

# Consultation, Cooperation & Coordination Procedure (5)





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## 1. PURPOSE

This procedure is a guideline to assist sites in the management of safety related matters through a consultative, cooperative, and coordinated process.

## 2. SCOPE

This procedure applies to all workers under the Catholic Church Endowment Society Inc. (CCES).

## 3. DEFINITIONS

Definitions can be found on the [Catholic Safety & Injury Management Website](#).

### 3.1. Information

Self-Insured Governing Council (SIGC) provides a level of consultation and is represented by each Industry Sector. The responsibilities are listed in the Work Health Safety and Injury Management Policy (WHS & IM Policy).

Catholic Safety & Injury Management (CSaIM) are responsible for the CCES safety management system. Consultation on elements of the safety management system will be facilitated via various means (e.g., safety bulletins, working groups, WHS committees, CSaIM website etc.).

### 3.2. Union right of entry

A WHS entry permit holder (Union Representative) may enter the workplace for the purpose of inquiring into a suspected contravention that relates to, or affects, a relevant worker. Officers must contact their WHS Consultant for assistance should the Union gain entry or have given notice of their intent to gain entry.

## 4. RESPONSIBILITIES

Specific responsibilities for carrying out certain actions required by the CCES, have been allocated to position holders within the organisation. Such responsibilities are consistent with the obligations that the legislation places on officers, managers, supervisors, workers, and others in the workplace.

Responsibility, authority, and accountability processes have been defined in [Responsibility, Authority & Accountability Procedure \(12\)](#), and summarised in:

- [Responsibility, Authority & Accountability Matrix – Workers \(025G\)](#);
- [Responsibility, Authority & Accountability Matrix – Managers & Supervisors \(023G\)](#);
- [Responsibility, Authority & Accountability Matrix – Officers \(024G\)](#); and
- [Work Health & Safety and Injury Management Policy](#).

You are required to familiarise yourself with this procedure to understand the obligations that you may have in relation to its implementation and to carry out your assigned actions and responsibilities.



This Procedure is to be read in conjunction with your Organisational Policies and / or Procedures.

## 5. PROCEDURE

### 5.1. Consultation

A Person Conducting a Business or Undertaking (PCBU) must consult, so far as is reasonably practicable, with workers who carry out work for the business or undertaking and who are (or likely to be) directly affected by a health and safety matter.

This duty to consult is based on the recognition that worker input and participation improves decision-making about health and safety matters and assists in reducing work-related injuries and disease.

Consultation is the sharing of information and exchange of views between two (2) or more people. In the workplace it generally involves the interaction between the PCBU and workers.

Agreed Consultative Arrangements will be put in place for each sector / worksite and be determined in consultation with workers concerned and will be in accordance with one, or a combination of, the following:

- Health and Safety Representative(s) (HSR).
- WHS Committee.
- Other Agreed Arrangements (e.g., toolbox talks; permanent agenda item at regular meetings, internet page etc.).

Consultation on work health and safety matters is required:

- when identifying hazards and assessing risks to health and safety arising from the work carried out or to be carried out.
- when making decisions about ways to eliminate or minimise those risks.
- when making decisions about the adequacy of facilities for the welfare of the workers.
- when proposing changes that may affect the health and safety of workers.
- when making decisions about the procedures for:
  - consulting with workers.
  - resolving work health and safety issues at the workplace.
  - monitoring the health of workers.
  - monitoring the conditions at any workplace under the management or control of the PCBU.
  - providing information and training for workers.
- when carrying out any other activity prescribed by the regulations.

Consultation should also include anyone else at the workplace who is, or is likely to be, directly affected with health and safety matters. This includes other duty holders including but not limited to contractors, subcontractors, labour hire workers, apprentices, work experience workers and volunteers.

Consultation requires that:



- relevant work health and safety information is shared with workers.
- workers are given a reasonable opportunity to express their views and to raise health or safety issues.
- workers are given a reasonable opportunity to contribute to the decision-making process relating to the health and safety matter.
- the views of workers are considered.
- workers are advised of the outcome of any consultation in a timely manner; and
- if the workers are represented by a HSR, consultation must include that representative.

