Employee Consultation and Issue Resolution Procedure

Policy Code: CG1862

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Purpose

To describe:

• the procedure to be followed by Supervisors and Managers of the University when planning Workplace Changes; and

• the procedure for resolving occupational Health and Safety Issues, as identified by employees of the University in the course of their employment.

Scope

This procedure applies to all employees of the University. It applies to all campuses, buildings and grounds of the University and to all activities associated with the work of employees.

Definitions

Refer to Risk, Health and Safety Glossary

Actions

Workplace Change

Supervisors and Managers who are planning a Workplace Change must:

• comply with the provisions of the Hazard Identification, Risk Assessment and Control Procedure; and

• share with the employees whose health or safety may be affected by the change information about the proposed Workplace Change; and

• give the employees a reasonable opportunity to express their views about the matter; and

Warning - Uncontrolled when printed! The current version of this document is kept on the FedUni website.
• take into account those views.

If the employees are represented by Health and Safety Representative(s), the consultation must involve them.

If the proposed Workplace Change needs to be modified after the HIRAC Review or after consultation with the employees and HSR(s), the Supervisor or Manager must inform the employees and HSR(s).

If the proposed workplace change includes modifications to the structure of buildings, to emergency evacuation routes or assembly points, to fire protection systems, to rescue or first aid equipment, etc, the Supervisor or Manager must consult with the Manager - Risk, Health and Safety.

If, as a result of this consultation, the Health and Safety Representative feels that a Health and Safety Issue exists, the issue must be handled in accordance with the following procedure.

**Issue Resolution**

Employees must report all Health and Safety Issues to their direct Supervisor or Manager and to their Health and Safety Representative.

The Supervisor or Manager must attempt to resolve the issue to the satisfaction of all parties. If the issue is resolved and the Health and Safety Representative requests it, the Supervisor or Manager must:

• detail in writing the issue and all matters relating to its resolution on a [Hazard/Near-Miss Report](#) or [HIRAC Report Template](#); and

• ensure that details of the agreed resolution are communicated to all employees concerned, and to the Manager - Risk, Health and Safety.

If these attempts are unsuccessful, the relevant Health and Safety Representative and Management Representative must meet as soon as is reasonably possible and try to resolve the issue. They must consider:

• the number and location of employees affected by the issue; and

• whether appropriate temporary measures are possible or desirable; and

• the time that may elapse before the issue is permanently resolved; and

• who, on behalf of the University, is responsible for performing and overseeing any action agreed necessary to resolve the issue.

The Management Representative must detail in writing the issue and all matters relating to its resolution on a [Hazard/Near-Miss Report](#) or [HIRAC Report Template](#).

The Management Representative must ensure that details of the agreed resolution are brought to the attention of the employees affected by the issue, of the Manager - Risk, Health and Safety, and of the relevant Portfolio Health and Safety Coordinating Team.

If the Health and Safety Representative and the Management Representatives fail to reach an agreement, the Health and Safety Representative must contact the Manager - Risk, Health and Safety. If, after the involvement of the Manager - Risk, Health and Safety, the Health and Safety Representative still feels the issue has not been satisfactorily resolved, the Health and Safety Representative may:

• refer the issue for resolution to the relevant Portfolio Health and Safety Coordinating Team;

• for University-wide or policy matters, refer the issue to the University [Health and Safety Policy](#) Committee; or

• issue a [Provisional Improvement Notice](#) form, in accordance with section 60 of the [Occupational Health and Safety Act 2004](#).

**Responsibility**
The Manager - Risk, Health and Safety has responsibility for the maintenance of this procedure. Specific responsibilities are included in the section titled "Actions".

**Policy Base**

Health and Safety Policy

**Supporting Documents**

HIRAC Guidelines

**Promulgation**

This Procedure will be communicated throughout the University via:

1. an Announcement Notice under ‘FedNews’ and through the University's Policy - 'Recently Approved Documents' webpage to alert the University-wide community of the approved Policy;
2. inclusion on the University's Policy, Procedure and Forms website; and/or
3. distribution of emails to Deans / Directors / University staff; and/or
4. documentation distribution e.g. posters, brochures.

**Implementation**

This Procedure will be implemented throughout the University via:

1. Information sessions; and/or
2. Training sessions.