

## **Procedure Title**

### **Wellbeing, Health and Safety Issue Resolution Procedure**

#### **Preamble**

This procedure is pursuant to the Wellbeing, Health and Safety Policy.

#### **Purpose**

The purpose of this procedure is to outline the process for identifying, reporting, and resolving health and safety issues at Deakin College, applicable to all staff across all campuses and designated workgroups (DWGs).

#### **Scope**

This procedure applies to all employees, contractors, and other persons engaged at Deakin College and is to be followed across all campuses, including Burwood, Waurn Ponds, and Waterfront. It aligns with the Occupational Health and Safety Act 2004 (Vic) and the Occupational Health and Safety Regulations 2017 (Vic).

#### **Policy**

Wellbeing, Health and Safety Policy.

#### **Related Documentation**

Wellbeing, Health and Safety Consultation Procedure

#### **Procedure**

The following section outlines the process for resolving Work Health and Safety (WHS) issues, ensuring timely and effective management in accordance with legislative requirements and promoting a safe and compliant working environment for all staff.

##### **1. Definitions**

- **Health and Safety Representative (HSR):** An elected employee representative for a designated work group (DWG).
- **Director of Quality and Student Services:** The senior manager responsible for overseeing the issue resolution process.
- **College Director & Principal:** The final authority for unresolved issues.
- **DoneSafe:** The Navitas electronic system used to report hazards, risks, and incidents.
- **WorkSafe:** The regulatory authority for workplace health and safety in Victoria.

##### **2. Responsibilities**

- **HSRs:** To notify and consult with the Director of Quality and Student Services on identified hazards or unresolved issues.
- **Director of Quality and Student Services:** To assess reported issues, implement control measures, and communicate actions taken.

- **Employees:** To report hazards, risks, or incidents through DoneSafe and participate in the resolution process as required.
- **College Director and Principal:** To provide final decisions on unresolved issues and escalate matters to WorkSafe as required.

### **3. Issue Resolution Process**

#### **3.1. Identification and Reporting**

- Employees and HSRs report hazards, risks, or incidents through DoneSafe.
- Initial notification should include detailed information on the nature of the issue, affected persons, and potential risks.

#### **3.2. Initial Review and Assessment**

- The Director of Quality and Student Services assesses the report and consults with the relevant HSRs and DWG members.
- Immediate control measures are implemented where practicable.

#### **3.3. Consultation and Agreed Actions (Within 5 Business Days)**

- The Director of Quality and Student Services consults with HSRs and affected DWGs to develop and document control measures.
- Actions are recorded in DoneSafe, including responsibility for implementation and target dates.

#### **3.4. Monitoring and Follow-Up (Within 7 Business Days)**

- Effectiveness of control measures is reviewed in consultation with the WHS Committee.
- If unresolved, the matter is escalated to the College Director for review.

#### **3.5. Escalation to WorkSafe**

- If the issue remains unresolved after internal escalation, the HSR may refer the matter to WorkSafe under Section 73 of the OHS Act.
- WorkSafe may be contacted to provide guidance or conduct an external investigation.

### **4. Documentation and Record Keeping**

- Meeting minutes will be documented and distributed to all staff within 5 business days.
- Consultation records will be maintained in DoneSafe and the Deakin College document repository, with access provided to Health and Safety Representatives (HSRs) and WHS Committee members.

### **5. Review and Monitoring**

- This procedure will be reviewed in accordance with Deakin College's document review process, either biannually or following significant changes to work practices, legislation, or incident reports.

#### Status and Details

<b>Identification</b>	Wellbeing, Health and Safety Issue Resolution Procedure
<b>Initial Issue Date</b>	14/05/2025
<b>Status</b>	Current
<b>Effective date</b>	14/05/2025
<b>Review date</b>	30/05/2027
<b>Approval Authority</b>	Senior Management Group
<b>Implementation Officer</b>	Director Quality & Student Services
<b>Enquiries Contact</b>	Robert Close