Records of consultation shall be retained at the worksite. It should include outcomes of discussions. Records can be brief and cover:

- what the safety matter is.
- who was identified as affected, or likely to be affected.
- who was involved in consultation.
- key issues consultation has identified.
- what decision has been made and why.
- who is to act and by when; and
- when the action was completed.

[WHS Meeting Record \(O35F\)](#) or equivalent can be used.

## 5.2. Communication

Relevant information must be shared with workers and their HSR about matters that may affect their health and safety. This information should be provided early on so workers and HSRs have enough time to consider the matters, discuss them and then provide feedback to you.

You should make available the information you have relating to the health and safety matter to enable informed and constructive discussions. This information may include:

- health and safety policies and procedures.
- technical guidance about hazards, risks and risk control measures.
- hazard reports and risk assessments.
- proposed changes to the workplace, systems of work, plant or substances; and
- data on incidents, illnesses or injuries (in a way that protects the confidentiality of personal information).

To assist with the communication process, some suggestions to involve all workers could include but not limited to:

- meeting face to face.
- toolbox talks, using [Toolbox Talk Form \(O36F\)](#) or equivalent.
- noticeboards.
- staff meetings.



- telephone call / emails.
- intranet.
- regular inspections (walking around the site).
- surveys.
- suggestion box.
- communication books.
- CSH&W SA Safety Bulletins.
- hazard alerts.

### 5.3. Work Health and Safety Committees

A Work Health and Safety Committee (WHSC) provides the means for consultation on WHS issues. A committee enables PCBUs and worker representatives to meet regularly and work co-operatively to develop policies and procedures to improve work health and safety outcomes.

WHSC functions include:

- facilitating co-operation between the PCBU and workers to instigate, develop and carry out measures to secure the WHS of workers.
- assisting in developing health and safety standards, rules and procedures that will be followed or complied with at the workplace; and
- other functions agreed by the PCBU and members of the WHSC.

For example, a WHSC can be involved with:

- the formulation of agreed procedures, such as issue resolution procedures and the committee's own procedures.
- analysing reports of hazards, work-related incidents and statistical trends, so that reports can be made to management.
- making recommendations for corrective action.
- examining health and safety audit or monitoring reports.
- considering reports and information provided by inspectors.
- considering reports that HSRs may wish to submit.
- developing procedures for selecting new plant for the workplace.
- assistance in the development of standard working procedures.
- linking with workers' compensation and return to work programs.

#### 5.3.1. Establishing the Work Health Safety Committee

A WHSC is established if requested to do so by five (5) or more workers or by a HSR. A committee must be established within two (2) months of request.

Work Health and Safety Committees must meet at least once every three (3) months.

Benefits of a WHSC include:

- opportunity for formal consultation to occur.



- having regular, planned and structured discussion about work health and safety matters.
- encouraging a cooperative approach to work health and safety.
- bringing together a group of worker and business representatives to collaboratively discuss and develop ways of improving the systems for managing work health and safety at the workplace; and
- encouraging the development and retention of corporate knowledge on health and safety matters for the workplace.

#### 5.3.1.1. Small workplaces

Small workplaces that don't have a WHSC are still required to make sure that workers are involved in developing and reviewing WHS policies and procedures for their workplace. This can be achieved through including WHS as an Agenda item on staff / team meetings to ensure that WHS risk is effectively addressed or managed and emailing workers to seek feedback.

#### 5.3.2. WHS Committee membership

Membership of a Committee is to be agreed between management and workers, and should include:

- at least fifty (50%) percent worker participation, not nominated by management and selected by their worksite.
- employer representatives from senior management with the necessary level of decision making and expertise.
- be reflective of the different areas of the workplace.
- automatically include an elected HSR unless they do not wish to participate.

Criteria that may be relevant when determining whether more than one committee needs to be established include:

- the size and complexity of the workplace.
- the nature and degree of risk involved in the workplace.
- the structure of the work group; and
- the optimum size of committees.

#### 5.3.3. WHS Committee Terms of Reference, Agendas and Minutes

##### 5.3.3.1. Terms of Reference

Where a formal WHSC exists, or a committee is to be implemented [WHS Committee Terms of Reference \(034F\)](#) will need to be developed. Terms of Reference can be used to solve a dispute or otherwise control the meeting. Terms of Reference must be reviewed annually.





