

WHS CONSULTATION & COMMUNICATION PROCEDURE

Version No	6.0
Issued	30/04/2019
Next Review	April 2024
GDS	12.63.1

1. OVERVIEW

The District Council of Orroroo Carrieton (the organisation) recognises its obligation to consult and communicate with its workers (and/or their representatives) who are, (or are likely to be,) directly affected by a matter relating to work health and safety (WHS).

This Procedure aims to:

- a) Ensure that the organisation's WHS management system conforms with legislative requirements and ReturnToWorkSA's Performance Standards for Self-Insurers (PSSI);
- b) Provide a system that enables, so far as is reasonably practicable, workers and/or their representatives to be consulted in decisions that directly affect, or are likely to directly affect, work health and safety;
- c) Provide a mechanism that enables consultation to take place with other PCBUs, so far as is reasonably practicable, where the organisation's WHS duties overlap with theirs; and
- d) Make sure consistent communication practices are in place for WHS matters.

SIGNED
Chief Executive Officer	Chairperson, WHS Committee
Date: 30 / 04 / 2019	Date: 30 / 04 / 2019

2. CORE COMPONENTS

The core components of the organisation's Consultation and Communication Procedure aim to:

- a) Identify and document the information and types of information that need to be communicated to enable effective implementation of the organisation's WHS management system, including:
 - i. Internal, for example: policies, procedures, performance indicators, changes to the workplace; or
 - ii. External, for example: mandatory notifications (to SafeWork SA and Office of the Technical Regulator), LGAWCS advice, legislative changes;
- b) Apply consultation mechanisms in line with agreed processes as determined from consultation with workers and their representatives;
- c) Provide workers and/or their representatives with a genuine opportunity to express their views in order to contribute to decision making in regards to WHS matters;
- d) Require an up to date list of Health and Safety Representatives (HSRs) and deputy HSRs to be maintained and displayed at the workplace in a central location that is readily accessible to all relevant work groups;
- e) Require that HSRs attend the prescribed days for HSR training (if requested);
- f) Define the role of the Health and Safety Committee (HSC) and ensure that it meets at least once every three months;
- g) Implement a system for:
 - i. Maintaining confidential personal and medical information that does, or could, identify a worker in such a manner that it is not accessible, or provided, to the HSC or a HSR;
 - ii. Retention of consultation and communication documentation (eg HSC, management, team meeting minutes etc) in a way that makes it easily accessible; and
 - iii. Communicating relevant information in a timely, useable and accessible manner.

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3. DEFINITIONS

Agreed procedure	An agreed process or outline of the steps involved in resolving health and safety issues in the workplace. [as defined in the Worker Representation and Participation Guide, p.31]
Communication	The imparting or exchange of information by speaking, writing or using some other medium [Oxford Dictionary 2012]
Consultation	<p>(1) Consultation under the Work Health and Safety Act 2012 requires:</p> <ul style="list-style-type: none"> (a) that relevant information about the matter is shared with workers; and (b) that workers be given a reasonable opportunity— <ul style="list-style-type: none"> i. to express their views and to raise work health or safety issues in relation to the matter; and ii. to contribute to the decision-making process relating to the matter; and (c) that the views of workers are taken into account by the PCBU; and (d) that the workers consulted are advised of the outcome of the consultation in a timely manner. <p>(2) If the workers are represented by a HSR, the consultation must involve that HSR.</p> <p>[as defined by the Work Health and Safety Act 2012, Part 5 Division 2, Section 48]</p> <p>Consultation involves the sharing of information and the exchange of views between employers and the persons or bodies that must be consulted and allowing the genuine opportunity for them to contribute effectively to any decision-making process to eliminate or control risks to health or safety. The extent and nature of the consultation will vary between workplaces and the different situations.</p> <p>[as defined by the ReturnToWorkSA Work Health and Safety standards for self-insured employers, which includes the PSSI]</p>
Health and Safety Committee (HSC)	<p>The functions of a HSC are:</p> <ul style="list-style-type: none"> a) To facilitate cooperation between the Council and workers – to bring together workers in instigating, developing and management to assist in the development and carrying out measures designed to ensure the workers' review of health and safety at work . b) To assist in developing standards, rules, Policies and Procedures [as defined by the Approved Code of Practice: Work Health and relating to health and safety that are to be followed at the workplace; and c) any other functions prescribed by the regulations or agreed between the Council and the Committee <p>[As defined by WHS Act, Section 77. And the Approved code of Practice: Work Health and Safety Consultation, Co-operation and Co-ordination, p.14]</p>
Health and Safety Representative (HSR)	<p>In relation to a worker, means the HSR elected for the work group of which the worker is a member.</p> <p>[as defined by the Work Health and Safety Act 2012, Section 4]</p>

