

Title	WHS Issue Resolution Procedure
Operational Policy Number	WHS026
Inception Date	September 2014
Review Date	October 2021
Review Date	October 2023
Approval of this Policy	Chief Executive Officer (CEO)/Workplace Health and Safety (WHS) Committee/Human Resources (HR)
Business Area	Office of the Chief Executive Officer, Governance and Strategy

1. Purpose

The Town of Bassendean is committed to providing a safe and healthy work environment for all workers.

The purpose of this Procedure is to provide a clear process for the resolution of health and safety issues at the Town of Bassendean.

2. Application

This procedure applies to all workers of the Town, including employees, contractors, labour hire workers, work experience personnel and volunteers.

3. Consultation and Communication

The Town of Bassendean encourages and supports active consultation and open communication.

This Procedure aims to support this approach at all stages of the issue resolution process, ensuring that:

- The resolution of WHS issues is completed with a team approach.
- Workers are provided with the opportunity to contribute to discussions in relation to the issue and recommended corrective actions.
- Workers are consulted on any proposed changes to, or at the workplace, which may affect the health, safety and wellbeing of workers.
- Workers are to be advised of any decisions or actions taken as a result of reporting a hazard or health and safety issue.

4. Issue Resolution Procedure

The following process is to be followed when a Workplace Health and Safety issue or hazard is identified (see Appendix One – WHS Issue Resolution Flowchart):

- 4.1 Where a hazard or health and safety issue is identified, it is to be reported immediately to the worker's direct Supervisor / Line Manager, and a Hazard Report Form is to be completed (see Appendix Two).

The Supervisor / Line Manager is in the best position to be able to effectively address or resolve the issue. This initial approach also allows the Supervisor / Line Manager to give support to the worker and enables the worker and the Supervisor to work together to resolve the issue in an agreed and appropriate timeframe.

- 4.2 Should the issue remain unresolved or is not resolved to the satisfaction of any party, the worker is to notify their Health and Safety Representative of the hazard or health and safety issue. The Health and Safety Representative and the Supervisor / Line Manager are to work collaboratively with the worker to discuss ways in which the issue can be resolved in an agreed and appropriate timeframe.

The assistance of the Workplace Health and Safety Advisor can be requested at this stage to provide advice in relation to the resolution of the issue.

- 4.3 If the issue is able to be resolved through these steps, the matter will be regarded as satisfactorily resolved. The Hazard Report Form is to be completed and signed by all parties and forwarded to the Workplace Health and Safety Advisor for record keeping and retention.

- 4.4 If the issue remains unresolved or is not resolved to the satisfaction of any party, the matter is to be referred to the Director / Executive Manager for resolution in an agreed and appropriate timeframe.

- 4.5 If no resolution can be agreed on, the issue is to be tabled for discussion at the bi-monthly Workplace Health and Safety Committee meeting. An urgent meeting of the Committee can be called if required.

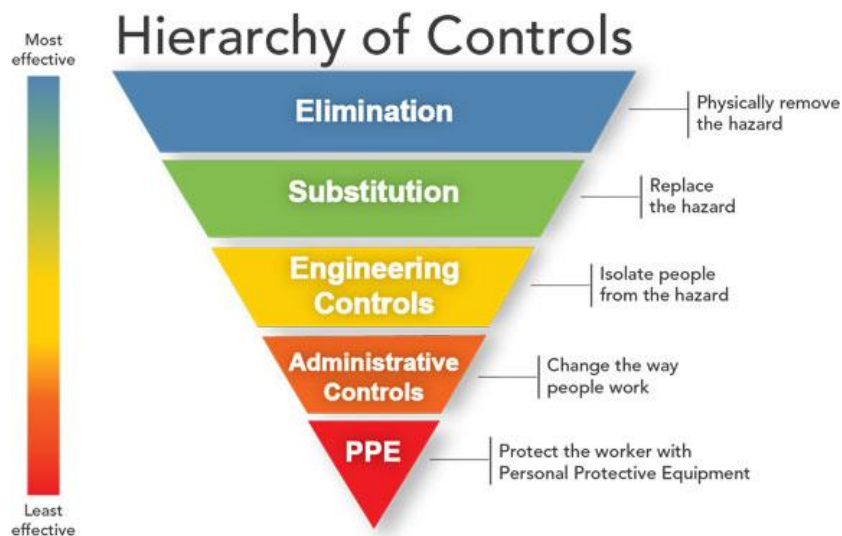
- 4.6 If the issue remains unresolved or is not resolved to the satisfaction of any party, the matter is to be referred to the Chief Executive Officer for resolution in an agreed and appropriate timeframe.

- 4.7 If the issue remains unresolved or is not resolved to the satisfaction of any party, the Health and Safety Representative, Workplace Health and Safety Advisor or the Chief Executive Officer may contact Worksafe WA. Worksafe will assist in providing advice in relation to the resolution of the issue or may issue an Improvement or Prohibition Notice if deemed appropriate.

