From: "Craig, Andrew" <Andrew.Craig@worksafe.act.gov.au>
Sent: 17/09/2024 3:52 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: People At Work Survey (WorkSafe ACT) - September 2024

OFFICIAL

Dear All

The Senior Leadership Team (SLT) has endorsed the fifth People At Work (PAW) Survey of WorkSafe ACT. The PAW Survey forms part of a psychosocial risk assessment process and helps organisations identify factors that may cause harm to the psychological health and safety of its workers. WorkSafe ACT has conducted PAW Surveys at regular intervals since becoming a prescribed territory authority on 1 July 2020. The results have provided good data as to what the agency has been doing well and where potential improvements are needed.

Several of the questions ask you to comment on your experience over the last six months. If you have not worked at WorkSafe ACT for six months you can still complete the survey, but just focus on the period that you have worked at the agency. The survey is anonymous, and your answers cannot be identified.

There is a lot of information on the survey and its methodology at the attached link (https://www.peopleatwork.gov.au/webcopy/resources#workplaceresources) but the main things to keep in mind are as follows:

- the survey opens today and will close on 17 October 2024. It can be accessed by clicking the following link – https://www.peopleatwork.gov.au/survey?surveyId=55eb3657-1f94-48f4-bec6-dbd5f5248bfb. There will be reminders generated to complete the survey along with statistics on the percentage of responses. Ideally it would be great if everyone could partake in the survey, but it will be closed on 17 October 2024 if the response rate is at least 80%; if not, it will be extended until that target is reached.
- the survey will only take around 15 minutes to complete.
- the data which results from the survey is stored in Australia on secured servers.
- the data will be deidentified and WorkSafe ACT will not be able to identify individual employees. There will be no access available to individual responses, only an aggregated report which will only provide demographic group breakdowns.
- the survey responses will be used to identify factors that may cause harm to workers' psychological health and safety and assist WorkSafe ACT examine differences in psychological health and safety across different areas and groups in the agency.
- some of the demographic questions collected at the beginning of the survey are mandatory to complete. However, if you feel uncomfortable you can select the 'prefer not to say' answer. All the other questions are optional, but it is strongly encouraged that everyone answers as many questions as possible to enable an accurate picture of psychological health in WorkSafe ACT be developed.
- the results of the survey will be distributed as soon as possible after it closes, and
- the system does not provide individuals with a personal report summarising their answers.

The PAW Survey is a great tool WorkSafe ACT has at its disposal to allow staff to have their say anonymously and contribute to the culture the agency is striving towards putting in place.

If you have any queries please let me know.

Regards

Andrew

Andrew Craig | Executive Officer to the WHS Commissioner
Mobile: Sch 2.2(a)(ii) Email: andrew.craig@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au


SAFE WORK MONTH
STEPPING UP SAFETY
OCTOBER 2024
WORKSAFEACT
I wish to acknowledge the Ngunnawal people as traditional custodians of the of the ACT land and recognise any other people or families with connection to the lands of the ACT and region.
I wish to acknowledge and respect their continuing culture and the contribution they make to the life of the city and this region.

From: "Craig, Andrew" <Andrew.Craig@worksafe.act.gov.au>
Sent: 01/10/2024 5:04 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Outcomes from SLT Meeting - 1 October 2024
Attachments: SLT Outcomes -1 October 2024.pdf, PAW Overview Report (September 2024).pdf

OFFICIAL

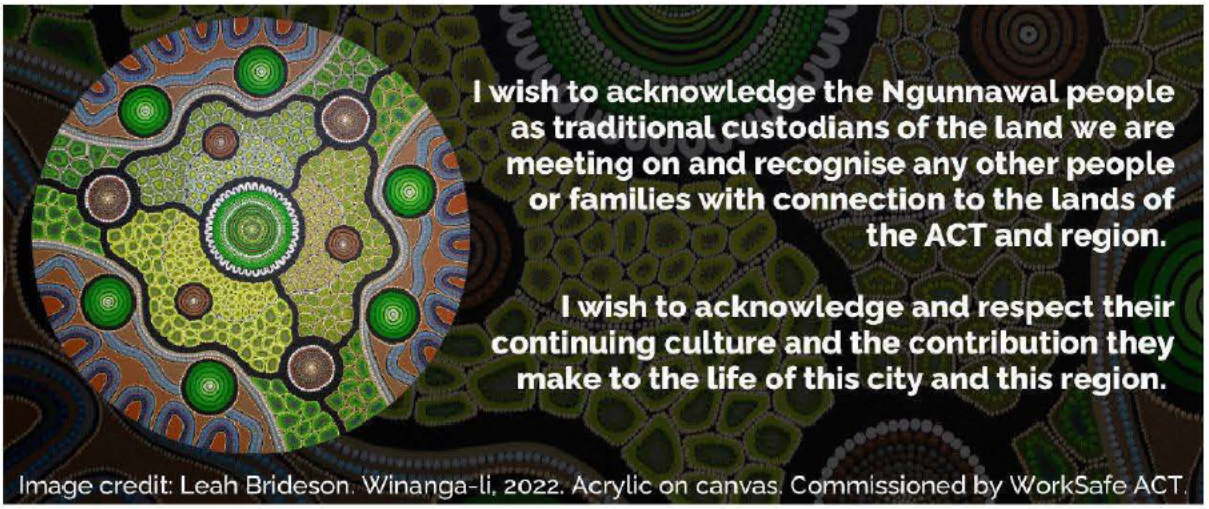
Dear All

Please find attached the outcomes from this morning's SLT meeting along with the People at Work Overview Report from the recent survey. If you have any queries, please discuss with your SLT member in the first instance.