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Issue	<p>Any concern about health and safety at the workplace that remains unresolved after consultation with the affected workers and the relevant PCBU has taken place.</p> <p>[as defined in the WHS Regulations, Chapter 2, Part 2, (describes the requirements for issue resolution) and the Worker Representation and Participation Guide, p.31]</p>
Parties to an issue	<p>(1) Parties, in relation to an issue, means the following:</p> <ul style="list-style-type: none"> (a) the PCBU or the person's representative; (b) if the issue involves more than one business or undertaking, the person conducting each business or undertaking or the person's representative; (c) if the worker or workers affected by the issue are in a work group, the HSR for that work group or his or her representative; (d) if the worker or workers affected by the issue are not in a work group, the worker or workers or their representative. <p>(2) A PCBU must ensure that it's representative (if any)</p> <ul style="list-style-type: none"> (a) is not a HSR; and (b) has an appropriate level of seniority, and is sufficiently competent, to act as the person's representative. <p>[as defined by the Work Health and Safety Act 2012, Part 5, Division 5, Section 80]</p>
PCBU	<p>Person Conducting a Business or Undertaking</p> <p>[as defined in the Work Health and Safety Act 2012, Section 5]</p>
Policy	<p>Statement by the organisation of its intentions and principles in relation to its overall health and safety performance. The policy provides a framework for action and for the setting of health and safety objectives and targets.</p> <p>[as defined by the ReturnToWorkSA Work health and safety standards for self-insured employers, which includes the PSSI]</p>
Procedure	<p>Written, detailed way to action/ perform in conformance with Policy objectives.</p> <p>[as defined by the ReturnToWorkSA Work health and safety standards for self-insured employers, which includes the PSSI]</p>
Provisional Improvement Notice (PIN)	<p>A notice that is issued by a HSR to a person requiring them to address a health and safety concern in the workplace.</p> <p>[as defined by the Worker Representation and Participation Guide]</p>
PSSI	<p>ReturnToWorkSA Work health and safety standards for self-insured employers include the PSSI.</p> <p>These standards are one component of the requirements that self-insured employers must meet in South Australia. They must be read in conjunction with other administrative and legislative requirements, including the Code of Conduct for Self-insured Employers (the Code), the Return to Work Act 2014 (RTWA) and the requirements of the third schedule to the Regulations.</p> <p>[as specified by the ReturnToWorkSA Work health and safety standards for self-insured employers]</p>

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Work group	Means a group of workers (at one or more workplaces) determined under Part 5 of the Work Health and Safety Act 2012 to facilitate the representation of workers in the work group by one or more health and safety representatives [as defined by the Work Health and Safety Act 2012, Section 5]
WHS information	Includes: (a) Health and safety policies and procedures; (b) Technical guidance about hazards, risks and risk control measures; (c) Hazard reports and risk assessments; (d) Proposed changes to the workplace, systems of work, plant or substances; and (e) Data on incidents, illnesses or injuries (in a way that protects the confidentiality of personal information).
Work Health (and) Safety Management System (WHSMS)	An orderly arrangement of interdependent activities and related procedures that drives an organisation's WHS performance [ReturnToWorkSA Work health and safety standards for self-insured employers which includes the PSSI].

