

Section 3.03

Issue Resolution

1. Purpose

The purpose of this procedure is to provide a formal process for the resolution of workplace health and safety issues in a quick and effective manner, as and when they arise.

2. Scope

This procedure covers the requirements for reporting and resolving all workplace health and safety issues.

3. References

1. Occupational Health and Safety (Issue Resolution) Regulations 1999.
2. Australian Standards Handbook, HB 205:2004 OHS Risk Management – AS/NZS 4360:2004 Risk Management
3. Council's Risk Management Policy and Strategy
4. Occupational Health and Safety Act 2004
5. Occupational Health and Safety Regulations 2007

4. Responsibilities

Managers/Supervisors

The Responsible Managers/Supervisors shall ensure that all workplace health and safety issues are investigated as soon as possible after being raised by a Health and Safety Representative (HSR) and/or an employee(s).

Health and Safety Representatives (HSRs)

HSRs shall promptly notify all health and safety issues or concerns to the Responsible Manager/Supervisor and assist the Manager/Supervisor with the resolution of such issues, including employee communication and consultation,

Employees

Employees shall report all identified workplace health and safety issues or concerns to their HSR or their immediate Manager/Supervisor.

5. Definitions

Hazard

A hazard is any agent or any thing (physical, biological, or chemical) that has the potential to cause injury, illness or danger to health.

Risk

A risk is the probability that a hazard will result in injury, illness or danger to health.



Near Miss

A near miss is an incident which could have caused or resulted in injury, illness or danger to health, but did not actually cause or result in any injury, illness or danger.

6. Method

6.1. Report Issue to HSR or Manager/Supervisor

Where an employee identifies a health and safety issue, he/she shall raise it immediately with their HSR and/or their immediate Manager/Supervisor. Either the employee, HSR or the Manager/Supervisor shall complete a **Hazard Report Form** (refer to Section 3.06, *Hazard Identification*).

If a Manager/Supervisor identifies a health and safety issue, he/she shall report it to the HSR and relevant employees and undertake action to either eliminate or control the hazard

If there is no elected HSR, the Manager/Supervisor shall bring it to the attention of the employees who work in the workplace concerned and the Responsible Manager shall complete a **Hazard Report Form** (refer to Section 3.06, *Hazard Identification*)

6.2. Resolution of Health and Safety Issues

As soon as possible after a health and safety issue has been raised or identified, the Manager/Supervisor and the HSR (or an employee nominated by the Manager/Supervisor to represent the employees of the workplace, if there is no elected HSR) must meet to resolve the issue.

The resolution procedure must take into account the following factors, as appropriate:

- whether the hazard or risk can be isolated;
- the number and locations of employees affected by the issue;
- whether appropriate temporary measures are possible or desirable;
- whether environmental monitoring is desirable;
- the time that may elapse before the hazard or risk can be modified or corrected; and
- who will be responsible for performing and overseeing the removal, elimination or minimisation of the hazard or risk.

If the issue cannot be resolved immediately, then a temporary measure should be implemented as soon as practicable, wherever possible. At a minimum, temporary measures should be put in place to prevent any adverse consequences until the safety issue can be satisfactorily resolved within a reasonable timeframe.



If the issue concerns work, which involves an immediate threat to the health and safety of the employee/s, the Responsible Manager/Supervisor or the HSR for the designated work group in relation to which the issue has arisen, may after consultation between them, direct that the work is to cease.

During any period for which work has ceased in accordance with such direction, the employer may assign any employees whose work is affected to suitable alternative work.

At any stage during the resolution process of an issue, if it is not resolved within a reasonable time, or an issue is under a direction that work is to cease, any of the parties attempting to resolve the issue may ask the Authority to arrange for an inspector to attend at the workplace to enquire into the Issue.

The Authority must ensure that an inspector attends at the workplace as soon as possible after the request is made.

The Inspector must as soon as possible, enquire into the issue and may perform any of his or her functions or exercise any of his or her powers under this Act and that the Inspector considers reasonably necessary in the circumstances.

If there is any dispute on the outcome, it may be referred to the Magistrates' Court or to any other court or tribunal that has jurisdiction in relation to the matter.

6.3 Documenting and Reporting Issue Resolution to the OH&S Committee

The resolution results should be documented by the Manager/Supervisor together with the HSR and the results must be brought to the attention of the employees affected by the resolution. A copy of the resolution results will be forwarded to the OH&S Committee and to any other person or organisation involved in the resolution process for their information (eg. Worksafe). All issue resolution reports to be forwarded to the HRM for reference to the OH&S Committee and storage.

7. Related Documents

1. Section 3.06, *Hazard Identification*.