern</li> <li>• Promote wellbeing supports</li> </ul>	<p><b>UoM Plant:</b></p> <ul style="list-style-type: none"> <li>• Speak Safely Portal (Diary Note)</li> <li>• Inappropriate Workplace Behaviour Line</li> </ul>	<p><b>UoM Policies:</b></p> <ul style="list-style-type: none"> <li>• Appropriate Workplace Behaviour Policy</li> <li>• Student Conduct Policy</li> <li>• Child Safety Policy</li> <li>• Student Complaints and Grievances Policy</li> <li>• Property Policy</li> <li>• Alcohol Policy</li> <li>• Recruitment and Appointment Policy</li> <li>• Health and Safety Policy</li> </ul> <p><b>UoM Procedures &amp; Guidance:</b></p> <ul style="list-style-type: none"> <li>• Professional Performance and Development Framework</li> <li>• Health &amp; Safety: Risk Management Requirements</li> <li>• Health &amp; Safety: Responsibilities and Legal Requirements</li> <li>• Standard Acquisition of Service Agreements</li> <li>• Recruitment and Appointment Procedure</li> <li>• HR - Work Experience Students at the University</li> <li>• Students at Risk – Quick Guide</li> <li>• Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> </ul> <p><b>Health &amp; Safety:</b></p> <ul style="list-style-type: none"> <li>• UoM H&amp;S Risk Register: <ul style="list-style-type: none"> <li>◦ Psychosocial</li> </ul> </li> <li>• Psychosocial and mental health webpage</li> <li>• Health &amp; Safety: Responsibilities</li> <li>• Health &amp; Safety: Risk Management Requirements</li> </ul> <p><b>UoM Enterprise Agreement 2024:</b></p> <ul style="list-style-type: none"> <li>• 1.37: Addressing Poor Performance &amp; Misconduct</li> <li>• 1.39: Management of Misconduct</li> <li>• 1.42: Grievance and Dispute Settlement Procedure</li> <li>• 3.25: Notice of Termination by the University</li> </ul> <p><b>Harm Reduction &amp; Incident Reporting:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Psychological Health Supports webpage</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Standard operating procedures for: <ul style="list-style-type: none"> <li>◦ Escalating challenging customer interactions</li> <li>◦ Ceasing interactions</li> </ul> </li> <li>• Task rotation to eliminate/limit cumulative exposure to tasks where bullying/incivility is present</li> <li>• Safety Planning for persons with at-risk behaviour: <ul style="list-style-type: none"> <li>◦ Known history of bullying or incivility</li> <li>◦ Complex or challenging behaviours</li> </ul> </li> </ul> <p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure: Position descriptions</li> <li>• HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Alter the work environment to limit high-risk interactions</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Signage outlining:</li> <li>• Behavioural expectations</li> <li>• Organisational values</li> <li>• Reporting channels</li> <li>• Team induction on:</li> <li>• Core tasks</li> <li>• Team resources</li> <li>• Standard operating procedures</li> <li>• Faculty/department induction on:</li> <li>• Business values</li> <li>• Organisational resources</li> </ul> <p><b>Provider Services:</b></p> <ul style="list-style-type: none"> <li>• EAP Manager Support Services program</li> </ul> <p><b>UoM TrainME modules:</b></p> <ul style="list-style-type: none"> <li>• TrainME: Psychosocial risk management essentials</li> <li>• TrainME: Appropriate Workplace Behaviour</li> <li>• TrainME: Handling Angry and Upset Customers</li> <li>• TrainME: LGBTI+ Employee Awareness Briefing</li> <li>• TrainME: Trans-Affirming Workplaces</li> <li>• TrainME: Introduction to Disability Awareness</li> <li>• TrainME: Managing Difficult Situations</li> <li>• TrainME: Emotional Intelligence in Leadership</li> </ul> <p><b>Other Training:</b></p> <ul style="list-style-type: none"> <li>• People Leadership Development to help supervisors support employees</li> </ul>

### EXPOSURE TO TRAUMATIC EVENTS OR CONTENT

Traumatic **events** may involve:

- actual or perceived threats to life
- experiencing a serious injury
- witnessing serious injuries or fatalities.

Exposure to traumatic **content** may include:

- hearing other people's traumatic stories
- reading detailed reports or documents about traumatic events
- reviewing images or video footage of traumatic events.

Elimination Controls	Alteration controls					Information, Instruction, or Training
	Management of Work	Plant	Systems of Work	Work Design	Work Environment	
<ul style="list-style-type: none"> <li>• Prevention of traumatic events from occurring through:               <ul style="list-style-type: none"> <li>○ Support services</li> <li>○ Restricting access to locations with increased risk of self-harm</li> <li>○ Controlling risks</li> </ul> </li> <li>• Eliminate access to traumatic content for non-essential persons</li> <li>• Eliminate tasks that involve exposure to traumatic events or content</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Employee supervision</li> <li>• Contractor supervision</li> <li>• Honorary supervision</li> <li>• Workforce/workload planning</li> <li>• Clinical supervision</li> <li>• Peer support</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Assistive filtering, screening and flagging technologies</li> <li>• Visual/audio privacy for dealing with traumatic content</li> </ul>	<b>UoM Policies:</b> <ul style="list-style-type: none"> <li>• Health and Safety Policy</li> <li>• Responding to Student Traumatic Event Policy</li> <li>• Recruitment and Appointment Policy</li> <li>• Student Fitness to Study Policy</li> </ul> <b>UoM Procedures &amp; Guidance:</b> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure</li> <li>• HR - Managing Drugs of Dependence</li> <li>• Professional Performance and Development Framework</li> <li>• Performance Planning and Review Procedure</li> <li>• Position Descriptions (continuing and fixed-term employees)</li> <li>• Activity Descriptions (casual employees)</li> <li>• Independent Contractor – Activity category, service description &amp; contract</li> <li>• Students at Risk – Quick Guide</li> <li>• Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> </ul> <b>UoM Health &amp; Safety:</b> <ul style="list-style-type: none"> <li>• UoM H&amp;S Risk Register:               <ul style="list-style-type: none"> <li>○ Psychosocial</li> </ul> </li> <li>• Emergency and Business Resilience webpage               <ul style="list-style-type: none"> <li>○ Emergency response procedures (Flip chart)</li> <li>○ Emergency Warden Structure</li> </ul> </li> <li>• Health &amp; Safety Working alone requirements</li> <li>• Health &amp; Safety: Risk Management Requirements</li> <li>• Health &amp; Safety: Responsibilities and Legal Requirements</li> <li>• Health &amp; Safety: Responsibilities</li> </ul> <b>Harm Reduction &amp; Incident Reporting:</b> <ul style="list-style-type: none"> <li>• Health and Safety Psychological Health Supports webpage</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Task rotation to eliminate/limit cumulative exposure to tasks where exposure to traumatic events or content is present</li> <li>• Schedule likely exposures for earlier in the work shift to ensure that harm reduction controls can be accessed in working hours</li> <li>• Standard operating procedures for:               <ul style="list-style-type: none"> <li>○ Escalating management of traumatic events or content</li> <li>○ Ceasing interactions</li> </ul> </li> </ul> <b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure: Position descriptions</li> <li>• HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Schedule in regular breaks if exposure is frequent and/or likely. Arranging furniture and partitions to control visibility and access</li> <li>• Securing items that:               <ul style="list-style-type: none"> <li>○ Could be weaponized</li> <li>○ Are dangerous</li> </ul> </li> <li>• Preventing access to means of self-harm</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Signage outlining:               <ul style="list-style-type: none"> <li>○ Behavioural expectations</li> <li>○ Organisational values</li> <li>○ Reporting channels</li> </ul> </li> <li>• Team induction on:               <ul style="list-style-type: none"> <li>○ Core tasks</li> <li>○ Team resources</li> <li>○ Standard operating procedures</li> </ul> </li> <li>• Faculty/department induction on:               <ul style="list-style-type: none"> <li>○ Business values</li> <li>○ Organisational resources</li> </ul> </li> </ul> <b>Provider Services:</b> <ul style="list-style-type: none"> <li>• EAP Manager Support Services program</li> </ul> <b>UoM TrainME modules:</b> <ul style="list-style-type: none"> <li>• TrainME: Psychosocial risk management essentials</li> <li>• TrainME: Appropriate Workplace Behaviour</li> <li>• TrainME: Campus Security: Security and Personal Safety</li> <li>• TrainME: Emergency Warden</li> <li>• TrainME: Handling Angry and Upset Customers</li> <li>• TrainME: Managing Difficult Situations</li> <li>• TrainME: LGBTI+ Employee Awareness Briefing</li> <li>• TrainME: Trans-Affirming Workplaces</li> <li>• TrainME: Introduction to Disability Awareness</li> </ul> <b>Other Training:</b> <ul style="list-style-type: none"> <li>• People Leadership Development to help supervisors support employees</li> </ul>