4. PROCEDURE

4.1. Management Nominated Person

The management team has nominated the Manager of Corporate & Community Services to oversee the organisation's consultation and communication arrangements.

4.2. Consultation overview

4.2.1. As part of normal business operations, consultation will take place with workers and their representatives when:

- a) Identifying hazards and assessing risks arising from the work carried out or to be carried out;
- b) Making decisions about ways to eliminate or minimise those risks. For example when:
 - i. Reviewing WHS audit findings;
 - ii. Developing, implementing and reviewing corrective and preventative action plans; and
 - iii. Reviewing and evaluating the WHS management system;
- c) Making decisions about the adequacy of facilities for the welfare of their workers;
- d) Proposing changes that may affect the health or safety of their workers. For example when:
 - i. The issue resolution procedure is commenced; or
 - ii. Formulating WHS plans (before they are finalised).
- e) Making decisions about (including the development, review or evaluation of) the procedures / processes for:
 - i. Consultation with workers;
 - ii. Resolving WHS issues;
 - iii. Monitoring the health of the workforce;
 - iv. Monitoring the conditions at the organisation's workplaces; and
 - v. Providing information and training for workers.

4.2.2. The consultative process may be supported by:

- a) E-mail to all or selected workers;
- b) Hard copy communication to all or selected workers;
- c) Discussion with HSRs;
- d) A working group of representative workers;

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- e) Discussion with the HSC and/or sub-committees;
 - f) Individual and location forums or discussions;
 - g) Workers being invited to attend HSC meetings to address specific issues;
 - h) Discussion with other PCBUs whose workers are undertaking work for the organisation, when relevant; and/or
 - i) Facilitating the attendance by workers and/ or their representatives to external forums and/or seminars, where appropriate.
- 4.2.3. All managers and supervisors, in consultation with the Manager of Corporate & Community Services, will make sure that:
- a) Workers are provided with information about the organisation's consultation and communication processes during induction;
 - b) WHS information is presented and communicated in a way that can be easily understood by workers and takes into account any language and literacy needs of the worker/s;
 - c) The outcomes of the consultation process are communicated to the worker or workers directly affected by the WHS matter, as soon as reasonably practicable; and
 - d) Documented evidence of consultation and communication activities is retained (refer to section 6 for some examples).
- 4.3. Consultation will occur, in the first instance, by managers and supervisors consulting with the worker or workers directly affected by a WHS matter and/or the relevant HSR for the work group (if elected), as far as is reasonably practicable.
- 4.4. Department managers / supervisors will:
- 4.4.1. Identify meetings (eg tool box, work group meetings) where WHS is a standard agenda item and make sure all workers are given information about these meetings during the departmental induction; and
 - 4.4.2. Make sure the meetings where WHS is a standard agenda item are held monthly and all WHS matters discussed are documented and retained.
- 4.5. Communication overview
- 4.5.1. External Communication
The Manager of Corporate & Community Services will make sure that:
 - a) Communication pathways are maintained with relevant external agencies (eg LGAWCS, SafeWork SA, Office of the Technical Regulator);
 - b) Evidence of communication is retained; and
 - c) Incoming WHS information is communicated to the relevant internal groups in order to maintain legislative and PSSI compliance, and records of communication are retained.
 - 4.5.2. Internal Communication
 - a) WHS information will be made readily accessible to workers and relevant HSRs; and
 - b) Managers and supervisors will communicate, where reasonably practicable, with workers and HSRs to keep them up to date with:
 - i. WHS information, and
 - ii. The outcomes of consultation.
 - 4.5.3. Communication may be distributed by:
 - a) Newsletters,
 - b) Notice boards,
 - c) Intranet,
 - d) Email, and/or
 - e) Meeting agendas, minutes, reports etc.

