



CUSTOMER SERVICE STANDARD

RAISING A WORK HEALTH
AND SAFETY CONCERN

SAFEWORK NSW

MAY 2017

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Disclaimer

This publication may contain information about the regulation and enforcement of work health and safety in NSW. It may include some of your obligations under some of the legislation that SafeWork NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website www.legislation.nsw.gov.au

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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WE TAKE ALL MATTERS REPORTED TO US SERIOUSLY AND WILL DETERMINE THE APPROPRIATE LEVEL OF RESPONSE RELEVANT TO THE POTENTIAL OR ACTUAL RISK.

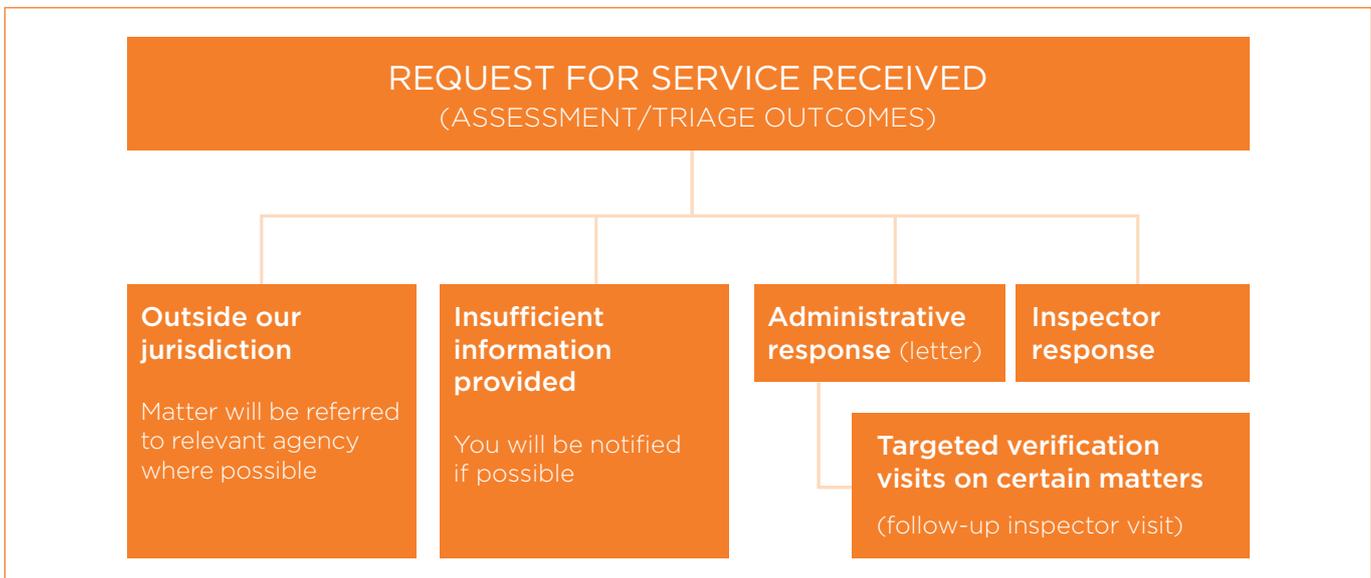
At SafeWork NSW, we aim to make sure our regulatory approaches promote a competitive, confident and protected NSW (see *Our approach to work health and safety regulation* (catalogue no. SW08027).

This Customer Service Standard sets out what you can expect from us and what you can do to assist us when you raise a concern about work health and safety. This is known as a request for service (RFS).

OUR RESPONSE

Within one business day of receiving an RFS, we will assess or ‘triage’ the issues raised to determine the appropriate response in accordance with the *National compliance and enforcement policy*.

For every RFS, a unique identification number will be given to you, in case you need to contact us again. If you choose to remain anonymous, you will not get a reference number.



WHAT YOU CAN EXPECT FROM US

Our response will depend on the types of RFS.

- **OUTSIDE OUR JURISDICTION:** If the issues raised are outside our jurisdiction, we will tell you who to contact for assistance or we'll send the matter to the relevant agency where possible.
- **INSUFFICIENT INFORMATION PROVIDED:** We will contact you if possible to get additional information in order to re-assess the method of response.
- **ADMINISTRATIVE RESPONSE:** If the issues raised are assessed as low risk, we will write to the relevant business, drawing attention to the matter for action as required. Generally, we will respond within three business days of receiving the RFS.
- **VERIFICATION VISIT:** We visit some of those businesses who have received an administrative response, to assess what action they have taken in response to the issues raised. These visits generally occur within three months of us receiving the RFS.
- **INSPECTOR RESPONSE:** When the issues raised are of a moderate to high risk, an inspector will respond. If the issue involves high risk work, an inspector will generally visit within one business day. An RFS assessed as moderate risk will generally receive an Inspector response within three to five business days.



COMMUNICATION WITH YOU

Occasionally, we will need to contact you for more information about the issue. Generally, we will tell you what we have done about your RFS.

Your confidentiality is important. We will not intentionally reveal the source of the RFS unless you provide your consent. Depending on the nature of the RFS, there may be limitations to keeping your identity private.

You may choose to refrain from providing your details to us and raise an RFS anonymously. However doing so means it is not possible to seek further information from you or provide you with feedback or information in relation to the RFS.

HOW YOU CAN HELP US

We can give you a better service if you tell us:

- the address of the workplace and location within that workplace where the work health and safety issue is occurring
- the exact nature of the work health and safety issue
- the name and address of the business or individual in control of the workplace – phone, email or website
- anything that will assist us to respond to your work health and safety issue.

We know this can be a stressful time, so remain calm when dealing with our staff, as they are trying to help and it will lead to a better outcome for everyone.



