

1. Purpose

This procedure describes arrangements to communicate and consult with employees and/or their representatives, volunteers and contractors and other relevant persons internal and external to the workplace in relation to OHS matters at the Greater Dandenong City Council (GDCC).

2. Scope

This procedure applies to all GDCC workplaces.

3. Definitions

Consultation: two-way exchange between the organisation and employees and/or their representatives, volunteers and contractors that involves:

- Sharing relevant information about OHS
- Providing reasonable opportunity to express their views
- Taking their views into account in making management decisions
- Advising them of the outcomes of any consultation in a timely manner

Consultation with contractors may be achieved by consultation with management representatives of the contractor organisations, who themselves are responsible for consultation with their own employees and relevant sub-contract organisations.

Communication: The imparting or exchange of information by speaking, writing or other medium

Designated Work Groups (DWG): A negotiated and agreed grouping of employees who perform the same or similar types of work.

Health and Safety committee (HSC): A committee established that complies with current OHS legislation requirements as a forum for consultation on the management of OHS across the organisation.

Health and Safety Representative (HSR): An employee elected by the DWG to represent them on matters relating to OHS.

OHS Management System (OHSMS): That part of the overall management system which includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the health and safety policy, and so managing the health and safety risks associated with the business of the organisation.

Safety Data Sheets (SDS): A document that provides health and safety information about products, substances or chemicals that are classified as being hazardous or dangerous. SDS's provide information on:

- Manufacturer or importing supplier
- Product (its name, ingredients and properties)
- Health effects and first aid
- Handling, storing and transportation
- Emergency

OHS Consultation and Communication Operational Procedure	This Document is Uncontrolled when Printed		Responsible Officer: Team Leader Risk & OHS
Version: 2.0	Issue Date: Oct 2021	Next Review: Oct 2024	1/4

4. Responsibilities

For general OHS responsibilities refer to OHS Responsibility Procedure

Manager People and Procurement is responsible for:

- Ensuring the procedure is implemented and reviewed, as required
- Arranging for relevant managers to participate in OHS consultation forums and the resolution of OHS issues
- Providing specialist assistance where required to managers as they implement this procedure

Managers are responsible for:

- Encouraging and allowing employees to either directly or via their HSR, voice their concerns, issues and ideas about OHS, including following the guidance provided in Attachment 1 of the OHS Issue Resolution Procedure.
- Considering communication from external parties, including complaints which may impact OHS and then, where necessary, follow the guidance provided in Attachment 1 OHS issue resolution flowchart
- Implementing the procedure in their area of responsibility

5. Health and Safety Representatives (HSRs)

GDCC in consultation with employees will seek to determine appropriate designated work groups (DWG) and the process for nomination and election of HSR's. Once elected all HSR's will be provided with appropriate training and support to fulfil their role as prescribed in OHS Act 2004.

Elected HSR's names/pictures will displayed on notice boards.

6. Corporate Health and Safety Committee (HSC)

GDCC has established a corporate HSC, the HSC in consultation with employees has established a OHS Committee Charter, which determines its scope, function and conduct of meetings.

The HSC meets bi-monthly and the following information is updated and available to employees on noticeboards and/or the CGD intranet.

- Current HSC members and role
- Minutes of HSC minutes

Business units may establish their own local health & safety committees to address local OHS matters.

7. Procedure

7.1 Internal Communication

Communication on OHS issues and requirements shall be achieved through team/toolbox meetings, intranet, email and other appropriate business communication.

All relevant legislation changes will be communicated appropriately to all affected employees.

All OHS information needs to be presented and communicated in a way that can be easily understood taking into account any language and literacy need.

