



## RESOLUTION OF HEALTH AND SAFETY ISSUES GUIDELINES

### PURPOSE

These guidelines support the *Health and Safety Policy* and *Health and Safety Management Standards* and provide assistance on issue resolution at the University. These guidelines apply to all workers at Curtin University.

### DEFINITIONS

**Safety and Health Representatives (SHR)** – Employees elected by co-workers to represent them in consultation about health and safety matters with the employer.

**Health and Safety Committees** – Formal health and safety groups that provide a planned forum for discussion on health and safety matters.

**University** - Refers to Curtin University.

**Worker** – A person who carries out work in any capacity for the University, including an employee, associate, contractor, subcontractor, volunteer and any student undertaking work activities, paid or unpaid, for the University.

### 1. Formal Issue Resolution Process

This process is to be followed to resolve any workplace health and safety concern at the University.

#### 1.1 Process

1.1.1 Workers are encouraged to communicate directly with their immediate supervisor/manager and Safety and Health Representative (SHR) to raise any health and safety issues. Wherever possible, the immediate supervisor/manager and SHR shall work to resolve health and safety issues at the local site level between the immediate parties involved, using a consultative and conciliatory approach to the satisfaction of all concerned. The parties must have regard to all relevant matters including:

- The degree and immediacy of risk to workers or others persons affected by the issue;
- The number and location of workers and other persons affected by the issue;
- The measures that must be implemented to resolve the issue;
- Who will be responsible for implementing the resolution measures;
- All health and safety related hazards and incidents must be reported using the online reporting system within 24 hours.



## External Document

- Curtin Health and Safety Advisors may be consulted by workers and the supervisor/manager to assist in achieving a satisfactory and timely resolution of the health and safety issue;
- If the issue has not been resolved, it may be referred to the Faculty or Area Health and Safety Committee, who will record any decision within the minutes. Feedback must be provided to the worker who initially raised the issue.
- Unresolved health and safety issues will be escalated through notification to the Head of the Area/Faculty and Director of Health, Safety and Emergency Management; who shall attempt to resolve the issue.
- The University Health and Safety Committee may be referred to should the issue remain unresolved and any resolution recorded in the minutes;
- If the issue cannot be resolved at this level it is to be referred to the Vice Chancellor or their nominee.

### 1.2 The right to cease work

Under Section 26 of the OSH Act, all workers have the right to refuse to work where they have reasonable grounds to believe that continuing to work would expose them or any other person to a risk of imminent and serious injury or harm to their health. The affected person(s) must immediately report the issue to their supervisor/manager.

### 1.3 Employee Feedback

Upon resolution of a reported health and safety issue, university management shall notify affected workers of the agreed corrective action/s taken, or to be taken, and the timeframe/s for completion.

## 2. Timely Resolution

When a health and safety issue arises, the relevant parties must make reasonable efforts to achieve a timely, final and effective resolution of the issues

## 3. Responsibilities

Workers at all levels of the University have specific responsibilities for ensuring health and safety. The specific responsibilities of workers are dependent on their role within the University and is outlined in the [Health and Safety Responsibilities Procedure](#). These include performance criteria in relation to consultative process regarding health and safety issues at the workplace.

## 4. EXEMPTIONS

N/A



External Document

**5. RELEVANT DOCUMENTS/LINKS**

[Health and Safety Policy](#)

[Health and Safety Management Standards](#)

[Guidance Note - Formal consultative Processes at the Workplace 2006](#)

