

UON Key Risk Area: KRA 2.6

Managing Behavioural Risks

1. Purpose

The University has a Duty of Care to ensure, as far as is reasonably practicable, that the health and safety of persons is not placed at risk as a result of working with other staff, students, and other members of the University Community in conducting work for the University. This guidance material aims to outline the various resources and contact points available to assist in identifying concerning behaviours in the University environment, and reporting these to appropriate persons for review and follow up actions.

2. Scope

This document applies to all faculties, divisions, and organisational units of the University of Newcastle and its controlled entities.

3. Definitions

- **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.
- **Leader/Supervisor:** Any member of the University responsible for supervising staff and/or undergraduate or postgraduate students and/or for leading research projects.
- **Campus Care:** An information, advice and support network for staff or students to report and discuss inappropriate, concerning or threatening behaviour via a hotline number: (02) 49218600 (Not for Emergency situations requiring Security contact).
- **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 risk, 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 risk issues.

4. Responsibilities

4.1 Leaders/Supervisors

Leaders/Supervisors are responsible for ensuring that:

- Staff, students, and others under their supervision are aware of expected standards of behaviour at the University, and that they are available as a first point of contact for reporting concerns regarding behaviour at the University;
- That an initial risk assessment is undertaken in relation to any reported concerns, and that action is initially taken if appropriate to do so, or the matter escalated via appropriate channels if required.

4.2 University Staff, Students, and other members of the University Community (including Contractors, Conjoint Staff, and visitors)

- Must comply with the requirements of the UON Code of Conduct and related Policies and other documentation;
- Must take accountability for their own health and safety and duty of care for others in reporting concerning behaviours to their Leader/Supervisor or other appropriate channels as required.

5. Guidance material

5.1 Code of Conduct and related Policies and other documentation

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

Another important document is the [Promoting a Respectful and Collaborative University: Diversity and Inclusiveness Policy](#) which 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.

5.2 Campus Care

The [Campus Care program](#) provides information, advice and support in managing inappropriate, concerning or threatening behaviours in a safe and confidential environment, aiming to minimise potential impact early, and assist in facilitating actions beneficial for all parties concerned. The Hotline number is (02) 49218600 and there is also guidance material and campus specific contact information (who to contact in relation to specific events) available on the [University web page](#) (Also as Attachments 1, 2 and 3).

5.3 Potential Critical Incidents

Potential critical incidents are where there 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, who can activate an initial response, as well as 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.

5.4 Further information and guidance material

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

- Website information for students regarding raising issues and complaints:
<http://www.newcastle.edu.au/current-students/support/solving-issues/complaints>
- General website information regarding raising issue resolution:
<http://www.newcastle.edu.au/about-uon/governance-and-leadership/resolving-issues>
- Resources and website information addressing bullying:
<http://www.newcastle.edu.au/current-staff/our-organisation/equitable-workplace/stop-bullying>
- Further information for promoting Respectful and Collaborative Workplace:
<http://www.newcastle.edu.au/current-staff/our-organisation/equitable-workplace/respectful-and-collaborative-workplace>
- Information on Concerning Behaviour Advice and contacts:
<https://www.newcastle.edu.au/current-students/support/solving-issues/campus-care>
- The University has an out of hours Crisis Support Line for students. The telephone number is **1300653007** and text line **0488 863 216**. It operates from 5.0 pm to 9.0 am Monday to Friday and all day Saturday, Sunday, public holidays and university concession days.

6. Attachments

Nil