

**SERVICE OHS ISSUE RESOLUTION PROCESS TEMPLATE**

In this flowchart please note that:

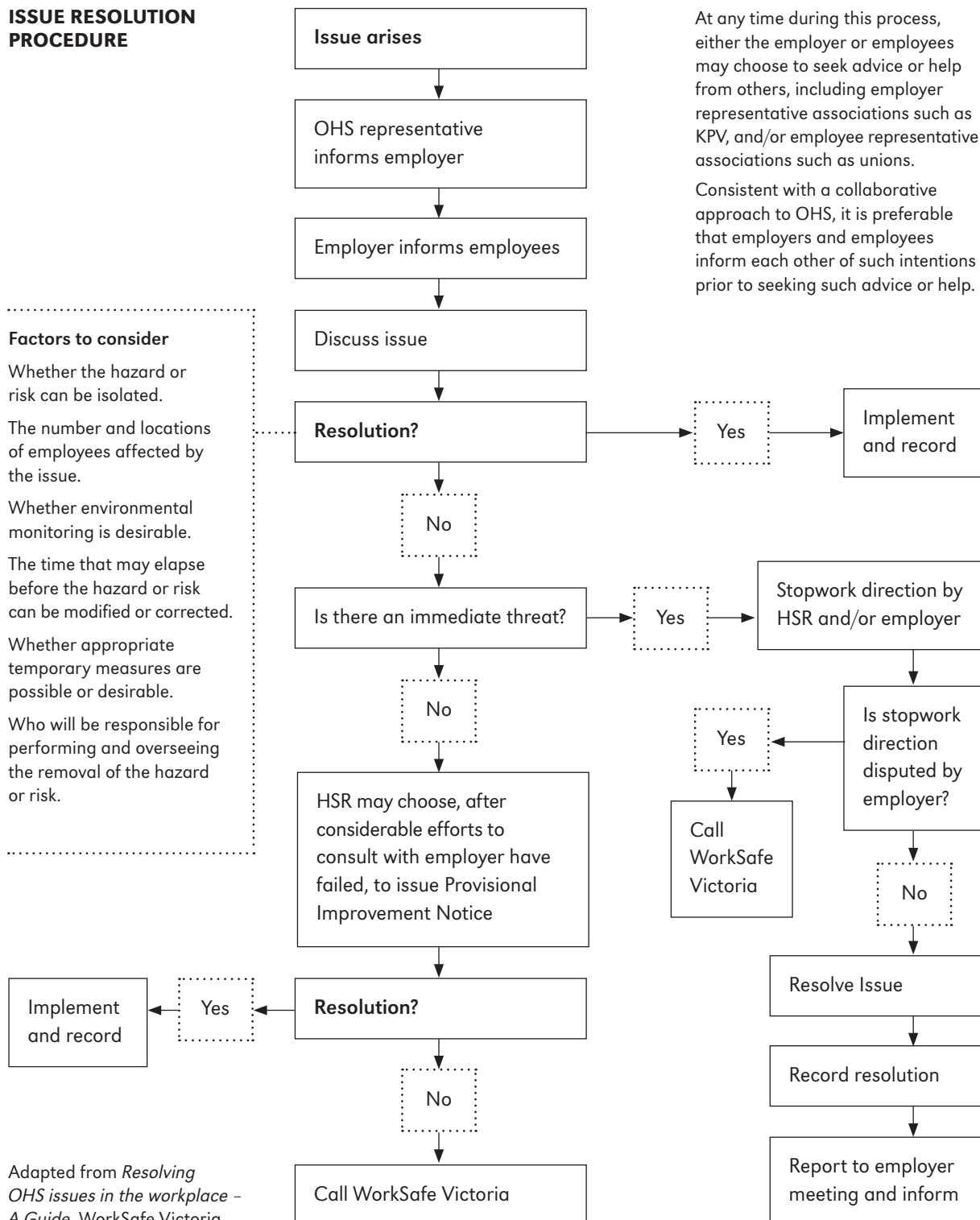
- The employer may be the service’s committee of management or the board of management, or the management team. This group recruits new staff and manages contractors. This group is therefore the employer.
- HSR is a Health and Safety Representative.

**ISSUE RESOLUTION PROCEDURE**

**Factors to consider**

- Whether the hazard or risk can be isolated.
- The number and locations of employees affected by the issue.
- Whether environmental monitoring is desirable.
- The time that may elapse before the hazard or risk can be modified or corrected.
- Whether appropriate temporary measures are possible or desirable.
- Who will be responsible for performing and overseeing the removal of the hazard or risk.

At any time during this process, either the employer or employees may choose to seek advice or help from others, including employer representative associations such as KPV, and/or employee representative associations such as unions. Consistent with a collaborative approach to OHS, it is preferable that employers and employees inform each other of such intentions prior to seeking such advice or help.



Adapted from *Resolving OHS issues in the workplace – A Guide*, WorkSafe Victoria