

Health, safety and wellbeing monitoring, evaluation and performance review standard

QH-IMP-401-4:2020

1. Statement

Queensland Health is committed to ensuring and improving the health, safety and wellbeing of its **workers**.

This Standard establishes the requirements for work health and safety (WHS) monitoring, evaluation and performance review.

2. Application

This Standard applies to all **accountability areas** within Queensland Health.

3. Roles and responsibilities

The **Executive Leader** of the accountability area is responsible for ensuring the application of this Standard within their accountability area. The **WHS Manager** of the accountability area or their delegate is responsible for submitting the evidence required in this Standard.

Monitoring, evaluation and performance review is required to be undertaken in consultation with workers and **shared duty holders** and in accordance with the **Service Agreement** and QH-IMP-401-4:2020-Att1 Queensland Health Work Health and Safety Data Set (Data Set) (amended from time to time).

Each accountability area must ensure that the information obtained from monitoring is considered by its executive leaders and documented in the applicable due diligence report in accordance with the QH-IMP-401-6:2020 Health, safety and wellbeing governance standard.

4. Monitoring

4.1 Monitoring requirements

Monitoring must occur in accordance with the requirements set out in the Service Agreements, this Standard and the Data Set.

Evidence of monitoring must be provided to the relevant stakeholders as detailed in QH-IMP-401-6:2020 Health, safety and wellbeing governance standard.

The evidence is to be supplied in order to verify that the Queensland Health Health, Safety and Wellbeing Management System has been implemented and that it is performing effectively to achieve Queensland Health's overall objective for health, safety and wellbeing.



Each accountability area must establish, communicate, implement and maintain a process to enable review of the performance of the accountability area's WHS management, incorporating at a minimum, the key performance indicator requirements outlined in the Data Set.

Records must be generated of monitoring and review activities, activities should include:

4.1.1 Senior Management Review

The Senior Management Review takes place as an internal review within each accountability area and serves to evaluate the overall suitability, adequacy and effectiveness of the **WHS standards framework**.

4.1.2 Legislative Compliance Review

The Legislative Compliance Review takes place as an internal review within each accountability area and serves to evaluate the extent to which legal requirements and other compliance requirements applicable to the accountability area are fulfilled.

4.1.3 Third party management systems audit

A third-party management systems audit takes place within each accountability area and serves to evaluate conformance to the safety management system and progress against achieving the WHS objectives set out in the QH-POL-401:2020 Health, safety and wellbeing policy.

4.1.4 Hazard, risk and incident analysis

Hazard, WHS risk and **incident** analysis takes place as an internal review within each accountability area and serves to identify trending, emergent risk requiring systematic management, process control and change management deficiencies. The analysis is also used to evaluate the effectiveness of applied risk controls.

4.1.5 Internal audits

Internal audits are programmed at planned intervals to provide information on the **safety management system** compliance to the Queensland Health, Health and Safety and Wellbeing management systems.

The Director-General or other Executive Leader may undertake additional monitoring activities from time to time in accordance with due diligence obligations under **safety legislation**.

5. Continual Improvement

As an outcome of monitoring, the Executive Leader of the accountability area must have a process to ensure *actions and opportunities* for continuous improvement are determined, assigned, communicated, implemented and reviewed within the accountability area.

6. Reporting

The accountability area must ensure:

- a process for reporting is established, communicated, implemented and maintained. The report needs to include the outcomes of the Monitoring requirements in section 4 and the Data Set.
- regulatory reporting occurs as required by law such as for notifiable incidents and in accordance with the additional provisions detailed in QH-IMP-401-7:2020 Health, safety and wellbeing incident response standard.

The Data Set and QH-IMP-401-6:2020 Health, safety and wellbeing governance standard outline the reporting mechanisms and timeframes required by the Department of Health.

7. Record retention

Records generated through the application of this Standard and associated documentation are to be retained in accordance with the General Retention and Disposal Schedule (GRDS), Queensland Government and Queensland Health Information Management policies.

