

# Health and Safety - Issue Resolution Procedure

## Section 1 - Summary

(1) This Procedure aims to provide a framework for the timely resolution of occupational health and safety (OHS) issues, and is made pursuant to section 73(1) of the [Occupational Health and Safety Act 2004 \(Vic\)](#).

## Section 2 - Scope

(2) This Procedure applies to all staff and students of the University.

(3) This Procedure applies to all complaints made by staff and students of the University which are specifically related to an OHS issue. Issues for which Policies exist that have their own documented review processes (i.e. [Discrimination and Harassment Prevention and Management Policy](#)) are excluded from Scope.

## Section 3 - Definitions

(4) OHS Issue

(5) Health and Safety Representative (HSR)

## Section 4 - Policy/Regulation

(6) [Health and Safety Policy](#).

## Section 5 - Procedures

### Part A - Summary of Roles and Responsibilities

Roles	Responsibilities
Everyone at VU	To follow the process outlined in the flowchart when a health and safety issue arises.
Manager and Supervisors	<p>Ensure VU staff are aware of the current procedure for OHS issue resolution.</p> <p>When an issue is raised they follow the process in the flowchart to resolve the issue promptly. Ensure a consultative process is employed in resolving the OHS issue.</p> <p>If resolution is not met then escalate process outlined in the flowchart should be used to attempt to resolve the issue promptly.</p>
Health and Safety Representatives	Assist with the resolution of safety issues raised within their designated work group.

Roles	Responsibilities
HSW Team	<p>To act as OHS expert to assist the employee and management to discuss and resolve OHS issues promptly.</p> <p>Assist with the liaison with external parties approached to assist with issue resolution.</p>
Worksafe Victoria	<p>Can be contacted to assist with issue resolution if resolution not achieved through discussions with employees and management.</p>

## Part B - OHS Issue Resolution Flowchart

(7) See [HSW - OHS Issue Resolution Flowchart](#).

(8) The flowchart supports the [Staff Complaints Resolution Policy](#) and the [Health and Safety Policy](#) and directly reflects the [Occupational Health and Safety Act 2004 \(Vic\)](#) and OHS Regulations and [WorkSafe guide 'Resolving occupational health and safety issues 2012'](#).

## Section 6 - Guidelines

(9) Nil.

## Status and Details

<b>Status</b>	Historic
<b>Effective Date</b>	30th May 2019
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## Glossary Terms and Definitions

**"OHS Issue"** - Any health and safety related matter that is raised.

**"Health and Safety Representative (HSR)"** - A Health and Safety Representative (HSR) is a person who has been elected by his or her co-workers to represent them on OHS issues.