




DEPARTEMENT DU TRAVAIL ET DE L'EMPLOI

 Sac Postal Privée 9022
PORT VILA

 Telephone #33130/33135/Voip- 3790


 Telephone Bureau Santo #33740/Voip-6282


 Site web-dol.gov.vu

 Page Facebook -Department of Labour Vanuatu


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EMPLOYMENT RELATIONS UNIT

Industrial Relations & Occupational Health & Safety.

Covid19 Development:

On 04 March 2022, an active COVID-19 case was confirmed at Vila Central Hospital, indicating transmission at community level. This falls under Scenario 3 of the Health Sector Preparedness and Response Plan:

Scenario 3. Large outbreak of local transmission (community transmission).

NOW THEREFORE the Department of Labour & Employment Services through the Employment Relations Unit which contains the Industrial Relations Section have reviewed the current situation of Level 3 hereby provides the following measures to be complied with during this challenging time by clients.

Risks and Challenges:

The Officers are faced with high risk of having covid19 while serving clients during this level 3 situation because of the high number of clients approaching our Office.

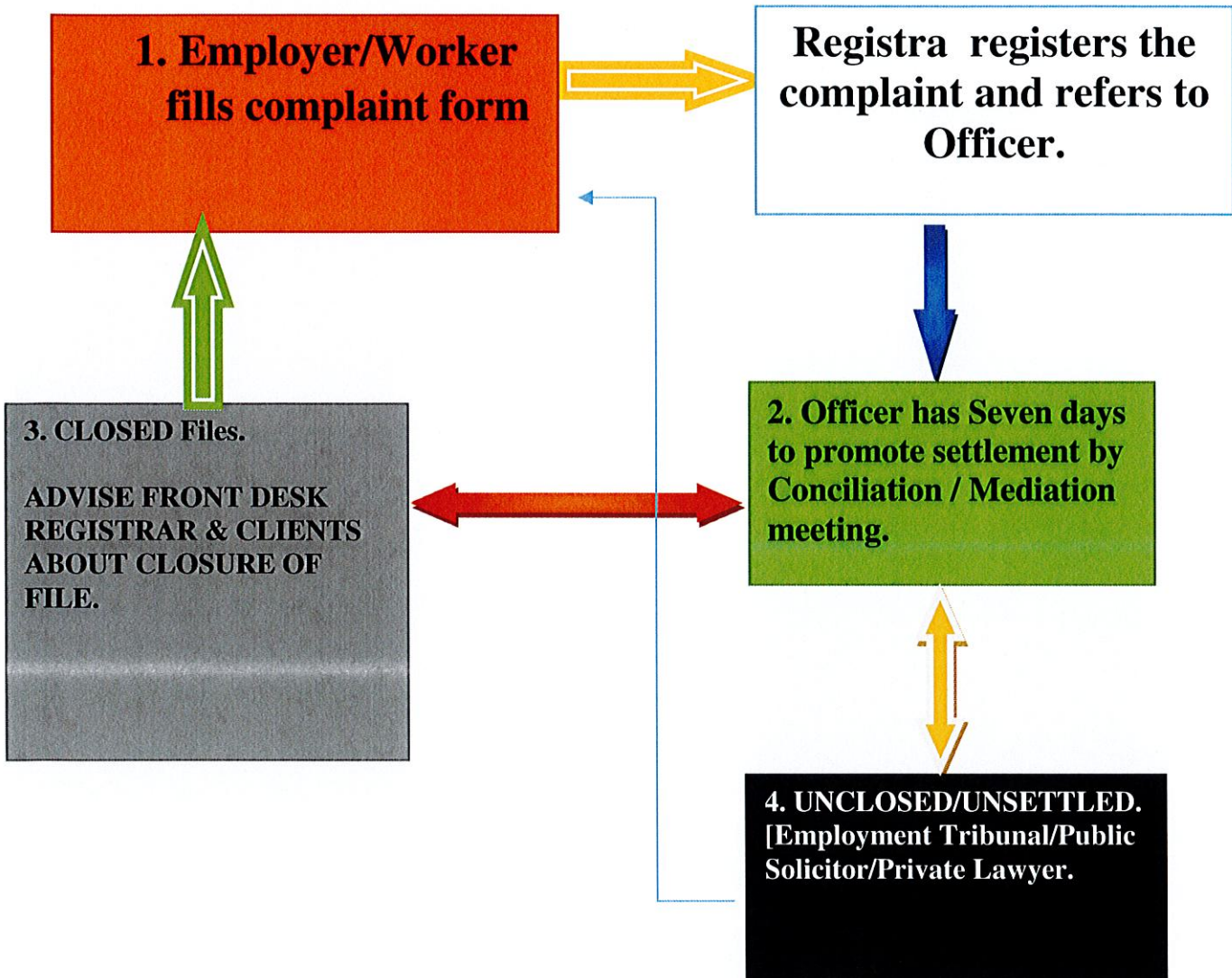
COMPLAINT DISPUTE PROCESS DURING COVID19 SITUATION.

