Edith Cowan University
People and Culture

Procedure Title: **Hazard Resolution**

Procedure Owner: **Chief Safety Officer**

Keywords: Hazard, Resolution, Reporting, Work Health and Safety, Provisional Improvement Notice

This procedure supports the University to operationalise the Health and Safety Policy [PL139] and must be complied with.

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1.   INTENT

The purpose of this procedure is to outline the University's process for resolving Hazards and health and safety issues in the Workplace.

2.   ORGANISATIONAL SCOPE

This procedure applies to all ECU Workers, Students and Visitors.

3.   DEFINITIONS

The University Glossary, the WHS Definitions Register and the following definitions apply to this procedure:

Term:	Definition:
ECU Officer	The University Executive member accountable for the School, Centre(s) and/or Teaching Areas under their line management. Refer also to the definition of an Officer.
Digital and Campus Services (DCS) Facilities Service Desk	A central point for raising maintenance requests and recording them in the University's asset maintenance system. The system is referred to as QFM.

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Term:	Definition:
QFM	The system used by Digital and Campus Services to record and track maintenance request and manage assets.

4.   PROCEDURE CONTENT

Right to cease or direct cessation of unsafe work

4.1.   Where there is a reasonable concern that to carry out work would expose a Worker, or any other person, to a serious risk to their health and safety arising from an immediate or imminent exposure to a Hazard:
   a. A Worker may cease or refuse to carry out the work; or
   b. A Health and Safety Representative (HSR) who has completed the required training, may direct Workers in a work group they represent to cease work.

4.2.   Consultation with the Manager/Supervisor must occur prior to a HSR giving a cease work direction, unless the risk is so serious and immediate or imminent that it is not reasonable to consult beforehand.

4.3.   Any Hazard that is life threatening, or likely to cause a serious risk to a Worker's health and safety due to immediate or imminent exposure must be reported to the Manager/Supervisor as soon as possible and the Worker, the Manager/Supervisor, and the area HSR are to consult and attempt to resolve the Hazard.

4.4.   If the Hazard is unable to be immediately resolved, the area should be made safe (e.g. barricaded or signed as appropriate) and any related work or learning activity immediately ceased. The DCS Facilities Service Desk can be contacted to arrange required barricading or signage including out of service tags.

4.5.   If necessary, Workers and Students should be relocated to an alternative location to prevent interaction with the Hazard whilst further action to address the Hazard is considered and until it is safe and appropriate to resume. Workers are to be provided with suitable alternative work during this time.

4.6.   Where work has been ceased; the Manager/Supervisor is responsible for ensuring the Hazard is:
   •   Reported to the relevant ECU Officer accountable for the Workplace, the Local WHS Committee Chair and the Director People and Culture as soon as possible; and
   •   Recorded within Riskware by the Hazard reporter; and
   •   Appropriate actions are taken to eliminate the Hazard or minimise the risk so far as is Reasonably Practicable.

   It may also be appropriate to report the Hazard and associated cessation of work to other Management Representatives, such as the Associate Dean or Director.

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Hazard Reporting

4.7.   ECU Workers and Students who identify a Hazard, must, where safe to do so, implement immediate controls to contain the Hazard, such as stopping others entering an unsafe area via barricading or signage or wiping up a spill. They must also report it to:

   a.   Their immediate Manager/Supervisor as soon as Reasonably Practicable; and
   b.   Record it in Riskware, ECU's online Hazard reporting system.

4.8.   Visitors who identify a Hazard should report this to their ECU contact person who is required to report the Hazard in Riskware and raise a maintenance request if relevant.

4.9.   The How to Report a Hazard information sheet provides step by step instructions on how to report a Hazard in Riskware.

4.10.   Reporting Hazards, including those requiring a maintenance request, via Riskware is the preferred method of reporting as it:

   •   Provides notification to the Manager/Supervisor
   •   Allows the Hazard to be linked to an incident investigation or risk assessment in Riskware.