7.2 When to Consult

In general terms, consultation shall occur so far as is reasonably practicable when:

OHS Consultation and Communication Operational Procedure	This Document is Uncontrolled when Printed		Responsible Officer: Team Leader Risk & OHS
Version: 2.0	Issue Date: Oct 2021	Next Review: Oct 2024	2/4

- Identifying or assessing hazards or risks
- Making decisions on how to control risks and reviewing their effectiveness
- Making decisions about the adequacy of facilities for the welfare of employees, volunteers and contractors
- Proposing changes that are likely to affect the health and safety of employees, volunteers and contractors including changes related to the development, implementation and review of the OHSMS (procedures, forms, documents), the work environment, processes, practices, PPE and purchasing decisions
- Making decisions about procedures for consulting with employees, volunteers and contractors, resolving health or safety issues, monitoring the health of employees, monitoring the conditions at the workplace and providing information and training to employees, volunteers and contractors
- Instructions for the safe installation, commissioning, operation and maintenance of plant

7.3 Consultation Forums

Consultation on OHS matters in GDCC shall also be incorporated in the following meeting forums:

- HSC meetings:
- Staff meetings: OHS is a standing agenda item
- Management meetings: OHS agenda item
- Contractor meetings: OHS agenda item

7.4 External Communication and Consultation

Communication and exchange of OHS information with external parties such as the general public, residents, suppliers, contractors and public authorities occur as determined by organisational need and legislative requirements.

A strategic assessment of information required must be undertaken to determine appropriate parties/contacts involved and what needs to be exchanged examples may include:

- Latest information on product safety – hazard alerts
- Information on dangerous goods and hazardous substances – Safety data sheets (SDS)
- Product recalls
- Instructions for the safe installation, commissioning, operation and maintenance of plant
- Emergency planning information supplied to the relevant authorities
- Public health alerts e.g. Pandemic

Where such communication and exchange of information with external parties occurs the relevant Managers shall where required, implement the GDCC OHS Risk Management Procedure. Furthermore, relevant Managers shall keep appropriately detailed records of such communication and exchanges and store these records so they are both secure and retrievable such as:

- Diary notes of items discussed at meeting
- Email communications
- Minutes of meetings – information sought, actions and responsibilities
- Purchasing details
- When resolving OHS issues where the matter is of a particular technical nature or outside the expertise or experience of GDCC either employees or managers may call upon the assistance of external parties to represent their interests or seek advice. Whilst such external consultation should be sought only after internal consultative efforts have failed to resolve the OHS issue, a HSR can seek the assistance of an external person/s at any time during the process. This is reflected in the OHS Issue Resolution Procedure.

8. References

Occupational Health and Safety Act 2004

OHS Consultation and Communication Operational Procedure	This Document is Uncontrolled when Printed		Responsible Officer: Team Leader Risk & OHS
Version: 2.0	Issue Date: Oct 2021	Next Review: Oct 2024	3/4

OHS Consultation and Communication Operational Procedure

Occupational Health and Safety Regulations 2017

AS/NZS ISO 45001:2018 Occupational Health & Safety Management Systems

9. Related Documents

OHS Issue Resolution Procedure

OHS Procedures, Development, Authorisation and Publication Procedure

OHS Risk Management Procedure

Management of Change Procedure

OHS Responsibilities Procedure

Health and Safety Committee Charter

10. Document History

Version Number	Issue Date	Description of Change
0.2		First Draft from MAV
0.3	08/02/2018	Accepted by the OHS Policy Sub-Committee
0.4	05/03/2018	14 Day Employee Consultation complete
1.0	15/02/2018	Approval by OHS Oversight Committee
1.1	August 2021	2 nd Draft by Risk & OHS Unit
1.2	August 2021	Accepted by the OHS Policy Sub-Committee
1.3	September 2021	14 Day Employee Consultation completed
2.0	October 2021	Approved by OHS Committee

OHS Consultation and Communication Operational Procedure	This Document is Uncontrolled when Printed		Responsible Officer: Team Leader Risk & OHS
Version: 2.0	Issue Date: Oct 2021	Next Review: Oct 2024	4/4