#### 5.3.3.2. Agenda

[WHS Committee Meeting Agendas \(032F\)](#) or equivalent should be forwarded to members of the WHSC prior to the meeting (reasonable time to be determined by the committee) to enable members to review upcoming items for discussion.

#### 5.3.3.3. Minutes

Minutes of meetings will be taken by a designated worker. Once endorsed, minutes are to be made available to all workers. Minutes to be placed on site's intranet or WHS Notice Board. Confidentiality must be always considered e.g., incident reports, Return to Work matters names cannot be displayed. Sample [WHS Committee Meeting Minutes \(033F\)](#) or equivalent.

#### 5.3.3.4. Roles of WHS Committee members

Refer to the [WHS Committee Terms of Reference \(034F\)](#) .

### 5.4. Health and Safety Representatives

A worker may ask to elect a HSR to represent them on work health and safety matters. If a worker makes this request, work groups must be established to facilitate the election. The process requires the PCBU and its workers to negotiate and agree on the formation of work groups.

[Electing Health and Safety Representatives Guidelines \(009G\)](#) can assist with the process. The following forms can be used for this process:

- [Ballot for the Election of Health Safety Representative \(065F\)](#);
- [Nominations for Health Safety Representative \(019F\)](#);
- [Notice of Results – Health Safety Representative \(078F\)](#).

#### 5.4.1. Formation of Work Groups

Forming a work group is the first step to take before the election of one or more HSRs. A work group should be structured to ensure that an HSR is able to represent group members effectively and conveniently.

Work groups are determined based on things like group size, work type and hazards, and are decided through negotiation and agreement between an employer and workers. [Setting up a Work Group \(017T\)](#) or equivalent may be used to assist with this process. Work sites may also establish work groups across multiple businesses or undertakings.

Employers must start negotiating with workers and / or their representatives within fourteen (14) days of being asked to establish a work group or groups. Union





representatives or any other person that a worker nominates to represent them must be involved in negotiating work group formation.

As reaching agreement can take time, the actual formation of a group may take longer.

Once work groups have been set up, they should remain unchanged, unless you or your employer or your representatives negotiate a variation (e.g., due to workforce changes or an organisational restructure).

#### 5.4.2. HSR Training

All HSRs are entitled to attend approved training during each year of their term of office, with course costs and time off work paid for by the PCBU.

Training entitlements during a three-year term of office is:

- first year, five (5) days training.
- second year, three (3) days training; and
- third year, two (2) days training.

Where a HSR continues past the three (3) year initial term, discussion with their manager to determine, what training is appropriate.

HSRs must be permitted to attend training within three (3) months of making the request.

#### 5.5. Reporting WHS Issues

When a WHS issue arises, or a problem is identified by a worker it is that worker's responsibility, so far as is reasonably practicable, to take immediate action to resolve or rectify the problem, if qualified or competent to do so.

If it is not reasonably practicable for the worker to fix the problem, the worker must advise their immediate manager / supervisor of the issue. For an issue relating to hazards, a hazard report form must be completed. Refer to [Hazard Management Procedure \(14\)](#).

Where an issue remains unresolved and after a reasonable time has elapsed, the agreed process outlined in this procedure must be followed.

#### 5.6. Resolving issues

An 'issue' is any concern about WHS at the workplace that remains unresolved after consultation with affected workers and the relevant PCBU has occurred.

Who should be involved in resolving a WHS issue?

- the PCBU with whom the issue has been raised or their representative (e.g., a member from an employer organisation).
- any other PCBU or their representatives who is involved in the issue.
- where at least one (1) worker in a work group is affected by the issue, their HSR (where applicable) or the HSR's representative (e.g., SafeWork SA, union); and



- where at least one (1) worker who is not in a work group is affected by the issue, the worker(s), or their representative.

