

1. SUMMARY

This document details the processes involve with resolving workplace related issues.

2. DEFINTIIONS

An "issue" is any concern about health and safety at the workplace that remains unresolved after consultation with the affected workers and the Person Conducting a Business or Undertaking (PCBU) has occurred.

3. OBJECTIVES

Bartsch Builders is committed to ensuring that workers are able to raise health and safety issues and expect them to be resolved in a timely and effective manner.

4. RESPONSIBILITIES

POSITION	RESPONSIBILITY
Office Manager	Coordinating new documents and revisions process, including approval process. Maintaining the Bartsch Builders Management System to ensure it is current and reflective of current business processes and standards.
Office Manager	Responsible to ensure project documentation is managed in keeping with this procedure.

5. PROCEDURE \ PROCESS

As such, Bartsch Builders will abide by the issue resolution arrangements set out below.

1. The worker/s or if they are part of a work group, their Health and Safety Representative (HSR), may verbally raise an issue with their direct Manager/Supervisor who will attempt to resolve the issue in consultation with the worker/s or their HSR.
2. If the issue remains outstanding, an Issue Resolution Form is to be completed by the worker/s or their HSR, and the Manager/Supervisor.
3. The Project Supervisor will then attempt to further clarify the issue with the worker/s or their HSR and attempt to resolve the issue in a timely manner. Where there is an immediate risk to health and safety the Manager/Supervisor may implement a temporary solution until the issue is resolved. The outcome must be recorded on the issue Resolution Form.
4. If the issue remains outstanding, the Issue Resolution Form will be escalated to the Managing Director.
5. The Project Supervisor will organise a meeting with the worker/s or their HSR to discuss the issue and attempt to resolve it. Bartsch Builders and the worker/s or their HSR may be assisted or represented by a person nominated by them. The meeting the clarification must be sought in relation to the following matters:
 - a) The degree and immediacy of risk to workers or other persons affected by the issue;
 - b) The number and location of workers and other persons affected by the issue;
 - c) The measures that must be implemented to resolve the issue;
 - d) Who will be responsible for implementing the resolution measures;
 - e) All meetings, discussions and actions taken will be recorded and retained.

The outcome must be recorded on the Issue Resolution Form and a copy provided to the worker/s or their HSR upon requested.

6. If the issue still remains outstanding, then a representative of SafeWork SA will be contacted for advice and direction, to enable a resolution of the issue. The advice/direction of the SafeWork SA representative shall be considered final and the outcome recorded on the Issue Resolution Form. A copy of the Issue Resolution Form will be provided to the worker/s or their HSR upon requested.

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