

## **Service Charter**

### **WorkSafe ACT Family Liaison Officer - Supporting families of deceased persons and injured workers**

The WorkSafe ACT Family Liaison Officer (FLO) provides support to families and seriously injured workers throughout an investigation and any legal proceedings. The FLO is available to families whose loved one has died at work and workers who have been seriously injured at work when there is a criminal prosecution.

This Service Charter (the Charter) sets out the principles and protocols when establishing and maintaining contact with a nominated family member of the deceased or seriously injured workers.

A key principle of the Charter is that information and interaction with families is consistent, courteous, respectful, culturally appropriate and dignified.

After a workplace death or serious injury, families will need time to grieve and adapt, and each family will do so differently. Often the investigation and legal process may appear to be complex to those families and workers involved, and the FLO will initiate and maintain regular contact to ensure families don't feel like the matter has been forgotten or lost. The FLO's role is to ensure that families and workers are respected, supported and provided with clear and honest information during the investigation and prosecution process.

WorkSafe ACT will initiate contact with a nominated family member within one month after the incident or earlier if requested. The FLO will contact families and/or injured workers every 28 days or alternatively, families can choose to have regular quarterly contact with the FLO or to be contacted only when there is an update on the investigation or prosecution process.

The FLO will support families and seriously injured workers by:

- Acting as a single point of contact with WorkSafe ACT and the investigations team and providing clear communication, including:
  - progress of the investigation and key investigative milestones
  - progress and stages of the prosecution process, such as if and when charges are laid
  - reasons as to why a prosecution may not proceed or may be discontinued
  - helping families and workers to understand investigation and court processes
- Establishing the expected level of contact and method of communication whether by phone or email
- assisting families and workers with court matters and providing support at the courthouse, and
- connecting families and workers with other support services as needed.

The FLO will help families and workers to identify and access organisations that can support them such as:

- LifeLine
- Australian Centre for Grief and Bereavement
- Relationships Australia, and
- Access to counselling via WorkSafe ACT's Employee Assistance Program, Converge, for immediate family members of deceased workers.

The FLO does not provide counselling, financial, legal or crisis support.

Please be aware that the FLO cannot provide crisis support. If you need urgent counselling, call Lifeline on 13 11 14 and, in an emergency, call 000.

Following the conclusion of the investigation or court process, the FLO will undertake slow disengagement with families and in most cases, the FLO will fully disengage within three months after the matter is finalised.