

Monash University Procedure

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| Procedure Title | Health & Safety Issue Resolution Procedure |
| Parent Policy | OHS Policy |
| Date Effective | June 2019 |
| Review Date | June 2022 |
| Procedure Owner | Manager, OH&S |
| Category | Operational |
| Version Number | 7.0 |
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| Scope | <p>Health and safety concerns able to be addressed to the satisfaction of all associated parties within an agreed timeframe do not require the formal issue resolution process outlined in this procedure.</p> <p>This procedure applies to all staff, students and contractors at Monash University.</p> <p>This procedure excludes the resolution of allegations of unacceptable behavior. For further definition and defined processes for the resolution of unacceptable behavior, refer to the Monash University Resolution of Unacceptable Behaviour & Discrimination Procedure</p> <p>Only Australian campuses are covered by the certification to OHS AS 18001 and AS 4801.</p> |
| Purpose | This procedure provides the process for the timely and effective resolution of unresolved or outstanding OHS issues. |

Contents

| | | |
|-----|-------------------------------------------------------------------------------|---|
| 1. | Abbreviations..... | 2 |
| 2. | Definitions..... | 2 |
| 3. | Procedure..... | 2 |
| 3.1 | Formal OHS Issue Resolution | 2 |
| 3.2 | Immediate Risk Issue | 3 |
| 4. | Responsibility for Implementation | 3 |
| | Head of Academic/Administrative units (person in control of a workplace)..... | 3 |
| | Employer Representative. | 3 |
| | Safety Officers and Specialty Officers | 3 |
| | Managers and Supervisors..... | 3 |
| 5. | Records | 3 |
| 6. | OHS Issue Resolution Flowchart | 4 |
| 7. | Document History..... | 5 |

1. Abbreviations

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|-------|-------------------------------------|
| HSR | Health and Safety Representative |
| OHS | Occupational Health and Safety |
| OH&S | Monash Occupational Health & Safety |
| SARAH | Safety and Risk Analysis Hub |
| DWG | Designated Work Group |

2. Definitions

Agreed timeframe – a timeframe that affected parties believe is reasonable under the circumstances to resolve the issue.

3. Procedure

3.1. Formal OHS Issue Resolution

- 3.1.1. If an Occupational Health and Safety (OHS) issue is identified, the affected parties should attempt to resolve the issue at the time if it is reasonably practicable to do so.
- 3.1.2. Staff/students must raise any OHS issue with their direct manager/supervisor, the Safety Officer and (where elected) the Designated Work Group (DWG)'s Health and Safety Representative (HSR), as soon as reasonably practicable after the issue is identified.
- 3.1.3. HSRs may exercise their legislative powers defined in the Occupational Health and Safety Act 2004 as part of the issue resolution process. For more information, see the Monash University [Designated Work Group \(DWG\) & Health and Safety Representative \(HSR\) Procedure](#).
- 3.1.4. All parties must work together to resolve the issue within the agreed timeframe in accordance with the [OHS Consultation Procedure](#).
- 3.1.5. If the issue cannot be resolved then it should be escalated to the next level of management (typically senior management in the faculty or division).
- 3.1.6. The parties involved in the issue resolution process may contact other internal or external parties for expert advice.
- 3.1.7. If the issue is still not resolved within the agreed timeframe, WorkSafe may be called to assist with resolving the issue.
- 3.1.8. An employer representative must be assigned to oversee completion of all actions in relation to the issue resolution.
- 3.1.9. Details of the issue, the agreed actions to resolve the issue, timeframes and persons responsible for completing action items must be recorded in SARAH in accordance with the [OHS Corrective Actions Procedure](#).
- 3.1.10. Details of the issue can be reported to the local OHS Committee as per [Roles, Responsibilities and Committees Procedure](#).

3.2. Immediate Risk Issue

- 3.2.1. If the issue is believed to pose an immediate risk to health and safety and it is not appropriate to adopt the process outlined in Section 3.1 due to the nature of the threat and the degree of harm, then a directive to cease work may be given by any party working with, or potentially impacted by the immediate risk.
- 3.2.2. The person ordering the cessation of work must notify and consult as soon as reasonably practicable, with the area's Supervisor or Manager, Safety Officer and the HSR (where elected).
- 3.2.3. The Safety Officer, Supervisor or Manager must contact OH&S to inform them of the cease work situation.
- 3.2.4. Work can recommence only when the immediate risk has been mitigated to the satisfaction of all affected parties.
- 3.2.5. Details of the issue must be recorded as per 3.1.9.

4. Responsibility for Implementation

A comprehensive list of OHS responsibilities is provided in the document [OHS Roles, Committees and Responsibilities Procedure](#). A summary of the specific responsibilities relevant to this procedure is provided below.

Head of Academic/Administrative units (person in control of a workplace): A head of academic/administrative unit has the overall responsibility for ensuring that issue resolution process is followed. They may delegate this responsibility to a management representative who is authorised to approve changes to a workplace. This is commonly a manager or deputy head.

Employer Representative: Oversee and ensure the completion of actions and SARAH documentation to ensure resolution of issues within agreed timeframes.

