

Employee Health and Wellbeing Procedure



1 Purpose

To outline the Procedure that supports the University's commitment to creating a safe and healthy working environment for its Employees.

2 Scope

This Procedure applies to all Employees.

3 Procedure Overview

This Procedure outlines the activities and resources available to Employees to improve and support positive health and wellbeing and specifies applicable responsibilities and processes.

4 Procedures

4.1 Commitment to health and wellbeing

The University is committed to addressing health and safety concerns in the work environment, as well as providing a range of wellbeing programs, activities and health resources for its Employees.

Employees will be encouraged to participate in University and community activities to improve the health of themselves, their families and other members of the community.

4.2 Responsibilities

4.2.1 University

To support this commitment the University will:

- promote and support a positive approach to psychological, physical, social, environmental, cultural, and personal health and wellbeing;
- provide professional development training opportunities for Supervisors and Employees to promote and raise awareness of the benefits of positive health and wellbeing;
- provide accessible Information in relevant Policy Instruments and websites regarding

access to internal and external support, activities and programs available to Supervisors and Employees to support positive health and wellbeing and to recognise the signs and symptoms of poor health and wellbeing;

- appropriately and securely create, store and archive all documentation pertaining to health related Employee Information as provided in the Records and Information Management Policy;
- maintain confidentiality in the management of any health related Employee matters;
- provide regular statistical reports on Employee health and wellbeing and brief the Vice-Chancellor on any issues arising from the reports.

4.2.2 Supervisors

All Supervisors have an obligation and responsibility to ensure that appropriate steps are taken to minimise and eliminate health and safety risks in the workplace including both psychological and physical risks. This includes attending regular professional development programs to ensure compliance with safety, privacy, Discrimination, Harassment and Bullying legislative obligations and to promote and understand the benefits and importance of positive health and wellbeing.

This obligation and responsibility also includes ensuring a workplace culture that promotes and supports a positive approach to psychological, physical, social, environmental, cultural, and personal wellbeing.

Supervisors are responsible for ensuring that all Employees have completed their mandatory induction and compliance training and are able to attend and participate in professional development training opportunities, activities and programs that support positive health and wellbeing.

Supervisors need to effectively communicate with Employees regarding workplace concerns and changes and are primarily responsible for recognising, supporting and resolving work related matters at the local level. Supervisors are also responsible for the equitable and transparent distribution of work allocation amongst Employees and ensuring that work allocations are fair and reasonable.

In supporting Employees who have, or are absent as a result of, health and wellbeing issues, Supervisors have an obligation to ensure that Employees are treated sensitively and appropriately. Supervisors also have an obligation to engage with the People Portfolio, Senior Advisor (Rehabilitation), the Employee, and their treating medical practitioner to ensure they are supported and, where appropriate, Workplace Adjustments are made to assist the Employee. All health matters must be treated confidentially and privately unless there is an imminent threat to the individual or to others.

4.2.3 Employees

Employees have an obligation to comply with safety, privacy, Discrimination, Harassment and Bullying legislation and to promote and understand the benefits and importance of positive health and wellbeing. All Employees have an obligation to conduct themselves in accordance with the University's Code of Conduct Policy. Employees found to have breached these obligations may be subject to the University's disciplinary Procedures.

Employees also have a responsibility for ensuring a workplace culture that promotes and supports a positive approach to psychological, physical, social, emotional, cultural, organisational and professional wellbeing for themselves and their colleagues.

Employees are encouraged to regularly attend professional development training programs to promote and support positive health and wellbeing and to support Employees with assisting colleagues who may have health concerns.

Employees are required to undertake mandatory induction and compliance activities to promote and support positive health and wellbeing.

Employees are ultimately responsible for their own health and wellbeing and have an obligation to raise any issues or concerns with their Supervisor in the first instance, where appropriate. Where an Employee is unable to discuss issues with their Supervisor, advice can be sought from their Supervisor's Manager.

Employees are encouraged to advise colleagues experiencing poor health and wellbeing to seek support from their Supervisor, or the University's Employee Assistance Program.