Regards

Andrew

Andrew Craig | Executive Officer to the WHS Commissioner
Mobile: Sch 2.2(a)(ii) Email: andrew.craig@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



WORKSAFE ACT SAFE + HEALTHY WORKPLACES

MEETING OUTCOMES

SLT

1/10/2024

Location: Level 5, Nara Centre (MR5)

Attendees

- Bill Smith (Chair)
- Jacqui Agius
- Matt Davis
- Gemma Godwin
- Frank Cachia
- Andrew Craig

Apologies

- Amanda Grey
- Midori Kobayashi
- Joel Hiscox

Admin

- Bill opened the meeting by welcoming everyone and giving the acknowledgement,
- there were no conflicts of interest identified.
- there were no actions arising with the exception of an ongoing matter, the development of the WorkSafe ACT Reconciliation Action Plan.

Commissioner's Update

- the Commissioner met with a number of external stakeholders during the last week including the MBA, CFMEU, CPSU, Work Safety Group (CMTEDD) and the Asbestos and Silica Safety and Eradication Agency.
- the Commissioner spoke about the results of the recent People at Work (PAW) Survey which closed on Monday as the response rate had reached 80%. The overview report is attached for information with the main takeaways being:
  - the overall result is 'minimal concern'.
  - the job demands are all within 'good, but monitor' with the exception of emotional demands which is moderate and 'could be improved' – these are slightly higher than the November 2023 survey results.
  - the job resources are all high which is 'good, but monitor' – these are slightly lower than the November 2023 survey results.
  - 24% of workers reported experiencing workplace bullying which compares to 16% in November 2023. Of particular note there were 13 sources of bullying from supervisors compared to two in November 2023.
  - 8% of workers reported experiencing work-related violence compared to 11% in November 2023, and
  - psychological distress and burnout and sprains and strains are low, 'good, but monitor'.
- Informed by the PAW survey results, SLT discussed the actions that will be taken to make improvements to the workplace. The first step will be to hold staff focus groups to discuss the PAW results and identify areas where improvements can occur.
- SLT reaffirmed its commitment to ensuring we have a workplace where all staff feel safe and supported.

SENSITIVE - NOT FOR DISTRIBUTION

WORKSAFE ACT SAFE + HEALTHY WORKPLACES

MEETING OUTCOMES

Corporate matters including staff movements

- there are currently seven recruitment actions in progress with a number close to completion.
- Agency guidelines for the new 'right to disconnect' provisions have been drafted for consideration and the 'Managers Toolkit' will be finalized and circulated in the near future.
- WorkSafe ACT's online stakeholder feedback form is undergoing a final review before the Engagement Team publishes it on the WorkSafe ACT website.
- the 'Application to Garage a WorkSafe ACT Vehicle' form has been updated and approved and is now available on the intranet.
- one of the Mitsubishi Outlanders (217003) has recently been returned and replaced with a KIA EV6.
- the Corporate Team is undertaking a refresh of all laptop docks across the floor.
- the Mud Room on B1 is being cleaned up and reorganised to make it more usable.
- all the workbooks and training notices for the recent Inspectorate Induction session have been completed and identification cards will be issued once a review of the training notices and workplace visits has been completed.
- the "Welcome to WorkSafe ACT" E-Learning module is currently with the Engagement Team for review with a focus on the accessibility of the module.
- psychosocial training for the Inspectorate is being conducted throughout this week – thank you Ben for all your work.
- the Behavioural De-Escalation training is booked in for next week.
- the testing of the inspections module on SalesForce will be conducted over the next two weeks.
- Dina is finishing with WorkSafe ACT shortly – thank you Dina for all your great work!

Internal WHS

- there were no WHS incidents reported this week.

Finance Matters

- the acquittal of the 2023-24 Jervis Bay Territory inspection budget and the revised 2024-25 inspection budget will be submitted this week.

Engagement matters

- the Media Coverage Report for September 2024 was tabled and showed a great deal of activity during the month.
- the new Worksafe ACT Instagram page went live this week.
- there are a number of presentations by the Commissioner and Acting Deputy Commissioner planned during NSWM.
- the next Industry Breakfast (HSRs) has been fully booked out.

Strategy matters

- the 2023-24 WorkSafe ACT Annual Report will be back from the printers by the end of the week.

Operational matters

- there are a number of legal matters in train.

