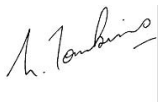



PROCEDURE

Hazards & issue resolution



Issued with the authority of the Chief Commissioner
and Chief Executive Officer of Scouts Australia NSW

Chief Commissioner signature		Chief Executive Officer signature	
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Hazards and issue resolution

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1 Purpose

All workers have a responsibility to take reasonable care of their own safety, and that of others. However, sometimes issues arise that workers cannot resolve safely or effectively themselves. This is where this procedure is applied, to escalate the issue appropriately until resolved.

The procedure describes the steps involved involving health and safety issues arising during the course of *work-related* or *recreational Scouting* activities. It applies to employed staff, volunteers and other position holders. Collectively, these individuals are called “workers”.

2 Responsibilities

Managers and leaders

Within their scope of responsibility:

- When health and safety issues are raised that individual workers are unable to rectify, attempt to resolve the issue at the workplace level in consultation with workers, and
- If the issue cannot be resolved at the workplace level, the Manager or leader shall escalate the issue with an appropriate level of priority.

Workers

- Report to management, any hazards or other health and safety issues identified in their workplace, that they cannot resolve safely themselves.
- Be familiar with Scouts NSW WHS incident and hazard reporting requirements. Refer to Scouts Australia NSW [PRO15 Incident reporting and analysis](#) for incident reporting.

Site Managers

Wardens, Group Leaders, site managers etc. of Scout properties must take reasonable steps to:

- Identify hazards and resolve them before they become an issue
- Resolve issues that are reported, with the appropriate level of priority and in line with Scouts NSW Procedures
- Where issues cannot be quickly resolved, put in place interim steps to reduce risk until the issue can be resolved/escalated properly
- Review the solutions that are part in place to make sure they are effective
- State Activity Center employed managers are also responsible for maintaining a WHS action plan for their site

Head of Risk

- Responding to systemic improvements or significant issues raised as a result of investigations, incidents and inspections
- Coaching others on how to respond to issues raised and how to maintain a WHS action plan

3 Identifying hazards

Some hazards are identified by workers or other interested parties, such as members of the public, as they go about their normal activities. When a hazard is straightforward and safe to address, it should be corrected immediately by the worker eg water spilt on the floor should be wiped up.

Some hazards are identified **systematically** i.e. as result of implementing WHS Management system requirements such as inspections, evaluations, audits etc. Other hazards are identified as a result of **incidents** which occur, or are uncovered as a result of the subsequent investigation. Resolution of these hazards generally occur through the methods described in the respective procedures (e.g. via WHS Action Plans). However where no prescribed method for reporting these systemic hazards is provided, the hazards should be regarded as an *issue* and reported using the escalation process shown in [Appendix - Flow chart for resolving WHS issues](#).

4 Issue resolution

When a health and safety issue arises that cannot be resolved safely or effectively by a worker, the escalation procedure shown in [Flow chart for resolving WHS issues](#) should be followed.

If the issue presents a significant or high risk that cannot be dealt with in a reasonable timeframe, then interim measures must be put in place as soon as practicable, until a final resolution is implemented. See Scouts Australia NSW [PRO18 Risk Management](#) for guidance on assessing risk, and determining suggested action timeframes.

Issues that cannot be resolved quickly (eg. within 3 days) should be placed on the WHS action plan (see section below)

[Flow chart for resolving WHS issues](#) shall be made available to all workers via the safety notice board, awareness sessions or the Scouts NSW website.

5 WHS Action Plans

WHS Action Plans are identified from a variety of sources. The advantage of keeping a WHS Action Plan, is that it places a record of the intended actions all in the one document. This assists resources planning, budgeting and provides a record of improvements made at the site. Action plans also make it easier to prioritise work and assign ownership for actions.