### HIGH JOB DEMANDS

Work involving sustained or repeated high physical, mental or emotional effort, or a combination of any of these.

Elimination Controls	Alteration controls					Information, Instruction, or Training
	Management of Work	Plant	Systems of Work	Work Design	Work Environment	
<ul style="list-style-type: none"> <li>Redesign work to eliminate sustained or repeated high physical, mental, and/or emotional effort</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Employee supervision</li> <li>Contractor supervision</li> <li>Honorary supervision</li> <li>Workload planning</li> <li>Clinical supervision</li> <li>Plan and monitor workload</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Assistive plant, equipment and technology</li> <li>Eliminate/limit repetitive or monotonous tasks by procuring equipment with automated or streamlined functions</li> </ul>	<b>UoM Policies:</b> <ul style="list-style-type: none"> <li>Health and Safety Policy</li> <li>Recruitment and Appointment Policy</li> <li>Flexible Work Policy</li> </ul> <b>UoM Procedures &amp; Guidance:</b> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure</li> <li>Staff Development, Education and Training Procedure</li> <li>Performance Planning and Review Procedure</li> <li>Professional Performance and Development Framework</li> <li>HR - General Advice for Onboarding New Starters</li> <li>HR - Shift Work, Weekend Work, Overtime and TOIL for Professional (PASO) Employees</li> <li>HR - Working Weekends for Professional (PASO) Employees</li> <li>Professional workload management</li> <li>Casual workload management</li> <li>HR - Individual Flexibility Arrangements (IFA)</li> <li>Students at Risk – Quick Guide</li> <li>Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> </ul> <b>UoM Health &amp; Safety:</b> <ul style="list-style-type: none"> <li>UoM H&amp;S Risk Register: <ul style="list-style-type: none"> <li>Psychosocial</li> </ul> </li> <li>Training Needs Analysis Documentation</li> <li>Health &amp; Safety: Risk Management Requirements</li> </ul> <b>Enterprise Agreement 2024:</b> <ul style="list-style-type: none"> <li>1.41 Consultation on Changes to Regular Roster or Ordinary Hours of Work</li> <li>1.50 Right to Disconnect Outside Normal Working Hours</li> <li>1.9.1 Individual Flexibility Arrangement</li> <li>2.11 Academic Workload and Hours of Work</li> <li>3.15 PASO Workload &amp; Hours of Work</li> <li>4.3 Managing Casual Workload</li> </ul> <b>Harm Reduction &amp; Incident Reporting:</b> <ul style="list-style-type: none"> <li>Health and Safety Psychological Health Supports webpage</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Task rotation to eliminate/limit sustained or repeated exposure to tasks with high physical, mental, and/or emotional effort</li> <li>Design rosters to: <ul style="list-style-type: none"> <li>Match resources to business cycle demands</li> <li>Ensure adequate breaks during and between shifts</li> <li>Distribute tasks and responsibilities equitably among team members</li> </ul> </li> </ul> <b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>Recruitment - Workforce planning before recruitment</li> <li>Recruitment - Position Descriptions and Role Classification</li> <li>Diversity Awareness and Preventing Discrimination in Recruitment</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Alternative work areas/locations minimising disturbance: <ul style="list-style-type: none"> <li>Quiet spaces</li> <li>Private work areas</li> </ul> </li> </ul> <b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>University of Melbourne Design Standards</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Team induction on: <ul style="list-style-type: none"> <li>Core tasks</li> <li>Team resources</li> <li>Standard operating procedures</li> </ul> </li> <li>Faculty/department induction on: <ul style="list-style-type: none"> <li>Business values</li> <li>Organisational resources</li> </ul> </li> </ul> <b>Provider Services:</b> <ul style="list-style-type: none"> <li>EAP Manager Support Services program</li> </ul> <b>UoM TrainME modules:</b> <ul style="list-style-type: none"> <li>TrainME: Psychosocial risk management essentials</li> <li>TrainME: Emotional Intelligence in Leadership</li> </ul> <b>Other Training:</b> <ul style="list-style-type: none"> <li>People Leadership Development to help supervisors support employees</li> </ul>

### LOW JOB DEMANDS

Work involving sustained low physical, mental or emotional effort.

Elimination Controls	Alteration controls				Information, Instruction, or Training	
	Management of Work	Plant	Systems of Work	Work Design		Work Environment
<ul style="list-style-type: none"> <li>Improve task allocation and job design to eliminate sustained low physical, mental, and/or emotional effort</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Employee supervision</li> <li>Contractor supervision</li> <li>Honorary supervision</li> <li>Workload planning</li> <li>Clinical supervision</li> <li>Plan and monitor workload</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Eliminate/limit repetitive or monotonous tasks by procuring equipment with automated or streamlined functions</li> </ul>	<b>UoM Policies:</b> <ul style="list-style-type: none"> <li>Health and Safety Policy</li> <li>Recruitment and Appointment Policy</li> <li>Flexible Work Policy</li> </ul> <b>UoM Procedures &amp; Guidance:</b> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure</li> <li>Staff Development, Education and Training Procedure</li> <li>Performance Planning and Review Procedure</li> <li>Professional Performance and Development Framework</li> <li>HR - General Advice for Onboarding New Starters</li> <li>HR - Working Weekends for Professional (PASO) Employees</li> <li>Professional workload management</li> <li>Casual workload management</li> <li>Students at Risk – Quick Guide</li> <li>Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> </ul> <b>UoM Health &amp; Safety:</b> <ul style="list-style-type: none"> <li>UoM H&amp;S Risk Register: <ul style="list-style-type: none"> <li>Psychosocial</li> </ul> </li> <li>Training Needs Analysis Documentation</li> <li>Health &amp; Safety: Risk Management Requirements</li> </ul> <b>Enterprise Agreement 2024:</b> <ul style="list-style-type: none"> <li>1.35 Performance and Development</li> </ul> <b>Harm Reduction &amp; Incident Reporting:</b> <ul style="list-style-type: none"> <li>Health and Safety Psychological Health Supports webpage</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Task rotation to limit sustained exposure to tasks with low physical, mental, and/or emotional effort</li> <li>Design rosters to: <ul style="list-style-type: none"> <li>Match resources to business cycle demands</li> <li>Ensure adequate breaks during and between shifts</li> <li>Distribute tasks and responsibilities equitably among team members</li> </ul> </li> </ul> <b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure: Position descriptions</li> <li>HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> <li>HR Knowledge - End User - Secondments and exchanges - Overview</li> <li>Diversity Awareness and Preventing Discrimination in Recruitment</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Environmental controls that improve fatigue management <ul style="list-style-type: none"> <li>Temperature</li> <li>Lighting</li> <li>Noise</li> <li>Music</li> </ul> </li> </ul> <b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>University of Melbourne Design Standards</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Team induction on: <ul style="list-style-type: none"> <li>Core tasks</li> <li>Team resources</li> <li>Standard operating procedures</li> </ul> </li> <li>Faculty/department induction on: <ul style="list-style-type: none"> <li>Business values</li> <li>Organisational resources</li> </ul> </li> <li>Educators Guide</li> </ul> <b>Provider Services:</b> <ul style="list-style-type: none"> <li>EAP Manager Support Services program</li> </ul> <b>UoM TrainME modules:</b> <ul style="list-style-type: none"> <li>TrainME: Psychosocial risk management essentials</li> <li>TrainME: Introduction to Disability Awareness</li> <li>TrainME: Emotional Intelligence in Leadership</li> </ul> <b>Other Training:</b> <ul style="list-style-type: none"> <li>People Leadership Development to help supervisors support employees</li> </ul>