Meeting closed at 11.30am

Minutes taken by Andrew Craig

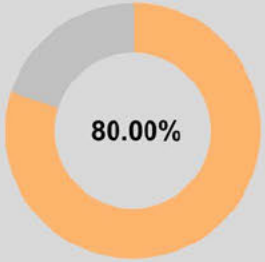
SENSITIVE: NOT FOR DISTRIBUTION

ABOUT PEOPLE AT WORK

People at Work helps organisations to assess key psychosocial hazards and factors that have been associated with poor mental health and wellbeing, job burnout, lower productivity, increased sickness absence and physical disorders, amongst others. In Australia, employers are required by law to provide and maintain a working environment that is safe and without risks to both psychological and physical health.

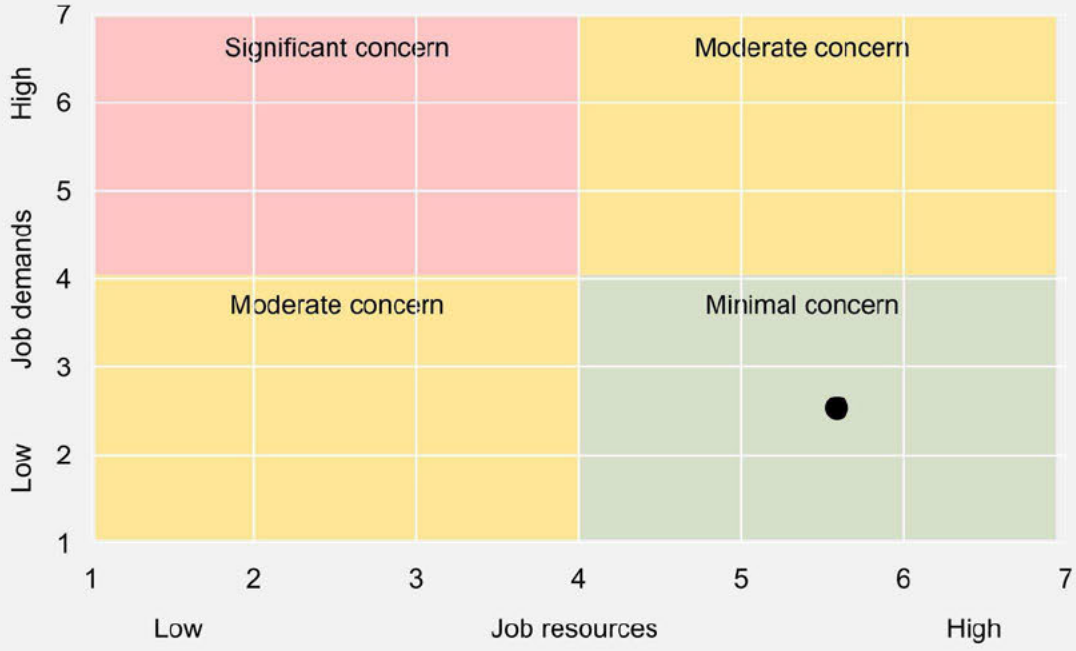
YOUR RESPONSE RATE

Your survey response rate was 80.00%. For response rates that are below 50% results should be interpreted with caution as the results may not be an accurate representation of the workplace as a whole.



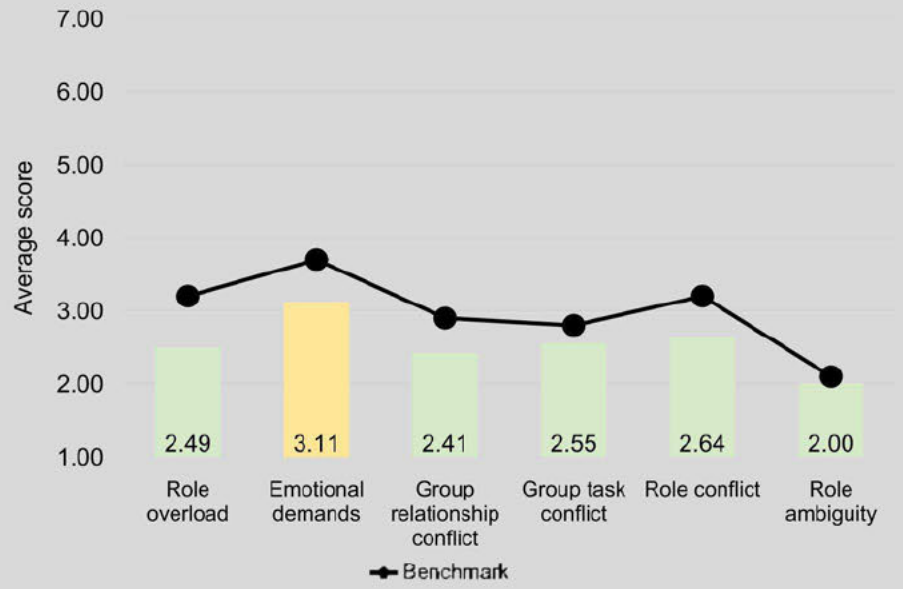
OVERALL RESULTS

Job demands refer to aspects of the job that require sustained psychological or physical effort and job resources are aspects of the job that are helpful for workers in achieving work goals. When there is a combination of high job demands and low job resources this can result in negative outcomes for workers such as psychological strain, burnout and sprain and strain. The graph shown averages your results across the different job demands and job resources to assess your overall level of risk.