5. Hierarchy of Control

When hazards or health and safety issues have been identified, consideration must be given to the most effective way to resolve the issue.

While the most effective action is to eliminate the hazard or issue, this is not always possible. Control measures must always be determined in accordance with the Hierarchy of Controls:



In most cases, it will be necessary to use more than one control method.

Back-up controls (such as personal protective equipment and administrative controls) should only be used as a last resort or as a support to other control measures.

6. Resolution of Issue

Once control measures have been determined in accordance with the Hierarchy of Controls, and have been agreed on, these are to be recorded on the Hazard / Health and Safety Issue Report Form.

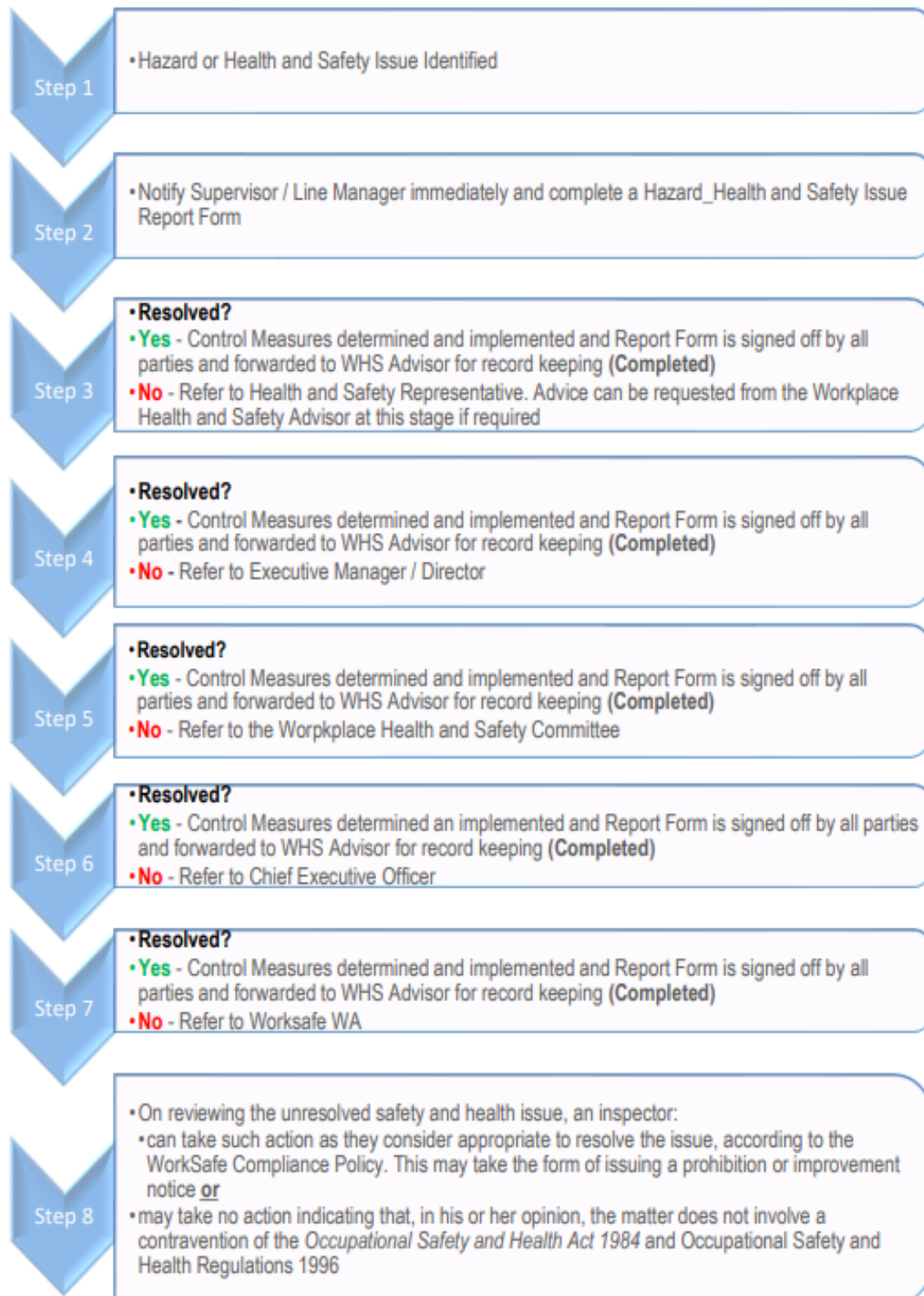
The form is to be completed in accordance with the instructions on Page 2 of the form. A copy of the completed form is to be sent to the Workplace Health and Safety Advisor for record keeping and retention.

Control measures are to be reviewed after they have been implemented to ensure that they are effective and other hazards have not been introduced as a result.

