

## PURPOSE

These guidelines support the *Health and Safety Policy* and *Health and Safety Management Standards* and provide assistance on issue resolution at the University. These guidelines apply to all workers at Curtin University.

## DEFINITIONS

<b>Health and Safety Representatives (HSR)</b>	Employees elected by co-workers to represent them in consultation about health and safety matters with the employer.
<b>Health and Safety Committees</b>	Formal health and safety groups that provide a planned forum for discussion on health and safety matters
<b>University</b>	Refers to Curtin University.
<b>Worker</b>	A person who carries out work in any capacity for the University, including an employee, associate, contractor, subcontractor, volunteer, and any student undertaking work activities, paid or unpaid, for the University.

## 1. Formal Issue Resolution Process

This process is to be followed to resolve any workplace health and safety concern at the University. Refer to Appendix 1 - Resolution of Health and Safety Issues Flowchart.

### 1.1. Process

- 1.1.1 Workers are encouraged to communicate directly with their immediate supervisor/manager and Health and Safety Representative (HSR) to raise any health and safety issues. Wherever possible, the supervisor/manager and HSR shall work to resolve health and safety issues at the local site level between the parties involved.
- 1.1.2 Unresolved health and safety issues may be escalated through notification to the Head of the School or Area.
- 1.1.3 If the issue has not been resolved, it may be referred to the Faculty or Area Health and Safety Committee for action. Feedback must be provided to the worker who initially raised the issue.
- 1.1.4 If the issue remains unresolved, it can be referred to the Deputy Vice Chancellor (DVC), Pro-Vice Chancellor (PVC) and/or Director H&S.
- 1.1.5 The University Health and Safety Committee may be referred to should the issue remain unresolved for action.
- 1.1.6 If the issue cannot be resolved at this level it is to be referred to the Vice Chancellor or their nominee.

1.1.7 During the resolution process the parties must have regard to all relevant matters including:

- The degree and immediacy of risk to workers or other persons affected by the issue
- The number and location of workers and other persons affected by the issue
- The measures that must be implemented to resolve the issue
- Who will be responsible for implementing the resolution measures
- All health and safety related hazards and incidents must be reported using the online reporting system within 24 hours
- Curtin Health and Safety Advisors may be consulted by workers and the supervisor/manager to assist in achieving a satisfactory and timely resolution of the health and safety issue.

## 1.2. The right to cease work

Under Section 84 of the WHS Act 2020, all workers have the right to refuse to work where they have reasonable concern to believe that continuing to work would expose them or any other person to a risk of imminent and serious injury or harm to their health. The affected person(s) must immediately report the issue to their supervisor/manager.

## 1.3. Worker feedback

Upon resolution of a reported health and safety issue, university management shall notify affected workers of the agreed corrective action/s taken, or to be taken, and the timeframe/s for completion.

## 2. Timely Resolution

When a health and safety issue arises, the relevant parties must make reasonable efforts to achieve a timely, final and effective resolution of the issues.

## RESPONSIBILITIES

Workers at all levels of the University have specific responsibilities for ensuring health and safety. The specific responsibilities of workers are dependent on their role within the University and is outlined in the [Health and Safety Responsibilities Procedure](#). These include performance criteria in relation to consultative process regarding health and safety issues at the workplace.

## EXEMPTIONS

N/A

## RELEVANT DOCUMENTS/LINKS

[Health and Safety Policy](#)

[Health and Safety Management Standards](#)

[Guidance Note - Formal consultative Processes at the Workplace 2006](#)