This report has been provided as part of the free peopleatwork.gov.au tool.
The report is to be used in accordance with the People at Work terms of use.

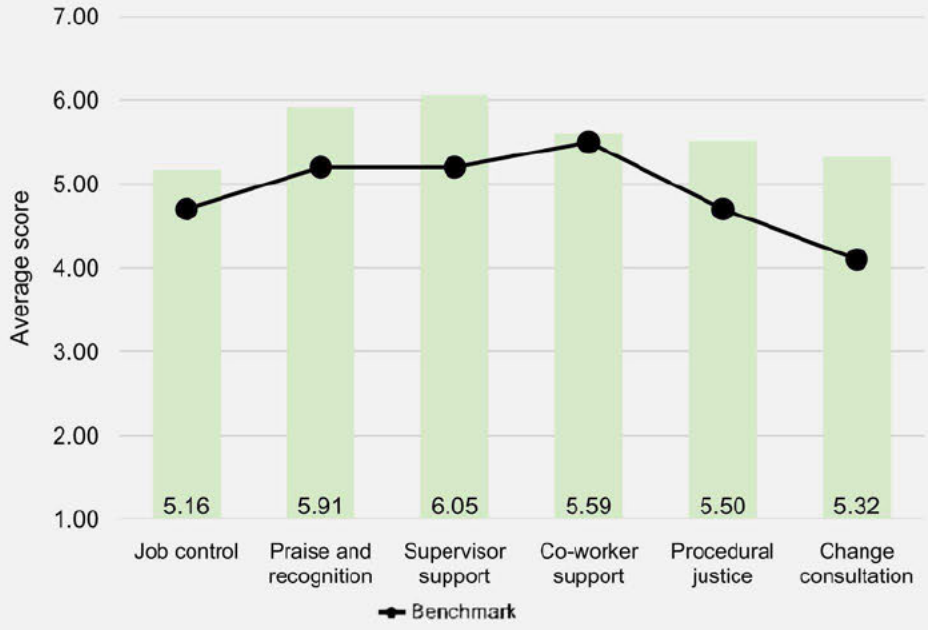
JOB DEMANDS



Score interpretation			
↓ Lower is preferable			
Range	Low	Moderate	High
Scale Values	1.00 - 3.00	3.01 - 4.99	5.00 - 7.00
Action	Good, but monitor	Could be Improved	Immediate attention required

When workers perceive job demands to be high it can result in psychological harm. Workplaces should aim for job demands to be in the low range. Results should be followed up with a focus group to explore results further and an action plan developed. Some possible suggestions can be found in our guidance. For further detail see the comprehensive report.

JOB RESOURCES



Score interpretation			
↑ Higher is preferable			
Range	Low	Moderate	High
Scale Values	1.00 - 3.00	3.01 - 4.99	5.00 - 7.00
Action	Immediate attention required	Could be Improved	Good, but monitor

When workers perceive job resources to be low it can result in psychological harm. Workplaces should aim for job resources to be in the high range. Results should be followed up with a focus group to explore results further and an action plan developed. Some possible suggestions can be found in our guidance. For further detail see the comprehensive report.

WORKPLACE BULLYING

24% of your workers reported experiencing workplace bullying in the previous 6 months.

Workplaces should aim to have no bullying within their workplaces. Find out more about preventing and managing workplace bullying.

SOURCE OF BULLYING - COUNTS

13 Supervisor	9 Member of public
0 Subordinate	7 Client/customer
10 Co-worker	0 Family/friend of client/customer/patient/student
2 External co-worker	



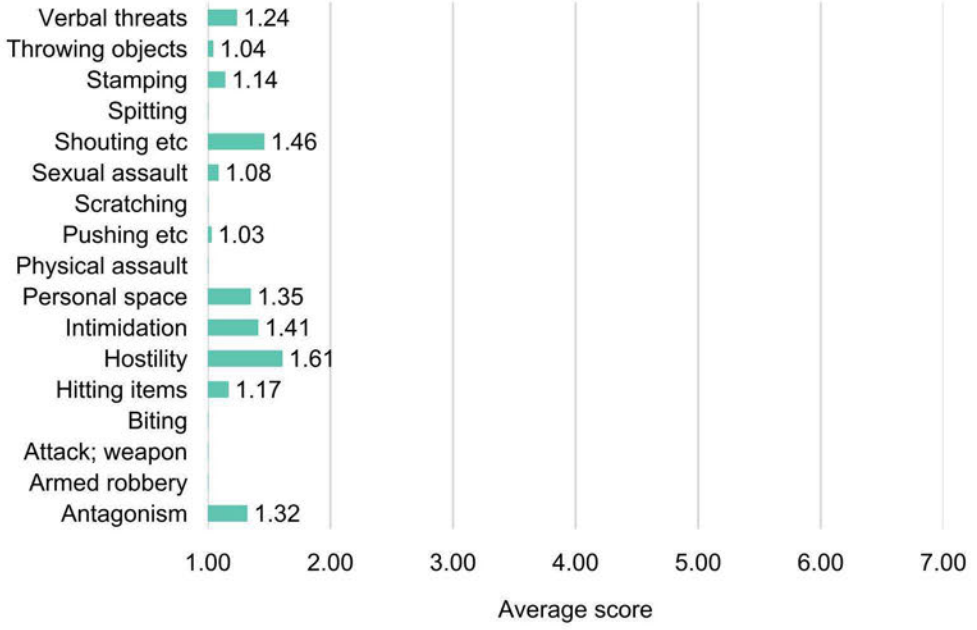
WORK-RELATED VIOLENCE

8% of your workers reported experiencing work-related violence in the previous 6 months.

