

HS Issues Resolution Procedure

Purpose

The purpose of this Procedure is to define the process for resolution of Health and Safety (HS) issues, in a timely manner. To achieve the best outcomes, escalation to responsible managers at higher levels or external parties must only be considered when other avenues for resolution at each level have been exhausted.

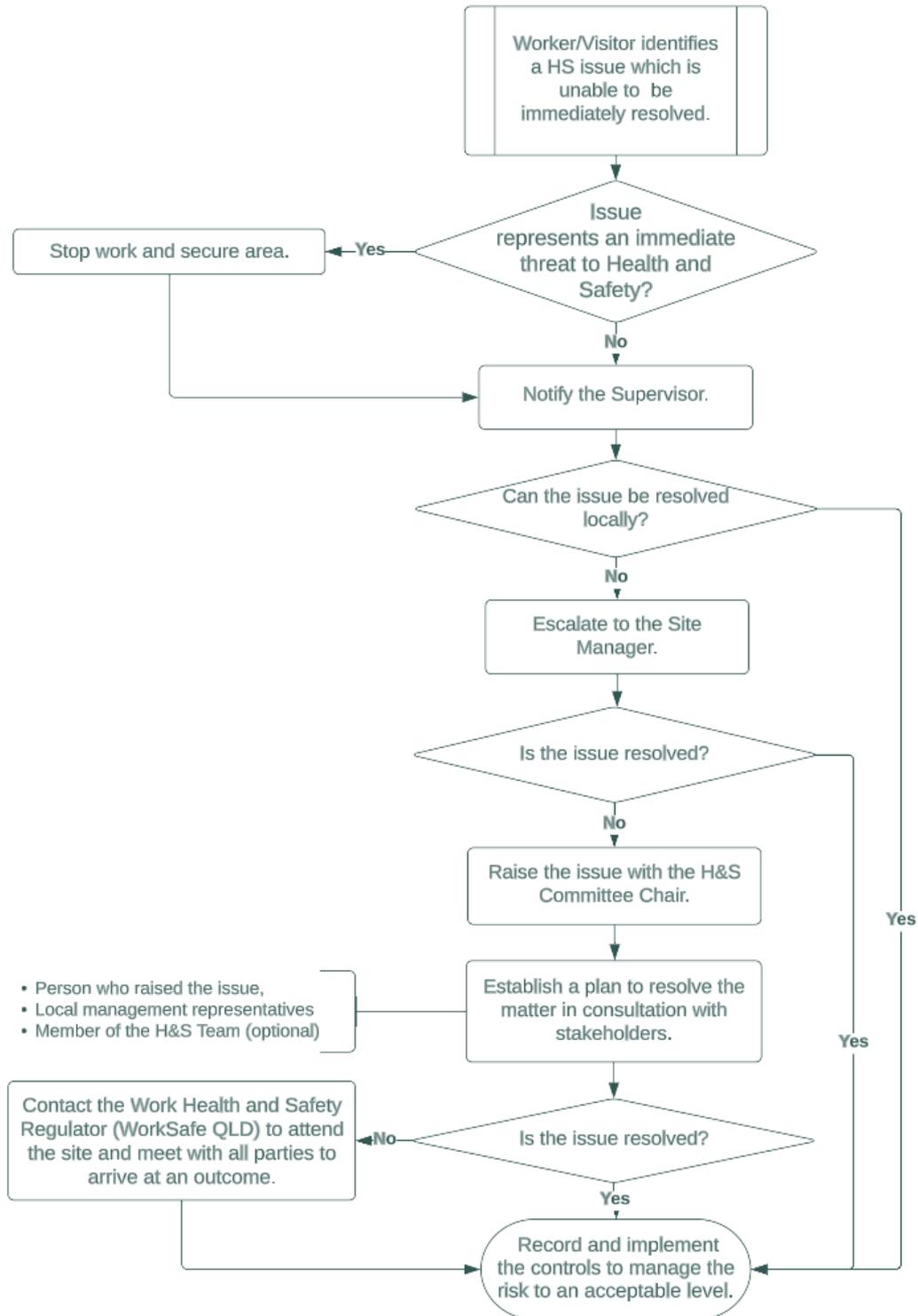
Only where the matter remains unresolved through initial discussions does the matter become an 'issue' and this issue resolution process will apply.

Scope

This Procedure applies to Queensland Hydro for all office and field-based activities. This Procedure also applies to Contractors when working under the Queensland Hydro HS Management System (HSMS) or when directed under Contract.

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Process Map



H&S Issue Resolution Procedure

Procedure

1 Issue Resolution Steps

Upon becoming aware of a workplace health and safety issue, the steps listed below are to be followed. If the issue represents an immediate threat to health and safety, work is to cease for the duration of the issue resolution process and only commence after a decision has been made to control the risk to an acceptable level.