4.11.   Where Hazards require maintenance assistance to resolve, a maintenance request should be made via the DCS centralised Facilities Service Desk and QFM system. To make a maintenance request contact DCS as via any of the options outlined below:

   •   Phone: 6304 5554
   •   Email: maint@ecu.edu.au
   •   Online: Online maintenance request
   •   Via the Report a Hazard function in Riskware, selecting yes to "Is this a maintenance only request?".
       Please note that unless the Hazard reporter has selected the "Is this a maintenance only request?" option in Riskware, Hazards will not be automatically reported to DSC and a separate maintenance request will need to be completed via telephone, email or online.

Hazard Resolution

4.12.   A summary of the Hazard resolution process is provided at Appendix A.

4.13.   As part of the hazard resolution process, Workers or the University may nominate to be assisted or represented by other parties. In accordance with the WHS Communication and Consultation Guideline, where a HSR requests the assistance of a third-party external to the University, the University may request that notice be provided in accordance with reg.20(A) of the *Work Health and Safety (General) Regulations 2022* (WA).

4.14.   The Manager/Supervisor in control of the Workplace where the Hazard is located is responsible for investigating and managing the Hazard report in Riskware and creating an action plan consisting of control measures to address the Hazard.

Please note that completion of an action plan is not required where maintenance only requests are logged within Riskware as these are auto-closed.

4.15. When developing the action plan, the Manager/ Supervisor must consult with the Hazard reporter and HSR for the area. Actions should also be developed taking into account the Hierarchy of Controls as outlined in Appendix B and to ensure that the hazard is eliminated or minimised so far as is reasonably practicable. The WHS Hazard Identification and Risk Management Guideline provides further guidance on the risk management approach to managing hazards.

4.16. Workers assigned actions within Riskware will automatically receive notification of the required action and due date, including reminders for completion. The person assigning the action is responsible for consulting with the action owner before any action is assigned to them.

4.17. Manager/Supervisors are responsible for keeping the Hazard reporter, and any Workers/students affected by the Hazard, informed of the status of actions taken.

4.18. On completion of the actions, the Hazard report will be closed in Riskware and the Manager/Supervisor and the person involved advised automatically.

4.19. If the person involved is not the Hazard reporter, they should in turn inform this person of the final outcome.

4.20. Where the actions taken do not resolve the Hazard to the satisfaction of the Hazard reporter, they should further consult with their Manager/Supervisor and HSR. Any additional actions should be documented in Riskware.

4.21. If, following further consultation, the Hazard is unable to be resolved or the parties are not able to reach mutual agreement on the actions to be taken, the procedure for unresolved issues, outlined in the Unresolved Hazards section of this procedure, should be initiated.

Maintenance Request Completion

4.22. Where a maintenance request has been made to the DSC Facilities Service Desk to resolve a Hazard, the DCS operator, in consultation with the Hazard reporter, is responsible for the accurate recording of each service request in QFM.

4.23. Each QFM service request is assigned a priority rating by the operator based on the information and guidance provided by the Hazard reporter and in line with the Maintenance Request for Service and Customer Feedback Work Instruction.

4.24. A responsible person from DCS, and if required a maintenance contractor, are appointed to investigate and resolve the maintenance request. Additional guidance on the priority, investigation and resolution of the hazard may also be provided by the People and Culture WHS team as required.

4.25. Actions taken to resolve the maintenance request should take into account the Hierarchy of Controls as outlined in Appendix B and to ensure that the hazard is eliminated or minimised so far as is reasonably practicable. The WHS Hazard

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Identification and Risk Management Guideline provides further guidance on the risk management approach to managing hazards.

4.26.   On completion of the maintenance request, the responsible person from DCS will advise the DSC Facilities Service Desk that work to address the issue has been completed and the outcome recorded in QFM. On recording the completion, QFM automatically notifies the reporter that the actions to resolve the request have been completed.