Workplaces should aim to have no work-related violence. Find out more about preventing and managing work-related violence.

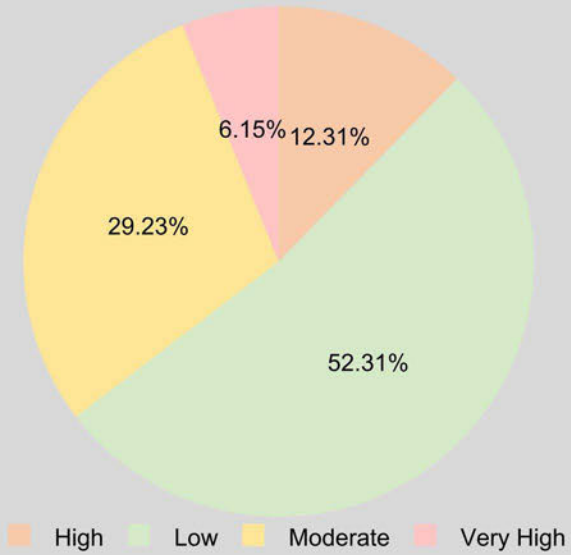
SOURCE OF VIOLENCE - COUNTS

2 Supervisor	8 Member of public
1 Subordinate	12 Client/customer
5 Co-worker	1 Family/friend of client/ customer/patient/student
1 External co-worker	



PSYCHOLOGICAL HEALTH OUTCOMES

PSYCHOLOGICAL DISTRESS

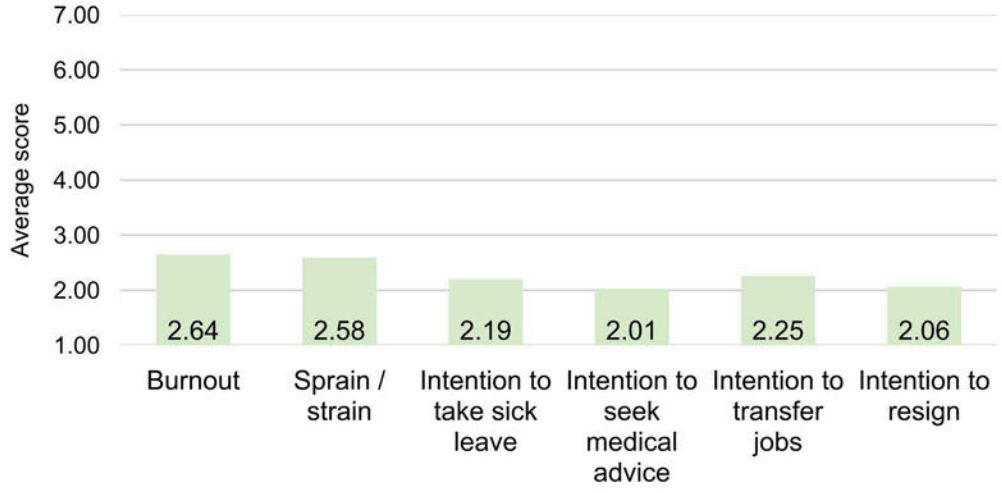


Job demands, job resources, workplace bullying and work-related violence have been linked to psychological distress, burnout, sprain and strain and impact on various worker intentions (including intention to resign, transfer jobs, seek medical advice or take sick leave).

Psychological distress assesses experiences of negative emotional states such as anxiety and depression. Research has linked the experience of psychological distress to workers taking significantly more sick days and having significantly lower performance as compared to those not experiencing psychological distress.

Score interpretation				
Range	Low	Moderate	High	Very High
Total score	10 - 15	16 - 21	22- 29	30 - 50

BURNOUT, SPRAIN AND STRAIN & INTENTIONS



Score interpretation			
↓ Lower is preferable			
Range	Low	Moderate	High
Scale Values	1.00 - 3.00	3.01 - 4.99	5.00 - 7.00
Action	Good, but monitor	Could be Improved	Immediate attention required

From: "Barrett, Brad" <Brad.Barrett@worksafe.act.gov.au>
Sent: 16/08/2024 1:10 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: CONSULTATION: review of controls - response to adverse media
Attachments: 20240815 - Multiple Hazard Risk Assessment - Response to adverse media.docx

