



Issue Resolution

Effective date	17 June 2011
Date reviewed	1 June 2012
Review date	February 2015
Guideline owner	Human Resource – Work Health & Safety
Applies to	All Parish workers - Employees, Contractors, Sub-Contractors, Volunteers; & Visitors
Legislative requirements	WHS Act 2011 & WHS Regulation 2011
Pages	3

The Parish is committed to resolving issues quickly and fairly by effective and meaningful consultation with workers, volunteers, relevant contractors and all others.

The issue will be dealt with as soon as possible after being reported. If it cannot be rectified immediately then a solution will be implemented as soon as practicable. As a minimum, interim measures will be put in place to prevent any adverse consequences until such time that the issue can be satisfactorily resolved.

The aim of this issue resolution procedure is to outline the minimum standards to achieve fast and effective resolution of issues that may occur in our workplace.

The resolution process

1. When a contractor or other worker identifies a workplace issue, the issue should be reported and actioned using the hazard report form and processes outlined in the Risk Management section of the WHS manual;
2. If the issue is not a hazard, the person reporting the issue should notify their supervisor of the issue (in writing where deemed appropriate, otherwise verbal discussion to resolve issue);
3. The Supervisor, in consultation with the person reporting the issue and other workers, will resolve the issue or refer the matter to the Manager;
4. Effective consultation is the key component of effective issue resolution;
5. Specialist advisors / outsourced resources will be engaged for advice, if the issue cannot be resolved internally;
6. In seeking resolution of the issue, the Manager will consider:
 - the number and location of workers affected by the issue,
 - any Code of Practice or relevant accepted industry practice or standard,
 - our commitment to eliminating risks, or if not reasonably practicable to eliminate risks, to minimise risk,
 - the Parish will implement temporary measures to protect health and safety,
 - information from external sources such as specialists, consultants, hygienists etc,
 - whether any other persons may reasonably be required to assist the early resolution of the issue;



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7. The Parish is committed to resolving issues in the shortest possible timeline, using effective methods to ensure resolution of the issue;
8. Once the issue is resolved, the details of the issue and its resolution will be documented in an agreement. The person reporting the issue and the Manager will sign the agreement to indicate that the issue has been resolved to the satisfaction of all the parties;
9. As soon as is reasonably practicable after the resolution of an issue, the Manager will ensure that;
 - an extraordinary staff meeting will be called, and
 - a copy of the signed issue resolution agreement will be tabled and discussed.

Any of the parties to the resolution of an issue may forward a copy of the agreement to any union or employer organisation that represents the party.

Signed:

Parish Priest

Date



Issue Resolution Flowchart