### LOW JOB CONTROL

When a person has little control over aspects of their work, including how or when a job is done.

Elimination Controls	Alteration controls					Information, Instruction, or Training
	Management of Work	Plant	Systems of Work	Work Design	Work Environment	
<ul style="list-style-type: none"> <li>Design work that enables adaption in how or when tasks are performed</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Employee supervision</li> <li>Plan and monitor workload</li> <li>Clinical supervision</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Eliminate/limit repetitive or monotonous tasks by procuring equipment with automated or streamlined functions</li> <li>For machine paced work:               <ul style="list-style-type: none"> <li>Allow employees to alter the pace</li> <li>Ensure adequate breaks</li> <li>Implement regular task rotation</li> </ul> </li> <li>Human oversight/monitoring when using digital systems such as artificial intelligence</li> <li>Human oversight/monitoring when using artificial intelligence workflow management systems</li> </ul>	<p><b>UoM Policies:</b></p> <ul style="list-style-type: none"> <li>Health and Safety Policy</li> <li>Recruitment and Appointment Policy</li> <li>Staff Development, Education and Performance Policy</li> <li>Flexible Work Policy</li> </ul> <p><b>UoM Procedures &amp; Guidance:</b></p> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure</li> <li>Performance Planning and Review Procedure</li> <li>Professional Performance and Development Framework</li> <li>HR - General Advice for Onboarding New Starters</li> <li>HR - Shift Work, Weekend Work, Overtime and TOIL for Professional (PASO) Employees</li> <li>HR - Working Weekends for Professional (PASO) Employees</li> <li>Professional workload management</li> <li>Casual workload management</li> <li>HR - Individual Flexibility Arrangements (IFA)</li> <li>Students at Risk – Quick Guide</li> <li>Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> <li>University of Melbourne AI Principles</li> </ul> <p><b>UoM Health &amp; Safety:</b></p> <ul style="list-style-type: none"> <li>UoM H&amp;S Risk Register:               <ul style="list-style-type: none"> <li>Psychosocial</li> </ul> </li> <li>Training Needs Analysis Documentation</li> <li>Health &amp; Safety: Risk Management Requirements</li> </ul> <p><b>Enterprise Agreement 2024:</b></p> <ul style="list-style-type: none"> <li>1.41 Consultation on Changes to Regular Roster or Ordinary Hours of Work</li> <li>1.50 Right to Disconnect Outside Normal Working Hours</li> <li>1.9.1 Individual Flexibility Arrangement</li> <li>2.11 Academic Workload and Hours of Work</li> <li>3.15 PASO Workload &amp; Hours of Work</li> <li>4.3 Managing Casual Workload</li> <li>4.7 Casual conversion to continuing employment</li> </ul> <p><b>Harm Reduction &amp; Incident Reporting:</b></p> <ul style="list-style-type: none"> <li>Health and Safety Psychological Health Supports webpage</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Design rosters to:               <ul style="list-style-type: none"> <li>Match resources to business cycle demands</li> <li>Ensure adequate breaks during and between shifts</li> <li>Distribute tasks and responsibilities equitably among team members</li> </ul> </li> <li>Limit the same employees being repeatedly assigned tasks with low control in how or when tasks are performed</li> </ul> <p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure: Position descriptions</li> <li>HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> <li>Diversity Awareness and Preventing Discrimination in Recruitment</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Alternative work areas/locations minimising disturbance:               <ul style="list-style-type: none"> <li>Quiet spaces</li> <li>Private work areas</li> </ul> </li> </ul>	<p><b>UoM TrainME modules:</b></p> <ul style="list-style-type: none"> <li>TrainME: Psychosocial risk management essentials</li> </ul> <p><b>Provider Services:</b></p> <ul style="list-style-type: none"> <li>EAP Manager Support Services program</li> </ul> <p><b>Other Training:</b></p> <ul style="list-style-type: none"> <li>People Leadership Development to help supervisors support employees</li> </ul>

### LOW RECOGNITION AND REWARD

Where there is a low level or lack of acknowledgement, reward or recognition for an employee's contributions, achievements, and efforts.

Elimination Controls	Alteration controls				Information, Instruction, or Training	
	Management of Work	Plant	Systems of Work	Work Design		
<ul style="list-style-type: none"> <li>Ensure recognition and reward processes are available to all employees</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Employee supervision</li> <li>Plan and monitor workload</li> <li>Promote available internal recognition and reward processes</li> <li>Provide clear behavioural expectations</li> </ul>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>Recognition and reward digital dashboards</li> </ul>	<p><b>UoM Policies:</b></p> <ul style="list-style-type: none"> <li>Health and Safety Policy</li> <li>Recruitment and Appointment Policy</li> <li>Staff Development, Education and Performance Policy</li> <li>University Honours and Recognition Policy</li> </ul> <p><b>UoM Procedures &amp; Guidance:</b></p> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure</li> <li>Staff Development, Education and Training Procedure</li> <li>Performance Planning and Review Procedure</li> <li>Professional Performance and Development Framework</li> <li>Academic Careers @ Melbourne - Academics: How to Apply for Concurrent Confirmation &amp; Promotion</li> <li>Remuneration and Benefits Procedure</li> <li>Higher Duties Arrangement (HDA) - Acting into UOM 2 to UOM 10 Duties</li> <li>Higher Duties Arrangement - Acting into Senior Manager Duties</li> <li>HR - Recognition of Prior Service</li> <li>HR - Awards for excellence</li> <li>Transfer, Secondment and Exchange Procedure</li> </ul> <p><b>UoM Health &amp; Safety:</b></p> <ul style="list-style-type: none"> <li>UoM H&amp;S Risk Register: <ul style="list-style-type: none"> <li>Psychosocial</li> </ul> </li> <li>Health &amp; Safety: Risk Management Requirements</li> </ul> <p><b>Enterprise Agreement 2024:</b></p> <ul style="list-style-type: none"> <li>1.28.7 Confirmation or Promotion of Australian Aboriginal and Torres Strait Islander Employees</li> <li>1.35 Performance and Development</li> <li>2.14 Classification, Appointment &amp; Promotion</li> <li>2.16 Progression Through Increments</li> <li>3.6 Career Progression to Higher Classification</li> </ul> <p><b>Harm Reduction &amp; Incident Reporting:</b></p> <ul style="list-style-type: none"> <li>Health and Safety Psychological Health Supports webpage</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Design work to ensure equitable opportunity for recognition and reward</li> </ul>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>Recognition and reward notice boards</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Team induction on: <ul style="list-style-type: none"> <li>Core tasks</li> <li>Team resources</li> <li>Standard operating procedures</li> <li>Recognition and reward processes</li> </ul> </li> <li>Faculty/department induction on: <ul style="list-style-type: none"> <li>Business values</li> <li>Organisational resources</li> <li>Recognition and reward processes</li> </ul> </li> </ul> <p><b>UoM TrainME modules:</b></p> <ul style="list-style-type: none"> <li>TrainME: Psychosocial risk management essentials</li> <li>TrainME: Emotional Intelligence in Leadership</li> </ul> <p><b>Provider Services:</b></p> <ul style="list-style-type: none"> <li>EAP Manager Support Services program</li> </ul> <p><b>Other Training:</b></p> <ul style="list-style-type: none"> <li>People Leadership Development to help supervisors support employees</li> </ul>