Employees absent from the workplace due to a work or non-work related illness or injury are encouraged, where appropriate, and in consultation with their treating medical practitioner, to engage with the People Portfolio, Senior Advisor (Rehabilitation) and their Supervisor to develop a suitable duties or return to work plan.

4.3 Programs, activities and support for positive health and wellbeing

The University is committed to providing programs, activities and support that focus on the following six areas of positive health and wellbeing outlined in the Being Well Framework:

- psychological;
- physical;
- social;
- environmental;
- cultural;
- personal.

The University will support these areas of wellbeing through the following three broad strategies:

- promotion and awareness;
- early response; and
- monitoring and prevention.

Further, the University is committed to providing a broad range of programs and activities to support the diverse health and wellbeing needs of its Employees. The University will maintain a consultative approach in the implementation of programs, activities and support for positive health and wellbeing to ensure Employee needs are met.

An outline of support, programs and activities to promote and encourage positive health and wellbeing is provided below.

4.3.1 Freedom from Discrimination, Bullying and Harassment

The University is committed to providing an environment that is free from Discrimination, Bullying and Harassment. The University takes all reasonable steps to ensure Employees are treated with dignity and respect and adopts a zero-tolerance approach to Bullying and Harassment.

Complaints of Discrimination, Bullying and Harassment are treated seriously by the University and Employees are provided with the opportunity to raise a Complaint of Discrimination, Bullying and Harassment in accordance with the Employee Complaints Policy.

4.3.2 Family and Domestic Violence support

The University acknowledges that Employees may experience Family and Domestic Violence in their personal lives and that this may impact on an Employee's attendance at work or their ability to perform work activities. The University is committed to supporting Employees experiencing Family and Domestic Violence to continue to participate in work activities. Support arrangements are outlined in the Employee Family and Domestic Violence Support Procedure.

4.3.3 Flexible working arrangements

The University is committed to providing a range of flexible work arrangements to support Employees in balancing their personal and professional interests. Flexible work arrangements are outlined in the Enterprise Agreement, Flexible Work and Working Arrangements Policy, and Flexible Work and Working Arrangements Procedure.

4.3.4 Workplace rehabilitation and return to work for work and non-work related injuries

The University actively supports Employees to return to work following a work or non-work related illness or injury. The University works closely with the injured Employee, their Supervisor and treating medical practitioners, to return the Employee to work through the development of a suitable duties or return to work program, as provided in the Rehabilitation and Workers' Compensation Procedure.

4.3.5 Workplace Adjustments

The University is committed to assisting an Employee who may require a permanent or temporary workplace adjustment. An Employee who discloses Information around their disability or medical condition will be treated with confidentiality and be provided with the support to assist with any Workplace Adjustment as provided in the Workplace Adjustment Procedure.

4.3.6 Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) provides free confidential counselling for Employees and their families. The program provides online resources on a range of topics impacting individuals, including dietician and financial support, relaxation and sleep techniques, and workplace conflict resolution methods. Information on the Employee Assistance Program (EAP) can be found on the People Portfolio Wellbeing SharePoint site.

4.3.7 Professional development

Through the People Portfolio Learning and Development Program a number of training programs are provided to assist Supervisors and Employees to develop and maintain a positive workplace culture in which the health and wellbeing of Employees is supported. Information on these programs can be found on the People Portfolio Wellbeing SharePoint site.

5 References

Nil.

6 Schedules

This procedure must be read in conjunction with its subordinate schedules as provided in the table below.