8. Legislation

- Building Fire Safety Regulation 2008
- *Electrical Safety Act 2002*
- Electrical Safety Regulation 2013
- WHS Codes of practice including the electrical safety codes of practice
- *Work Health and Safety Act 2011*
- Work Health and Safety Regulation 2011
- *Workers' Compensation and Rehabilitation Act 2003*, Workers' Compensation and Rehabilitation Regulation 2014

9. Supporting documents

- AS/NZS ISO45001: 2018 Occupational health and safety management systems
- Department of Health Corporate Records Management Policy (QH-POL-467)
- eHealth Queensland Information security Policy (QH-POL-468)
- General Retention and Disposal Schedule (Administrative Records)
- QH-IMP-401-1:2020 Health, safety and wellbeing planning standard

- QH-IMP-401-2:2020 Health, safety and wellbeing consultation standard
- QH-IMP-401-3:2020 Health, safety and wellbeing risk management standard
- QH-IMP-401-5:2020 Workplace rehabilitation standard
- QH-IMP-401-6:2020 Health, safety and wellbeing governance standard
- QH-IMP-401-7:2020 Health, safety and wellbeing incident response standard
- QH-POL-035:2015 Legislation compliance policy
- QH-POL-401:2020 Health, safety and wellbeing policy
- QH-POL-401-Att2 Health, safety and wellbeing management system framework
- Queensland Government Information security policy
- Queensland Government Records governance policy
- QH-IMP-401-3-Att1 Queensland Health WHS Risk Profile
- QH-IMP-401-4-Att1 Queensland Health Work Health and Safety Data Set (amended from time to time)
- Senior Management Review Template
- Legislative Compliance Review Template

10. Definitions

Term	Definition
Accountability area	Department of Health divisions and agencies and each HHS are accountability areas within Queensland Health.
Executive Leader	Is the most senior person of each accountability area and can include persons reporting to that position.
Hazard	Source with a potential to cause injury and ill health (see AS/NZS ISO 45001:2018)
Hospital and Health Service (HHS)	Hospital and health service established under the <i>Hospital and Health Boards Act 2011</i> .
Incident	An unplanned event that either resulted in or had the potential to result in adverse outcomes such as harm, loss, damage, disruption or delay and includes a significant incident.
Others	Other persons as referenced in the Work Health and Safety Act, 2011. Others are people who are not workers but whose health and safety may be impacted by one or more accountability areas. Patients and visitors are examples of others.
Person Conducting a Business or Undertaking (PCBU)	Means a person conducting a business or undertaking. The Department of Health (including Health Support Queensland and eHealth) and each of the HHSs are considered to be PCBUs.
Queensland Health Work Health and Safety Data Set	Queensland Health Work Health and Safety Data Set as referenced in Service agreement.
Safety management system	This system consists of the WHS standards framework, procedures and operating practices that provide the framework within which workers

Term	Definition
	discharge their individual health and safety accountabilities and the PCBU ultimately discharges its legislative obligations.
Safety legislation	The Work Health and Safety Act 2011, and the Electrical Safety Act 2002 and any associated regulations or WHS codes of practice, as amended from time to time.
Service agreement	<p>There is a service agreement in place between the Department of Health and each Hospital and Health Service (HHS) for the provision of public health services.</p> <p>The service agreement defines the health services, teaching, research and other services that are to be provided by the HHS and the funding to be provided to the HHS for the delivery of these services. It also defines the outcomes that are to be met by the HHS and how its performance will be measured.</p>
Shared duty holders	Persons who have a duty under safety legislation in relation to the same matter as another person.
WHS Manager	The Workplace Health and Safety Manager or equivalent functional lead at the relevant accountability area, or their delegate.
WHS risk	The possibility that harm (death, injury or illness) might occur when exposed to a hazard.
WHS standards framework	This framework consists of QH-POL-401:2020 Health, safety and wellbeing policy, implementation standards and guidance materials.
Worker	<p>Definition as per section 7 of the WHS Act, that is: A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as—</p> <ul style="list-style-type: none"> (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or (e) an outworker; or (f) an apprentice or trainee; or (g) a student gaining work experience; or (h) a volunteer; or (i) a person of a prescribed class <p>The person conducting the business or undertaking is also a worker if the person is an individual who carries out work in that business or undertaking.</p> <p>As per the Workers' Compensation and Rehabilitation Act, 2003 s 11(1) (as amended 2013): A person who works under a contract with Queensland Health, and in relation to the work, is an employee for the</p>

Term	Definition
	purpose of assessment for PAYG withholding under the Taxation Administration Act 1953; who has sustained a work-related personal injury or illness. (The above definition is utilised by WorkCover Queensland when determining liability/eligibility for workers' compensation entitlements).

11. Version control

Version	Date	Comments
1.0	30/04/2014	SMS review project 2013-14
2.0	1/09/2018	Scheduled document review prompting various changes.
3.0	21/12/2020	Updated scope as per employer changes

Managing the risk of psychosocial hazards at work
 Code of Practice 2022
 applies 1 April 2023