### LOW ROLE CLARITY

Jobs where:

- there is uncertainty about, or frequent changes to, tasks and work standards
- important task information is not available
- there are conflicting roles, responsibilities or expectations.

Elimination Controls	Alteration controls					Information, Instruction, or Training
	Management of Work	Plant	Systems of Work	Work Design	Work Environment	
<ul style="list-style-type: none"> <li>• Design work that provides purpose, outlines responsibilities, and defines expectations</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Employee supervision</li> <li>• Consult before, during, and after change to:               <ul style="list-style-type: none"> <li>○ Provide clarity on purpose, responsibilities, and expectations</li> <li>○ Help workers to adjust</li> </ul> </li> <li>• Plan and monitor workload</li> <li>• Newsletters</li> <li>• Townhalls</li> <li>• Team meetings</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Utilising centralised information systems:               <ul style="list-style-type: none"> <li>○ SharePoint</li> <li>○ ServiceNow</li> <li>○ Knowledge Base Articles</li> <li>○ Staff Hub</li> </ul> </li> <li>• Human oversight/monitoring when using digital systems such as artificial intelligence</li> <li>• Human oversight/monitoring when using artificial intelligence workflow management systems</li> </ul>	<p><b>UoM Policies:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Policy</li> <li>• Recruitment and Appointment Policy</li> <li>• Staff Development, Education and Performance Policy</li> </ul> <p><b>UoM Procedures &amp; Guidance:</b></p> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure</li> <li>• Staff Development, Education and Training Procedure</li> <li>• Performance Planning and Review Procedure</li> <li>• Professional Performance and Development Framework</li> <li>• HR - General Advice for Onboarding New Starters</li> <li>• Academic Staff Orientation</li> <li>• Professional workload management</li> <li>• Casual workload management</li> <li>• Students at Risk – Quick Guide</li> <li>• Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> <li>• University of Melbourne AI Principles</li> </ul> <p><b>UoM Health &amp; Safety:</b></p> <ul style="list-style-type: none"> <li>• UoM H&amp;S Risk Register:               <ul style="list-style-type: none"> <li>○ Psychosocial</li> </ul> </li> <li>• Health &amp; Safety: Risk Management Requirements</li> <li>• Training Needs Analysis Documentation</li> </ul> <p><b>Enterprise Agreement 2024:</b></p> <ul style="list-style-type: none"> <li>• 1.35 Performance and Development</li> <li>• 1.40 Consultation on Workplace Change</li> <li>• 1.41 Consultation on Changes to Regular Roster or Ordinary Hours of Work</li> </ul> <p><b>Harm Reduction &amp; Incident Reporting:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Psychological Health Supports webpage</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Designing team projects with defined:               <ul style="list-style-type: none"> <li>○ Purpose</li> <li>○ Responsibilities</li> <li>○ Expectations</li> </ul> </li> <li>• Utilising meeting documentation:               <ul style="list-style-type: none"> <li>○ Agendas</li> <li>○ Minutes</li> </ul> </li> </ul> <p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure: Position descriptions</li> <li>• HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Visual workflow boards</li> <li>• Visual display boards outlining:               <ul style="list-style-type: none"> <li>○ Purpose</li> <li>○ Functions</li> <li>○ Values</li> </ul> </li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Team induction on:               <ul style="list-style-type: none"> <li>○ Core tasks</li> <li>○ Team resources</li> <li>○ Standard operating procedures</li> <li>○ Organisational charts</li> </ul> </li> <li>• Faculty/department induction on:               <ul style="list-style-type: none"> <li>○ Business values</li> <li>○ Organisational resources</li> </ul> </li> </ul> <p><b>UoM TrainME modules:</b></p> <ul style="list-style-type: none"> <li>• TrainME: Psychosocial risk management essentials</li> <li>• TrainME: Introduction to Disability Awareness</li> <li>• TrainME: Emotional Intelligence in Leadership</li> </ul> <p><b>Provider Services:</b></p> <ul style="list-style-type: none"> <li>• EAP Manager Support Services program</li> </ul> <p><b>Other Training:</b></p> <ul style="list-style-type: none"> <li>• People Leadership Development to help supervisors support employees</li> </ul>

### POOR ENVIRONMENTAL CONDITIONS

When employees are exposed to poor-quality or hazardous working environments, including in work-provided accommodation.

Elimination Controls	Alteration controls					Information, Instruction, or Training
	Management of Work	Plant	Systems of Work	Work Design	Work Environment	
<ul style="list-style-type: none"> <li>Monitor, inspect, and maintain work environment through preventative maintenance</li> <li>Safety in Design during construction</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Employee supervision</li> <li>Contractor supervision</li> <li>Honorary supervision</li> <li>Clinical supervision</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Regular inspection and maintenance of plant and equipment</li> <li>For machine paced work:               <ul style="list-style-type: none"> <li>Allow employees to alter the pace</li> <li>Ensure adequate breaks</li> <li>Implement regular task rotation</li> </ul> </li> </ul>	<b>UoM Policies:</b> <ul style="list-style-type: none"> <li>Health and Safety Policy</li> <li>Recruitment and Appointment Policy</li> </ul> <b>UoM Procedures &amp; Guidance:</b> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure</li> <li>HR - General Advice for Onboarding New Starters</li> <li>Academic Staff Orientation</li> <li>Professional workload management</li> <li>Casual workload management</li> </ul> <b>UoM Health &amp; Safety:</b> <ul style="list-style-type: none"> <li>UoM H&amp;S Risk Register</li> <li>Training Needs Analysis Documentation</li> <li>Health &amp; Safety: Risk Management Requirements</li> <li>Relocation and induction requirements</li> </ul> <b>Harm Reduction &amp; Incident Reporting:</b> <ul style="list-style-type: none"> <li>Health and Safety Psychological Health Supports webpage</li> </ul>	<b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure: Position descriptions</li> <li>Recruitment - Position Descriptions and Role Classification</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>Environmental controls that improve comfort of work environments               <ul style="list-style-type: none"> <li>Temperature</li> <li>Lighting</li> <li>Noise</li> <li>Music</li> </ul> </li> </ul> <b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>Workplace monitoring, inspections and checklists</li> <li>Safety in Design during refurbishment</li> </ul>	<b>UoM TrainME modules:</b> <ul style="list-style-type: none"> <li>TrainME: Psychosocial risk management essentials</li> <li>TrainME: Introduction to Disability Awareness</li> <li>TrainME: Emotional Intelligence in Leadership</li> </ul> <b>Provider Services:</b> <ul style="list-style-type: none"> <li>EAP Manager Support Services program</li> </ul> <b>Other Training:</b> <ul style="list-style-type: none"> <li>People Leadership Development to help supervisors support employees</li> </ul>

### POOR ORGANISATIONAL CHANGE MANAGEMENT

When change related to an employee's work conditions is poorly managed, supported or communicated. This may include:

- a lack of consideration of the potential effects on health, safety and performance
- inadequate consultation with employees.