7. Document Revision History

Amendment Number	Date of Amendment	Reference and Details of Amendment	Approved By
1	20.4.2016	<i>Procedure amended to ensure consistency with new Hazard Reporting Process</i>	<i>HR/CEO/OHS Committee</i>
2	10.4.2017	<i>Review conducted to ensure compliance with legislative requirements and organisational needs. Procedure streamlined, Flowchart incorporated and Hazard Report Form included as an Appendix</i>	<i>HR/CEO/OHS Committee</i>
3	16.10.2019	<i>Review conducted to ensure compliance with legislative requirements and relevance to the Town's position and values. Procedure has been reformatted with minor changes</i>	<i>HR/CEO/OHS Committee</i>
4	24.10.2021	<i>Review conducted to ensure compliance with legislative requirements and relevance to the Town's position and values. Procedure has been reformatted with minor changes. Clause 6 has been incorporated</i>	<i>CEO/HR/WHS Committee</i>

Appendix One: Workplace Health and Safety Issue Resolution Flowchart



Appendix Two: Hazard / Health and Safety Issue Report Form

PART A: To be Completed By the Worker or Person Making the Report (1 – 5):	
(1) Brief description of Hazard / Health and Safety Issue (insert or attach photograph if possible)	
(2) Location of Hazard or Health and Safety Issue in the workplace	
(3) Time /Date Hazard or Health and Safety Issue was Identified	
Time:	Date:
(4) Recommended Remedial Action to ensure hazard / health and safety issue is eliminated or minimised	
(5) Reporting	
Reported By: Name:	Report Received By: Name:
Signature:	Signature:
Contact Number:	Contact Number:
Date:	Date:
PART B: Forwarded to Supervisor for actioning / completion:	
Description of Remedial Action taken to eliminate or minimise hazard (in accordance with the Hierarchy of Controls):	
<p>Hierarchy of Controls</p> <ul style="list-style-type: none"> Elimination (Most effective): Physically remove the hazard. Substitution: Replace the hazard. Engineering Controls: Isolate people from the hazard. Administrative Controls: Change the way people work. PPE (Least effective): Protect the worker with Personal Protective Equipment. 	
Actioning Officer Name / Signature:	Date:
Manager/Director Name:	I verify that I am satisfied with the corrective actions implemented. Signature:
	Date:
The Reporting Person been advised of the Remedial Action: <input type="checkbox"/>	
Reporting Person: Has the Issue been satisfactorily addressed? YES <input type="checkbox"/> NO <input type="checkbox"/>	Reporting Person Signature:
	Date:
If the issue has not been satisfactorily addressed, the WHS Issue Resolution Procedure is to be referred to	
Please forward a copy of the completed form to the Workplace Health and Safety Advisor	

Importance of Reporting Hazards

Effective safety management relies on hazards, unsafe work practices and health and safety issues being identified and reported as part of normal work practice.

All workers are required and encouraged to participate in hazard identification and reporting.

Using this form in the hazard identification and reporting process also promotes consultation on safety issues at the Town of Bassendean.

What is this form used for?

The form is used to notify the employer of a hazard, unsafe work practice or health and safety issue and to record any remedial actions taken to control the hazard.

Who should complete the form?

This form should be used by any worker or person who has identified a hazard, unsafe work practice or health and safety issue in the workplace.

When a hazard or health and safety issue is identified, it is to be verbally reported immediately to the Worker's direct Supervisor / Manager.

This form is then to be completed, and is to be submitted to the Supervisor / Manager for resolution.



How to Complete the Form

This form consists of two parts.

Part A: Report a Hazard/Unsafe Work Practice/Health and Safety Issue

In Sections 1 to 5, the reporting person must:

- (1) Describe the hazard, unsafe work practice or health and safety issue observed;
- (2) Provide the location of the hazard, unsafe work practice or health and safety issue in the workplace;
- (3) Record the Time/Date the hazard, unsafe work practice or health and safety issue was identified;
- (4) Record the implemented or recommended action to address the hazard. Please note, this is not a directive and the hazard or health and safety issue may be resolved in another manner;
- (5) Provide name, contact number and sign and date the form; and
 - (a) Ensure that the Officer who receives this form provides their name and contact number and signs and dates the form.
 - (b) Make copies and keep records as required.

Part B: Record the Remedial Action taken to address the issue

All parties, including relevant Health and Safety Representatives and workers, are to work in collaboration to address or resolve the issue.

The Supervisor / Manager is to document the measures implemented to address the hazard/health and safety issue.

The reporting person must be advised of any remedial action taken and given the opportunity to indicate whether they feel that the issue has been satisfactorily addressed. The reporting person is to then sign and date the form in the area provided.

If the issue remains unresolved, or is not resolved to the satisfaction of any party, the Town's WHS Issue Resolution Procedure is to be followed.

A copy of the completed form is to be sent to the Workplace Health and Safety Advisor.