4.27.   Where the maintenance request also forms part of the action plan of a Hazard reported in Riskware, the person assigned responsibility to complete the action, must close the action in Riskware.

4.28.   If the Hazard reporter is not satisfied with the resolution of a maintenance request, they should further consult with their Manager/Supervisor and the responsible person from DCS who implemented the actions and their local HSR.

4.29.   If, following further consultation, the maintenance request is unable to be completed or the involved parties are not able to reach mutual agreement on the actions to be taken, the procedure for unresolved issues, outlined in the Unresolved Hazards section of this procedure, should be initiated.

Unresolved Hazards

4.30.   Where a Hazard cannot be resolved or the level of risk reduced to a level considered acceptable to all parties, the process of escalation through the University WHS Consultative Committees should be followed. This excludes hazards where to carry out the work would expose the Worker, or any other person, to a serious risk to their health and safety arising from an immediate or imminent exposure to a Hazard. Refer to section 4.1-4.6 for the process to be followed in this circumstance.

Local Work Health and Safety (WHS) Committee

4.31.   An unresolved Hazard should be reported to the Chair of the Local WHS Committee by any of the involved parties. The person raising the Hazard is to verify that the Hazard has been reported in Riskware and/or, where relevant, a maintenance request raised to the DCS Facilities Service Desk and logged in QFM.

4.32.   The Local WHS Committee Chair is to coordinate the completion of a WHS Hazard risk assessment in Riskware to facilitate the Hazard resolution process. The WHS Hazard Risk Assessment Procedure and the Riskware Complete a new risk assessment information sheet provide details on the process to complete the WHS Hazard risk assessment.

4.33.   The WHS Hazard risk assessment must include:

- A risk description that outlines the degree and immediacy of the risk as well as the number and location of workers and other persons affected by the issue.
- The proposed control measures (both temporary and permanent) that must be implemented to resolve the issue.
- The person(s) responsible for implementing the proposed controls and the timeframe for completion.

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4.34. The WHS Hazard risk assessment team must include as a minimum:
- The person who reported the hazard.
- The Local WHS Committee Chair or delegate.
- HSR of the work area.
- Any other person who is responsible or able to assist with the resolution of the hazard.

4.35. If the Hazard remains unresolved, the person identified as responsible for resolving the issue must, in consultation with the appropriate Local WHS Committee Chair and HSRs, agree to escalate the unresolved Hazard through each level of management to a level that has the authority to resolve the Hazard satisfactorily. This escalation may be at the request of the person reporting the Hazard if they are dissatisfied with the resolution.

4.36. The People and Culture WHS team may provide guidance and facilitate discussion between the relevant parties to assist in the resolution of the issue.

Referral to the University Work Health and Safety Committee (UWHSC)

4.37. If the issue still remains unresolved, it is to be escalated to the UWHSC as an unresolved Hazard. The UWHSC will only consider unresolved Hazards that have exhausted the process outlined above.

4.38. Referral of unresolved issues to the UWHSC should be via notification to the People and Culture WHS team and UWHSC Committee Chair.

4.39. The UWHSC must make a recommendation regarding the resolution of the Hazard. Where a Hazard requires a more urgent review prior to the next scheduled UWHSC meeting, the UWHSC Chair may refer the issue to all committee members electronically or call an extraordinary meeting for more immediate resolution.

4.40. Where consensus cannot be reached, or further advice is required, the UWHSC Committee Chair may refer the matter to WorkSafe Western Australia.

Requesting WorkSafe WA Intervention

4.41. ECU Workers, including HSRs, students or their representatives should make genuine attempts to resolve an issue by exhausting the agreed Hazard resolution process prior to requesting WorkSafe Western Australia appoint an Inspector to intervene. WorkSafe may refuse such a request if reasonable efforts to achieve resolution have not been made.

4.42. Any worker who notifies an Inspector of an unresolved Hazard should advise their Local WHS Committee Chair, the ECU Officer for their workplace and a representative from the People and Culture WHS team immediately.

