

# Consultation & Communication

## Communication

### Aim

The aim of this procedure is to ensure that there is a systematic response to all communications received by the Organisation from both within the company as well as from external parties relating to performance.

### Scope

The procedure applies to the requirements for both internal and external communication relating to the management system for the Organisation.

### Responsibility

Any member of staff receiving complaints or communications from external parties shall pass them to the appropriate person for investigation and action.

The Management Representative has the main responsibility for responding to requests, but shall seek advice if necessary.

The Management Representative is responsible for circulating quality and work health & safety information within the Organisation.

### Method

#### Internal Communications

The requirements of the Management System are communicated to all staff through one or several of these methods:

- Operations meetings. Weekly staff meetings.
  - Meeting Records, including Action Items are maintained.
- Electronic means ( computer intranet system)
- Written memos & emails
- Training & Induction
- The availability of Operating Procedures and Work Instructions
- Corrective Action Requests
- Internal publications, e.g. Newsletters

#### External Communications

Any member of staff receiving a complaint or a request for information about organisational procedures and/or performance, including information on the Organisation's Management System, from an external source shall direct them to the Management Representative.

Where appropriate, the Management Representative is authorised to release an 'uncontrolled' copies of policies or the System Manuals.

Where identified, specific communications with interested parties is detailed in the Risks Register

In case of complaint, the details of the complaint shall be recorded on a Corrective Action:

- Complainant's name and contact details
- Description of the nature of the complaint.
- Date and time the incident occurred.

The complaint shall be investigated in sufficient detail for the likely source of the problem to be identified.

The complaint shall be followed up as set out in Corrective Action & Continual Improvement

The Management Representative shall respond to the complainant as appropriate.

## **Communication With Interested Parties**

All external communication is managed using a Corrective Action

## **Records**

Records shall be retained consistent with Document & Records Management

## **Consultation**

### **Aim**

This procedure outlines the process used by Ages Build to communicate with employees and/or other interested parties with regard to Work Health & Safety matters.

### **Method**

Consultation with workers and others who may be affected by any matter relating to work health and safety in the workplace is essential to promote the active participation of workers in WHS decisions, in accordance with the [Work Health & Safety Act 2011](#)

Ages Build will consult regularly, developing partnerships between government, employers, workers and suppliers of plant and materials to ensure workplace health and safety.

Relevant information about activities will be shared with all involved and a reasonable opportunity will be given to express views and raise workplace health and safety issues.

The most common method used for workplace consultation/communication is the Weekly Operations Meeting. Other methods that may be used include emails and text messages.

If appointed the WHSR will be involved in the consultation process.

Ages Build will ensure that the views shared will form part of the decision making process when deciding on work methods and controls of risks and hazards. The controls that are adopted and put in place will be notified to all relevant persons and they will be required to sign off on the controls before commencement of works.

Consultation occurs in reference to, but not limited to, the following subjects / topics:

- hazard identification and risk assessment processes
- control measures for the management of hazards and risks
- proposed changes that may affect the health and safety of workers
- changes to Ages Build's policies and procedures or work routines which may affect WHSE
- when establishing or changing procedures for resolving workplace health and safety, monitoring the health of workers, monitoring the conditions that may affect workers
- feedback on the results of internal and external audits and inspections
- training and information being provided to workers
- make up of and representation on relevant committees
- election of HSR and employee representatives if requested
- other work related matters
- all workplace consultation is recorded and occurs minimum twice per year.

All works and tasks being performed will be notified to Ages Build. The Supervisor in charge of the site will then coordinate the work if subcontractors are to be used, to ensure that, as much as reasonably practicable, there will be no health and safety issues that will impact on workers.

Any changes to the scheduling of tasks on site must be notified to the Directors and the WHS Coordinator before those works are allowed to commence.

All changes to the establish work schedule will be notified to all workers involved prior to the new schedule being adopted.

## **Agreed Methods of Consultation**

The agreed methods of consultation for WHS and other matters are:

1. Operations Meetings
  1. Weekly
  2. Monthly
2. Toolbox Meetings

Formal records, including records of employee feedback, are maintained of these meetings.

## **Participation**

Participation of workers is facilitated using the following methods:

1. Toolbox Talks

## **Records**

The following Records are maintained in the Procore software package:

1. Toolbox Talks
2. Weekly Operations Meetings
3. Monthly Staff Meetings