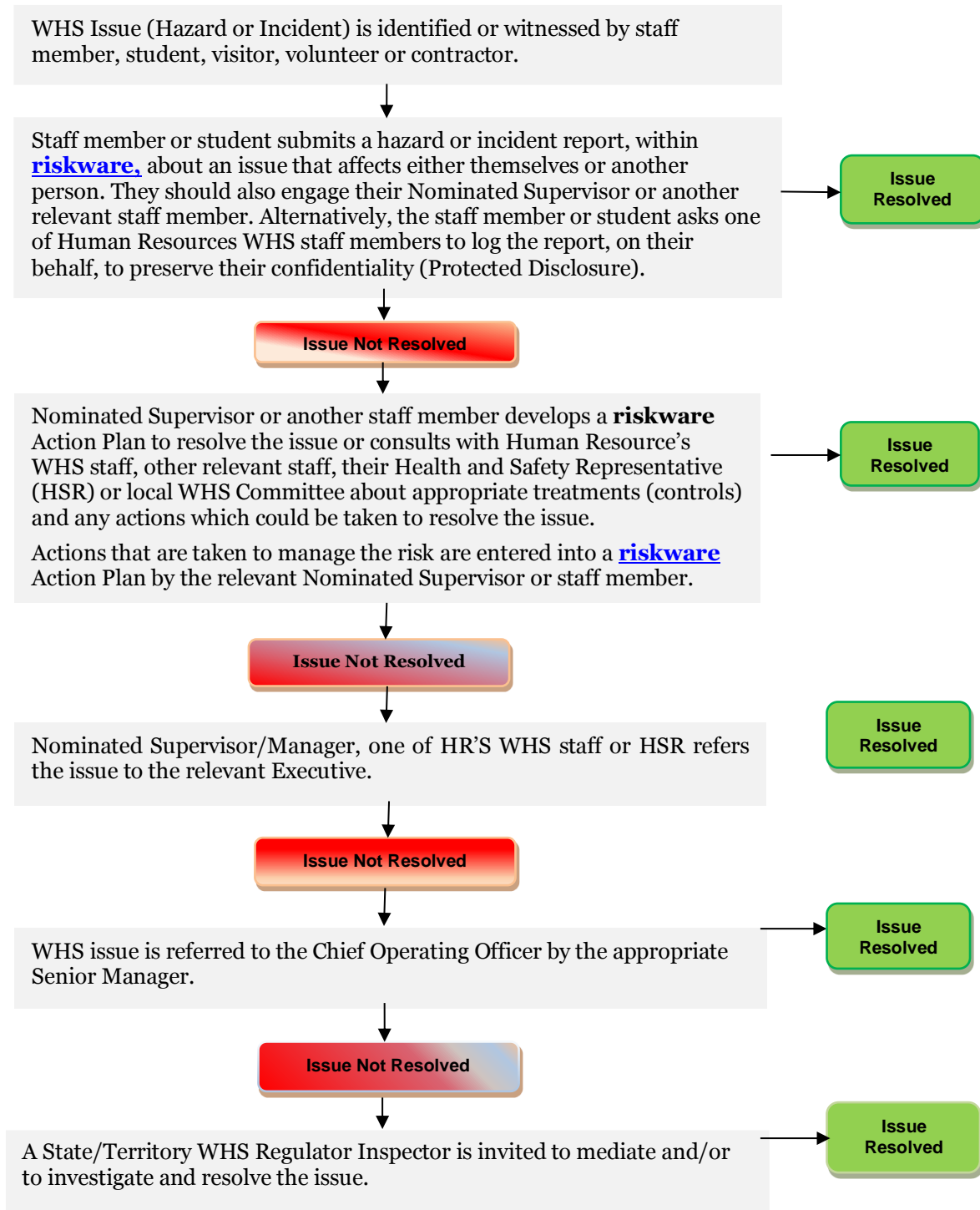# Resolving a Work Health and Safety Issue

Staff and students should reference this resolution pathway to progress issues.

WHS Issue (Hazard or Incident) is identified or witnessed by staff member, student, visitor, volunteer or contractor.

Staff member or student submits a hazard or incident report, within **riskware,** about an issue that affects either themselves or another person. They should also engage their Nominated Supervisor or another relevant staff member. Alternatively, the staff member or student asks one of Human Resources WHS staff members to log the report, on their behalf, to preserve their confidentiality (Protected Disclosure).

Issue Resolved

Issue Not Resolved

Nominated Supervisor or another staff member develops a **riskware** Action Plan to resolve the issue or consults with Human Resource's WHS staff, other relevant staff, their Health and Safety Representative (HSR) or local WHS Committee about appropriate treatments (controls) and any actions which could be taken to resolve the issue.

Actions that are taken to manage the risk are entered into a **riskware** Action Plan by the relevant Nominated Supervisor or staff member.

Issue Resolved

Issue Not Resolved

Nominated Supervisor/Manager, one of HR'S WHS staff or HSR refers the issue to the relevant Executive.

Issue Resolved

Issue Not Resolved

WHS issue is referred to the Chief Operating Officer by the appropriate Senior Manager.

Issue Resolved

Issue Not Resolved

A State/Territory WHS Regulator Inspector is invited to mediate and/or to investigate and resolve the issue.

Issue Resolved

In the event of a life-threatening situation, call Triple Zero (000) and also report the situation to the National Security Centre on 1300 729 452 or 8888 (from internal ACU phone).