

# Consultation and Communication Procedure

SAMPLE

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SAMPLE

## Purpose

The purpose of this Consultation and Communication Procedure is to establish a systematic approach for consulting with workers and other duty holders on work health and safety (WHS) matters, and for communicating WHS information effectively across [Company Name].

This procedure supports [Company Name]'s WHS Policy and is designed to:

- Ensure workers are given a genuine opportunity to contribute to WHS decision-making.
- Meet legislative duties for consultation under WHS laws.
- Promote transparent, timely and accurate WHS communication.
- Strengthen the safety culture and encourage reporting of hazards, incidents and improvement ideas.

## Scope

This procedure applies to:

- All workers engaged by [Company Name], including employees, contractors, subcontractors, hour-hire workers, apprentices, trainees, volunteers and work experience students.
- All workplaces controlled or managed by [Company Name], including offices, depots, workshops, client sites and remote locations.
- All WHS matters that affect, or are likely to affect, the health and safety of workers or other persons, including visitors, customers and members of the public.

This procedure covers:

- WHS consultation mechanisms and structures.
- WHS communication methods and minimum standards.
- Planning and conducting consultation activities.
- Consultation with other duty holders (e.g. clients, contractors, landlords).
- Documentation, recordkeeping and review of consultation processes.

## Definitions

### Key Terms

#### Consultation

A two-way process between [Company Name] and workers where WHS information is shared, and workers are given a reasonable opportunity to express their views, raise issues and contribute to decision-making before decisions are made.

#### Officer

A person who makes, or participates in making, decisions that affect the whole or a

substantial part of [Company Name]'s business (e.g. directors, senior executives). Officers have a due diligence duty under WHS legislation.

### **Worker**

Any person who carries out work in any capacity for [Company Name], including employees, contractors, subcontractors, labour-hire workers, apprentices, trainees, volunteers and work experience students.

### **Health and Safety Representative (HSR)**

A worker who has been elected to represent a work group on WHS matters in accordance with WHS legislation.

### **Work Group**

A group of workers represented by an HSR, determined by agreement between workers and [Company Name] in accordance with legislative requirements.

### **Reasonably Practicable**

That which is, or was at a particular time, reasonably able to be done to ensure health and safety, taking into account and weighing up all relevant matters such as likelihood, degree of harm, what is known, availability and suitability of controls, and cost.

### **Duty Holder**

A person or organisation that has a duty under WHS legislation, including persons conducting a business or undertaking (PCBUs), officers, workers and other persons at the workplace.

## **Legislative Framework**

[Company Name] will conduct consultation and communication in accordance with applicable WHS legislation and guidance material, including (as relevant to the jurisdiction):

- Work Health and Safety Act
- Work Health and Safety Regulation
- Codes of Practice relating to Consultation, Cooperation and Coordination
- Other industry-specific WHS codes, standards and guidance material

This procedure is to be read in conjunction with [Company Name]'s WHS Policy, Risk Management Procedure, Incident Reporting and Investigation Procedure, and other relevant WHS procedures.

## **Responsibilities**

### **Officers**

Officers are responsible for exercising due diligence to ensure that [Company Name] complies with its consultation duties by:

- Ensuring appropriate consultation and communication arrangements are established, resourced and maintained.
- Monitoring the effectiveness of consultation and communication and seeking regular WHS performance reports.

- Ensuring workers and HSRs are not disadvantaged for raising WHS concerns or participating in consultation.
- Reviewing consultation outcomes when making strategic decisions that may impact WHS (e.g. major projects, restructures, new technologies).

## Managers and Supervisors

Managers and supervisors are responsible for implementing this procedure in their areas of control by:

- Facilitating regular WHS consultation with workers (e.g. toolbox talks, team meetings, one-on-one discussions).
- Ensuring workers are consulted on changes that may affect their health and safety before decisions are finalised.
- Providing workers with relevant WHS information in a timely, accessible and understandable manner.
- Encouraging workers to raise WHS issues and ensuring they are addressed promptly.
- Escalating unresolved WHS issues in accordance with the WHS Issue Resolution Procedure.
- Ensuring contractors and labour-hire workers are included in relevant consultation and communication activities.

## Health and Safety Representatives (HSRs)

Where HSRs are in place, they are responsible for:

- Representing the WHS interests of their work group.
- Consulting with workers and managers on WHS issues.
- Raising WHS concerns and recommendations with management.
- Participating in WHS meetings, inspections and investigations as appropriate.
- Communicating outcomes of consultation back to their work group.

HSRs have specific powers and functions under WHS legislation, which must be respected and supported by [Company Name].

## Workers

All workers are responsible for actively participating in WHS consultation by:

- Taking reasonable care of their own health and safety and that of others.
- Attending WHS meetings, briefings and training as required.
- Raising WHS hazards, incidents, near misses and improvement suggestions promptly.
- Providing honest and constructive input during consultation processes.
- Following agreed WHS procedures, instructions and controls.