



# Procedure

## Health and safety representatives procedure

**Version:** 3.2 | **Version effective:** 06/05/2026

### Audience

Department-wide

### Purpose

The primary role of a health and safety representative (HSR) is to represent the health and safety interests of a work group and to raise any issues with their employer. The HSR's role is separate to that of the Health and Safety advisor (HSA), however the roles can function collaboratively to achieve improved health and safety at the workplace. The HSR also facilitates local consultation and communication to support health and safety improvement.

The [Work Health and Safety Act 2011 \(Qld\)](#) also states that a qualified HSR can issue a Provisional Improvement Notice (PIN). A PIN is a written direction that requires health and safety issues to be remedied. A PIN can only be issued after other consultative measures that the HSR and the potential recipient of the PIN have failed to resolve. Processes to issue and action these notices are provided in this procedure.

A qualified HSR can also implement cease work processes according to regulatory requirements.

### Overview

The election of HSRs forms part of the consultative framework at departmental workplaces by providing a formal communication channel for the discussion of workplace health and safety issues between staff and the officer in charge of the workplace. The HSR role and entitlements are legislated in the *Work Health and Safety Act 2011* (Qld).

### Responsibilities

#### **Director-General, Deputy Director-General, Assistant-Director General and Regional Director**

- Support and promote consultative processes within departmental workplaces.
- Ensure relevant training has been provided so that HSR can perform their function and exercise their powers under the WHS Act.

- Provide HSR with resources, facilities and assistance to enable them to carry out their functions.
- Provide a list of HSRs and Deputy HSRs to Workplace Health and Safety Queensland as soon as practicable after it is prepared.

#### *Management of PINs and Cease Work*

- Implement processes to manage resolution of PINs and Cease Work processes.
- Escalate issues that cannot be managed locally or if the issue has statewide ramifications.
- Report quarterly to the relevant Health, Safety and Wellbeing Committee on PINS that are issued within areas of management (e.g. school, region or division).

#### **Officer in Charge**

- Provide information to all workers about the entitlement to elect a HSR.
- Facilitate the election including the [negotiating workgroups](#) if more than one HSR is to be elected. Workgroups may be staff grouping (e.g. cleaners, teachers or by workplace location).
- Negotiate a work group with a workers' representative (e.g. union) if asked by workers and notify workers as soon as possible the outcomes of negotiations.
- Display a list of all HSRs and Deputy HSRs workplace.
- Maintain a list of current HSR and DHSR in a format that can be gathered and collated locally, and if required on a departmental level, to provide to Workplace Health and Safety Queensland. For example, using MyHR WHS at available locations.
- If requested, support HSR and Deputy HSR to attend work health and safety course approved by Workplace Health and Safety Queensland.
- Within 28 days of the request give HSRs paid time off to attend a course and pay the course costs and reasonable expenses.
- Ensure HSR is included as a member of the Health and Safety Committee.
- Full legislative responsibilities of consulting, negotiating and informing HSRs in relation to health and safety issues.
- Support HSR skills and knowledge development e.g. through attendance at workplace health and safety training and network meetings.

#### *Management of PINS and Cease Work*

- If issued with a PIN display it in a prominent place in the workplace, or part of the workplace, at which work is being carried out that is affected by the notice.
- Actively engage in consultation processes and the resolution of health and safety issues to minimise the need for a PIN to be issued by a HSR.
- Manage PIN process in accordance with the [PIN flowchart](#).
- Manage issues related to worker practices, procedures and training to facilitate compliance with a PIN issues to a workers (refer to the [PIN flowchart](#)).
- Provide a copy of the PIN to relevant officer within 24 hours of receipt of the PIN.

- Negotiate with HSR regarding the escalation of a PIN that cannot be complied with at the workplace level.
- If there is a dispute or query regarding the PIN that cannot be managed at the workplace, a review of a PIN enquiry can be requested by contacting Workplace Health and Safety Queensland (WHSQ) on 1300 362 128 within three (3) calendar days of being issued with the PIN.
- If there is a dispute regarding the decision made by a WHSQ Inspector, lodge an application for review of decision. Complete the application for review of a decision and lodge with WHSQ (also known as WorkSafe (Qld) office within 14 days after being told of the decision.
- Advise relevant ADG or RD of lodgement of appeal.
- May request a WHSQ Inspector to attend to assist with issues arising from cease work directives.

### Health and Safety Representative (HSR)

- Represent the views, concerns and ideas about strategies to improve the health and safety of the staff group within their area of representation and present these to the officer in charge of the workplace.
- Communicate health and safety information from the officer in charge to the staff group.
- Complete the approved HSR training course within 28 days of election or as soon as reasonably practicable.
- Hold their position for 3 years unless they resign, leave their workgroup or are disqualified from being a HSR.
- Actively participate in the resolution of health and safety issues that relate to their area of representation, including as a member of the workplace health and safety committee.

