

# HEALTH & SAFETY ISSUE RESOLUTION PROCEDURE

## SCOPE

This Procedure relates to all activities under the management and control of Monash University and applies to all affected staff, students, contractors and visitors.

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 to be enacted as outlined in this procedure.

This procedure excludes the resolution of allegations of unacceptable behaviour. For further definition and defined processes for the resolution of unacceptable behaviour, refer to the [Monash University Resolution of Unacceptable Behaviour & Discrimination Procedure](#)

For the purpose of this procedure, references to 'the University' includes activity at Monash University Australia, Monash University Malaysia, Monash University Indonesia, Monash Suzhou, the Monash University Prato Centre and World Mosquito Program Ltd (and its subsidiaries), unless indicated otherwise.

## PROCEDURE STATEMENT

This procedure provides the process for the timely and effective resolution of unresolved or outstanding OHS issues.

### 1. Abbreviations

<b>HSR</b>	Health and Safety Representative
<b>LOTO</b>	Lock-Out Tag-Out
<b>OHS</b>	Occupational Health and Safety
<b>OH&amp;S</b>	Monash Occupational Health & Safety team, led by the Health, Safety and Wellbeing Manager
<b>SARAH</b>	Safety and Risk Analysis Hub
<b>DWG</b>	Designated Work Group

### 2. Procedure

#### 2.1 Formal OHS Issue Resolution

- 2.1.1 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.
- 2.1.2 Staff/students must raise any OHS issue with their direct manager/supervisor or the Safety Officer, as soon as reasonably practicable after the issue is identified. Where a Designated Work Group (DWG) has been formed by a group of staff, the issue must also be raised with the Health and Safety Representative (HSR), as soon as reasonably practicable after the issue is identified.

- 2.1.3 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](#).
- 2.1.4 All parties must work together to resolve the issue within the agreed timeframe in accordance with the [OHS Consultation Procedure](#).
- 2.1.5 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).
- 2.1.6 The parties involved in the issue resolution process may contact other internal or external parties for expert advice.
- 2.1.7 If the issue is still not resolved within the agreed timeframe, it may be appropriate to contact the local safety Regulator / Authority to assist with resolving the issue (where there is an allowance for this in local legislation). In Victoria, WorkSafe Victoria may be called to assist with resolving the issue.
- 2.1.8 An employer representative must be assigned to oversee completion of all actions in relation to the issue resolution.
- 2.1.9 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 [Management of OHS Actions Procedure](#).
- 2.1.10 Details of the issue can be reported to the local OHS Committee as per the [OHS Roles, Responsibilities and Committees Procedure](#).

## 2.2 Immediate Risk Issue

- 2.2.1 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 2.1 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.
- 2.2.2 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). The area's Supervisor or Manager must ensure that the activity has been stopped and cannot recommence. Where relevant, this may require signage, LOTO and/or communications to other persons who may attempt to complete this task or activity.
- 2.2.3 The Safety Officer, Supervisor or Manager must contact OH&S to inform them of the cease work situation.
- 2.2.4 Work can recommence only when the immediate risk has been mitigated to the satisfaction of all affected parties.
- 2.2.5 Details of the issue must be recorded as per 2.1.9.

## 3. Responsibility of Implementation

- 3.1 A comprehensive list of OHS responsibilities is provided in the document [OHS Roles, Responsibilities and Committees Procedure](#). A summary of the specific responsibilities relevant to this procedure is provided below.
  - 3.1.1 **Head of Academic/Administrative units (person in control of a workplace):** A head of academic/administrative unit has the overall responsibility for ensuring that the 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.
  - 3.1.2 **Employer Representative:** Oversee and ensure the completion of actions within the SARAH system to ensure resolution of issues within the agreed timeframes.
  - 3.1.3 **Safety Officers and Specialty Officers:** Participate in the issue resolution process in accordance with the flow chart. Safety officers may be assigned as the employer representative to oversee the issue resolution process. Notify OH&S of any cease work orders.
  - 3.1.4 **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.