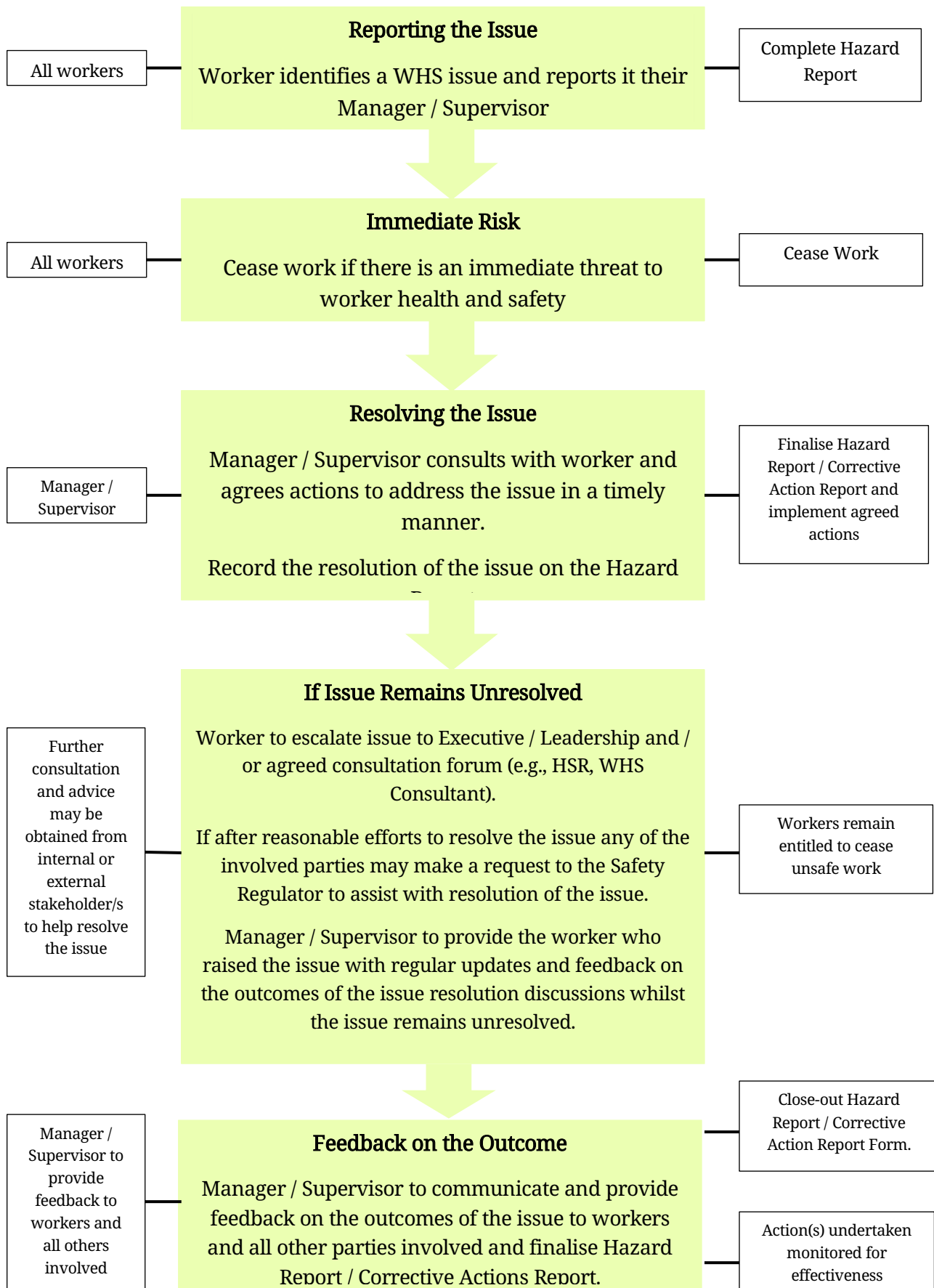
If the issue cannot be resolved immediately by consultation between the workers concerned and their manager / supervisor, the matter is to be referred by the manager / supervisor to executive / leadership who is to take immediate steps to investigate and resolve or rectify the matter. The results of any resolution at this stage will be notified to the worker(s) who raised the issue.

If executive / leadership is unable to resolve the issue or the worker(s) is dissatisfied, then the issue will be raised by the workers(s) through one of the following means:

- with their HSR (if applicable).
- WHS Committee (if applicable); and
- Safety Business Partner at Catholic Safety & Injury Management (CSaIM).