Dispute Complaint Mechanisms

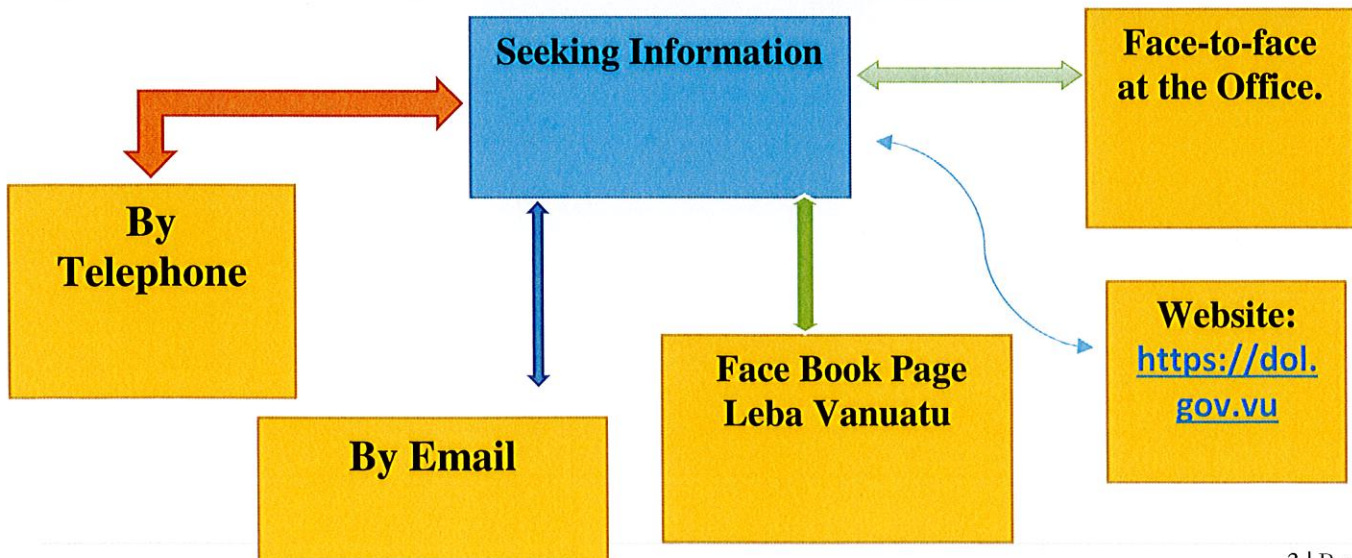
Steps for Registration and Complaint/Grievance Procedure:

1. Complaint is registered with Client file Number & scanned in front desk/Hardcopy referred to IR Officers,
2. IR Officer receives file/works on complaint for seven working days,
3. CLOSED FILES, front office is informed of closure of file and makes final register of closure.
4. Unclosed files – Submitted to T.D. Tribunal and or Office of the Public Solicitor.

Industrial Relation Process of Complaints



DIRRENT WAYS TO SEEK INFORMATION



Complaint Mechanism Process of Occupational Safety and Health (OHS)

1- Employee collects complaint form and fills it up.

2- Officer registers the complaint.

3- Minor Injury (single cut etc...) –

3- Fatal injury (dead) Injury causes

3- Serious injury

(Bones broken) – Injury that results in bones broken brbrok

4- Letter to Medical Doctor to check for Incapacity and second medical check after 6 months.

5- Mediation/ round table meeting.

6. Labour Officer closes the complaint / Unsettled complaint will go to court.

Health & Safety, Workmen's Compensation Complaint Mechanisms

Steps for Registration and Complaint/Grievance Procedure for Health & Safety & Workmen's Compensation:

1. Employee collects the Complaint and fills it up.
2. Employee submits the form to the Officer and the Officer receives and registers the complaint form.
3. The Officer examines and determines the injury whether: Minor injury,
4. Officer request medical doctor to examine employee and determine incapacity and second medical check after Six (6) Months.
5. Officer arranges mediation meeting between employer and affected employee.
6. Officer closes the complaint. But unclosed complaint will go to Labour Tribunal or Court.

LIMITED CLIENT SERVICES ONLY – Level 3.

Days to lodge complaints, seek information, mediation meetings;

1	Mondays:	8.00am -12.00pm	1.00pm to 3.00pm
2	Wednesdays <i>Inspections</i>	8.00am - 12.00pm	1.00pm to 3.00pm.
3	Fridays	8.00am - 12.00pm	1.00pm to 3.00pm.

Days / hours not serving clients but completing office work;

1	Monday afternoons	No clients	3.00pm to 5.00pm
<i>Office work – No Customer in the afternoons from 3.00pm to 5.00pm</i>			
2	Wednesday afternoons:	No clients	3.00pm to 5.00pm
<i>Office work – No Customer in the afternoons from 3.00pm to 5.00pm</i>			
3	Friday afternoons	No clients	3.00pm to 5.00pm
<i>Office work – No Customer in the afternoons from 3.00pm to 5.00pm</i>			
4	Tuesdays and Thursdays	No clients	Office work.
5	<i>Office work - Full days- No Customer on Tuesday and Thursdays</i>		

Electronic Mail (EM) Contacts:

SHEFA:

Mr. Simion Tavoia: stavoia@vanuatu.gov.vu

Mrs. Mayline Tokataam: mtokataam@vanuatu.gov.vu

Mrs. Mary Sakari: msakari@vanuatu.gov.vu

Mr. Jean Luc Tawi: jtawi@vanuatu.gov.vu

Mr. Jean Lop: jlop@vanuatu.gov.vu

Compliance: Mr. Gino Kalnpel: gikalnpel@vanuatu.gov.vu

SANMA: Mr. Johnlive Solomon: jsolemon@vanuatu.gov.vu

A blue ink handwritten signature is written over a circular official stamp. The stamp contains the text 'REPUBLIC OF VANUATU' at the top and 'REPUBLICQUE DE VANUATU' at the bottom. In the center, it reads 'Labour Headquarters' and 'Service du Travail Général'.

Commissioner of Labour & Employment Services
Murielle Meltenoven.