Elimination Controls	Alteration controls				Information, Instruction, or Training	
	Management of Work	Plant	Systems of Work	Work Design		Work Environment
<ul style="list-style-type: none"> <li>• Eliminate unnecessary change to tasks, roles, or systems</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Employee supervision</li> <li>• Contractor supervision</li> <li>• Honorary supervision</li> <li>• Clinical supervision</li> <li>• Plan and monitor workload</li> <li>• Establish a change and communication plan</li> <li>• Establish a change plan consultation process</li> <li>• Consult before, during, and after change to:               <ul style="list-style-type: none"> <li>○ Provide clarity on purpose, responsibilities, and expectations</li> <li>○ Help workers to adjust</li> </ul> </li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Pilot new plant before final implementation</li> <li>• Human oversight/monitoring when using digital systems such as artificial intelligence</li> <li>• Human oversight/monitoring when using artificial intelligence workflow management systems</li> </ul>	<p><b>UoM Policies:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Policy</li> <li>• Flexible Work Policy</li> <li>• Policy Framework</li> </ul> <p><b>UoM Procedures &amp; Guidance:</b></p> <ul style="list-style-type: none"> <li>• Professional workload management</li> <li>• Casual workload management</li> <li>• University of Melbourne AI Principles</li> </ul> <p><b>UoM Health &amp; Safety:</b></p> <ul style="list-style-type: none"> <li>• UoM H&amp;S Risk Register:               <ul style="list-style-type: none"> <li>○ Psychosocial</li> </ul> </li> <li>• Health &amp; Safety: Risk Assessment Methodology</li> <li>• Health &amp; Safety: Risk Management Requirements</li> <li>• Training Needs Analysis Documentation</li> <li>• Relocation and induction requirements</li> </ul> <p><b>Enterprise Agreement 2024:</b></p> <ul style="list-style-type: none"> <li>• 1.40 Consultation on Workplace Change</li> <li>• 1.41 Consultation on Changes to Regular Roster or Ordinary Hours of Work</li> </ul> <p><b>Harm Reduction &amp; Incident Reporting:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Psychological Health Supports webpage</li> </ul>	<p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure: Position descriptions</li> <li>• HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> <li>• HR Knowledge - End User - Secondments and exchanges - Overview</li> </ul>	<p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>• Safety in Design during refurbishment</li> <li>• Workplace monitoring, inspections and checklists</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Develop, review, and/or revise:               <ul style="list-style-type: none"> <li>○ Inductions</li> <li>○ Training</li> <li>○ Standard operating procedures</li> <li>○ Organisational charts</li> </ul> </li> </ul> <p><b>UoM TrainME modules:</b></p> <ul style="list-style-type: none"> <li>• TrainME: Psychosocial risk management essentials</li> <li>• TrainME: Introduction to Disability Awareness</li> <li>• TrainME: Emotional Intelligence in Leadership</li> <li>• TrainME: Change Management</li> </ul> <p><b>Provider Services:</b></p> <ul style="list-style-type: none"> <li>• EAP Manager Support Services program</li> </ul> <p><b>Other Training:</b></p> <ul style="list-style-type: none"> <li>• People Leadership Development to help supervisors support employees</li> </ul>

### POOR ORGANISATIONAL JUSTICE

Situations where:

- people in positions of authority do not apply processes fairly when making decisions (procedural fairness)
- relevant employees are not given necessary information (informational fairness)
- employees are not treated with dignity and respect (interpersonal fairness).

Elimination Controls	Alteration controls					Information, Instruction, or Training
	Management of Work	Plant	Systems of Work	Work Design	Work Environment	
<ul style="list-style-type: none"> <li>• Design processes that incorporate principles of:               <ul style="list-style-type: none"> <li>○ Procedural fairness</li> <li>○ Informational fairness</li> <li>○ Interpersonal fairness</li> </ul> </li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Employee supervision</li> <li>• Contractor supervision</li> <li>• Honorary supervision</li> <li>• Clinical supervision</li> <li>• Plan and monitor workload</li> <li>• Provide clear behavioural expectations</li> <li>• Encourage reporting behaviours of concern</li> <li>• Promote wellbeing supports</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Digital workflow boards</li> <li>• Digital display boards outlining:               <ul style="list-style-type: none"> <li>○ Purpose</li> <li>○ Functions</li> <li>○ Values</li> </ul> </li> </ul>	<b>UoM Policies:</b> <ul style="list-style-type: none"> <li>• Health and Safety Policy</li> <li>• Recruitment and Appointment Policy</li> <li>• Staff Development, Education and Performance Policy</li> <li>• Managing Conflicts of Interest Policy</li> </ul> <b>UoM Procedures &amp; Guidance:</b> <ul style="list-style-type: none"> <li>• Misconduct investigation and review processes</li> <li>• Guide to Managing Conflicts of Interest at the University of Melbourne</li> <li>• Academic Confirmation and promotion</li> <li>• Recruitment and Appointment Procedure</li> <li>• Staff Development, Education and Training Procedure</li> <li>• Performance Planning and Review Procedure</li> <li>• Professional Performance and Development Framework</li> <li>• Professional workload management</li> <li>• Casual workload management</li> </ul> <b>UoM Health &amp; Safety:</b> <ul style="list-style-type: none"> <li>• UoM H&amp;S Risk Register:               <ul style="list-style-type: none"> <li>○ Psychosocial</li> </ul> </li> <li>• Health &amp; Safety: Risk Management Requirements</li> </ul> <b>UoM Enterprise Agreement 2024:</b> <ul style="list-style-type: none"> <li>• 1.35 Performance and Development</li> <li>• 1.37: Addressing Poor Performance &amp; Misconduct</li> <li>• 1.39: Management of Misconduct</li> <li>• 1.40 Consultation on Workplace Change</li> <li>• 1.41 Consultation on Changes to Regular Roster or Ordinary Hours of Work</li> <li>• 1.42: Grievance and Dispute Settlement Procedure</li> <li>• 1.45 Redundancy</li> <li>• 3.25: Notice of Termination by the University</li> </ul> <b>Harm Reduction &amp; Incident Reporting:</b> <ul style="list-style-type: none"> <li>• Health and Safety Psychological Health Supports webpage</li> </ul>	<b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure: Position descriptions</li> <li>• Recruitment - Position Descriptions and Role Classification</li> <li>• HR - Secondments and exchanges - Overview</li> <li>• HR - Academic Careers @ Melbourne - Academics: How to Apply for Concurrent Confirmation &amp; Promotion</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Visual workflow boards</li> <li>• Visual display boards outlining:               <ul style="list-style-type: none"> <li>○ Purpose</li> <li>○ Functions</li> <li>○ Values</li> </ul> </li> </ul>	<b>Provider Services:</b> <ul style="list-style-type: none"> <li>• EAP Manager Support Services program</li> </ul> <b>UoM TrainME Modules:</b> <ul style="list-style-type: none"> <li>• TrainME: Psychosocial risk management essentials</li> <li>• TrainME: Appropriate Workplace Behaviour</li> <li>• TrainME: Gahgook Indigenous Cultural Education Program</li> <li>• TrainME: Managing Conflicts of Interest</li> <li>• TrainME: LGBTI+ Employee Awareness Briefing</li> <li>• TrainME: Trans-Affirming Workplaces</li> <li>• TrainME: Introduction to Disability Awareness</li> <li>• TrainME: Emotional Intelligence in Leadership</li> </ul> <b>Other Training:</b> <ul style="list-style-type: none"> <li>• People Leadership Development to help supervisors support employees</li> </ul>

### POOR SUPPORT

When employees do not have adequate:

- practical or emotional support from supervisors and co-workers
- information or training to support their work performance
- tools, equipment and resources to do their job.

