OHS Consultation, Communication & Issue Resolution Procedure

Procedure Purpose

The purpose of this procedure is to provide guidance on communication, consultation and resolution of health and safety issues when they arise on an on-hired employment assignment.

Scope

The procedure outlines the requirements for the communication of OHS information and workplace issue resolution responsibilities. The scope is applicable to DFP Recruitment management, employees and clients.

Responsibilities

**DFP Recruitment** is responsible for:

- Ensuring processes are in place to communicate OHS issues affecting their permanent and on-hired employees;
- Addressing and assisting in the resolution of ‘immediate risk’ issues reported by permanent and on-hired employees;
- Controlling OHS risks once they have been reported; and
- Liaising with key representatives to ensure issue is resolved and actions are implemented to prevent reoccurrence.

**DFP Recruitment Consultants**

DFP Recruitment consultants are responsible for:

- Providing information to on-hired employees on issues relating to their health and safety at work;
- Addressing workplace OHS issues that may be reported;
- Escalating issues reported that may be identified as an ‘immediate risk’ to management;
- Ensuring that issues are resolved and actions implemented to prevent reoccurrence.

**DFP Recruitment On-hired Employees**

DFP Recruitment on-hired employees are responsible for:

- Reporting workplace issues;
- Participating in consultation processes and communicating any relevant OHS information; and assisting (where possible) in the resolution process.

**Clients of DFP Recruitment**

Clients of DFP Recruitment are responsible for:

- Ensuring processes are in place to communicate OHS issues affecting all workers in their workplace, regardless of whether they are their own workers or not;
- Addressing and assisting in the resolution of ‘immediate risk’ issues reported by all workers in their workplace; and
- Liaising with key representatives to ensure issue is resolved and actions are implemented to prevent reoccurrence.
- Allowing on-hired employees to report workplace issues; and
- Controlling OHS risks once they have been reported.

Definitions

**Issue Resolution**

An “issue” exists where there is a difference of opinion between the employer and one or more employee(s) relating to safety and health in the workplace. It does not mean that there has to be an actual “dispute”. Rather, the issue resolution procedures aim to ensure the matter is resolved before it becomes the subject of disputation.

**OHS Consultation**

Consultation is the process by which employers communicate and consult with their employees on health and safety matters by sharing information and giving employees a reasonable opportunity to express their views. These views should be taken into account with the final decision being made by the employer.
Immediate Risk

Where there is a high degree of danger which is likely to cause injury or disease before the risk can be eliminated or adequately controlled.

Procedure

When to Consult with Employees

It is a requirement under OHS legislation that employers regularly communicate and consult with their employees on issues relating to their health and safety at work. Consultation enables OHS matters to be dealt with efficiently and co-operatively.

DFP Recruitment may consult when:
- Identifying or assessing hazards/risks on work areas;
- Making decisions about control measures;
- Making other decisions that may affect the health and well being of internal and on-hired employees;
- Making changes to a work environment;
- Making changes to work processes; and
- Making changes to some company policies and procedures.

Who to consult

The consultation process will involve all key stakeholders that may be affected by OHS decisions, including both internal and external parties. For DFP Recruitment this involves:
- Permanent employees such as administrative and recruitment personnel;
- On-hired employees; and
- Client representatives.

How to Consult

For successful consultation in the workplace the following three steps must be involved:

1. Sharing of information with key stakeholders;
2. Giving key stakeholders a reasonable opportunity to express their views; and
3. Taking those views into account during the decision making process.

Consultation may occur through:
- Induction programs for internal and on-hired employees;
- Off-site meetings/site visits;
- Staff meeting with OHS as an agenda item;
- Notice boards;
- Electronic communication via phone calls, emails, web site postings and SMS’s; and
- Notes and letters documented in the company database system.
The OHS Issue Resolution Procedure

It is expected that DFP Recruitment will consider the following in the event an OHS issue is reported by an on-hired employee or a client:

1. **Determine whether the issue is an immediate risk** to the health and well being of key stakeholders;

2. If it is determined that the issue is a threat to DFP Recruitment on-hired employees then **work activity should cease**;

3. In the event an issue is reported at a client workplace, **local/client procedures** should be followed, and incident reported to DFP Consultant;

4. **If the issue remains unresolved**, this should again be reported to DFP Recruitment;

5. DFP Recruitment should **determine appropriate action** to take place and if required, refer to a third party specialist for advice;

6. **Suitable actions are to be implemented** in consultation with relevant key stakeholders;

7. If the issue remains unresolved or is hindered, the matter may be referred to the relevant State Regulatory Body.

For further guidance refer to **Safety Issue Resolution Flowchart** provided on the following page.

**Documentation of Consultation & Issue Resolution**
Consultation arrangements and the resolution of OHS issues are to be thoroughly documented by **DFP Recruitment**. This may include completion of Incident/Accident report form, diary notes, actions listed in the database system, emails, letters to relevant parties, meeting minutes etc.
OHS Consultation, Communication & Issue Resolution Procedure

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<th>Responsibility</th>
<th>Process</th>
<th>References/Documents</th>
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<td>Internal and on-hired employees</td>
<td>Issue arises at a Client’s workplace</td>
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<td>Client</td>
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<td>Internal and on-hired employees</td>
<td>On-hired employee or a client representative reports issue to a DFP Recruitment representative for resolution.</td>
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<td>Client</td>
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<td>DFP Recruitment</td>
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<tr>
<td>Immediate Risk</td>
<td>If issue has the potential to cause a serious threat to life then DFP Recruitment may instruct work activity to cease.</td>
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<td>An accident/incident report is to be completed.</td>
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<td>DFP Recruitment will determine most appropriate process for resolution.</td>
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<tr>
<td>Not Immediate Risk</td>
<td>Employees are expected to report the issue to DFP Recruitment management.</td>
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<td>On-hired employees are to report the issue to their on site representative and follow local processes.</td>
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<td>Both the Client (where relevant) and DFP Recruitment may complete an Incident report</td>
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<td>Internal and on-hired employees</td>
<td>Unresolved Issues</td>
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<td>DFP Recruitment</td>
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<td>If the issue remains unresolved (either at DFP Recruitment or a Client’s work site), the employee may liaise with DFP Recruitment’s HR Manager. If required a third party representative may be involved to assist with the resolution process or provide guidance.</td>
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<tr>
<td>Internal and on-hired employees</td>
<td>Issue Resolved</td>
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<td>Client</td>
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<td>DFP Recruitment</td>
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<td>Issues actioned by DFP Recruitment or a Client are to be periodically monitored and reviewed by a DFP Recruitment Consultant or the HR Manager, particularly if an immediate risk was reported.</td>
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<td>All correspondence documents and reports are to be filed and maintained.</td>
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<td>All action taken by a client should be reported to DFP Recruitment as well, regardless of resolution.</td>
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<tr>
<td>Incident Report Form</td>
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<td>Diary Notes Documented</td>
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<td>Meeting Minutes</td>
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