OFFICIAL: Sensitive

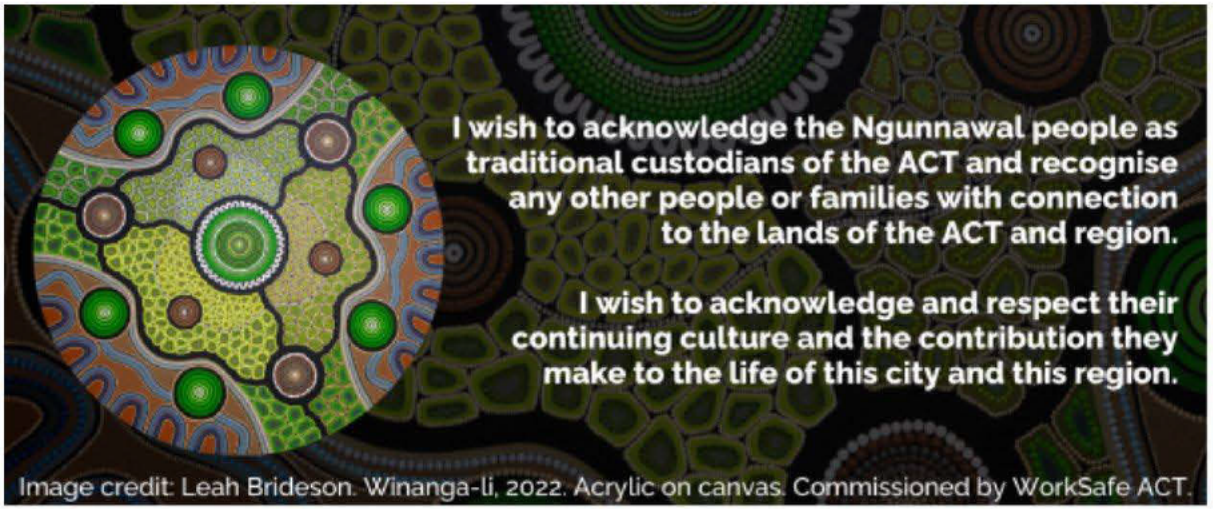
Good afternoon all.

The attached risk assessment and its controls have been in place now for a month. Bill, Matt and I did a review yesterday and agreed to the RA remaining the same for an additional 4 weeks, when it will be reviewed again. However, I am sharing this with you as part of the consultation process.

Can you please provide any comments or feedback, prior to COB Friday 23rd of August 2024.

Kind regards
Brad

Brad Barrett
Assistant Director | Quality and WHS
Phone: 6207 3000 | Mobile: Sch 2.2(a)(ii) | Email: brad.barrett@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601



WORKSAFEACT

WORKSAFE ACT ASSESSMENT

Division/business unit:	Office of the Work Health and Safety Commissioner	Manager/supervisor:	Matt Davis
Employee representative:	SOG Cs – Danielle Grant, Jaeger Swanepoel, Tony Sanna, Shaun Mitchell, Stephen O'Rourke, Meaghan O'Connor, Brooke Schofield. HSR consultation at A47394693.	Date: 15 August 2024	
Resources consulted:	WorkSafe ACT Risk Register, social media policy, ACTPS values and signature behaviours.		
Risk owner:	Jacqueline Agius	Signature	

Scope: This risk assessment applies to all WorkSafe ACT workers within the Nara Centre and working remotely. It addresses psychosocial risks in the workplace related to recent negative media articles regarding WorkSafe ACTs workplace culture and allegations of historic bullying and harassment, and other allegations.

Job/Activity: Specifically doing our education, awareness and compliance and enforcement activities offsite, on the duty phone and on call with external stakeholders.

Purpose: The *Work Health and Safety ACT 2011* (WHS Act) defines 'health' as both physical and psychological health. This means that where the WHS Act imposes a duty in relation to 'health', WorkSafe ACT will manage risks to both physical and psychological health, so far as is reasonably practicable.

When psychosocial hazards are not effectively identified there can be an increased risk of psychological and physical harm. Managing the risks associated with psychosocial hazards not only protects workers, but it also decreases the disruption caused by incidents, errors, staff turnover and absenteeism, and may improve broader organisational performance and productivity.

WORKSAFEACT

Size and location of the workplace	
Address	3 Constitution Avenue, Level 5, Canberra City
Number and composition of workers	
Number of Work workers	Approximately 85
Normal hours of operation	Between 0830 – 1651
Overtime and On-call	**Overtime:** Occasionally, at pre planned events. **On-Call:** WorkSafe ACT is a 24/7 service. There is always an on-call inspector.
Remote or isolated workers	• Regular or irregular overtime work by other teams is noted as an isolated worker risk. • Working on inspections (WPV) or in WorkSafe ACT vehicles. • Working from home, ABW, working outside nominal hours in the office, and flexible work arrangements are noted as an isolated worker risk

WORKSAFEACT

Identified hazard.	**Risk factor(s).** What can happen and how it can happen?	**Current controls used to reduce risks.** (Hierarchy of controls – to be linked)	**RR with current controls in place**			**Accept risk with current control in place?** Yes/No	**If No:** Proposed control(s) to reduce risk.	**RR with new controls in place**		
			C	**L**	**RR**			**C**	**L**	**RR**