## 4. Tools

The following tool is associated with this procedure:

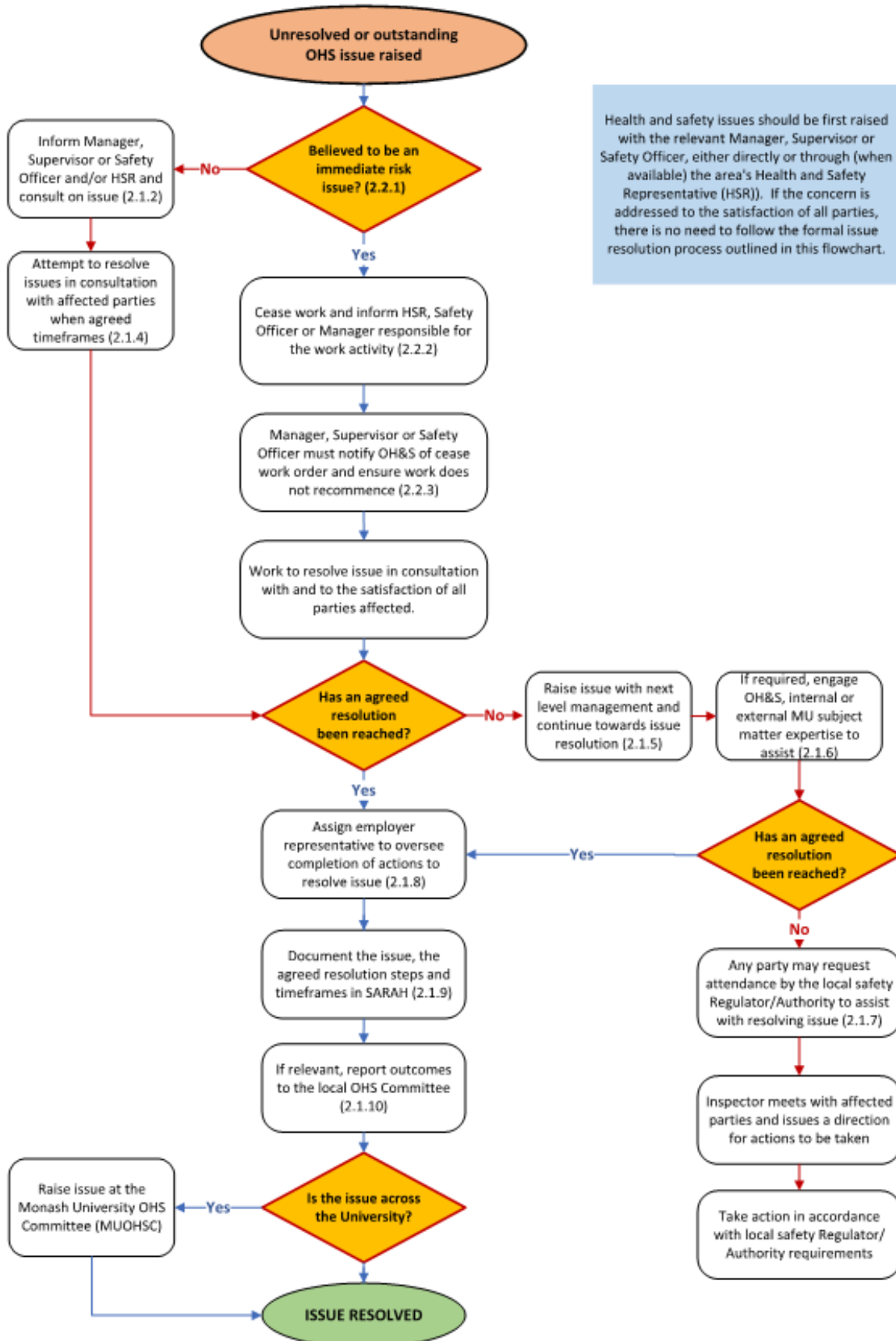
[Health and Safety Issue Resolution Poster](#) – for OHS Noticeboards

## 5. Records

1.1 For OHS Records document retention please refer to:

[OHS Records Management Procedure](#)

## 6. OHS Issue Resolution Flowchart



## DEFINITIONS

A comprehensive list of definitions is provided in the [Definitions tool](#). Definitions specific to this procedure are provided below.

Key word	Definition
Agreed Timeframe	A timeframe that affected parties believe is reasonable under the circumstances to resolve the issue.