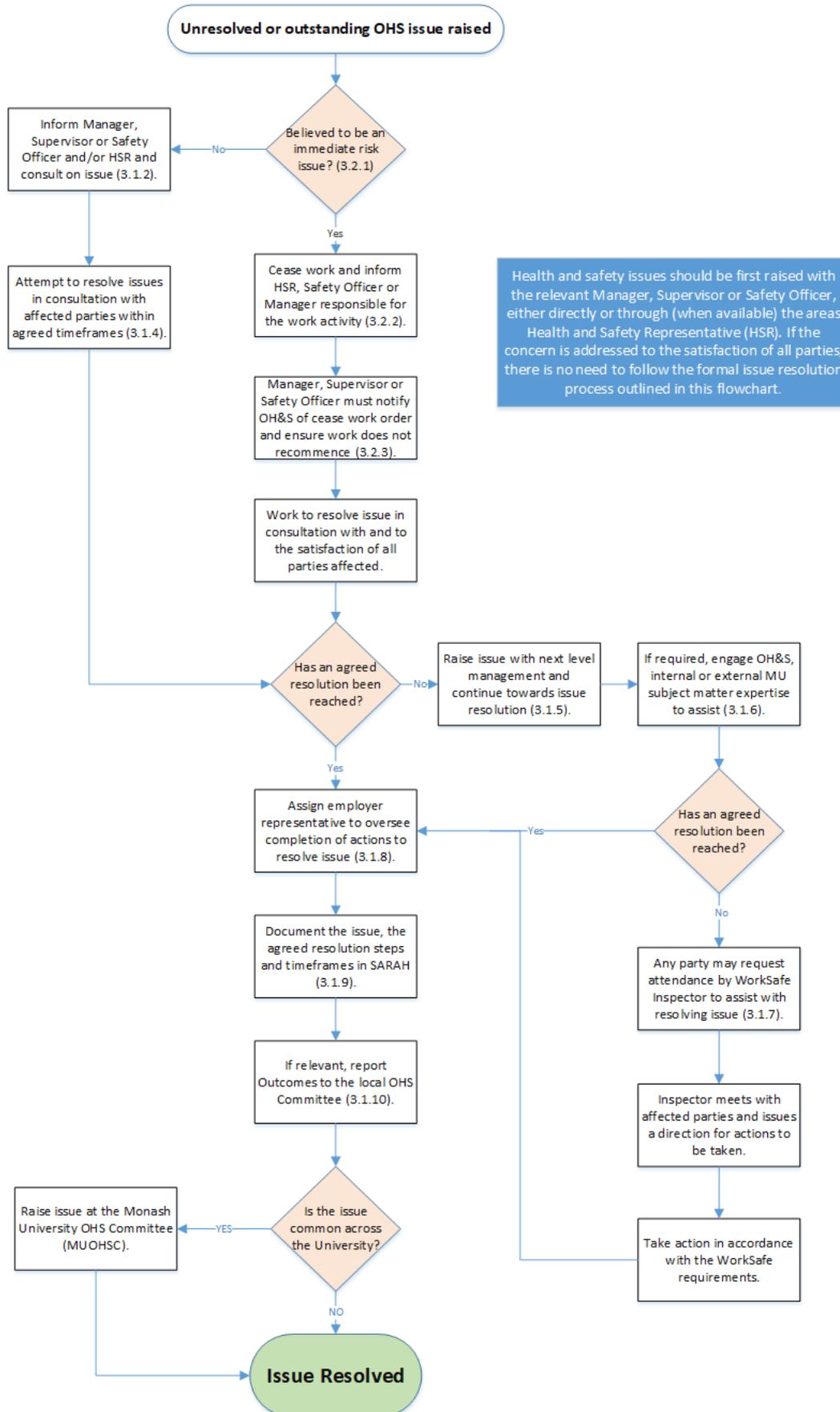
Safety Officers and Specialty Officers: Participate in issue resolution process in accord in accordance with the flow chart. Safety officers may be assigned as the employer representative to oversee the issue resolution process.

Managers and Supervisors: Promptly address health and safety issues that are brought to their attention in consultation with those involved or affected and ensure that the issue resolution process is followed. Notify OH&S of any cease work orders.

5. Records

For OHS Records document retention please refer to:
[Monash University OHS Records Management Procedure](#)

6. OHS Issue Resolution Flowchart



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| Status | Revised |
| Approval Body | Monash University OHS Committee |
| Legislation Mandating Compliance | Occupational Health and Safety Act 2004 (Vic) Occupational Health and Safety Regulations 2017 (Vic) |
| Related Policies | OHS Policy |
| Related Documents | Monash University documents Designated Work Group (DWG) & Health and Safety Representative (HSR) Procedure OHS Corrective Actions Procedure OHS Consultation Procedure Roles, Responsibilities and Committees Procedure |

7. Document History

| Version | Date of Issue | Changes made to document |
|----------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | August 2011 | Procedure for Health and Safety Issue Resolution, v4 |
| 5 | February 2013 | <ol style="list-style-type: none"> Consolidated all flow charts into one streamline flow chart Minor changes to wording |
| 5.1 | July 2015 | <ol style="list-style-type: none"> Updated hyperlinks throughout procedure to new OH&S website. |
| 6 | May 2016 | <ol style="list-style-type: none"> Updated flowchart Added procedural section |
| 6.1 | July 2016 | <ol style="list-style-type: none"> Updated formatting of the flowchart. Separated references into compliance and references sections. |
| 6.2 | August 2017 | <ol style="list-style-type: none"> Updated logos in header Updated OHS Regulations to 2017 |
| 7 | June 2019 | <ol style="list-style-type: none"> Updated document scope and purpose Added 'Agreed timeframe' definition in definitions Updated section 3.1 Formal OHS Issue Resolution Updated section 3.2 Immediate Risk Issue Removed HSR PIN considerations – for more information please see the Monash University Designated Work Group (DWG) & Health and Safety Representative (HSR) Procedure Revised and updated the Issue Resolution Flowchart Added section 4, Responsibility for implementation Updated Related Documents |