All issues managed under the steps below are to be recorded in the Incident Management System with actions tracked to completion. In all circumstances, the outcomes agreed need to be communicated to all affected workers.

To avoid doubt, nothing in this procedure prevents a worker from bringing a work health and safety issue to the attention of the Queensland Hydro H&S Committee.

Step 1

If you are not able to control a health and safety issue, raise the issue with your immediate supervisor and discuss possible solutions to control the risk.

If an agreement is reached, record and implement the controls to manage the risk to an acceptable level.

NOTE: Where there is an immediate threat to health and safety, stop work immediately and make the area or issue safe where possible. Warn others in the area of the issue to protect their health and safety.

Step 2

If the issue remains unresolved, raise the issue with your next level manager i.e. your supervisor's immediate manager, and meet to discuss the issue and appropriate control measures.

If agreement is reached, record and implement the controls to manage the risk to an acceptable level.

NOTE: If you are uncomfortable raising the issue with the relevant manager, raise it with the Queensland Hydro H&S Committee Chair or Deputy.

Step 3

If the issue remains unresolved after talking to the relevant manager, raise it with the H&S Committee Chair and together draft the following:

- 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 (both temporary and permanent) that must be implemented to resolve the issue referring to the hierarchy of control;
- who will be responsible for implementing the resolution measures and the timeframe for completion; and
- Appropriate means of communicating the issue resolution details to potentially affected workers

A member from the Health and Safety team may be invited to assist in an advisory capacity. The person who raised the issue, local management representatives, the H&S Committee Chair and a Health and Safety team member shall meet within a reasonable time to discuss the issue and proposed control measures (determined above).

If agreement is reached, record and implement the controls to manage the risk to an acceptable level.

Step 4

If after all reasonable steps as described above have been exhausted and the issue remains unresolved, as a last resort the worker who raised the issue can contact the Work Health and Safety Regulator (WorkSafe QLD) to attend the site and meet with all parties to arrive at an outcome.

Responsibilities

Who	What
Head of HS	<ul style="list-style-type: none"> • Aid in resolving issues when requested to do so by line managers and/or Queensland Hydro H&S Committee.
Executive General Manager	<ul style="list-style-type: none"> • Consult on HS matters by complying with the requirements outlined in this Procedure; • Make available all appropriate information regarding a health and safety matter; • Provide Workers with a reasonable opportunity to express their views and contribute to HS decisions including the provision of suitable time during work hours for consultation; • Communicate the outcome of consultation to affected Workers within a reasonable timeframe; • Facilitate consultation on HS matters by distributing information between Workers and Responsible Manager; and • Coordinate escalation to next managerial level when negotiations do not result in an agreed outcome.
Responsible Manager	<ul style="list-style-type: none"> • Communicate the outcome of consultation to Supervisor and affected Workers within a reasonable timeframe; • Consult, co-operate and coordinate activities with Supervisor and Workers within their area of responsibility; and • Coordinate escalation to Executive General Manager when negotiations do not result in an agreed outcome.
Supervisor	<ul style="list-style-type: none"> • Communicate the outcome of consultation to affected Workers within a reasonable timeframe; • Consult, co-operate and coordinate activities with Workers within their area of responsibility; • Ensure that opinions and issues about HS are regularly discussed and considered during workplace meetings; and • Coordinate escalation to Responsible Manager when negotiations do not result in an agreed outcome.
Worker	<ul style="list-style-type: none"> • Participate in relevant health and safety consultation activities.
H&S Committee	<ul style="list-style-type: none"> • Committee members do not require training and hold no powers and functions under the WHS Act. Committee members however, act to represent Worker interests when it comes to safety matters.

Defined Terms

Terms	Definition
Consultation	Consultation involves taking the views of Workers and Health and Safety Representatives into account before making a decision. Consultation does not require consensus or agreement but it does entitle Workers to contribute to any decisions made.
Supervisor	A Queensland Hydro Worker who has hierarchical responsibility for and/or directs and oversees the work of another Worker.
Person Conducting a Business or Undertaking (PCBU)	Person conducting a business or undertaking (PCBU): a business or an undertaking that is either conducted alone or with others, whether or not for profit or gain.
Worker	Any person who carries out work for Queensland Hydro Queensland, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.

References

Document code	Document title
	Code of Conduct
HS-PRO-0002	Communication and Consultation Procedure
	Work Health and Safety Act 2011
	Work Health and Safety Regulation 2011
Code of Practice	Work Health and Safety Consultation, Cooperation and Coordination