## GOVERNANCE

Parent policy	<a href="#">OHS&amp;W Policy</a>
Supporting procedures	<p><b>Monash University OHS documents</b></p> <p><a href="#">Designated Work Group (DWG) &amp; Health and Safety Representative (HSR) Procedure</a></p> <p><a href="#">Management of OHS Actions Procedure</a></p> <p><a href="#">OHS Consultation Procedure</a></p> <p><a href="#">OHS Records Management Procedure</a></p> <p><a href="#">OHS Roles, Responsibilities and Committees Procedure</a></p>
Supporting schedules	N/A
Associated procedures	<p><b>Australian and International Standards</b></p> <p>ISO 45001:2018 Occupational Health and Safety Management Systems</p> <p><b>Monash University Procedures</b></p> <p><a href="#">Resolution of Unacceptable Behaviour &amp; Discrimination Procedure</a></p>
Related Legislation	<p>Occupational Health and Safety Act 2004 (Vic)</p> <p>Occupational Health and Safety Regulations 2017 (Vic)</p>
Category	Operational
Approval	<p>Chief Operating Officer &amp; Senior Vice-President</p> <p>10 October 2022</p>
Endorsement	<p>Monash University OHS Committee</p> <p>15 September 2022</p>
Procedure owner	Health, Safety and Wellbeing Manager
Date effective	11 October 2022
Review date	11 October 2025
Version	7.5
Content enquiries	<a href="mailto:ohshelpline@monash.edu">ohshelpline@monash.edu</a>

## DOCUMENT HISTORY

Version	Date Approved	Changes made to document
4	August 2011	Procedure for Health and Safety Issue Resolution, v4
5	February 2013	<ol style="list-style-type: none"> <li>1. Consolidated all flow charts into one streamline flow chart</li> <li>2. Minor changes to wording</li> </ol>
5.1	July 2015	<ol style="list-style-type: none"> <li>1. Updated hyperlinks throughout the procedure to new OH&amp;S website.</li> </ol>
6	May 2016	<ol style="list-style-type: none"> <li>1. Updated flowchart</li> <li>2. Added procedural section</li> </ol>
6.1	July 2016	<ol style="list-style-type: none"> <li>1. Updated formatting of the flowchart.</li> <li>2. Separated references into compliance and references sections.</li> </ol>
6.2	August 2017	<ol style="list-style-type: none"> <li>1. Updated logos in header</li> <li>2. Updated OHS Regulations to 2017</li> </ol>
7	July 2019	<ol style="list-style-type: none"> <li>3. Updated document scope and purpose</li> <li>1. Added 'Agreed time frame' definition in definitions</li> <li>2. Updated section 3.1 Formal OHS Issue Resolution</li> <li>3. Updated section 3.2 Immediate Risk Issue</li> <li>4. Removed HSR PIN considerations – for more information please see the Monash University <a href="#">Designated Work Group (DWG) &amp; Health and Safety Representative (HSR) Procedure</a></li> <li>5. Revised and updated the Issue Resolution Flowchart</li> <li>6. Added section 4, Responsibility for implementation</li> <li>7. Updated Related Documents</li> </ol>
7.1	April 2021	<ol style="list-style-type: none"> <li>1. Added tool section with hyperlink to Issue Resolution poster</li> </ol>
7.2	July 2021	<ol style="list-style-type: none"> <li>1. Updated certification logo in footer to ISO 45001</li> <li>2. Added the Standard ISO 45001 under “Associated procedures” in the Governance table</li> <li>3. Updated OHS Policy under ‘Parent Policy’ to OHS&amp;W Policy</li> </ol>
7.3	October 2021	<ol style="list-style-type: none"> <li>1. Updated Scope statement to include Monash University Malaysia, Monash University Indonesia, Monash Suzhou and the Monash University Prato Centre.</li> </ol>
7.4	December 2021	<ol style="list-style-type: none"> <li>1. Updated Scope statement to include World Mosquito Program Ltd (and its subsidiaries).</li> <li>2. Updated title of Procedure owner in Governance table.</li> </ol>
7.5	October 2022	<ol style="list-style-type: none"> <li>1. Updated abbreviations to include LOTO</li> <li>2. Updated abbreviation OH&amp;S to clarify reference to team and Manager</li> <li>3. Referenced contacting regulator to assist where required</li> <li>4. Reference to ensure activity is stopped with relevant controls &amp; communication</li> <li>5. Notification to OH&amp;S of cease work orders</li> <li>6. Updated numerical references in issue resolution flowchart.</li> </ol>