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- 4.5.4. Review and verification
There should be a process for evaluating the effectiveness of the consultation process. Some examples include:
- a) Focus groups;
 - b) Discussion with HSRs; and/or
 - c) WHS Survey.
- 4.6. Specific consultation mechanism: Health and Safety Committee (HSC)
- 4.6.1. A HSC is a forum for consultation on the management of health and safety across the organisation.
 - 4.6.2. A HSC must be established if a request is made by 5 or more workers or a HSR.
 - 4.6.3. The HSC must meet at least once every 3 months or at any reasonable time at the request of at least half of the HSC members.
 - 4.6.4. HSC functions include:
 - a) Facilitating co-operation between the organisation and workers in instigating, developing and carrying out measures designed to ensure the health and safety of workers;
 - b) Assisting in developing standards, rules and procedures relating to health and safety that are to be followed or complied with at the workplace;
 - c) Any other functions agreed by the management team and members of the HSC;
 - 4.6.5. The management team, in consultation with workers, will make sure that procedures have been developed outlining the HSC Terms of Reference and include information relating to its specific function and the planning and conduct of meetings.
 - 4.6.6. The organisation will make sure HSC members are allowed to spend time during work hours as is reasonably necessary to attend committee meetings and carry out functions as a member of the committee, including to prepare for meetings and to report outcomes.
 - 4.6.7. The organisation will allow the HSC to have access to information it has relating to hazards and the health and safety of workers at the workplace but will not provide personal or medical information that does, or could, identify any worker to the HSC without that worker's consent.
 - 4.6.8. The Manager of Corporate & Community Services will make sure that the following information is maintained and is readily accessible to workers on the intranet and/or on noticeboards when workers do not have ready access to a computer:
 - a) The HSC structure;
 - b) An up to date list of HSC members; and
 - c) Minutes of HSC meetings.
- 4.7. Specific consultation mechanism: Consultation with other PCBUs
- 4.7.1. The management team must, when engaging in work that involves (directly or indirectly) another PCBU, identify circumstances where there is a potential for the obligation for consultation to overlap between the parties.
 - 4.7.2. The organisation will consult, co-operate and co-ordinate activities with any PCBU whose workers undertake work for (or on the premises of) the organisation or where those workers are, or are likely to be, directly affected by a matter relating to WHS arising from the organisation's functions or activities.

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- 4.7.3. If the organisation works with another PCBU:
- a) The processes for identifying and eliminating or, where elimination is not reasonably practicable, controlling health and safety risks will be documented in the contractual arrangements for the activity. This should include:
 - i. A documented requirement for parties to consult, co-operate and co-ordinate with the organisation on health and safety matters;
 - ii. Risk management measures, including where risks cannot be eliminated, a description of when and how control measures are to be implemented and maintained; and
 - iii. Actions to make sure control measures complement each other and remain effective;
 - b) Regular communication should occur between the parties;
 - c) The organisation will cooperate with reasonable requests from other parties to assist them in complying with their health and safety duties;
 - d) The organisation will co-ordinate with other parties so that each can meet their WHS duties effectively without leaving any gaps in health and safety protection. Where work is not effectively co-ordinated, the parties will consult further to determine what should be changed; and
 - e) If there is disagreement between the organisation and another PCBU as to the extent of consultation, co-operation and co-ordination of activities that is required, the project manager will make sure the other PCBU(s) are aware of the contractual obligations for consultation, co-operation and co-ordination and enforce these as necessary.

4.8. Issue resolution

4.8.1. Agreed Procedure

The organisation must ensure that any Agreed Procedure for issue resolution is set out in writing and is communicated to all workers to whom the agreed procedure applies. For a procedure to be an Agreed Procedure it will meet the following criteria:

- a) It will be agreed (this means that it is consensual and there has been genuine consultation and agreement between the organisation, the HSRs and workers);
- b) It will not be imposed by one party or the other or arise out of a flawed process for reaching agreement, for example:
 - i. Where only a select group of workers were involved in developing the procedure, or
 - ii. Where agreement is reached through an unrepresentative process, for example not all HSRs or all HSC members or all relevant workers and their representatives were able to participate in the agreement process;
- c) It will outline a process or steps for resolving issues (not just set out what the outcome would be in specified circumstances); and
- d) It will relate to WHS issues and not a procedure that exists solely for other purposes (such as a grievance or complaint procedure) unless such a procedure is agreed to be utilised for WHS issues.

