

WORKSAFE ACT

The Office of the Work Health and Safety Commissioner (WorkSafe ACT) is a statutory office established under the *Work Health and Safety Act 2011* (WHS Act). The WHS Commissioner is the regulator of workplace health and safety.

The functions of WorkSafe ACT as set out in the WHS Act include:

- to promote an understanding and acceptance of, and compliance with, the WHS Act or another territory law relating to work health and safety (WHS)
- to undertake research, and develop educational and other programs for the purpose of promoting WHS
- to advise the Minister on any matter relevant to the operation of a territory law under which the regulator performs a function
- any other function given to WorkSafe ACT under the WHS Act or another territory law under which WorkSafe ACT performs a function.

What you can expect from us

We will:

- communicate with you in a professional, courteous, and [respectful](#) manner
- act with honesty and integrity
- listen to you and be responsive
- provide guidance on compliance and deter non-compliance
- resolve or assist with certain work health and safety disputes
- respond to your enquiries, complaints and incidents accurately and thoroughly
- endeavour to respond to your request within 10 working days from receipt which may include contacting you and/or the workplace
- make initial contact with the complainant regarding an allegation of workplace bullying within 3 working days
- respect and protect the privacy of your information
- use feedback to continuously review and improve our services

For more information, please refer to the ACT Public Service [code of conduct](#).



What we expect from you

You will:

- be courteous and [respectful](#) towards our staff
- understand our staff have processes they must follow
- work with us to solve problems
- provide us with feedback to help us improve our services
- treat staff in a way that is not threatening or abusive

We take abuse, threats, intimidation, or harassment of our staff seriously and do not view it as part of their job. If your behaviour is unacceptable, we:

- will provide you with a warning
- may set limits or conditions on your contact with us
- may cease all direct contact with you if your unacceptable behaviour continues or we have already investigated and responded to your issues.

Feedback and complaints

General feedback

You can provide general feedback such as a compliment or suggestion by:

Email: worksafe@act.gov.au

Phone: 6207 3000

International: +61 2 6207 5111 (International call rates apply)

In writing: WorkSafe ACT, PO Box 158, CANBERRA ACT 2601

Accessibility and the National Relay Service

If you require a translator or interpreter, you can contact us through the [Translating and Interpreter Service](#) (TIS) 13 14 50.

If you are deaf, or have a hearing impairment or speech impairment, call 13 36 77 or visit www.relayservice.gov.au to make an internet relay or captioned relay call.

Speak and Listen users' phone 1300 555 727

Internet relay users connect to the NRS.

Thank you for taking the time to contact us. We are committed to continually improving our services by listening to and acting on the feedback of our customers.



Complaints

If you have a complaint about the professional conduct of a WorkSafe ACT staff member please refer your concerns to us using the contact details listed above. Your complaint will be treated in confidence and investigated in accordance with this charter and ACT Public Service guidelines.

Complaints about our decisions

If your complaint relates to the regulatory decision of WorkSafe ACT, you have the right to appeal. You, or another person whose interests are affected by our decision, may apply for an internal review of the decision. Please refer to the back of your notice for more information.

If you are not satisfied with the decision made by an internal reviewer, an eligible person can apply to the ACT Civil and Administrative Tribunal (ACAT) for a review of the decision. ACAT is an independent body that hears and determines a range of cases in the ACT.

Contact details for the ACT Civil and Administrative Tribunal (ACAT):

ACAT	Web: www.acat.act.gov.au
GPO Box 370	Email: tribunal@act.gov.au
CANBERRA ACT 2601	Phone: (02) 6207 1740

You can also make a complaint to the ACT Ombudsman. The ACT Ombudsman can investigate complaints about the decisions and administrative actions of ACT government agencies responsible.

Contact details for the ACT Ombudsman:

ACT Ombudsman	Web: ombudsman@ombudsman.gov.au
GPO Box 442	Phone: 1300 362 072
CANBERRA ACT 2601	

For information about what the Ombudsman will do with your complaint, please click [here](#).

Compliance and Enforcement Policy

WorkSafe ACT's Compliance and Enforcement Policy is the keystone document for WorkSafe ACT's overall compliance framework. The policy sets out our approach to regulation, key principles and what tools we can utilise to ensure compliance with the law.

For more information and to access this policy, please click [here](#).



Freedom of Information

The ACT *Freedom of Information Act 2016* (FOI Act) gives everyone the right to access copies of documents (except exempt documents) held by the Government and its agencies. For Freedom of Information (FOI) guidelines please click [here](#).

Privacy statement

WorkSafe ACT may obtain personal information about you in connection with your feedback or complaint. The information may be collected and stored using the powers, and to carry out functions or activities, under the *Work Health and Safety Act 2011* (WHS Act) and related work safety laws. Under that WHS Act, the information can be disclosed to other ACT Government agencies or non-government organisations, and other Australian work safety enforcement agencies. WorkSafe ACT is obliged to handle your information openly, transparently and in accordance with the Territory Privacy Principles set out in the *Information Privacy Act 2014*. For more information about how WorkSafe ACT will collect, use, share, and store your personal information and how you can access and correct the information, please see the Privacy Statement at www.act.gov.au/privacy.