RESOLUTION OF ISSUES – Policy and procedures.

Policy
The University acknowledges its responsibility for consultation on matters related to health and safety in the workplace. It is committed to establishing and maintaining a relevant procedure in accordance with the Occupational Safety and Health Act (WA) 1984 to resolve safety and health issues.

The procedure will involve consultation between management, employees, and safety and health representatives in attempting to resolve matters locally. Advice may be sought from local workplace health and safety committees where these exist, or from Health and Safety. Issues unresolved through local mechanisms shall be referred to the Occupational Safety and Health Policy Committee and/or the Vice Chancellor. Issues considered to pose serious and imminent risk of injury are to be referred to the Senior Manager/Executive Dean immediately. Where an issue cannot be resolved in the University’s consultative process, WorkSafe Western Australia shall become involved.

Procedure
The procedure to use for resolving a health and safety issue is shown in the flow chart below. An issue raised by an employee, contractor, student or visitor is to proceed through the stages of the resolution process until it is resolved. Any party can request the matter be referred to the next step if they are not satisfied with the outcome of consultation in the previous step. Feedback to the person raising the issue and their supervisor shall be provided from whichever level the issue is resolved.

Step 1  The person raising the issue should complete an incident/hazard report form and consult with his/her immediate supervisor, or the person responsible for the area. The supervisor for the area should make a concerted attempt to clarify the issue and resolve it promptly. He/she may seek assistance from the Safety and Health Representative or Health and Safety.

Step 2  The supervisor should work with the Safety and Health Representative (SHR) and person raising the issue to broker a resolution. If not able to achieve this, he/she will
• raise the issue with the Senior Manager/Executive Dean or
• forward the issue through to the local health and safety committee, if one exists, for advice.

Step 3  The Senior Manager or Executive Dean consults with the supervisor, person raising the concern and safety and health representative in resolving the issue. Advice may be sought from the local health and safety committee, Health and Safety, or the Occupational Safety and Health Policy Committee when the issue has University-wide implications.
If the issue is not resolved at this level it is to be referred to the Vice Chancellor or their nominee.

Step 4  The Vice Chancellor shall determine a resolution to the issue, following a review of all of the relevant facts and if required, advice from the Occupational Safety and Health Policy Committee or Health and Safety.

Step 5  Where an issue cannot be resolved internally, the Vice Chancellor, or the involved parties shall contact WorkSafe for an inspector to review the issue and arbitrate to achieve a resolution.

It is a requirement from WorkSafe that managers and employees attempt to resolve health and safety issues using the organisation’s issue resolution process in-house, before contacting WorkSafe Western Australia.
Workplace related Health & Safety issue
- Employee
- Student
- Visitor / Contractor

Safety & Health Representatives
- Immediate supervisor or manager
- Senior Manager/Executive Dean
- Vice Chancellor

Occasional Safety & Health Policy Committee