

Key Risk Area (KRA)

KRA 2.6 Managing Behavioural Risks

1. Purpose

The University of Newcastle (University) has a duty of care to ensure, so far as is reasonably practicable, the health and safety of persons when they are working with other staff, students, and members of the University Community in conducting work for the University, as well as the health and safety of others. This guidance material aims to outline the various resources and contact points available to assist in identifying concerning behaviours in the University environment, and how to report these to appropriate persons for review and follow up actions.

2. Scope

This Guideline applies to all health, safety and wellbeing activities of staff, students, visitors (including volunteers and contractors), Council members, and other persons interacting with the University of Newcastle (workers); the operations of staff of University aligned Research Centres and controlled entities; and all activities conducted by or on behalf of the University of Newcastle on and outside of the University's campuses.

3. Guidelines

3.1. Code of Conduct and Related Policies

The University has a [Code of Conduct](#) which demonstrates commitment to the values of honesty, fairness, trust, accountability and respect; applicable to all staff, students, and other members of the University community.

The [Promoting a Respectful and Collaborative University: Diversity and Inclusiveness Policy](#) also outlines and promotes healthy workplace responsibilities and behaviours, defines inappropriate behaviours, and encourages the reporting of concerning behaviours or issues to a Leader/Supervisor if possible in the first instance, or via another support avenue such as Human Resource Services or office of the Dean of Students.

3.2. Campus Care

The [Campus Care Program](#) provides information, advice and support in managing inappropriate, concerning or threatening behaviours in a safe and confidential environment (as far as practicable), aiming to minimise potential impact early and assist in facilitating actions that are intended to be beneficial for all parties concerned. The Hotline number is (02) 4921 8600 and there is also guidance material and campus specific contact information (who to contact in relation to specific events) available on the [University webpage](#).

3.3. Potential Critical Incidents

Potential critical incidents are serious concerns over student or staff behaviour that is perceived as potentially threatening and/or dangerous, posing a risk to the persons concerned or to others. Security Services should be contacted in the first instance to activate an initial response and inform the Manager of Security Services for escalation to the Behavioural Risk Group if required.

Emergency Security phone numbers are:

- Newcastle campus at Callaghan and City precinct – 02 4921 5888 Central Coast – 02 4348 4222
- Port Macquarie - 0412 595 054
- Sydney - 02 8262 6400

3.4. Further Guidance

There is a range of additional information and guidance material available on the University website relating to raising issues, concerns, or complaints in connection with the University's activities as a workplace and place of study. Some of the key areas are:

- Website information for [students regarding raising issues and complaints](#);
- General website information regarding raising [issue resolution](#);
- Resources and website information addressing [bullying](#);
- Further information for promoting a [Respectful and Collaborative Workplace](#);
- The University has an after-hours Crisis Support Line for students. The telephone number is 1300653007 and text line 0488 884 165. It operates from 5.00pm to 9.00am, Monday to Friday and all day Saturday, Sunday, public holidays and University concession days.

Potential critical incidents are serious concerns over student or staff behaviour that is perceived as potentially threatening and/or dangerous, posing a risk to the persons concerned or to others. Security Services should be contacted in the first instance to activate

an initial response and inform the Manager of Security Services for escalation to the Behavioural Risk Group if required.

4. Definitions

In the context of the Health and Safety Management System Framework:

Behavioural Risk Group	A group of key personnel within the University, including the Pro Vice-Chancellor Learning & Teaching (Chair), Assistant Director - Health Professional Services, Student Care and Equity, Associate Director – Health and Safety or Director – People and Workforce Strategy, Manager of Security Services, Dean of Students, and other relevant staff, who meet as required to discuss reports relating to serious behavioural risks, consult with appropriate parties, and make recommendations to the Vice-Chancellor or Deputies regarding appropriate actions to be taken in order to manage identified serious behavioural risks.
Behavioural Risks	Risks relating to personal behaviour which could impact another person negatively, experienced on a scale from feeling uncomfortable or uneasy through to feeling fearful, threatened or intimidated personally, or concerned for the health, safety, or wellbeing of others. Behavioural risks may present as a conflict or other situation between individuals, groups, or individuals in relation to groups.
Campus Care	An information, advice and support network for staff, students and other members of the University community to report and discuss behavioural risks (such as, for example, inappropriate, concerning or threatening behaviour) via a hotline number (02) 4921 8600 (not for emergency situations requiring Security contact).
Employer	Means the University of Newcastle (the University).
Executive Committee	Consisting of the Vice-Chancellor, the Deputy Vice-Chancellors, the Pro Vice-Chancellors, the Chief Operating Officer, Chief People and Culture Officer and the Chief Financial Officer, the University Secretary and the President of Academic Senate.
Leader / Supervisor	Any member of the University who is responsible for supervising staff and/or undergraduate or postgraduate students and/or for leading research projects.
Worker	Includes an employee, conjoint, student on work experience, contractor, sub-contractor, and volunteer. A person is a worker if the person carries out work in any capacity for the University or another person conducting a business or undertaking, including work as: (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. |
|---|

5. Responsibilities

A comprehensive list of health, safety and wellbeing responsibilities is provided in [HSG 1.2 Roles and Responsibilities Guideline](#).

Specific responsibilities under this Guideline include:

Leaders and Supervisors

- Ensure workers, students, and other members of the University community under their supervision are aware of expected standards of behaviour at the University, and that the Leader/Supervisor is available as a first point of contact for reporting concerns regarding behavioural risks at the University; and
- Ensure an initial risk assessment is undertaken in relation to any reported behavioural risks, and that action is initially taken if appropriate to do so, or the matter escalated via appropriate channels if required.

Workers

- Comply with the requirements of the Code of Conduct and related policies and other documentation; and
- Take accountability for their own health and safety and their duty of care for others by reporting behavioural risks to their Leader/Supervisor or other appropriate channels.

6. References & Related Documents

The following documentation is referenced in, or applicable to this Guideline:

[HSG 1.2 Roles and Responsibilities](#)

University of Newcastle Code of Conduct

[University of Newcastle Promoting a Respectful and Collaborative University: Diversity and Inclusiveness Policy](#)

7. Amendment History

Version	Date of Issue	Approval	Section(s) Modified	Details of Amendment
1 & 2	June 2018	Director, People and Workforce Strategy	-	Original version with amendments.
3	October 2023	CPCO	All	<ol style="list-style-type: none">1. All sections reviewed for legal compliance2. Updated content in all sections3. Added new/renamed Related Documents4. Added Amendment History5. Amended document control header and footer

8. Appendices

Nil