**ISSUE RESOLUTION FLOWCHART**

This template is intended to assist member businesses develop their own workplace form. The following information should be used as a guide only. Any wording changes, other than those to insert a business name, may change the context, meaning or purpose of the policy. We recommend you receive advice from the Victorian Chamber of Commerce and Industry prior to making such changes.

Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced health, safety and wellbeing and workplace relations advisors can assist members with a range of health, safety, wellbeing, employment, human resources and industrial relations issues.

Our experienced health, safety and wellbeing and workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide health, safety and wellbeing consulting and training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Advice Line on **(03) 8662 5222.**

**Disclaimer**

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ISSUE RESOLUTION FLOWCHART

Do all parties accept corrective actions?

Yes

No

**EMPLOYEE IDENTIFIES OHS ISSUE**

Employee reports issue firstly

to **[INSERT ROLE HERE]**

Does the

issue present an

immediate risk?

**[INSERT ROLE HERE]** takes immediate action, including stopping work if necessary

**[INSERT ROLE HERE]** defines corrective actions in consultation with employees

**[INSERT ROLE HERE]** meet with the employees (or their representative) ASAP to define corrective actions

Inform employees concerned, **[INSERT ROLE HERE]** to complete and circulate Report detailing how issue was resolved

No

Contact WorkSafe Victoria on

**1800 136 089**

Yes

Yes

Issue resolved?

No