Provisional Improvement Notice (PIN)

4.43. If the person(s) responsible for the resolution of the Hazard, does not consult or agree upon a proposed resolution and the Hazard remains unresolved, a trained

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HSR has the authority to issue a PIN in accordance with the Work Health and Safety Act 2020 (WA).

4.44. However, before invoking this right, the HSR must consult with the person to whom the PIN is issued. They should also advise:
- the Chair of their Local WHS Committee,
- a representative of the People and Culture WHS team.

4.45. The Local WHS Committee Chair may call an emergency meeting to discuss the issuing of a PIN. Committee members have the right to support/not support the issuing of a PIN or elect to arrange the formation a PIN Committee to review the unresolved hazard.

4.46. If a PIN is issued the HSR is required to comply with the requirements for the "issuing of a PIN" as prescribed by the Work Health and Safety Act 2020 (WA).A copy of the PIN must be forwarded to WorkSafe Western Australia and Chairs of the Local WHS Committee and UWHSC.

4.47. In the event that a person is issued with a PIN, they must display of copy of the notice in a prominent place in the workplace.

WorkSafe Western Australia

4.48. Within 7 days of the PIN being issued, a review of the PIN notice by a WorkSafe Inspector may be requested by:
- the person being issued with the PIN, or
- a representative of the PCBU such as the ECU Officer (or delegate).

The HSR must also be informed of the request.

4.49. The WorkSafe Inspector, in consultation with:
- the person being issued with the PIN,
- a representative of the PCBU such as the ECU Officer (or delegate),
- the Worker that reported the hazard;
- the HSR; and
- a member of the People and Culture WHS team,

will review the unresolved Hazard and confirm the appropriate action for resolution. This may result in the Inspector confirming, amending or cancelling the PIN. The outcome is to be reported to the Local WHS Committee and UWHSC Chairs and recorded in Riskware.

Communication and Consultation

4.50. Workers will be consulted on updates to this procedure as outlined in the WHS Communication and Consultation Guideline.

4.51. The process for hazard reporting and resolution will be communicated to Workers via the mandatory Work Health and Safety induction which requires refresher every two years.

4.52. The process for hazard reporting will be communicated to Students and Visitors via the relevant inductions.

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5. ACCOUNTABILITIES AND RESPONSIBILITIES

The Procedures Owner, the Chief Safety Officer, has overall responsibility for the content of these procedures and their operation.

The People and Culture WHS Team is responsible for currency of information and provision of advice relating to these procedures.

Members of University Executive, Deans and Directors have a strategic and operational responsibility to ensure that the requirements of this procedure are implemented in their areas of accountability.

Workers, visitors and students are required to comply with the content of these guidelines and to seek guidance in the event of uncertainty as to its application.

6. RELATED DOCUMENTS

Legislation

Work Health and Safety Act 2020 (WA)
Work Health and Safety (General) Regulations 2022 (WA)

Operational documents and resources

WHS Hazard Identification and Risk Management Guideline
University WHS Consultative Committees Procedure
Riskware How to Report a Hazard information sheet
Riskware Complete a new risk assessment information sheet
WHS Communication and Consultation Guideline
WHS Hazard Risk Assessment Procedure
Maintenance Request for Service and Customer Feedback Work Instruction