Elimination Controls	Alteration controls					Information, Instruction, or Training
	Management of Work	Plant	Systems of Work	Work Design	Work Environment	
<ul style="list-style-type: none"> <li>• Define and implement structure and services for:               <ul style="list-style-type: none"> <li>○ Supervisor and co-worker support</li> <li>○ Information, instruction, and training</li> <li>○ Tools</li> <li>○ Equipment</li> <li>○ Organisational resources</li> </ul> </li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Employee supervision</li> <li>• Contractor supervision</li> <li>• Honorary supervision</li> <li>• Clinical supervision</li> <li>• Plan and monitor workload</li> <li>• Consult before, during, and after change to:               <ul style="list-style-type: none"> <li>○ Provide clarity on purpose, responsibilities, and expectations</li> <li>○ Help workers to adjust</li> </ul> </li> <li>• Provide clear behavioural expectations</li> <li>• Encourage reporting behaviours of concern</li> <li>• Promote wellbeing supports</li> <li>• Newsletters</li> <li>• Townhalls</li> <li>• Team meetings</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Utilising digital communication channels:               <ul style="list-style-type: none"> <li>○ Microsoft Teams</li> <li>○ Viva Engage</li> </ul> </li> <li>• Utilising centralised information systems:               <ul style="list-style-type: none"> <li>○ SharePoint</li> <li>○ ServiceNow</li> <li>○ Knowledge Base Articles</li> <li>○ Staff Hub</li> </ul> </li> </ul>	<p><b>UoM Policies:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Policy</li> <li>• Recruitment and Appointment Policy</li> <li>• Staff Development, Education and Performance Policy</li> </ul> <p><b>UoM Procedures &amp; Guidance:</b></p> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure</li> <li>• Staff Development, Education and Training Procedure_</li> <li>• Performance Planning and Review Procedure</li> <li>• Professional Performance and Development Framework</li> <li>• HR - General Advice for Onboarding New Starters</li> <li>• Academic Staff Orientation</li> <li>• Professional workload management</li> <li>• Casual workload management</li> <li>• Students at Risk – Quick Guide</li> <li>• Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> </ul> <p><b>UoM Health &amp; Safety:</b></p> <ul style="list-style-type: none"> <li>• UoM H&amp;S Risk Register:               <ul style="list-style-type: none"> <li>○ Psychosocial</li> </ul> </li> <li>• Training Needs Analysis Documentation</li> <li>• Health &amp; Safety: Risk Management Requirements</li> </ul> <p><b>Enterprise Agreement 2024:</b></p> <ul style="list-style-type: none"> <li>• 1.35 Performance and Development</li> <li>• 1.40 Consultation on Workplace Change</li> <li>• 1.41 Consultation on Changes to Regular Roster or Ordinary Hours of Work</li> </ul> <p><b>Harm Reduction &amp; Incident Reporting:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Psychological Health Supports webpage</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Eliminate/limit working alone or in isolation</li> </ul> <p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure: Position descriptions</li> <li>• Recruitment - Position Descriptions and Role Classification</li> <li>• HR - Secondments and exchanges - Overview</li> <li>• HR - Academic Careers @ Melbourne - Academics: How to Apply for Concurrent Confirmation &amp; Promotion</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Visual workflow boards</li> <li>• Visual display boards outlining:               <ul style="list-style-type: none"> <li>○ Purpose</li> <li>○ Functions</li> <li>○ Values</li> </ul> </li> <li>• Alternative work areas/locations minimising disturbance:               <ul style="list-style-type: none"> <li>○ Quiet spaces</li> <li>○ Private work areas</li> </ul> </li> </ul> <p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>• Workplace monitoring, inspections and checklists</li> <li>• Safety in Design during refurbishment</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Team induction on:               <ul style="list-style-type: none"> <li>○ Core tasks</li> <li>○ Team resources</li> <li>○ Standard operating procedures</li> <li>○ Organisational charts</li> </ul> </li> <li>• Faculty/department induction on:               <ul style="list-style-type: none"> <li>○ Business values</li> <li>○ Organisational resources</li> </ul> </li> </ul> <p><b>Provider Services:</b></p> <ul style="list-style-type: none"> <li>• EAP Manager Support Services program</li> </ul> <p><b>UoM TrainME Modules:</b></p> <ul style="list-style-type: none"> <li>• TrainME: Psychosocial risk management essentials</li> <li>• TrainME: Appropriate Workplace Behaviour</li> <li>• TrainME: Gahgook Indigenous Cultural Education Program</li> <li>• TrainME: Managing Conflicts of Interest</li> <li>• TrainME: LGBTI+ Employee Awareness Briefing</li> <li>• TrainME: Trans-Affirming Workplaces</li> <li>• TrainME: Introduction to Disability Awareness</li> <li>• TrainME: Emotional Intelligence in Leadership</li> </ul> <p><b>Other Training:</b></p> <ul style="list-style-type: none"> <li>• People Leadership Development to help supervisors support employees</li> </ul>

### POOR WORKPLACE RELATIONSHIPS

Interactions in the workplace that may be harmful. These can start with low-intensity incivility. If unaddressed, they can escalate to other hazards like bullying, or aggression or violence.

