



**COURTENELL**

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# Your Safety Matters

*This information letter is distributed to those people who are ensuring that their workplace is safe and healthy. This includes members of Health & Safety Committees, Health & Safety Representatives, Safety Officers, Supervisors, Managers and Directors. "Your Safety Matters" (formerly "Committee Member") is a free information letter which has been distributed since 1996.*

## Using Consultation to Resolve WHS Problems

You may find these steps useful in obtaining the agreement of all parties when you have a WHS problem in your workplace.

### *Step 1 - Identify the problem and why it is a problem*

Obviously you need to work out what the problem is before you can solve it. Consult with all affected parties. What are the issues? What and who is involved in the issues? What are the concerns and emotions involved?

### *Step 2 - Identify a practical solution to the problem*

Consult with the parties involved for their input on how to resolve the problem. Refer to relevant Codes of Practices, Australian Standards and Guides as necessary. Endeavour to find how others have successfully solved this problem.

### *Step 3 - Develop a Plan*

Work out a plan to implement that solution that all the relevant parties agree with. Their opinions and feelings can assist or hinder the success of the plan.

### *Step 4 - Implement and complete the Plan*

Do the actions set out in the plan and ensure that all the relevant parties successfully complete those actions.

### *Step 5 - Monitor and Evaluate the result*

Test, conduct workplace inspections, and do whatever is necessary to monitor and evaluate the results of the actions. Consult with relevant parties to be sure that all parties agree that the problem has been resolved.

You may also like to read our YSM issue 129 *How to Achieve Effective Consultation* on our website [HERE](#)

*This publication provides general information about WHS. It is not a legal opinion and does not represent a comprehensive statement of the law to be applied to a particular problem.*

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