

1. Purpose

This procedure describes arrangements for OHS Issue Resolution 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.

Issue Resolution: Raising and the resolution of OHS issues. The existence of OHS issue does not necessarily mean there is an OHS dispute. Refer Attachment 1 Issue Resolution Flowchart.

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.

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:

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- 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 OHS issue resolution flowchart
- 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. Health and Safety Committee (HSC)

GDCC has established a 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 committee to address local OHS issues.

7. Procedure

- 7.1** Health & Safety issues can be raised by employees to their Manager / Supervisor or HSR verbally or written on formal hazard reporting forms. The Management representative and the HSR must meet and endeavor to resolve all hazard reports where required.

The resolution of the issue must take into account any of the following factors that may be relevant--

- whether the hazard or risk can be isolated.
- the number and location of employees affected by it.
- whether appropriate temporary measures are possible or desirable.
- whether environmental monitoring is desirable.
- the time that may elapse before the hazard or risk is permanently corrected.
- who is responsible for performing and overseeing the removal of the hazard or risk.

- 7.2** If any issue poses an immediate risk to the health & safety of staff and cannot be resolved with the Supervisor and the HSR, the Management

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Representative or the HSR can give direction to cease work. The issue will be referred to the Risk & OHS Unit for immediate action.

If the issue is not resolved with the Risk & OHS Unit, WorkSafe Victoria will be contacted to resolve the issue.

- 7.3** If the issue doesn't pose an immediate risk to the health & safety of staff, the HSR will submit a Hazard Report Form to the Department Manager or Supervisor, and reserves the right to issue a Provisional Improvement Notice if the consultative process breaks down.

If the issue remains unresolved with the Department Manager or Supervisor, the issue will be referred to the Risk & OHS Unit. If a Provisional Improvement Notice has been issued, the Risk & OHS Unit has 7 days to act upon the notice.

If the issue is not resolved within 7 days or an agreed time frame, WorkSafe Victoria will be contacted to resolve the issue.

- 7.4** The advice and assistance of other managers, HSRs, Union Official, technical staff or the Risk & OHS Unit should be sought wherever necessary.

- 7.5** Management shall document and keep record of the details regarding the issue and agreed resolution. This will demonstrate that communication and consultation has taken place with the agreed solutions in resolving the issue. Feedback regarding the resolution must be given to the employee raising the issue and the Risk & OHS Unit.

8. References

Occupational Health and Safety Act 2004

Occupational Health and Safety Regulations 2017

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

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9. Related Documents

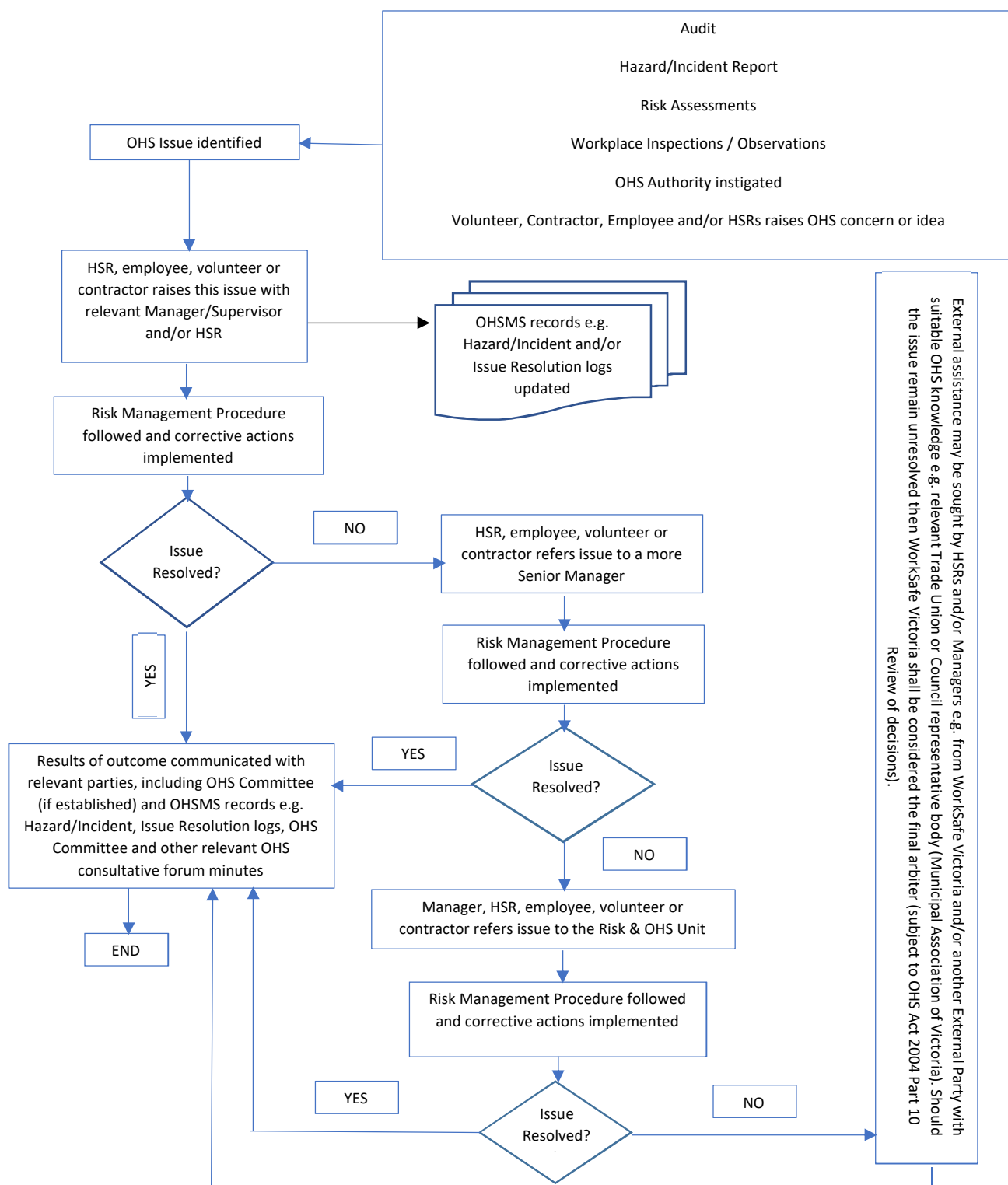
- OHS Communication and Consultation Procedure
- OHS Procedures, Development, Authorisation and Publication Procedure
- OHS Risk Management Procedure
- Management of Change Procedure
- OHS Responsibility Procedure
- Health and Safety Committee Charter

10. Document History

Version Number	Issue Date	Description of Change
0.1		First Draft by Risk & OHS Unit
0.2	August 2021	Accepted by the OHS Policy Sub-Committee
0.3	September 2021	14 Day Employee Consultation completed
1.0	October 2021	Approved by OHS Committee

ATTACHMENT 1: OHS Issue Resolution Flowchart

The existence of OHS issue does not necessarily mean there is an OHS dispute.



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