The Agreed Procedure must also be consistent with the Work Health and Safety Act and cannot remove the power of a HSR to issue a PIN or to exercise any other power that the Work Health and Safety Act gives a HSR.

4.8.2. A worker may raise a WHS issue with their manager or supervisor. When a WHS issue is raised, the Hazard report form should be completed.

4.8.3. To avoid doubt, nothing in this procedure prevents a worker from bringing a WHS issue to the attention of the worker's HSR.

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- 4.8.4. Department managers and supervisors will attempt to resolve any issue within the department in the first instance:
- a) As soon as a manager/supervisor has been informed of a WHS issue the parties must meet and communicate with each other to attempt to resolve the issues having regard to relevant matters including the following:
 - i. The degree and immediacy of risk to workers or other persons involved in the issue;
 - ii. The number and location of workers and other persons affected by the issue;
 - iii. The measures (both temporary and permanent) that must be implemented to resolve the issue; and
 - iv. Who will be responsible for implementing the resolution measures.
 - b) The parties to any process for the resolution of a WHS issue must include:
 - i. The manager or supervisor (note: a supervisor involved in issue resolution must have an appropriate level of authority and be sufficiently competent to act for and behalf of the department manager);
 - ii. A HSR, where one exists, or
 - iii. If a HSR has not been elected, the worker or workers affected by the issue or their representative and
 - iv. If other PCBUs are involved, the PCBU or their nominated representative.
- 4.8.5. The parties will make reasonable efforts to achieve a timely, final and effective resolution of the WHS issue.
- 4.8.6. The department manager should make sure the issue is logged on the Corrective Action (CAPA) Register.
- 4.8.7. The department manager may consider consultation with other stakeholders external to the department to provide opportunities for resolution including:
- a) External expertise;
 - b) HSC
 - c) Manager of Corporate & Community Services; and
 - d) The LGAWCS.
- 4.8.8. Persons holding WHS entry permits may enter the workplace for the purposes of attending discussions with a view to resolving the WHS issue.
- 4.8.9. Escalation: issue requiring the involvement of an executive manager
If a WHS issue is unable to be resolved at the department level, the parties to the issue will request the assistance of an executive manager for assistance with issue resolution.
- 4.8.10. Escalation: issue requiring escalation to the management team
- a) If the executive manager determines that the WHS issue is outside their scope or ability to manage, the matter will be referred to the management team for direction.
 - b) Outcomes of management team considerations will be documented in management team meeting minutes and be reported to the HSC. The executive manager will communicate these considerations to all parties to the issue.
- 4.8.11. If the WHS issue is resolved and any party to the issue makes a request then details of the WHS issue and its resolution will be set out in a written agreement.
- a) If a written agreement is prepared, all parties to the issue must be satisfied that the agreement reflects the resolution of the issue.
 - b) A copy of the written agreement will be given to:
 - i. All parties to the WHS issue; and
 - ii. The HSC, if requested.

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4.8.12. Issue not resolved

- a) If, after reasonable efforts, a WHS issue has not been resolved, a party to the issue may ask SafeWork SA to appoint an inspector to attend the workplace to assist in resolving the issue.
A party to the WHS issue will notify the other parties to the issue of an impending decision to involve a SafeWork SA Inspector before that request to SafeWork SA is made.
- b) A request to SafeWork SA does not prevent:
 - i. A worker from exercising the right to cease work; or
 - ii. A HSR from issuing a PIN or a direction to cease work.

4.9. Ceasing work

4.9.1. A worker may cease, or refuse to carry out, work if they have a reasonable concern that to carry out the work would expose the worker to a serious risk to their health or safety, emanating from an immediate or imminent exposure to a hazard:

- a) The worker must notify their manager or supervisor as soon as practicable that they have ceased work, if work has ceased without the direction of a HSR;
- b) The worker will remain available for suitable alternative work; and
- c) The WHS issue resolution procedure is to be commenced upon notification.

