

FOUR STEPS

TO SOLVING WORKPLACE ISSUES



1

REMOVE THE HARM

Whether it's a work health and safety issue or anything else, the first thing you should always do is make sure the person is okay.

If they are injured they should seek immediate medical assistance.

Make sure they know that there is support for them and you are there to help.

2

TAKE YOUR OWN NOTES

The next step is always to make sure the worker knows what happened and that they are recording all relevant information.

Making sure communication is done over email or in writing is preferred, but otherwise making contemporaneous notes (notes made at the time of the incident) is important.

3

FOLLOW THE PROCESS

Now, you can engage with the relevant process to fix the issue either through their workplace (incident reports, complaints to manager) or through a referral to a government organisation (Fair Work, WHS QLD).

The workplace should have a policy to help the worker know what the correct next steps are in this process.

4

TELL SOMEONE ELSE

This process should never be done alone. Not only because it can be tiring or intimidating, but also because you may not be aware of potential issues or opportunities.

Make sure to loop in other support structures like a relevant union (if you are a member), organisations (like YWH) or support person.