Where the issue cannot be resolved, it shall be escalated by CSaIM to the appropriate governing authority.

The flow diagram below outlines the process:





The WHS Act prohibits discriminatory conduct directed at anyone who raises WHS issues or who carries out legitimate safety-related functions or activities, such as HSRs.

#### 5.7. Boards / Parish Council meetings

Ensure WHS is a standard agenda item at all meetings. WHS information must be provided to the Board / Council, using the [Board / Council Report Template \(031F\)](#) or equivalent.

#### 5.8. Consultation, Cooperation & Coordination with shared responsibilities

Managers must ensure that there is an ongoing exchange of information with clients, customers, suppliers, contractors and other WHS duty holder to address WHS legal requirements and to maintain good business practice.

The WHS Legislation requires duty holders with overlapping WHS duties to, so far as is reasonably practicable, consult, cooperate and coordinate activities with each other.

#### 5.9. Records

Documents used to manage consultation / communication as prescribed by this procedure will be produced in a format that allows tracking for verification and review and be in accordance with requirements detailed in [Document Control Procedure \(22\)](#).

#### 5.10. Review

This procedure will be subject to a planned review by the document owner in accordance with the requirements outline in [Document Control Procedure \(22\)](#).

Other methods for reviewing and evaluating the performance of this procedure will include:

- audit activity.
- investigations.
- performance reports.

## 6. RELATED SYSTEM DOCUMENTS

### 6.1. Policies & Procedures

Document Control Procedure (22)

Responsibility, Authority & Accountability Procedure (12)

Work Health and Safety & Injury Management Policy

### 6.2. Forms & Tools

Ballot for the Election of Health Safety Representative (065F)

Board Report Template (031F)

Consultation, Cooperation & Coordination Process Flowchart (023T)

Nominations for Health Safety Representative (019F)



Notice of Results – Health Safety Representative (078F)

Setting up Work Group(s) (017T)

Toolbox Talk Form (036F)

WHS Committee Meeting Agenda (032F)

WHS Committee Meeting Minutes (033F)

WHS Committee Terms of Reference (034F)

WHS Meeting Record (035F)

## 7. REFERENCES

Legislation and other requirements related to this procedure are defined in [Group Legal Register \(010T\)](#) which can be accessed via the Catholic Safety & Injury Management website.

### 7.1. Internal Resources

Electing Health and Safety Representatives Guidelines (009G)

Responsibility, Authority & Accountability Matrix – Managers & Supervisors (023G)

Responsibility, Authority & Accountability Matrix – Officers (024G)

Responsibility, Authority & Accountability Matrix – Workers (025G)

### 7.2. External Resources

Nil

## 8. AUDITABLE OUTPUTS

The following examples of records will be used to verify implementation of this procedure:

- WHS Committee Agendas and meeting minutes
- Department / faculty meetings with WHS as an Agenda item
- Staff bulletins / newsletters / parish bulletins
- Safety bulletins
- Hazard alerts
- Board Reports
- Notice Boards
- Meeting Minutes
- Emails to staff



## 9. VERSION CONTROL & CHANGE HISTORY

Version	Approved by	Approved Date	Reason for Development of Review	Next Review Date
V5	Sector Forums	2013	Legislation – New WHS Act	2016
<b>April 2015 – Document consolidated across CCES sectors</b>				
V1	Executive Manager CSHWSA	20/04/2015	Procedure consolidation	2016
V2	Executive Manager CSHWSA	07/11/2016	Review	2019
V3	Executive Manager CSHWSA	06/03/2018	Licence Level Audit	2021
V4	Executive Manager CSHWSA	22/01/2021	Name change. Reviewed content. Updated template	2023
V4.1	Executive Manager CSHWSA	13/05/2022	Included more information on formation of Work Group(s) 5.4.1 and introduced a Setting up a Work Group Tool (017T)	2025
V5	Executive Manager CSHWSA	10/07/2023	Name change	2026
V5.1	Director CSaIM	24/07/2024	Updated procedure numbers	2026

Approved for Publication:

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