Monash University Procedure

<table>
<thead>
<tr>
<th>Procedure Title</th>
<th>Health &amp; Safety Issue Resolution Procedure</th>
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<tbody>
<tr>
<td>Parent Policy</td>
<td>OHS Policy</td>
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<tr>
<td>Content Enquiries</td>
<td><a href="mailto:Bernadette.Hayman@monash.edu">Bernadette.Hayman@monash.edu</a></td>
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Scope

This procedure applies to the staff (including labour hire) and students at the Australian campuses of Monash University.

This procedure excludes the resolution of allegations of unacceptable behavior. These should be reported and investigated in accordance with the Conduct and Compliance Procedure - Resolution of Unacceptable Behaviour in the Workplace.

Purpose

This procedure provides practical guidance to staff and students to support the timely and effective resolution of OHS issues where agreement on appropriate action to be taken was not able to be reached prior.

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1. **Abbreviations**

<table>
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<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>HSR</td>
<td>Health and Safety Representative</td>
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<tr>
<td>OH&amp;S</td>
<td>Occupational Health &amp; Safety</td>
</tr>
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<td>PIN</td>
<td>Provisional Improvement Notice</td>
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<td>SARAH</td>
<td>Safety and Risk Analysis Hub</td>
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2. **Definitions**

**Unacceptable Behaviour**: Behaviour that has created or has the potential to create a risk to a staff member's health and safety. Examples of unacceptable behaviour include but are not limited to:

- bullying;
- emotional, psychological or physical violence or abuse;
- occupational violence;
- coercion, harassment and/or discrimination;
- aggressive/abusive behaviour;
- unreasonable demands and undue persistence; and
- disruptive behaviour.

3. **Procedure**

3.1. **Immediate Risk Issue**

3.1.1. If the issue is believed to be a serious immediate risk then cease the activity that is leading to that risk.

3.1.2. Where possible, the matter should be brought to the attention of the manager/supervisor for that area, the Safety Officer and/or the Health and Safety Representative (HSR).

3.1.3. The manager/supervisor or HSR may direct that the work leading to the immediate risk must stop.

3.1.4. If the manager/supervisor or HSR are not available, the affected persons may cease the work that is leading to the immediate risk.

3.1.5. Manager/supervisor to contact OH&S to inform them of the cease work situation.

3.1.6. If the matter cannot be resolved at this level, all parties have the option of requesting the attendance of a WorkSafe Inspector.

3.1.7. Only when the immediate risk has been mitigated, can work recommence.

3.2. **OHS Issue (No Immediate Risk)**

3.2.1. If an OHS issue is identified staff/students should address the issue at the time, if it is practicable to do so.

3.2.2. Staff/students should raise any OHS issue with their manager/supervisor, Safety Officer and/or HSR as soon as possible after the issue is identified. All persons should work together to resolve the issue in consultation with any staff/students directly affected. The matter must also be recorded in the SARAH hazard/incident reporting tool.

3.2.3. If the matter cannot be resolved at this level then the matter should be reported to the next level of management (typically senior management in the faculty or division). The matter...
may also be raised with the local OHS Committee and OH&S to assist in resolving the issue.

3.2.4. If the matter is still not resolved a HSR may issue a Provisional Improvement Notice (PIN) requiring the issue to be rectified. If the HSR is considering issuing a PIN it is requested that they contact the OH&S prior to doing so.

3.2.5. The matter may also be escalated to the OHS Committee at the next level.

3.2.6. If a PIN is served it must be brought to the attention of all affected staff and displayed in a prominent location.

3.2.7. The manager for the area must contact the OH&S for advice with regard to the PIN and a meeting.

3.2.8. Involving the HSR, manager and OH&S must occur to discuss the matter within 7 days of the PIN being served. The OH&S may seek the services of an external party for expert advice.

3.2.9. If the issue still cannot be resolved the OH&S may decide to contact WorkSafe Victoria to request an Inspector to attend to review the PIN within 7 days of the PIN being issued.
4. OHS Issue Resolution Flowchart

- OHS issue identified (not unacceptable behaviour)
  - Believed to be immediate and serious risk?
    - Yes: Staff/student fixes issue and reports to Manager/Supervisor
    - No: Can it be fixed there and then?
      - Yes: Staff/student fixes issue and reports to Manager/Supervisor
      - No: Inform manager/supervisor or SO and/or HSR and consult on issue

- Is it still an immediate risk?
  - Yes: Cease work and inform manager/supervisor or SO and/or HSR and consult on issue
  - No: Is there residual risk?
    - Yes: Fix immediate risk
      - Has an agreed resolution been reached?
        - Yes: Matter raised with OHS and/or next level OHS Committee and/or HSR Issues PIN
        - No: Has an agreed resolution been reached?
          - Yes: Issue Resolved
          - No: Has an agreed resolution been reached?
            - Yes: Take action in accordance with the Regulator requirements
            - No: Any party may request attendance by the Regulator
              - Take action in accordance with the Regulator requirements

- Staff/student fixes issue and reports to Manager/Supervisor

- Raise with next level management and/or OHS Committee

- Inform manager/supervisor or SO and/or HSR and consult on issue

- Can it be fixed there and then?
  - Yes: Staff/student fixes issue and reports to Manager/Supervisor
  - No: Is it still an immediate risk?
    - Yes: Cease work and inform manager/supervisor or SO and/or HSR and consult on issue
    - No: Is there residual risk?
      - Yes: Fix immediate risk
        - Has an agreed resolution been reached?
          - Yes: Matter raised with OHS and/or next level OHS Committee and/or HSR Issues PIN
          - No: Has an agreed resolution been reached?
            - Yes: Issue Resolved
            - No: Has an agreed resolution been reached?
              - Yes: Take action in accordance with the Regulator requirements
              - No: Any party may request attendance by the Regulator
                - Take action in accordance with the Regulator requirements
5. Records
For OHS Records document retention please refer to:
Monash University OHS Records Management Procedure

<table>
<thead>
<tr>
<th>Status</th>
<th>Revised</th>
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<tbody>
<tr>
<td>Approval Body</td>
<td>Monash University OHS Committee</td>
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| 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 |
|                 | Hazard & incident reporting, investigation & recording procedure  
SARAH hazard/incident reporting tool |

6. Document History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date of Issue</th>
<th>Changes made to document</th>
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<tbody>
<tr>
<td>4</td>
<td>August 2011</td>
<td>Procedure for Health and Safety Issue Resolution, v4</td>
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| 5       | February 2013  | 1. Consolidated all flow charts into one streamline flow chart  
2. Minor changes to wording |
| 5.1     | July 2015      | 1. Updated hyperlinks throughout procedure to new OH&S website. |
| 6       | May 2016       | 1. Updated flowchart  
2. Added procedural section |
| 6.1     | July 2016      | 1. Updated formatting of the flowchart.  
2. Separated references into compliance and references sections. |
| 6.2     | August 2017    | 1. Updated logos in header  
2. Updated OHS Regulations to 2017 |