Elimination Controls	Alteration controls				Information, Instruction, or Training	
	Management of Work	Plant	Systems of Work	Work Design		
<ul style="list-style-type: none"> <li>Eliminate/limit the organisational factors, environments, and workplaces that give rise to poor workplace relationships</li> <li>Eliminate/limit interactions where there are known interpersonal conflicts</li> <li>Eliminate/limit contact and communication that gives rise to poor workplace relationships</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Employee supervision</li> <li>Contractor supervision</li> <li>Honorary supervision</li> <li>Clinical supervision</li> <li>Plan and monitor workload</li> <li>Team meetings</li> <li>Provide clear behavioural expectations</li> <li>Encourage reporting behaviours of concern</li> <li>Promote wellbeing supports</li> </ul>	<p><b>UoM Plant:</b></p> <ul style="list-style-type: none"> <li>Speak Safely Portal (Diary Note)</li> </ul>	<p><b>UoM Policies:</b></p> <ul style="list-style-type: none"> <li>Health and Safety Policy</li> <li>Recruitment and Appointment Policy</li> <li>Staff Development, Education and Performance Policy</li> <li>Appropriate Workplace Behaviour Policy</li> <li>Student Complaints and Grievances Policy</li> <li>Alcohol Policy</li> </ul> <p><b>UoM Procedures &amp; Guidance:</b></p> <ul style="list-style-type: none"> <li>Standard Acquisition of Service Agreements</li> <li>Recruitment and Appointment Procedure</li> <li>HR - Work Experience Students at the University</li> <li>Professional Performance and Development Framework</li> <li>Students at Risk – Quick Guide</li> <li>Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> </ul> <p><b>UoM Health &amp; Safety:</b></p> <ul style="list-style-type: none"> <li>UoM H&amp;S Risk Register: <ul style="list-style-type: none"> <li>Psychosocial</li> </ul> </li> <li>Health &amp; Safety: Risk Management Requirements</li> <li>Health &amp; Safety: Responsibilities and Legal Requirements</li> </ul> <p><b>UoM Enterprise Agreement 2024:</b></p> <ul style="list-style-type: none"> <li>1.37: Addressing Poor Performance &amp; Misconduct</li> <li>1.39: Management of Misconduct</li> <li>1.42: Grievance and Dispute Settlement Procedure</li> </ul> <p><b>Harm Reduction &amp; Incident Reporting:</b></p> <ul style="list-style-type: none"> <li>Health and Safety Psychological Health Supports webpage</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Standard operating procedures for: <ul style="list-style-type: none"> <li>Escalating challenging customer interactions</li> <li>Ceasing interactions</li> <li>Escalating complex/difficult complaints to senior responders</li> <li>Meetings held outside of the work environment</li> </ul> </li> <li>Task rotation to eliminate/limit cumulative exposure to tasks where incivility is present</li> <li>Eliminate/limit meetings in homes or isolated environments</li> <li>Safety Planning for persons with at-risk behaviour:</li> <li>Known history of aggression or violence</li> <li>Complex or challenging behaviours</li> </ul> <p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>Recruitment and Appointment Procedure: Position descriptions</li> <li>HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Alter the work environment to limit high-risk interactions</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>Behavioural expectation signage at service points</li> <li>Signage outlining: <ul style="list-style-type: none"> <li>behavioural expectations</li> <li>organisational values</li> <li>reporting channels</li> </ul> </li> <li>Team induction on: <ul style="list-style-type: none"> <li>Core tasks</li> <li>Team resources</li> <li>Standard operating procedures</li> <li>Organisational charts</li> </ul> </li> <li>Faculty/department induction on: <ul style="list-style-type: none"> <li>Business values</li> <li>Organisational resources</li> </ul> </li> </ul> <p><b>Provider Services:</b></p> <ul style="list-style-type: none"> <li>EAP Manager Support program</li> </ul> <p><b>UoM TrainME modules:</b></p> <ul style="list-style-type: none"> <li>TrainME: Psychosocial risk management essentials</li> <li>TrainME: Appropriate Workplace Behaviour</li> <li>TrainME: Handling Angry and Upset Customers</li> <li>TrainME: LGBTI+ Employee Awareness Briefing</li> <li>TrainME: Trans-Affirming Workplaces</li> <li>TrainME: Introduction to Disability Awareness</li> <li>TrainME: Managing Difficult Situations</li> <li>TrainME: Emotional Intelligence in Leadership</li> </ul> <p><b>Other Training:</b></p> <ul style="list-style-type: none"> <li>People Leadership Development to help supervisors support employees</li> </ul>

### REMOTE OR ISOLATED WORK

**Remote work** is work at locations where:

- access to resources and communications is difficult
- travel times might be lengthy.

**Isolated work** can be where:

- there are no or few other people around
- access to help from others, especially in an emergency, might be difficult.

Elimination Controls	Alteration controls				Information, Instruction, or Training	
	Management of Work	Plant	Systems of Work	Work Design		
<ul style="list-style-type: none"> <li>• Implement pairs or team system to eliminate working alone/in isolation</li> <li>• Eliminate work when these factors are present:               <ul style="list-style-type: none"> <li>○ Difficulty accessing resources</li> <li>○ Difficulty accessing support</li> <li>○ Difficulty accessing emergency response</li> <li>○ Long travel times</li> <li>○ Social isolation</li> </ul> </li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Employee supervision</li> <li>• Workload planning</li> <li>• Newsletters</li> <li>• Townhalls</li> <li>• Team meetings</li> </ul>	<b>UoM Plant:</b> <ul style="list-style-type: none"> <li>• SafeZone</li> <li>• Fixed and mobile CCTV</li> <li>• Duress alarms</li> <li>• University security guards</li> <li>• University security escort</li> </ul> <b>General:</b> <ul style="list-style-type: none"> <li>• Regular inspection and maintenance of plant and equipment</li> </ul>	<b>UoM Policies:</b> <ul style="list-style-type: none"> <li>• Health and Safety Policy</li> <li>• Recruitment and Appointment Policy</li> <li>• Staff Development, Education and Performance Policy</li> </ul> <b>UoM Procedures &amp; Guidance:</b> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure</li> <li>• Staff Development, Education and Training Procedure</li> <li>• Performance Planning and Review Procedure</li> <li>• Professional Performance and Development Framework</li> <li>• HR - General Advice for Onboarding New Starters</li> <li>• Academic Staff Orientation</li> </ul> <b>UoM Health &amp; Safety:</b> <ul style="list-style-type: none"> <li>• UoM H&amp;S Risk Register:               <ul style="list-style-type: none"> <li>○ Psychosocial</li> </ul> </li> <li>• Health &amp; Safety: Working alone/isolation requirements</li> <li>• Health &amp; Safety: Risk Management Requirements</li> </ul> <b>Harm Reduction &amp; Incident Reporting:</b> <ul style="list-style-type: none"> <li>• Health and Safety Psychological Health Supports webpage</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Schedule breaks to reconnect with:               <ul style="list-style-type: none"> <li>○ Society</li> <li>○ Friends</li> <li>○ Family</li> <li>○ Supervisor/colleagues</li> </ul> </li> <li>• Standard operating procedures for:               <ul style="list-style-type: none"> <li>○ Maintaining contact/check-in</li> <li>○ Remote/isolated work debrief</li> </ul> </li> </ul> <b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure: Position descriptions</li> <li>• HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> </ul>	<b>UoM Guidance:</b> <ul style="list-style-type: none"> <li>• Safety in Design during refurbishment</li> <li>• Workplace monitoring, inspections and checklists</li> </ul>	<b>General:</b> <ul style="list-style-type: none"> <li>• Team induction on:               <ul style="list-style-type: none"> <li>○ Core tasks</li> <li>○ Team resources</li> <li>○ Standard operating procedures</li> <li>○ Remotely accessible resources/support</li> </ul> </li> <li>• Faculty/department induction on:               <ul style="list-style-type: none"> <li>○ Business values</li> <li>○ Organisational resources</li> <li>○ Remotely accessible resources/support</li> </ul> </li> </ul> <b>Provider Services:</b> <ul style="list-style-type: none"> <li>• EAP Manager Support Services program</li> </ul> <b>UoM TrainME modules:</b> <ul style="list-style-type: none"> <li>• TrainME: Psychosocial risk management essentials</li> <li>• TrainME: Campus Security: Security and Personal Safety</li> <li>• TrainME: Campus Security: Escape – hide – tell</li> <li>• TrainME: Campus Security: Duress alarm</li> </ul> <b>Other Training:</b> <ul style="list-style-type: none"> <li>• People Leadership Development to help supervisors support employees</li> </ul>

### SEXUAL HARASSMENT

Sexual harassment has the same meaning given by section 92(1) of the *Equal Opportunity Act 2010* (EO Act). The EO Act states that a person sexually harasses another person if he or she:

- a) makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person; or
- b) engages in any other unwelcome conduct of a sexual nature in relation to the other person in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

