



PROCEDURES

Consultation, Communication & Issue Resolution

Introduction

The Church recognises its responsibility to consult with all workers and any other people who are working for the Church or who are directly affected by activities of the Church.

Purpose

To ensure effective and timely consultation and issue resolution methods are utilised by all workers and other duty holders involved with the Church's work and activities, where reasonably practicable.

The Church is committed to ensuring a consultative approach to managing WHS with all workers. Given the Church's:

- Work and activities
- Workers are primarily engaged in a voluntary capacity; and
- Geographical locations of Church sites

The following consultation arrangement has been agreed and implemented. Each Presbytery/ Charge/ Committee will nominate one WHS Officer, who may be either an employee of the Church or a volunteer.

Legislative Requirements

WHS Act 2011 (QLD) - [Work Health and Safety Act 2011 - Queensland Legislation - Queensland Government](#)

WHS Regulations 2011 (QLD) - [Work Health and Safety Regulation 2011 \(legislation.qld.gov.au\)](#)

Electrical Safety Act 2002 (QLD) - [Electrical Safety Act 2002 - Queensland Legislation - Queensland Government](#)

Electrical Safety Regulations 2013 (QLD) - [Electrical Safety Regulation 2013 \(legislation.qld.gov.au\)](#)

Code of Practice Work Health and Safety Consultation, Cooperation & Coordination 2011 - [Consultation and cooperation in the workplace best practice guide \(fairwork.gov.au\)](#)



Procedure

WHS Consultation may be initiated in two ways within the Church

The Church proposes changes to the workplace/ Church activity which may affect health and safety of workers (Stage 1)

AND/OR

A worker (including other duty holders) identifies a WHS issue, concern or suggestion (Stage 2)

Stage 1

The Church proposes changes to the workplace/ Church activity which may affect health and safety of workers

Step 1a

Consult with each WHS Officer and/or advise the Committee of Management to raise proposed change via regular communication methods.

Consultation will occur when:

- Identifying hazards and assessing risks to health and safety arising from the work carried out or to be carried out by the Presbyterian Church of Queensland
- Making decisions about ways to eliminate or minimise those risks
- Making decisions about the adequacy of facilities for the welfare of workers
- Proposing changes that may affect the health or safety of workers
- Making decisions about the procedures for:
 - consulting with workers;
 - resolving WHS 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; and
- Investigating incidents.

Step 2a)

Review and record any feedback obtained from the WHS Officer.

Whilst all feedback will be considered as part of the consultation process, consensus on decisions is not required by the Church to make a final decision.

Stage 2

Worker (including other duty holders) identifies an issue, concern or suggestion

Step 1b)

Worker to discuss the issue, concern or suggestion with their WHS Officer



Step 2b)

The WHS Officer shall liaise with the Committee of Management regarding the raised issue/ concern/ suggestion.

Pending the nature of the matter, this may be escalated to the Assembly of the Church for greater clarification and discussion.

Step 3

The WHS Officer/ Property Officer/ Work Coordinator shall, where reasonably practicable, ensure the worker receives feedback following consultation with relevant parties.

Step 4

The Church shall review and record any feedback obtained from the WHS Officer.

Whilst all feedback will be considered as part of the consultation process, consensus on decisions is not required by the Church to make a final decision.

Stage 3

Issue not resolved

Step 5

If a worker does not believe an issue or concern has been adequately addressed via the Church's consultation mechanisms, a Workplace Health and Safety Queensland (WHSQ) inspector may be contacted to provide final resolution.