

P094

WHS ISSUE RESOLUTION PROCEDURE

Policy context: This policy relates to

Legislation or other requirements

Work Health Safety Act (SA) 2012

Contractual obligations

PROCEDURE STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) recognises the importance of a systematic method for resolving safety issues in the workplace. The organisation will ensure there is effective consultation between all levels of management and workers in relation to health and safety issues in the workplace

The document complies with NDIS Practice Standards 2018, standard 4.1 Safe Environment, and ACIS 2018, section 4.1 Safe Support and Service Environment.

This document is readily available to all clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Definitions

Person Conducting a Business or Undertaking (PCBU) is the main duty holder in ensuring work health and safety is maintained in the workplace. The term PCBU refers to EL and/or LAAS.

The term Worker includes an employee, a contractor or subcontractor, an employee of a contractor or subcontractor, an employee of a labour hire company who has been assigned to work in the person's business or undertaking, an outworker, an apprentice or trainee, a student gaining work experience, or a volunteer.

Responsibilities

The organisation (PCBU) is responsible for ensuring this procedure is implemented throughout the workplace and that all relevant managers/ supervisors and workers are trained in the use of this procedure.

Managers/ supervisors are responsible for supervising their areas of responsibility to ensure compliance with this procedure.

Health and safety representatives are responsible for:

- representing workers in matters relating to health and safety;
- monitoring measures taken by the organisation to ensure compliance with relevant legislation;

P094

WHS ISSUE RESOLUTION PROCEDURE

- investigating complaints from members of the work group relating to health and safety;
- inquiring into anything that appears to be a risk to the health and safety of workers in the work group;
- assisting in the management of health and safety issues in the workplace between the organisation and workers.

Workers are responsible for adhering to this procedure at all times

Procedure

Where a worker identifies a health and safety issue, they should raise it with their immediate supervisor. The worker or supervisor may inform the health and safety representative for that designated work group.

The issue should be dealt with as soon as possible after being reported. If it cannot be rectified immediately, a solution should be implemented as soon as practicable. At a minimum, interim measures should be in place to prevent any adverse consequences until such time that the issue can be satisfactorily resolved.

Where the issue concerns work, which involves an immediate threat to the health and safety of any person, the worker's health and safety representative or management may direct that work will cease.

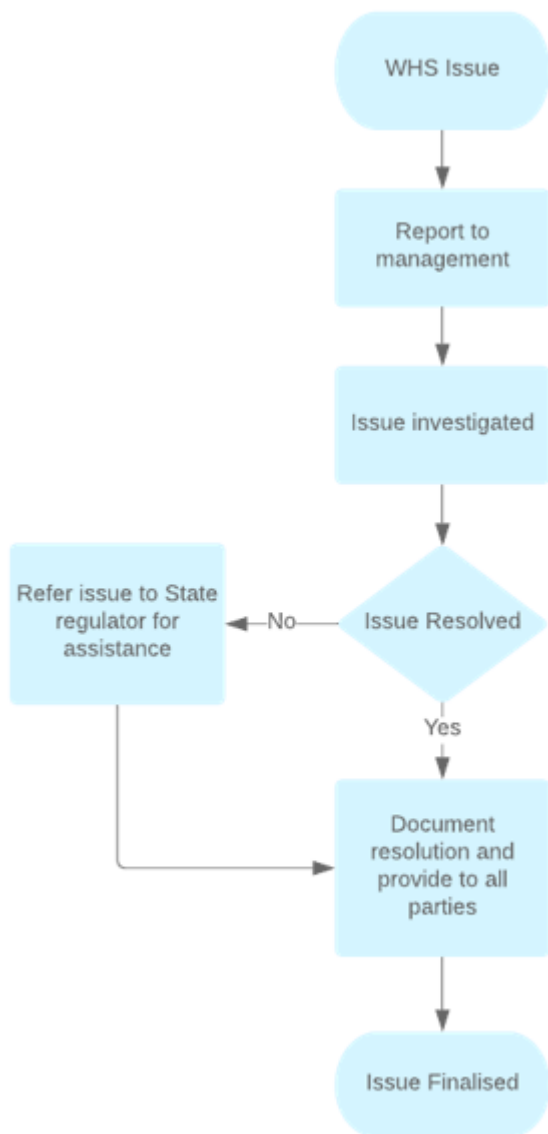
The issue and agreed outcomes should be communicated to relevant workers.

If the issue is unable to be resolved, it can be referred to the regulator (e.g. Safework SA,) who will assist in resolving the matter.

P094

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Process Flowchart



DOCUMENTATION

Documents related to this policy	
Related policies	Q400 – WHS Policy M400 – WHS Manual
Forms, record keeping or other organisational documents	