Elimination Controls	Alteration controls					Information, Instruction, or Training
	Management of Work	Plant	Systems of Work	Work Design	Work Environment	
<ul style="list-style-type: none"> <li>• Restricting access to persons with history of inappropriate conduct</li> <li>• Eliminate face-to-face interactions with:               <ul style="list-style-type: none"> <li>○ Online complaint lodgements</li> <li>○ Online services</li> <li>○ No contact delivery collection/delivery points</li> </ul> </li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Employee supervision</li> <li>• Student supervision</li> <li>• Contractor supervision</li> <li>• Honorary supervision</li> <li>• Provide clear behavioural expectations</li> <li>• Encourage reporting behaviours of concern</li> <li>• Promote wellbeing supports</li> </ul>	<p><b>UoM Plant:</b></p> <ul style="list-style-type: none"> <li>• SafeZone</li> <li>• Emergency phones on campus (blue phones)</li> <li>• Fixed and mobile CCTV</li> <li>• Duress alarms</li> <li>• University security guards</li> <li>• University security escort</li> <li>• Emergency Evacuation Systems</li> </ul> <p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Protective barriers or screens</li> <li>• Regular inspection and maintenance of plant and equipment</li> <li>• Practical uniforms suitable for tasks</li> <li>• Uniforms with all-gender options</li> </ul>	<p><b>UoM Policies:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Policy</li> <li>• Sexual Misconduct and Gender-based Violence Prevention and Response Policy</li> <li>• Appropriate Workplace Behaviour Policy</li> <li>• Student Conduct Policy</li> <li>• Child Safety Policy</li> <li>• Responding to Student Traumatic Event Policy</li> <li>• Student Complaints and Grievances Policy</li> <li>• Property Policy</li> <li>• Alcohol Policy</li> <li>• Recruitment and Appointment Policy</li> </ul> <p><b>UoM Procedures &amp; Guidance:</b></p> <ul style="list-style-type: none"> <li>• Standard Acquisition of Service Agreements</li> <li>• Recruitment and Appointment Procedure</li> <li>• Murmuk Djerring (UoM Indigenous Strategy)</li> <li>• Students at Risk – Quick Guide</li> <li>• Educators Guide &amp; Student safety, welfare and wellbeing supplement</li> </ul> <p><b>UoM Health &amp; Safety:</b></p> <ul style="list-style-type: none"> <li>• UoM H&amp;S Risk Register:               <ul style="list-style-type: none"> <li>○ Psychosocial</li> </ul> </li> <li>• Health &amp; Safety Working alone requirements</li> <li>• Health &amp; Safety: Responsibilities and Legal Requirements</li> <li>• Health &amp; Safety: Risk Management Requirements</li> </ul> <p><b>UoM Enterprise Agreement 2024:</b></p> <ul style="list-style-type: none"> <li>• 1.37: Addressing Poor Performance &amp; Misconduct</li> <li>• 1.39: Management of Misconduct</li> <li>• 1.42: Grievance and Dispute Settlement Procedure</li> <li>• 3.25: Notice of Termination by the University</li> </ul> <p><b>Harm Reduction &amp; Incident Reporting:</b></p> <ul style="list-style-type: none"> <li>• Health and Safety Psychological Health Supports webpage</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Eliminate/limit working alone activities:               <ul style="list-style-type: none"> <li>○ For higher risk tasks</li> <li>○ For higher risk times of day</li> </ul> </li> <li>• Task rotation to eliminate/limit cumulative exposure to tasks where sexual harassment is present</li> <li>• Eliminate/limit meetings in homes or isolated environments</li> <li>• Safety Planning for persons with at-risk behaviour:               <ul style="list-style-type: none"> <li>○ Known history of sexual harassment, aggression or violence</li> <li>○ Complex or challenging behaviours</li> </ul> </li> <li>• Standard operating procedures for:               <ul style="list-style-type: none"> <li>○ Opening and closing the workplace</li> <li>○ Escalating challenging customer interactions or</li> <li>○ Ceasing interactions</li> <li>○ Escalating complex/difficult complaints to senior responders</li> <li>○ Meetings held outside of the work environment</li> </ul> </li> </ul> <p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>• Recruitment and Appointment Procedure: Position descriptions</li> <li>• HR Knowledge - End User - Recruitment - Position Descriptions and Role Classification</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Swipe card access areas and facilities</li> <li>• Swipe card dual entry/exit points</li> <li>• Eliminate/limit access to valuables on premises:               <ul style="list-style-type: none"> <li>○ Cash</li> <li>○ Valuables</li> <li>○ Medicines</li> </ul> </li> <li>• Securing items that:               <ul style="list-style-type: none"> <li>○ Could be weaponized</li> <li>○ Are dangerous</li> </ul> </li> <li>• Suitable lighting to protect against dark spots</li> <li>• Arranging furniture and partitions to control visibility and access</li> <li>• Eliminate offensive content from:               <ul style="list-style-type: none"> <li>○ Calendars</li> <li>○ Screensavers</li> <li>○ Digital platforms</li> </ul> </li> <li>• Maintain workplace environments through inspections and maintenance</li> <li>• Physical separation of employees from the public</li> <li>• Safety in Design considerations to consider sexual harassment at service locations</li> </ul> <p><b>UoM Guidance:</b></p> <ul style="list-style-type: none"> <li>• University of Melbourne Design Standards</li> <li>• University Security</li> </ul>	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Behavioural expectation signage at service points</li> <li>• Signage outlining:               <ul style="list-style-type: none"> <li>○ Behavioural expectations</li> <li>○ Organisational values</li> <li>○ Reporting channels</li> </ul> </li> <li>• Team induction on:               <ul style="list-style-type: none"> <li>○ Core tasks</li> <li>○ Team resources</li> <li>○ Standard operating procedures</li> </ul> </li> <li>• Faculty/department induction on:               <ul style="list-style-type: none"> <li>○ Business values</li> <li>○ Organisational resources</li> </ul> </li> <li>• Instructions on how to report inappropriate behaviour</li> </ul> <p><b>Provider Services:</b></p> <ul style="list-style-type: none"> <li>• EAP Manager Support Services program</li> </ul> <p><b>UoM TrainME Modules:</b></p> <ul style="list-style-type: none"> <li>• TrainME: Psychosocial risk management essentials</li> <li>• TrainME: Appropriate Workplace Behaviour</li> <li>• TrainME: Campus Security: Security and Personal Safety</li> <li>• TrainME: Gahgook Indigenous Cultural Education Program</li> <li>• TrainME: Emergency Warden</li> <li>• TrainME: Handling Angry and Upset Customers</li> <li>• TrainME: LGBTI+ Employee Awareness Briefing</li> <li>• TrainME: Trans-Affirming Workplaces</li> <li>• TrainME: Introduction to Disability Awareness</li> <li>• TrainME: Managing Difficult Situations</li> <li>• TrainME: Emotional Intelligence in Leadership</li> </ul> <p><b>Other Training:</b></p> <ul style="list-style-type: none"> <li>• People Leadership Development to help supervisors support employees</li> </ul>

**Note:** This definition is correct at the time of publication. See [legislation.vic.gov.au](http://legislation.vic.gov.au) for current version of the EO Act.

For use in conjunction with the [Health & Safety: Risk management requirements](#).

For further information, refer to <https://safety.unimelb.edu.au/safety-topics/OHSMS/Risk-register-and-risk-assessments> or contact your [Health and Safety Business Partner](#) and [Human Resources Business Partner](#).