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Exposure to agitated PCBUs with preconceived ideas about whether they are going to get a notice or infringement (based on incorrect information in the media)	• Being challenged around regulatory action taken by an inspector leading to stress and a loss of engagement, confidence and motivation	**Elimination** – Nil **Substitution** – Nil **Isolation** – In the event of contact with an agitated PCBU that can't be deescalated the inspector and assisting inspector must leave site. **Engineering –** Nil **Admin** – Two inspectors always, ensure basis for belief covers all required aspects for a notice or infringement, evidence to support decisions must be strong, write decision making reasons in notebooks. If someone becomes agitated or aggressive leave the site and contact supervisor to advise. Complete an incident report through the safety portal. Managers to ensure appropriate support is provided to employees. Adhere to WorkSafe ACT Compliance and Enforcement policy **PPE –** Nil	M 3	P 3	**Moderate**	No	**Isolation** – If any employees are experiencing significant stress around this issue, they must speak to their manager and discuss controls such as restricting WPVs temporarily, WFH, rotation of duties etc. **Admin –** Don't engage in discussion about the articles with PCBUs, refer any external specific enquiries to media and comms by emailing media@worksafe.act.gov.au and advise we are not providing comment on the topic except through formal channels. Ensure contact is made with your manager following visits and between visits for inspectors going to multiple visits. At least one member of the inspection team must have undertaken de-escalation training.	M 3	U 2	**Moderate**

WORKSAFEACT

Occupational violence and aggression from PCBU in response to negative media	• Stress • Burnout • Loss of engagement and motivation • Fatigue	**Elimination** – Nil **Substitution** – Nil **Isolation** – **Isolation** – In the event of contact with an agitated PCBU that can't be deescalated the inspector and assisting inspector must leave site. **Engineering –** Nil **Admin** – Refer to risk register occupational violence controls e.g. Two inspectors on site at all times If someone becomes agitated or aggressive leave the site and contact supervisor to advise of situation. Complete an incident report through the safety portal. Managers to ensure appropriate support is provided to employees. Ensure contact is made with your manager following visits and between visits for inspectors going to multiple visits. All inspectors undertake de-escalation training. Follow the hostile callers' script for phone aggression. **PPE –** Nil	M 4	P 3	High	No	**Isolation** – If any employees are experiencing significant stress around this issue, they must speak to their manager and discuss controls such as restricting WPVs temporarily, WFH, rotation of duties etc. **Admin -** Resend hostile callers' script to all employees for aggressive phone enquiries At least one member of the inspection team must have undertaken de-escalation training.	M 4	2 U	High

WORKSAFEACT

Inspectors receiving challenges and comments made by external parties on WorkSafe ACTs reputation and workplace culture	• Stress • Loss of engagement, confidence, and motivation	**Elimination** – Nil **Substitution** – Nil **Isolation** – In the event of contact with an agitated PCBU that can't be deescalated the inspector and assisting inspector must leave site. **Engineering –** Nil **Admin** – Two inspectors at all times. Write all interactions in official notebooks. If someone becomes agitated or aggressive leave the site and contact supervisor to advise. Complete an incident report through the safety portal. Managers to ensure appropriate support is provided to employees. Ensure contact is made with your manager following visits and between visits for inspectors going to multiple visits. Adhere to WorkSafe ACT Compliance and Enforcement policy Always act with professionalism and integrity. This is even more important currently. Always follow the ACT PS values and behaviours. **PPE – Nil**	M 3	P 3	**Moderate**	No	**Admin –** Don't engage in discussion about the articles with PCBUs, refer any external specific enquiries to media and comms by emailing media@worksafe.act.gov.au and advise we are not providing comment on the topic except through formal channels. Ensure contact is made with your manager following visits and between visits for inspectors going to multiple visits. Reminder: refrain from commenting, liking or sharing these articles on social media, all employees are bound by the social media policy. At least one member of the inspection team must have undertaken de-escalation training.	M 3	U 2	**Moderate**

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Risk Matrix

E: Extreme risk — detailed action plan required

H: High risk — needs senior management attention

M: Medium risk — specify management responsibility

L: Low risk — manage by routine procedures

Note: *High* or *Extreme* risks must be reported to senior management and require detailed treatment plans to reduce the risk to Low or Medium.

					Consequences				
				People	Injuries or ailments not requiring medical treatment	Minor injury or first aid treatment case	Serious injury causing hospitalisation or multiple medical treatment cases	Life threatening injury or multiple serious injuries causing hospitalisation	Death or multiple life threatening injuries
				Financial	1% of budget or <$5K	2.5% of budget or <$50K	> 5% of budget or <$500K	> 10% of budget or <$5M	>25% of budget or >$5M
					Insignificant	**Minor**	**Moderate**	**Major**	**Catastrophic**
	Probability	**Historical**			**1**	**2**	**3**	**4**	**5**
Likelihood	>1 in 10	Is expected to occur in most circumstances	**5**	**Almost certain**	**M**	**H**	**H**	**E**	**E**
	1 in 10–100	Will probably occur	**4**	**Likely**	**M**	**M**	**H**	**H**	**E**
	1 in 100–1,000	Might occur at some time in the future	**3**	**Possible**	**L**	**M**	**M**	**H**	**E**
	1 in 1,000–10,000	Could occur but doubtful	**2**	**Unlikely**	**L**	**M**	**M**	**H**	**H**
	1 in 10,000–100,000	May occur but only in exceptional circumstances	**1**	**Rare**	**L**	**L**	**M**	**M**	**H**

