

Issue Resolution Procedure

When immediate safety action is not necessary

- The **Health and Safety Representative (HSR)** identifies or is informed of a safety issue or a problem in his/her designated work group.
- The **HSR** brings the matter to the attention of the supervisor of the work area involved. The **HSR** may have sought the prior advice of the Risk Management Office in doing so. The **supervisor** of the work area may also seek advice from the Risk Management Office. The matter may be recorded on an Incident Report form if applicable.
- If, within five working days, the **supervisor** and the **HSR** can reach agreement on the means to deal with the concern raised, the matter is then regarded as satisfactorily resolved at the local level.
- If the **supervisor** or **HSR** cannot satisfactorily resolve the issue at the local level and the **HSR** believes that the issue should be pursued, the **HSR** should refer the issue involved to the Head of School responsible for the workplace in question. The **HSR** must also advise the Risk Management Office in writing/email.
- The **Head of Department**, the **HSR** and a **member** of the **Risk Management Office** shall engage in an attempt to reach agreement in a satisfactory resolution of the issue within five working days.
- If no satisfactory resolution can be reached that resolves the issue, the **HSR** shall further investigate the issuance of a formal Provisional Improvement Notice (PIN) as defined under the Occupational Health and Safety Act Section 33.
- The **HSR** shall keep employees informed on the progress towards resolution of the identified health and safety issue.

If immediate safety action is required.

- If a hazard has been identified as urgent or serious, the **HSR** shall inform the **supervisor** of the area who shall call an immediate halt to the work in the area whilst the issue is investigated.
- In the event that the supervisor fails to agree about the degree of risk present or the supervisor is not available, the **HSR** shall issue a PIN, and may direct affected employees to withdraw from the alleged hazard having regard to the health and safety of others and shall then inform the appropriate manager of the actions that have been taken pending a full investigation.
- The **HSR** shall immediately inform the Risk Management Office of the action taken, and may notify the Worksafe Victoria.
- Work will not resume until it has been agreed that the hazard has been controlled and no longer presents an unacceptable risk to the safety and health of employees.
- The **Head of Department** or **nominee** may allocate alternative duties for members of staff affected, but no pay will be lost in the event of a demonstrated safety hazard having been detected.
- A written report of the situation and the actions taken shall be prepared by the **Head of Department**, and where appropriate the **HSR**, for the University Occupational Health and Safety Committee and the Risk Management Office.
- The **HSR** shall keep employees informed of the progress towards the resolution of the identified health and safety issue.