4.9.2. A HSR may direct work to cease if the HSR has a reasonable concern that to carry out the work would expose a worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard.

A HSR may issue a PIN if they reasonably believe that a person is contravening or has contravened a provision of the Work Health and Safety Act 2012 in circumstances that make it likely that the contravention will continue or be repeated.

4.9.3. The manager or supervisor will inform the Manager of Corporate & Community Services and the department manager as soon as work has ceased.

- a) The department manager is responsible for communicating the situation to the management team and following their directives.
- b) The WHS issue should be investigated and a permanent resolution implemented wherever possible.
- c) The department manager should make sure the WHS issue is logged on the Hazard Register and that any agreed actions are included in the Corrective Action (CAPA) Register.

4.9.4. If the issue has not been resolved to the satisfaction of the HSR or management, a SafeWork SA Inspector may be requested to attend to resolve the matter relating to cessation of work.

4.10. Monitoring and evaluation

4.10.1. The Manager of Corporate & Community Services should monitor and maintain the currency and accessibility of WHS information across the organisation.

4.10.2. Department managers should monitor the flow of WHS information and review the effectiveness of the consultation and communication activities that occur within their department. This includes regularly checking that:

- a) Meetings are held regularly where WHS is discussed;
- b) Evidence demonstrates consultation has occurred where workers have been directly affected by a WHS matter;
- c) Relevant WHS information has been communicated to relevant managers, supervisors and workers;
- d) The roles and responsibilities for the shared management of health and safety risks when working with other PCBUs have been documented and are being implemented; and

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- e) The currency of relevant WHS legislative information and system documentation is maintained within the department.
- 4.10.3. The HSC should regularly monitor and review consultation and communication processes, and annually during its WHS Annual Review meeting. A report will be presented to the management team listing outstanding items requiring direction or enforcement.
- 4.10.4. The management team will regularly review hazard and incident statistics, audit results, legislative changes and other information relating to the communication and consultation procedure and direct action when required. Minutes will record outcomes of discussion and actions undertaken.
- 4.10.5. The Consultation and Communication Procedure should be subject to internal audit and form part of the ongoing management review process.
- 4.10.6. The management team may set, monitor and review objectives, targets and performance indicators for communication and consultation, as relevant.

5. TRAINING

- 5.1. All workers should have the Communication and Consultation Procedure explained to them during the induction process including the role of the HSR and the HSC. This training should include how consultation and communication processes occur within the organisation.
- 5.2. The organisation will provide HSRs and deputy HSRs with the opportunity to undertake the training as prescribed in the Work Health and Safety Act 2012, Section 72, (ie 5 days in the first year (Level 1) as a HSR, 3 days in the second (Level 2) and 2 days in the third year (Level 3), with this sequence repeating in subsequent terms that a HSR serves).
- 5.3. Training for HSC members may be considered to enable effective committee functioning.

6. RECORDS

Records of consultation and communication will be maintained. Records include, but are not limited to:

- 6.1. Management team, department, team, toolbox meeting minutes and agenda (as relevant);
- 6.2. Records relating to specific consultation and communication activities - emails, reports of work groups etc.;
- 6.3. Records related to HSC formation and constitution;
- 6.4. HSC agenda and minutes;
- 6.5. Records related to the establishment of workgroups and elections of HSRs;
- 6.6. Records related to shared activities with other PCBUs; and
- 6.7. Training records.

All records will be managed in line with the current version of General Disposal Schedule 20 for Local Government.

