


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	
Sponsor	Head of Risk		
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Hazards and issue resolution

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1 Purpose and scope

Scouts Australia NSW is a volunteer organisation that has paid workers and subsequently, has responsibilities under WHS laws. Our volunteers are called workers under WHS laws and they have the same WHS obligations as a paid worker. Therefore, Scouts Australia NSW WHS Procedures apply to workers, members and volunteer supporters (which are all described collectively in the WHS Procedures as *workers*).

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 applies to hazards and health and safety issues arising during the course of *work-related* or *recreational Scouting* activities.

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 in line with this procedure.

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.

Additional responsibilities

This section relates to position holders and committee members referred to in [Appendix 1 Flow Chart for Resolving WHS Issues](#):

- Recognise when issues relating to health and safety require escalation.
- Escalate matters with the appropriate level of priority, and
- Assist management with resolving issues including any relevant worker communication.



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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 are generally occurs 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 1 - 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 [Appendix 1 - 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.

[Appendix 1 - 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 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

6 Associated Forms

- H-S 27.1 Hazard Report



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7 Appendices

- Appendix 1 Flow Chart for Resolving WHS Issues



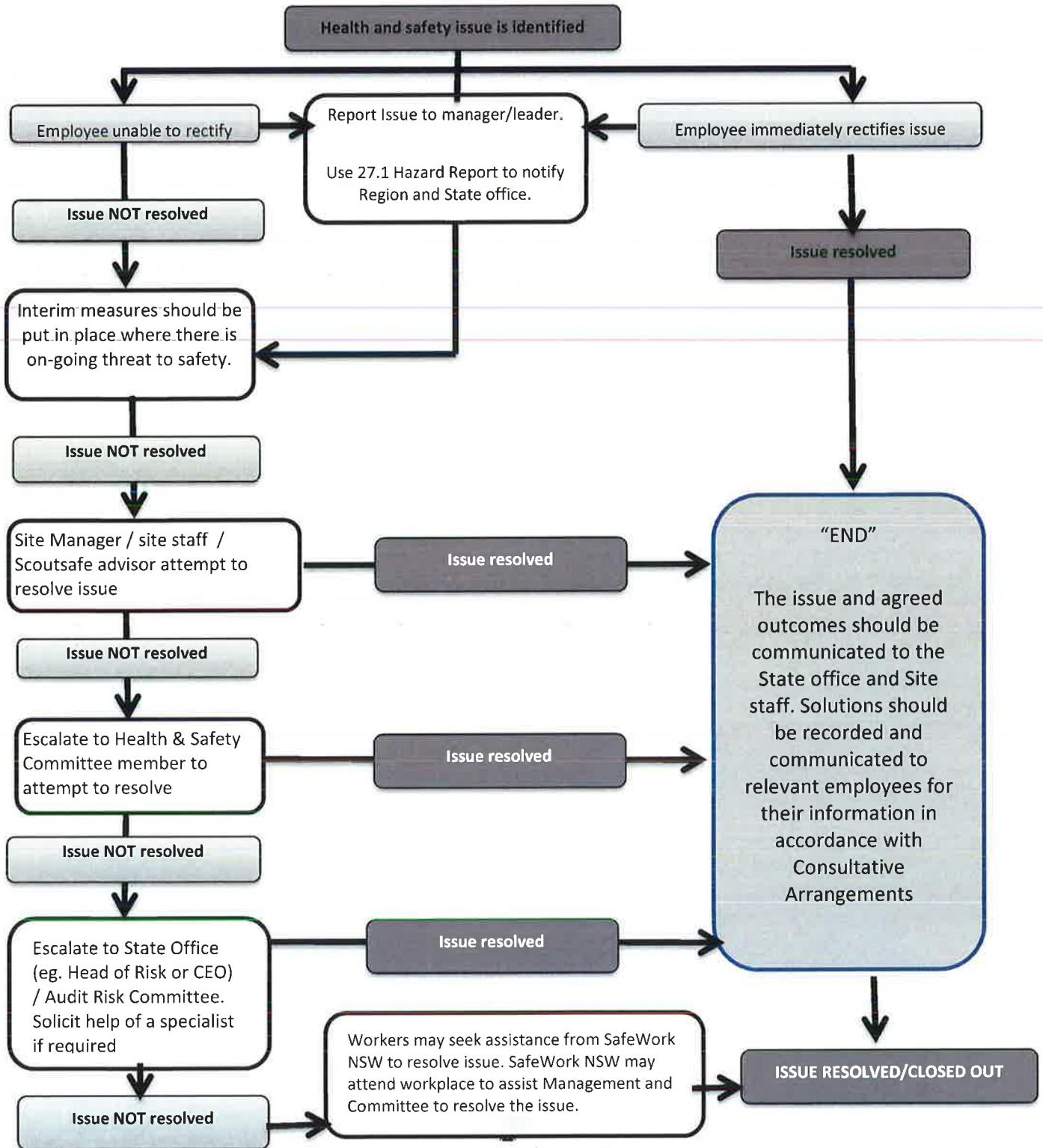
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Appendix 1 - Flow chart for resolving WHS issues

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.

This procedure does NOT apply to emergencies. Instead, utilise relevant emergency procedures.



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