### Management of PINS and Cease Work

- Administer the issuing of a PIN in accordance with the *Work Health and Safety Act 2011* (Qld).
- Ensure a [PIN](#) is only issued within the HSR's area of representation after consultation has been conducted.
- Use the PIN template.
- Provide the PIN directly to the recipient and if a worker is the recipient, a copy also to the officer in charge of the workplace.
- Provide a Provisional Improvement Notice enquiry form along with the PIN to the officer in charge for their information.
- Negotiate with the officer in charge of the workplace regarding escalation of the PIN if it cannot be complied with at the workplace level.
- If the PIN has not been complied with by the due date and further negotiation or escalation has failed to resolve the issue, contact WHSQ on 1300 362 128.
- If there is a dispute regarding the decision made by WHSQ Inspector, complete and lodge an application for review of decision with WHSQ within 14 days after being told of the decision.
- May direct a worker in their workgroup under their representation to cease work if there is a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard.
- Before directing a worker to cease work the HSR must first:

- consult with the Principal/Manager
- attempt to resolve the issue under the issue resolution arrangements.
- A directive to cease work without first consulting with the Principal/Manager or attempting to resolve the issue under issue resolution arrangements may be possible if the risk is so serious that it is not reasonable to consult before the directive is given.
- Under the above circumstances, consultation must occur as soon as possible after directive is given.
- A HSR must have completed initial training under S 72 of the [Work Health and Safety Act 2011 \(Qld\)](#).

### Regional Health and Safety Consultants and Coordinators

- Provide advice and support to HSRs and officers in charge of workplaces to assist in the resolution of workplace health and safety issues including those related to PINS.

### Health and Safety Advisor

- Share information with the HSR, e.g. regarding incidents, new activities, processes or hazards on site, visits by WHSQ inspectors, and outcome of audits or investigations.

### Health and Safety Committee

- Ensure an update from the HSR is included as a regular agenda item at the workplace health and safety committee.
- Maintain a copy of any PIN issued at the workplace.

### All staff

- It is not mandatory to elect a HSR at a workplace, however if the staff group does want a HSR, staff should request the officer in charge of the workplace to facilitate an election process.
- Engage in the process of electing a HSR for the workplace.
- Provide information, support and feedback to the HSR relating to health and safety issues at the workplace.

### Management of PINS and Cease Work:

- If issued with a PIN, immediately provide a copy of the PIN to the officer in charge of your workplace and follow the [PIN flowchart](#).
- May cease or refuse to carry out work if the worker has a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard.
- Must notify the Principal/Manager unless directed to cease work by HSR.
- Remain available to carry suitable alternative work.

### Process

- Please refer to [Provisional Improvement Notice \(PIN\) Flowchart](#)

## Definitions

Term	Definition
<b>Department HSW Executive Committee</b>	The corporate committee for the strategic management of health, safety and wellbeing issues and strategies for the department. For complete information please refer to <a href="#">Health, safety and wellbeing communication and consultation</a> .
<b>Officers in Charge of a workplace</b>	<ul style="list-style-type: none"> <li>• a person who has the authority for the management of a departmental workplace e.g. school principals, and managers</li> <li>• has responsibility for, and decision-making authority at a workplace for a range of issues e.g. supervision of staff, budget expenditure, facilities management</li> <li>• is an executive leader such as Senior Executive Services Officers, Senior Officers, Regional Directors and Assistant Regional Directors.</li> </ul>
<b>Health and Safety Committees</b>	A health and safety committee is the forum in which to discuss and raise health, safety and wellbeing issues. This may be a dedicated committee or it may be a standing agenda item within a broader meeting format. All workplaces need to establish a forum to discuss health, safety and wellbeing issues as required by <a href="#">Health, safety and wellbeing communication and consultation</a> .
<b>Health and Safety Representative (HSR)</b>	<ul style="list-style-type: none"> <li>• is a staff member elected by colleagues. It is not an appointed position</li> <li>• does not have to be affiliated with a union</li> <li>• is required to complete a 5-day Health and Safety Representative training approved by Workplace Health and Safety Queensland within 28 days of election or as soon as reasonably practicable.</li> </ul>

## Legislation

- [Work Health and Safety Act 2011 \(Qld\)](#)
- [Work Health and Safety Regulation 2011 \(Qld\)](#)

## Delegations/Authorisations

- Nil

## Policies and procedures in this group

- Nil

## Supporting information for this procedure

- Nil

## Other resources

- [Provisional Improvement Notice \(PIN\) flowchart](#)
- [Health, Safety and Wellbeing committees procedure](#)
- [Health and Safety Representatives \(Creating Healthier Workplaces\)](#)
- [Workplace Health and Safety Queensland](#)

## Contact

For further information, please contact:

[HSW@qed.qld.gov.au](mailto:HSW@qed.qld.gov.au)

## Review date

15/02/2024

## Superseded versions

*Previous seven years shown. Minor version updates not included.*

3.0 Workplace health and safety representatives procedure

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