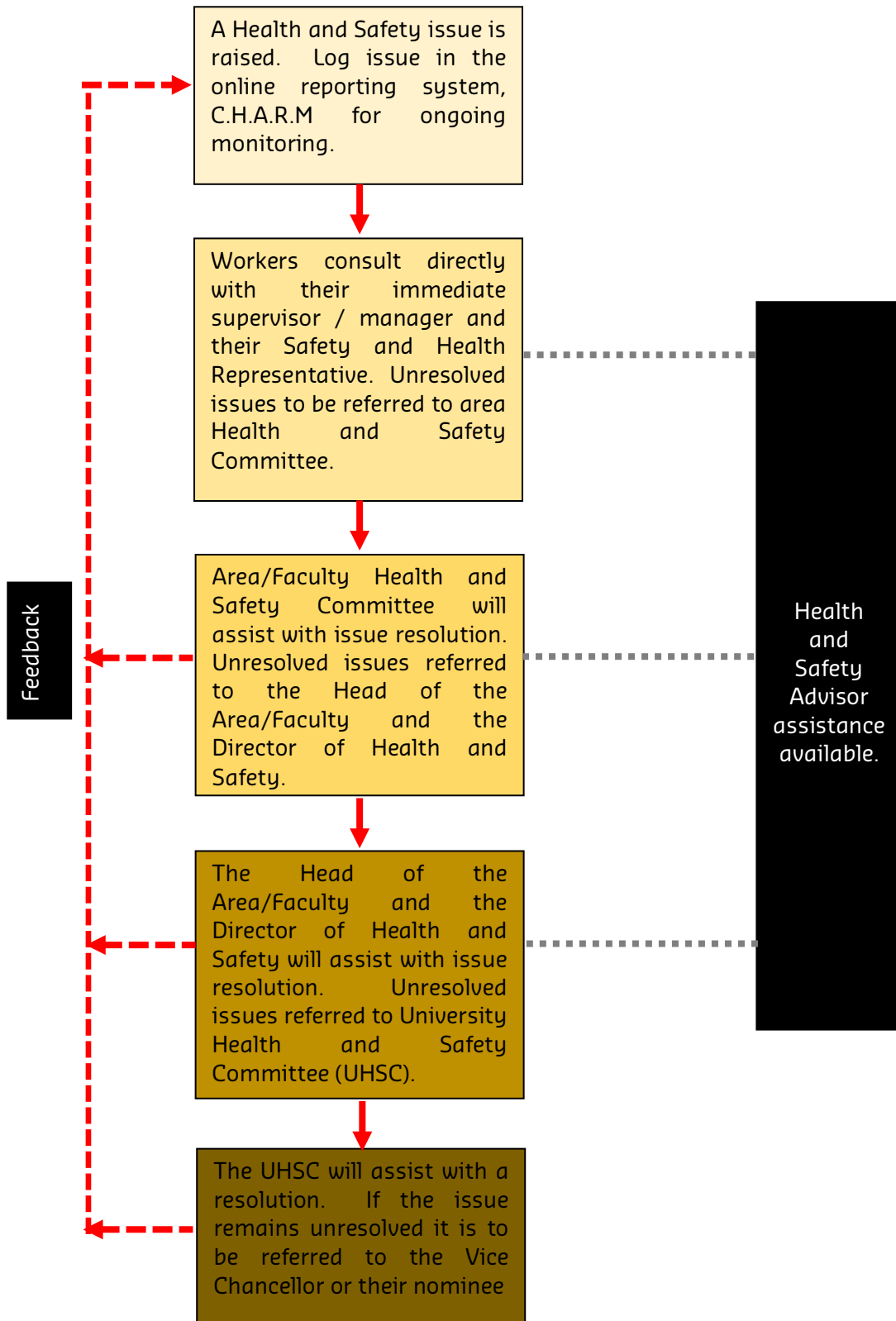
[Incident and Hazard Reporting and Investigation Procedure](#)

[Health and Safety Responsibilities Procedure](#)

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Approval Authority	Director, Health, Safety and Emergency Management

REVISION HISTORY		
Revision #	Date	Amendment Description
1	16/06/2008	Issued by Edusafe
2	19/10/2011	Revised by Edusafe
3	25/11/2016	Revised and issued by HSEM
3.1	08/02/2017	Addition of H&S Management Standards to Purpose and Relevant Documents sections

## Resolution of Health and Safety Issues Flowchart



Note: WorkSafe WA requires confirmation that consultation has occurred at the workplace and no agreement could be reached, before an inspector will attend the workplace.