The source of WHS Actions include:

- Issues reported by workers
- Hazards identified through inspection
- Issues identified via incident reports and investigations
- Guest/visitor feedback
- Issues reported by staff

The template for WHS Action Plan should contain at minimum:

- The source of the issue ie how was the hazard identified
- A description of the issue
- Planned action
- By whom
- By when
- Status (not started/ in progress/ complete)

6 Records & References

- WHS Volunteers Guide (Safe Work Australia)
- WHS Legislation – eg. WHS Act section 81, WHS Regulation Clause 23
- Scouts Australia NSW WHS Policy and Framework
- Induction Courses eg eLearning
- Scouts Australia NSW WHS Incident Reporting and Investigation Procedure
- Hazard Reports
- WHS Action Plan

7 Associated Forms

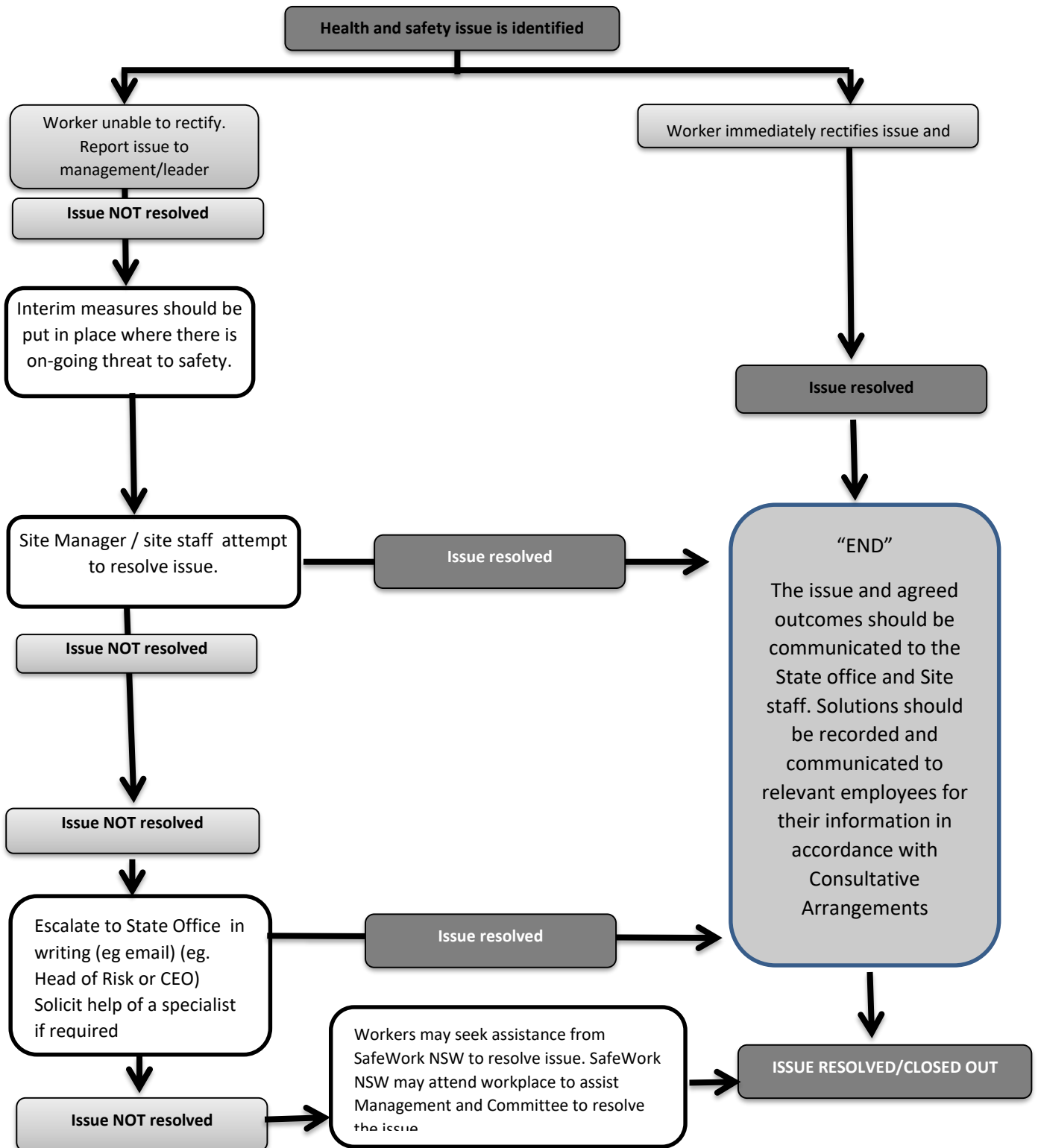
- Nil

8 Appendices

- Flow Chart for Resolving WHS Issues

Flow chart for resolving WHS issues

We all have a responsibility to take reasonable care of our own safety, and that of others. However, sometimes issues arise that we cannot resolve safely or effectively ourselves. This is where this procedure is applied, to escalate the issue appropriately until resolved.



Scouts Australia NSW