

1 PURPOSE

To describe the issue resolution arrangements for health and safety matters at the University of Melbourne in accordance with legislative and other requirements.

2 SCOPE

This requirement applies to all staff, students and others at workplaces under the management or control of the University of Melbourne.

This requirement also applies to external parties including contractors, contractor's staff and workers, customers, suppliers and relevant public authorities.

3 DEFINITIONS

Health and safety issue

A health and safety matter that has been reported/acted upon but not resolved to the satisfaction of the staff, elected health and safety representative (HSR) or employer. A health and safety issue may be related to hazard identification, risk assessment, risk control or legislative compliance.

4 REQUIREMENTS

4.1 Develop issue resolution process(es)

The University of Melbourne will develop issue resolution processes in consultation with staff and students and seek their agreement of those processes.

The agreed processes shall take into account the:

- number and location of staff, including the consultative arrangements, affected by the issue;
- practice is consistent with health and safety legislation;
- relevant accepted industry practices;
- requirements for the management of University health and safety risks;
- requirement (if applicable) for further information;
- method and timeline for resolution of the issue;
- assessment for other persons to be required to assist the early resolution of the issue; and
- person(s) responsible for implementing the resolution of the issue on behalf of the University.

4.2 Publish issue resolution process(es)

Upon agreement of the process(es) the Director, Health & Safety will publish and communicate to all affected parties. The published process(es) shall include the:

- definition of a health and safety issue
- method(s) for reporting a health and safety issue
- method(s) for managing immediate health and safety hazards
- steps for resolving a health and safety issue
- responsibilities or actions to be taken by all interested parties in the issue resolution process
- timelines
- feedback on an outcome to the issue

4.3 Agreed issue resolution steps

The agreed issue resolution processes have been published as:

- Health & Safety – Report a hazard or issue; and
- Health & Safety – Resolve an issue.

Currently the processes outline seven broad steps:

1. Safety issue is identified

An elected HSR/staff member identifies a safety issue in their designated work group. Note that the matter may have been referred initially to the representative by another staff member or HSR from another work group.

2. Matter is referred to a supervisor

The elected HSR/staff member brings the matter to the attention of the supervisor of the work area involved (e.g., laboratory supervisor or workshop manager). The representative may also seek advice from, and request the involvement of, the Health and Safety Business Partner. The supervisor of the work area may also seek advice from the Health and Safety Business Partner.

3. Agreement is reached within five working days

Within five working days or less, the supervisor and representative can reach agreement on the means to deal with the concerns raised, the matter is then regarded as satisfactorily resolved at the local level. Satisfactory resolution would include immediate settlement of this and any related concerns as well as an agreed plan and timetable for future action if immediate action is not possible.

4. Where agreement is not reached within five working days

If, however, the representative and the supervisor cannot satisfactorily resolve the issue at the local level and the representative believes that the issue should be pursued, the representative should refer the issue involved to the Head of School/Division responsible for the workplace in question. At this stage, the Director, Health & Safety can also be advised.

5. Continue to resolve the issue

The Head of School/Division, representative and the Director, Health & Safety (and/or nominee) then engage to reach agreement in a satisfactory resolution of the issue within five working days. If the Head of School/Division is not able to take part, for some reason, (and this would be seen as an exceptional instance) an appropriate nominee with the delegated authority to commit the department to any consequential undertaking may be nominated. Again, satisfactory resolution includes immediate settlement or an agreed plan of future action.

6. Health and Safety Representative can issue a provisional improvement notice (PIN)

If no satisfactory resolution can be reached at that resolves the issue, then the HSR should further investigate the issuance of a formal Provisional Improvement Notice as defined in section 60 of the *Occupational Health and Safety Act 2004* (Vic).

7. Staff are informed of the resolution

When the health and safety issue satisfactorily resolved, staff are to be informed of the agreed corrective action and timeframe.

5 REFERENCES

- *Occupational Health and Safety Act 2004* (Vic)
- *Occupational Health and Safety Regulations 2017* (Vic)
- List of [Health and Safety Representatives](#)
- [Health & Safety: Consultation, representation and committee requirements](#)

6 RESPONSIBILITIES

Head of School/Division

Director, Health & Safety

Supervisor

Health and Safety Business Partner

Elected health and safety representative (HSR)

Employees

7 ASSOCIATED DOCUMENTATION

7.1 Forms

[Hazard report](#)

7.2 Guidance

Nil