7. CONTACT INFORMATION
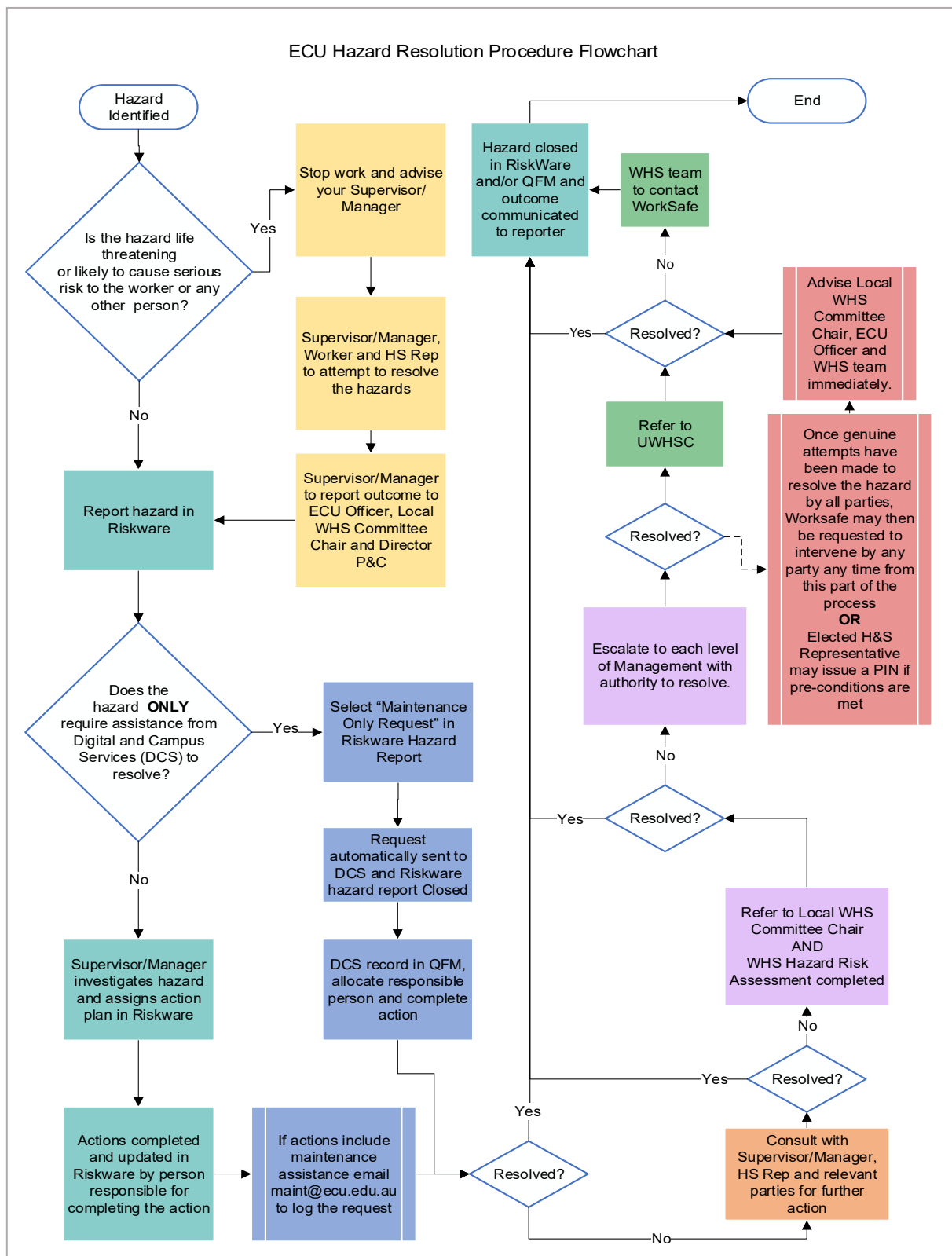
For queries relating to this document please contact:

Procedure Owner	Chief Safety Officer
All Enquiries Contact	Chief Safety Officer
Telephone:	08 6304 2302
Email address:	whs@ecu.edu.au

8. APPROVAL HISTORY

Procedure approved by:	Chief Safety Officer
Date procedure first approved:	September 1996

