

# Information about Work Health and Safety Issue Resolution

HSE-INFO-003

***This Information Sheet illustrates the approved process to resolve a work health and safety issue at JCU.***

## **What is an issue?**

An “issue” is any matter about health and safety at JCU that remains unresolved after initial actions and discussions with parties have not been successful.

## **Who can commence the issue resolution process?**

Any party to the issue may commence the issue resolution process by following the flowchart on the next page.

## **Who is considered a ‘party’ to the issue?**

Parties to an issue may include JCU as a person conducting a business or undertaking (PCBU), a Worker, a Health and Safety Representative (HSR) and / or any representative of these persons.

## **Can I expect the outcome of the issue resolution process to be communicated to me in writing?**

An issue and its resolution must be provided in a written agreement if this is requested by any party to the issue. The written agreement must be provided to all parties.

You may also request that the written agreement be provided to the Divisional Safety Meeting.

## **Is there an expected timeframe for the resolution of work health and safety issues?**

It is expected that all work health and safety issues are resolved within a reasonable timeframe.

What is reasonable will depend on the scope, severity and complexity of the issue. To do this, parties to the issue must consider the degree and immediacy of risk to persons who could be affected by that issue to determine what is a reasonable timeframe for its resolution.

## **Where can I find more information about how JCU consults and participates with Workers on work health and safety matters?**

The Health Safety and Environment (HSE) Unit have developed the HSE-PRO-010 HSE Consultation and Participation Procedure to guide effective two-way consultation between JCU Management and Workers.

Additional information can be found on the JCU Safety Webpage or by emailing [safety@jcu.edu.au](mailto:safety@jcu.edu.au)

# Work Health and Safety Issue Resolution Flowchart