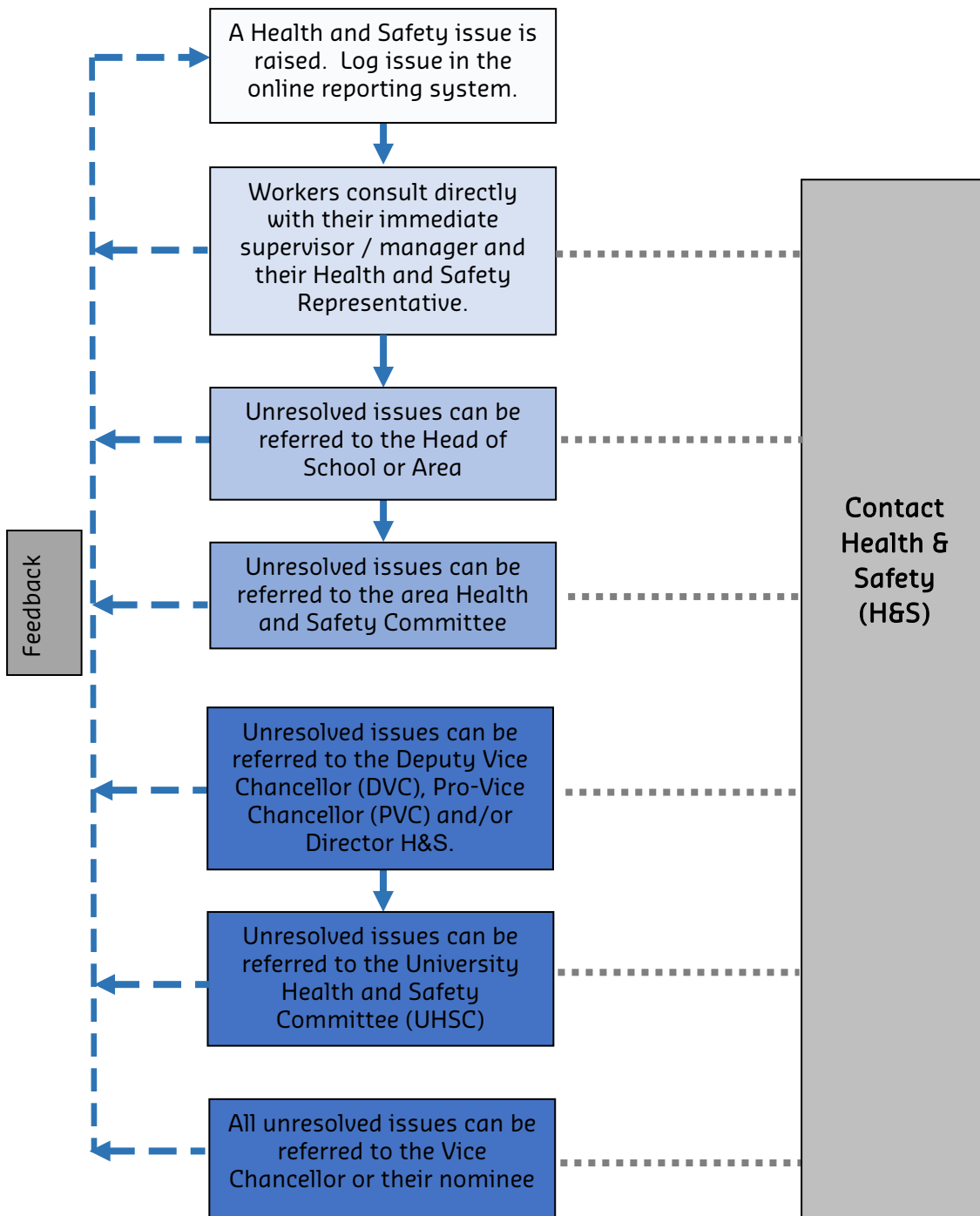
[Incident and Hazard Reporting and Investigation Procedure](#)

[Health and Safety Responsibilities Procedure](#)

## CONTACT DETAILS

Contact	Health and Safety Ph: (08) 9266 4900 <a href="mailto:healthandsafety@curtin.edu.au">healthandsafety@curtin.edu.au</a>
Approval Authority	Director, Health and Safety

**Appendix 1 - Resolution of Health and Safety Issues Flowchart**



Note: Where attempts to resolve an issue according to an issue resolution procedure have failed, and there is a risk of imminent and serious injury or harm to the health, a worker may notify Department of Mines, Industry Regulation and Safety.