7 Procedure Information

Accountable Officer	Chief People Officer
Responsible Officer	Chief People Officer
Policy Type	University Procedure

Policy Suite	Code of Conduct Policy
Subordinate Schedules	
Approved Date	25/6/2025
Effective Date	25/6/2025
Review Date	3/4/2024
Relevant Legislation	Domestic and Family Violence Protection Act 2012 Mental Health Act 2016 Enterprise Agreement Workplace Gender Equality Act 2012
Policy Exceptions	Policy Exceptions Register
Related Policies	Employee Diversity and Inclusion Policy Flexible Work and Working Arrangements Policy Privacy Policy Records and Information Management Policy Work Health and Safety Policy
Related Procedures	Employee Complaints (Sexual Harassment, Sexual Assault and Sex Discrimination) Procedure Employee Family and Domestic Violence Support Procedure Flexible Work and Working Arrangements Procedure Privacy Procedure Rehabilitation and Workers' Compensation Procedure Workplace Adjustments Procedure
Related forms, publications and websites	Domestic and Family Violence Risk Assessment Checklist Employee Assistance Program (EAP) Employee Health and Wellbeing Support Form People Portfolio Website

Definitions

Terms defined in the Definitions Dictionary

Bullying

Bullying occurs when a person or group of people repeatedly behaves unreasonably towards a person or group of persons, and that behaviour creates a risk to health and safety.

Complaint

A Complaint is an “expression of dissatisfaction made to or about the University, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”.

Discrimination

Occurs when a person or a group of people are treated less favourably than another person or group because of race, colour, national or ethnic origin; gender or marital status; disability; religion or political beliefs; sexual preference; or some other central characteristic. Discrimination may occur when a person is denied the opportunity to participate freely and fully in normal day-to-day activities, for example being harassed in the workplace or being denied entry to public places and other facilities.

Employee

A person employed by the University and whose conditions of employment are covered by the Enterprise Agreement and includes persons employed on a continuing, fixed term or casual basis. Employees also include senior Employees whose conditions of employment are covered by a written agreement or contract with the University.

Enterprise Agreement

University of Southern Queensland Enterprise Agreement 2023-2026.

Family and Domestic Violence

Family and Domestic Violence means violent, threatening or other abusive behaviour by certain individuals known to an Employee that both seeks to coerce or control the Employee, and causes them harm or fear.

Harassment

Harassment includes, but is not limited to, treating a person less favourably because of a person's characteristic such as their sex, race, age, disability, sexuality, religious or political belief or activity, or some other characteristic protected under anti-discrimination laws. Harassment may include Bullying a person and may also breach human rights legislation.

Information

Any collection of data that is processed, analysed, interpreted, organised, classified or communicated in order to serve a useful purpose, present facts or represent knowledge in any medium or form. This includes presentation in electronic (digital), print, audio, video, image, graphical, cartographic, physical sample, textual or numerical form.

Manager(s)

A University Member who is responsible for managing staffing and physical resources of the University.

Policy

A high level strategic directive that establishes a principle based approach on a subject. Policy is operationalised through Procedures that give instructions and set out processes to implement a Policy.

Policy Instrument

A Policy Instrument refers to an instrument that is governed by the Policy framework. These include Policies, Procedures and Schedules.

Procedure

An operational instruction that sets out the process to operationalise a Policy.

Racism

A person's race includes their: colour; and descent or ancestry; and ethnicity or ethnic origin; and nationality or national origin. Racism is the process by which systems and policies, actions and attitudes create inequitable opportunities and outcomes for people based on race. Racism occurs when prejudice - whether individual or institutional - is accompanied by the power to discriminate against, oppress or limit the rights of others. The Anti-Discrimination Act 1991 (Qld) makes it unlawful to discriminate against a person because of

their race.

[University](#)

The term 'University' or 'UniSQ' means the University of Southern Queensland.

[Vice-Chancellor](#)

The person bearing the title of Vice-Chancellor and President, or as otherwise defined in the University of Southern Queensland Act 1998 , including a person acting in that position.

Definitions that relate to this procedure only

Supervisor

Any person responsible for leading the activities of others. In the context of this Procedure, a Supervisor includes Employees at any classification level or title who have responsibilities for leading, managing or supervising work teams and/or individual Employees.

Workplace Adjustments

A change to a work process, practice, Procedure or environment that enables a current or prospective Employee with disability, illness or injury to perform the essential requirement/s of the job.

Keywords	Health, wellbeing, Discrimination, Bullying, Harassment, EAP
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