7. RESPONSIBILITIES

- 7.1. The *management team* is accountable for:
- 7.1.1. Monitoring and making sure that WHS legislative compliance is maintained;
- 7.1.2. Implementing measures that ensure the requirement for WHS consultation is embedded into all Council activity;
- 7.1.3. Approving reasonably practicable expenditure necessary for effective communication and consultation;

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- 7.1.4. Making sure workers are provided with information about the organisation's communication and consultation processes during induction;
 - 7.1.5. Nominating a responsible person to oversee WHS communication and consultation;
 - 7.1.6. Making sure that the HSC and elected HSRs have documented roles and responsibilities;
 - 7.1.7. Holding all persons and consultative bodies with a responsibility for WHS communication and consultation accountable for their actions;
 - 7.1.8. Making sure that WHS information is communicated to workers and their representatives directly affected by a WHS matter, any feedback is considered and decisions are communicated in a timely manner;
 - 7.1.9. Making sure that WHS is a regular meeting agenda item within each department and at management team meetings;
 - 7.1.10. Making sure contractual agreements document the shared WHS responsibilities when the organisation works with other PCBUs on shared jobs; and
 - 7.1.11. Making sure that the requirements of the Performance Standards for Self Insurers are met.
- 7.2. *Managers and supervisors* are accountable for:
- 7.2.1. Discussing WHS as a standard item in relevant department meetings and holding regular department meetings;
 - 7.2.2. Consulting with workers directly affected by a WHS matter, their representatives and/or the relevant HSR (if elected), so far as is reasonably practicable;
 - 7.2.3. Providing information to workers regarding any changes to work, the workplace or other issues that may affect their WHS;
 - 7.2.4. Encouraging and supporting active participation in consultative and communication processes;
 - 7.2.5. Making sure that WHS information is presented and communicated in a way that can be easily understood by workers, taking into account any language and literacy needs of the workers;
 - 7.2.6. Providing HSRs and HSC members with sufficient time to undertake their roles effectively;
 - 7.2.7. Making sure consultation outcomes are documented and forwarded, where appropriate, to the HSC and/or management team;
 - 7.2.8. Making sure relevant information from the HSC and/or management is communicated and discussed within the department;
 - 7.2.9. Advising workers and others of final outcomes of any decisions affecting WHS in a timely manner; and
 - 7.2.10. Making sure the contractual agreements for shared WHS responsibilities when working with other PCBUs are complied with.
- 7.3. The *Manager of Corporate & Community Services* is accountable for:
- 7.3.1. Establishing work groups, where required;
 - 7.3.2. Overseeing the election and provision of training for HSRs;
 - 7.3.3. Overseeing the election and maintenance of the HSC;
 - 7.3.4. Assisting in the development of role, responsibility and accountability statements for the HSC and HSRs, where they exist, and making sure that if the organisation has both a HSC and HSRs, there is a clear distinction between their roles;
 - 7.3.5. Notifying the management team of outcomes from communication and consultation processes;
 - 7.3.6. Maintaining the currency and distribution of WHS information across the organisation; and

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- 7.3.7. Making sure that incoming WHS information is communicated to relevant persons.
- 7.4. *Workers* are accountable for:
- 7.4.1. Participating in department meetings and other consultative forums;
- 7.4.2. Providing comment/feedback when requested within the specified timeframe; and
- 7.4.3. Co-operating with the organisation's policies and procedures relating to communication and consultation.
- 7.5. The *Health and Safety Committee (HSC)* function is to:
- 7.5.1. Comply with its Terms of Reference;
- 7.5.2. Comply with the expected functions of a HSC as outlined in Section 77 of the WHS Act, which includes participation in consultation and facilitate communication process; and
- 7.5.3. Any other functions prescribed by the WHS Regulations or agreed consultation between the organisation and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at work.
- 7.6. *Health and Safety Representatives (HSR)* function is to:
- 7.6.1. Comply with their legislative functions as outlined in the Work Health and Safety Act and Regulations 2012, which includes participation in consultation and communication processes;
- 7.6.2. Make representations on WHS matters affecting their work group;
- 7.6.3. Consult with managers and supervisors and in relation to WHS matters affecting their work group; and
- 7.6.4. Assist in the resolution of WHS matters affecting their work group.
- 8. REVIEW**
- 8.1. The WHS Consultation and Communication Procedure will be reviewed by the HS Committee, in consultation with workers or their representatives, every five (5) years, or more frequently where legislation or organisational needs change. This may include a review of:
- 8.1.1. Feedback from managers, workers, HSRs, HSC members or other relevant stakeholders;
- 8.1.2. Legislative compliance;
- 8.1.3. Performance Standards for Self Insurers (PSSI);
- 8.1.4. Internal or external audit findings; and
- 8.1.5. Any other relevant information.
- 8.2. Results of reviews may result in preventative and/or corrective actions being implemented or revision of this document.
- 8.3. The Manager of Corporate & Community Services shall report on the outcomes of such reviews to the HSC and management team.