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Date last modified:	14 November 2023
Revision history:	V2.0 March 2015 - Procedure updated to align with changes to University Committee structure and the use of QFM for resolution of all hazards
	V3.0 February 2016 – updated for organisational change and removal of the Health and Safety Advisory Group from the University Committee structure.
	V4.0 September 2019 – updates for introduction of Riskware system for hazard reporting.
	V5.0 August 2020 – update for introduction of Riskware maintenance only request functionality
	V6.0 August 2022 – update for new Work Health and Safety legislation in Western Australia.
	V6.1 November 2023 – update for new WHS (General) Regulations and changes to area names.
Next revision due:	14 November 2026
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Appendix A - HAZARD RESOLUTION PROCESS FLOWCHART

ECU Hazard Resolution Procedure Flowchart

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Appendix B – HIERARCHY OF CONTROLS
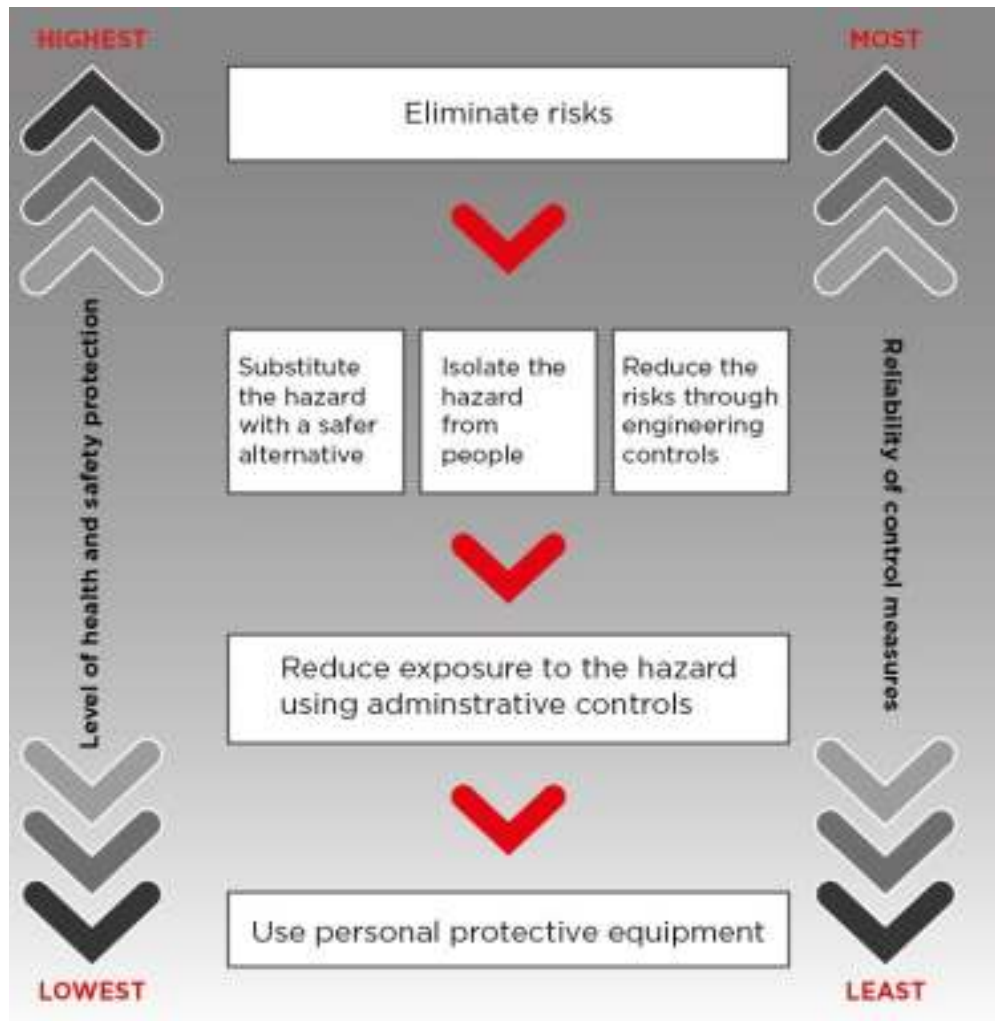
Source: Safe Work Australia

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