



WHS ISSUE RESOLUTION PROCESS

1. When a health and safety issue arises either as a result of a risk assessment or a workplace assessment, or a problem is identified by a worker(s), it is that worker's responsibility to take immediate action to resolve or rectify the problem if qualified or competent to do so including ceasing the task if an immediate risk of injury is perceived. It is also the worker's responsibility to enter the issue into the Hazard report and advise the relevant supervisor.
2. Suppose the issue cannot be resolved immediately. In that case, the matter is to be referred to the relevant Area Manager, who is to take immediate steps to consult, investigate and resolve, or rectify the matter. The results of any resolution at this stage are to be notified to the worker(s) concerned and documented appropriately.
3. If the worker is dissatisfied with the supervisor's response, then the issue shall be raised with the Board of Directors and the Health and Safety Lead.
A resolution is to be communicated to workers in writing.
4. Failing a resolution a SafeWork inspector may be requested to provide advice.
5. Workers are to be advised of the outcome in writing.

