
Occupational Health and Safety Issue Resolution Protocol 6.04

Who	All Southern Health staff.
Expected Outcomes	Southern Health is committed to the timely and effective resolution of health and safety issues that occur within the workplace. Resolution of issues should commence as soon as practicable after the issue becomes evident and should be resolved in a co-operative manner thereby facilitating the improvement of health and safety standards and risk reduction in Southern Health workplaces.
Purpose	<ul style="list-style-type: none">• To advise all parties about the obligations imposed by the Occupational Health and Safety Regulations (Part 2.2 - Issue Resolution Procedures) 2007 to facilitate the effective resolution of health and safety issues arising at the workplace.• To outline the agreed process for raising and resolving health and safety issues which promotes cooperation between employer and employees.
Scope	This protocol is in line with the Occupational Health and Safety (Part 2.2 - Issue Resolution) Regulations 2007 and the Southern Health Occupational Health and Safety Policy.
How	<p><u>Identifying and Raising Issues:</u></p> <ul style="list-style-type: none">• All employees are responsible for raising occupational health and safety issues with their immediate manager/supervisor and their health and safety representative.• As soon as reasonably possible after the issue has been reported the parties affected by the issue are to meet to consult, clarify the concerns raised and set timelines for resolution of the issue. <p><u>Resolving Issues:</u></p> <ul style="list-style-type: none">• Occupational Health and Safety issues identified are to be dealt with as a priority and any agreed actions followed up within the agreed timeframe.• The resolution of the issue must take into account the relevant factors, including:<ul style="list-style-type: none">➤ Whether the risk can be isolated;➤ The number and locations of employees affected by the risks;➤ Whether appropriate interim measures are possible or desirable;➤ The time that may elapse before the risk is permanently corrected; and➤ Who is responsible for performing and overseeing the removal of the hazard or risk.• If assistance is required or agreement cannot be reached any of the parties involved can request advice and assistance from the OHS

Consultant.

If Issues Cannot be Resolved:

➤ Provisional Improvement Notice (PIN):

- If the problem is not resolved and it is believed that there has been a contravention of a provision of the OHS Act 2004 or the OHS Regulations, the Health and Safety Representative may issue a PIN.
- Consultation to resolve the situation must have taken place with the parties concerned before the Health and Safety Representative can issue a PIN.
- Once a PIN is served to the Manager the problem must be corrected as agreed, or referred to WorkSafe Victoria within a period of seven days of issue of the notice for resolution. A WorkSafe Inspector will respond to assist with the resolution of the issue.

➤ Immediate Risk

- If after consultation, agreement cannot be reached to resolve the issue and the risk to health and safety is assessed as an immediate threat to life or potential for severe affects to the health and safety of any one in the workplace, instant action is necessary and will be dependant upon the situation. LOOK AT POWER OF REPS

Recording and Reporting of Resolutions

- If, after the resolution of the occupational health and safety issue, one of the parties involved requests that the details of the issue and its resolution be reported in writing, this must be done, to the satisfaction of all parties.
- Regardless of the above point, as soon as possible after the resolution of the issue, the outcomes of the resolution are to be:
 - Brought to the attention of the employees affected by the issue; and,
 - Forwarded to the relevant Health and Safety Committee.

When

This process is to be used to identify and resolve all occupational health and safety issues.



References

- [*Occupational Health and Safety Act 2004*](#)
- Occupational Health and Safety Regulations (Issue Resolution Procedures)2007[http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/b12e276826f7c27fca256de50022686b/DA19E13CB92A0BECCA25730700205411/\\$FILE/07-54sr001.pdf](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/b12e276826f7c27fca256de50022686b/DA19E13CB92A0BECCA25730700205411/$FILE/07-54sr001.pdf)

Related forms and/or documents Southern Health Occupational Health & Safety Policy
Issue Resolution Process Flowchart

Southern Health Protocol	Human Resources	ACHS	Corporate
Reviewer	Director, Workforce Health and Safety	Last review date	May, 2008
Authoriser	Occupational Safety, Health & Environment (OSHE) Steering Group	Next review date	May, 2010

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ISSUE RESOLUTION FLOWCHART

Attachment 1

This flowchart illustrates the process for the prompt and effective resolution of health and safety issues that may occur within the workplace. It should be read in conjunction with the Southern Health Occupational Health and Safety Issue Resolution Protocol 6.04

