Health and Wellbeing Guidelines for MBS Program Participants

1. Purpose

These guidelines are to be read in conjunction with the MBS OH&S policy and are to be referred to when responding to immediate health concerns including incidents pertaining to physical, emotional or mental health for participants in a MBS program.

These guidelines are intended to provide a framework for MBS staff and contractors working on behalf of MBS and MBS clients.

2. MBS Responsibilities

MBS is obligated to provide a healthy and safe working environment as per OH&S requirements. In addition:

- MBS will take all reasonable care in ensuring that course content will not cause obvious offence or distress.
- MBS acknowledges that the nature of education and learning provided by MBS Programs may at times challenge participants
- MBS will take all reasonable care to ensure that our facilitators and their teaching style does not cause obvious and unreasonable offence or issues.
- MBS will take all reasonable care in ensuring health and safety of participants.

3. Facilitator and MBS Contractor Responsibilities

- Comply with all MBS policies and guidelines
- Take all reasonable steps to ensure health and safety of participants
- Respond to any issues by advising First Aid staff and Senior Management immediately an incident is suspected
- Do not provide medical or psychological assistance in response to an issue even if relevant qualifications are held (i.e. a psychologist)
- Comply with the attached incident response process when required
4. Incident Response

In the event of an incident, obvious health concerns or where a participant becomes distressed:

- All MBS staff and Associates will take all reasonable care to ensure that the participant is out of harm and comfortable while they are on site. If the participant appears distressed or unwell, MBS staff will provide an appropriate response, including first aid (where appropriate), and ensure medical assistance is provided where ever necessary.
- The participant’s emergency contact and if sponsored by an employer, the employer contact must be informed of the incident as soon as is reasonably practicable.
  - The employer of the participant is obligated to provide any further assistance required and ensure the safety of their employee.
- MBS will not be able to refer any issues to our Employee Assistance Program (EAP) as we cannot make a medical or psychological assessment of the participant.
  - The employer of the participant or the participant themselves must determine any counseling or further psychological requirements or assessments.
- MBS will be restricted in providing any further guidance outside of the actions described in this policy.

Response Procedure

1. Contact local First aid officer.
2. Contact appropriate member of Senior management
   - 1st contact level - House Manager – Mark Devlin (M: 0466772826)
   - 2nd contact level - Chief Operating Officer – Marc Flipo (M: 0421078050)
   - 3rd contact level - General Manager Human Resources – Glenn Southward (M: 0434313031)
3. Assist in organising medical attention as required and provide Emergency Details form to medical / ambulance officers.
4. Contact employer and emergency contact. (As per point 5 of this policy)
5. Monitor status of participant and ensure clear communication to relevant parties
6. Enter an incident record via Hive which will include all details and create a trail of communication including:
   - Name of participant
   - Date and time of incident,
   - Summary of issue
   - Details of medical assistance organised (how)
   - Details of when employer and emergency contact were informed of incident
   - Details of follow up with participant and / or employer and emergency contact. (date and time of contact are to be noted).
   - File note of employer’s response
5. **Privacy Concerns**

- Under the Privacy Act, MBS has the authority to collect details which will assist us to ensure participant safety and wellbeing. As a result, personal, medical and emergency contact details will be requested from all MBS Program participants.
- Information will be collected at the start of every Program and will be stored and maintained, privately and confidentially by the Program Coordinator / Client Services Manager or in their absence the Program Director. This information will only be communicated in the event of an emergency to appropriate medical providers.
- Emergency details will be returned to participants or destroyed, via shredding, upon the completion of the program.

No action or approach will be made unless it appears the health of the person comes under obvious question or there is an emergency situation.

As per our privacy requirements, all information collected will be kept in the strictest of confidence.

6. **Related Documents**

- OH&S Policy
- Emergency details form for MBS Program Participants

7. **General Information**

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<th>Approved by</th>
<th>Executive Committee</th>
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<td>Responsible Policy owner</td>
<td>Chief Operating Officer</td>
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<tr>
<td>Contact area</td>
<td>Human Resources</td>
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<tr>
<td>Commencement date</td>
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8. **Review Date**

*Melbourne Business School Commits to Review this Policy in*

<table>
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<td>Every Three Years</td>
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9. **Keywords**

privacy; first aid; assistance; Psychological; Wellbeing; Health