9. REFERENCES

[Work Health and Safety Act 2012](#)

[Work Health and Safety Regulations 2012](#)

[State Records Act 1997](#)

[General Disposal Schedule 20 for Local Government](#)

[ReturnToWorkSA's Performance Standards for Self-Insurers](#)

[Worker Representation and Participation Guide](#)

[Code of Practice: Work Health and Safety Consultation, Co-operation and Co-ordination](#)

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10. RELATED DOCUMENTS

Hazard Register
 Corrective Action (CAPA) Register
 Hazard report form
 HSC Terms of Reference
 Relevant HSR procedures, eg when a HSR issues a PIN
 Issue resolution procedure
 WHS Hazard Management procedure
 WHS Consultation and Communication Policy
 WHS Contractor Management Procedure

11. DOCUMENT HISTORY:

	Version No:	Issue Date:	Description of Change:
LGAWCS	1.0	Dec 2009	New Document.
	2.0	08/07/13	Terminology changes to reflect 2012 Work Health and Safety Act, Regulations and Codes of Practice. Examples of changes include; OHS to WHS, employee to worker and employer to PBU where appropriate Inclusion of requirements regarding shared duties with other PCBU's for coordination and cooperation as well as consultation.
	3.0	25/04/16	References to WHS Committee (WHSC) amended to Health and Safety Committee (HSC) for consistency with Work Health and Safety Act and Codes of Practice; Removal of WSC involvement in issue resolution; addition of model HSC ToR; formatting & language
	4.0	1/11/2018	<p>Change name of procedure to Consultation and Communication Overview added requirement to communicate. Other minor grammatical and abbreviation changes.</p> <p>Core Components Minor grammatical and abbreviation changes</p> <p>Definitions Some definitions changed as original reference documentation not published on SW Australia website anymore. Additional definitions provided from ReturnToWorkSA Work health and safety standards for self-insured employers.</p> <p>Procedure</p> <p>Add specific references to section 75 and 76 requirements for HSCs.</p> <p>Removed department manager and replaced with manager and manager or supervisor</p> <p>Minor grammatical changes</p> <p>Added training requirements for specific roles</p> <p>Records Added to communication to consultation</p> <p>Responsibilities Updated in line with procedural changes; inclusion of HSC functions as per sec 77 of WHS Act; minor grammatical changes; Updated in line with current document references.</p> <p>Updated to include planning and program development procedure</p> <p>Updated WHS Regulation reference from 22 to 23 for Default Procedure</p> <p>Legal review – minor grammatical and format changes; replaced should with must.</p>

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	Version No:	Issue Date:	Description of Change:
DCOC	1.0	18 Aug 2003	New Document
	2.0	29 June 2010	Unknown
	3.0	21 Dec 2010	Unknown
	4.0	29 Oct 2013	Terminology changes to reflect 2012 Work Health and Safety Act, Regulations and Codes of Practice. Examples of changes include; OHS to WHS, employee to worker and employer to PBU where appropriate Inclusion of requirements regarding shared duties with other PCBU's for coordination and cooperation as well as consultation.
	5.0	23 August 2016	References to WHS Committee (WHSC) amended to Health and Safety Committee (HSC) for consistency with Work Health and Safety Act and Codes of Practice; Removal of WSC involvement in issue resolution; addition of model HSC ToR; formatting & language
	6.0	30/04/19	Definitions added - Policy, Procedure, PSSI and WHS Management System. Definitions updated – Consultation, Health & Safety Committee, and Issue. Minor formatting changes. Review time frame changed from three (3) years to five (5) years. Document history for LGAWCS added.