

WHS STANDARDS

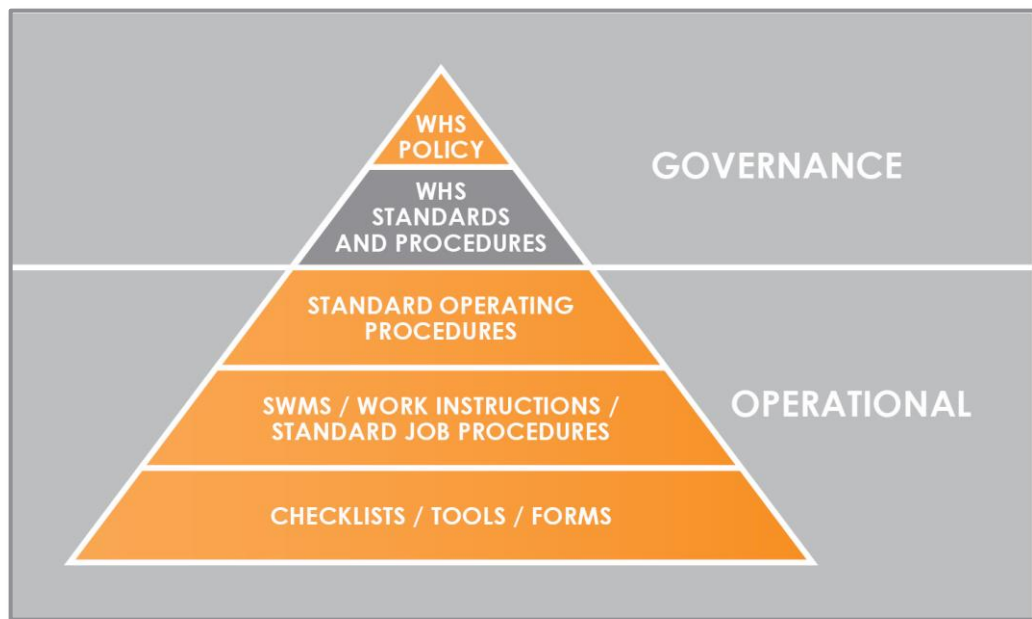
SAFETY Everyone. Everywhere. Every day.

WHS CONSULTATION AND COMMUNICATION

DOC ID	STD134	VERSION	3	DOC OWNER	Dave Cowan
ACTIVE DATE	16/02/2018	REVIEW DATE	16/02/2020		

1. WHSMS DOCUMENT HIERARCHY

WHS STANDARD 2.3



2. GOAL

Effective, transparent and open communication and consultation for work health and safety (WHS) occurs and is maintained throughout Queensland Urban Utilities (QUU). Staff at all levels are encouraged to actively participate in WHS decision making processes and are valued contributors to WHS management system (WHSMS) activities and improvement initiatives.

3. PERFORMANCE REQUIREMENTS

1. Effective systems and procedures are in place (see Figure 1) that ensures consultation and communication activities for WHS occur and contribute to improved decision making activities, effective resolution of health and safety issues and management of WHS risks.
2. Staff are consulted and involved in the development, implementation, review and continual improvement of aspects of QUU's WHSMS that directly affect their health, safety and welfare.
3. Systems and procedures for WHS consultation and issue resolution are documented, in place and effective.
4. Consultation activities occur and improve the performance of QUU's WHSMS and operational activities.
5. WHS Representatives and Committees are elected and appointed in accordance with WHS legislative requirements and are active in managing and improving WHS.

6. Health and Safety Representatives will actively promote and enable health and wellbeing initiatives for staff.
7. Staff will be consulted and participate in decision making activities on matters relating to their health and safety whenever changes are planned for their workplace or work activities.
8. WHS information and lessons learnt are communicated and shared across QUU and where relevant to external contractors, stakeholders and clients.
9. Concerns, complaints and relevant communications (internal and external) regarding WHS issues and matters are recorded, acknowledged, investigated and where valid contribute to the ongoing review and improvement of the WHSMS, with outcomes reported back and shared to all relevant QUU management, staff and external stakeholders.

4. WHS BENEFITS

- Promotion of a positive health and safety culture and commitment to WHS across all levels of QUU.
- Proactive and open discussion and resolution of WHS issues.
- Sharing of lessons learnt that minimise and prevent the incidence of workplace hazards, incidents and dangerous occurrences.
- Informed decision making on matters relating to WHS which lead to improved business outcomes.

5. RESPONSIBILITIES AND ACCOUNTABILITIES

Officers, Managers and Workers have clear responsibilities and accountabilities for WHS outlined in QUU's **WHS Resources, Responsibility and Accountability Procedure (PRO359)**. These responsibilities and accountabilities are non-transferrable and critical to achieving QUU's WHSMS goals, objectives and targets.

In accordance with **WHS Consultation and Communication (PRO361)** responsibilities and requirements for WHS consultation and communication will be established, integrated into business management and monitored for the purposes of:

- meeting legal and other obligations
- preventing workplace injury or illness
- promoting staff health and wellbeing
- enabling business capability
- ensuring continual improvement and high standards of WHS throughout QUU.

6. RELATED INTERNAL DOCUMENTS

- QUU Work Health and Safety Policy (POL33)
- WHS Consultation and Communication Procedure (PRO361)
- WHS Resources, Responsibility and Accountability Standard (STD132)
- WHS Resources, Responsibility and Accountability Procedure (PRO359)

7. REFERENCES

- Qld Work Health and Safety Act 2011
- Qld Work Health and Safety Regulation 2011
- Qld Work Health and Safety Consultation, Co-operation and Co-ordination Code of Practice 2011

- AS/NZS 4801:2001 Occupational Health and Safety Management Systems – Specification with guidance for use
- OHSAS 18001:2007 Occupational Health and Safety Management Systems
- AS/NZS ISO 31000:2009 Risk Management – Principles and guidelines

8. ATTACHMENTS

Figure 1: WHS Audit, Risk and Consultation Framework