WORKSAFEACT

Version Number:	Prepared By:	Consultation:	Comments	Approved By:	Approved Date:	Review Date:
1.0	Danielle Grant		Current	WHS Commissioner	/07/2024	One month – 9 August 2024
1.1	Matthew Davis	Consulted comments incorporated	Current	WHS Commissioner	/07/2024	One month – 9 August 2024
1.2	Brad Barrett	Reviewed with Bill S and Matt D, out for broader consultation.	Current,	WHS Commissioner	/08/2024	One month – 13 Sept

From: "Smith, Bill"
Sent: 19/07/2024 12:29 PM
Cc: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Bcc: "Nara L5 Conference Room 5 (Seats 20, WebEx)" <NaraL5ConferenceRoom5@act.gov.au>
Subject: Staff meeting (optional)

Good afternoon team

I'm writing to invite you all to an optional all staff meeting this afternoon. The purpose of the meeting is to address some staff concerns that have been raised with Amanda, Midori and I as a result of recent media articles.

Regards

Bill

_~_

-- Do not delete or change any of the following text. --

When it's time, join your Webex meeting here.

Join meeting

More ways to join:

Sch 2.2(a)(xvi)

If you are a host, click here and login site to view host information.

From: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 15/07/2024 10:33 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Multiple Hazard Risk Assessment - Response to adverse media
Attachments: 20240711 - Multiple Hazard Risk Assessment - Response to adverse media.pdf
Importance: High

OFFICIAL

Hi WorkSafe Team,

Thank you to everyone that provided feedback on the Risk Assessment – response to adverse media. The feedback was incorporated, and Jacqui has approved the RA.

I've uploaded the RA to SharePoint and a copy is attached.

For managers, noting that we have lots of new starters can we ensure that on each team deployed at least one person has completed de-escalation training.

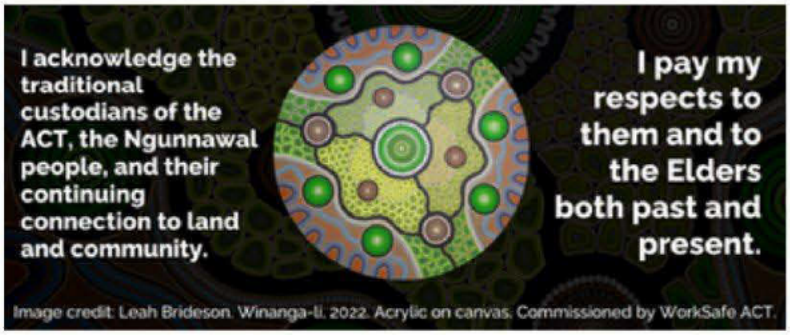
20240711 - Multiple Hazard Risk Assessment - Response to adverse media.pdf

If you don't have access to the link please contact our media team.

Thanks
Matt

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



WORKSAFEACT

WORKSAFE ACT ASSESSMENT

Division/business unit:	Office of the Work Health and Safety Commissioner	Manager/supervisor:	Matt Davis
Employee representative:	SOG Cs – Danielle Grant, Jaeger Swanepoel, Tony Sanna, Shaun Mitchell, Stephen O'Rourke, Meaghan O'Connor, Brooke Schofield. HSR consultation at A47394693.	Date: 12 July 2024	
Resources consulted:	WorkSafe ACT Risk Register, social media policy, ACTPS values and signature behaviours.		
Risk owner:	Jacqueline Agius	Signature	15 July 2024 - Approved by email at A47394636

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WORKSAFEACT

Size and location of the workplace	
Address	3 Constitution Avenue, Level 5, Canberra City
Number and composition of workers	
Number of Work workers	Approximately 85
Normal hours of operation	Between 0830 – 1651
Overtime and On-call	**Overtime:** Occasionally, at pre planned events. **On-Call:** WorkSafe ACT is a 24/7 service. There is always an on-call inspector.
Remote or isolated workers	• Regular or irregular overtime work by other teams is noted as an isolated worker risk. • Working on inspections (WPV) or in WorkSafe ACT vehicles. • Working from home, ABW, working outside nominal hours in the office, and flexible work arrangements are noted as an isolated worker risk

WORKSAFEACT

Identified hazard.	Risk factor(s). What can happen and how it can happen?	Current controls used to reduce risks. (Hierarchy of controls – to be linked)	RR with current controls in place			Accept risk with current control in place? Yes/No	If No: Proposed control(s) to reduce risk.	RR with new controls in place		
			C	L	RR			C	L	RR
Exposure to agitated PCBUs with preconceived ideas about whether they are going to get a notice or infringement (based on incorrect information in the media)	• Being challenged around regulatory action taken by an inspector leading to stress and a loss of engagement, confidence and motivation	**Elimination** – Nil **Substitution** – Nil **Isolation** – In the event of contact with an agitated PCBU that can't be deescalated the inspector and assisting inspector must leave site. **Engineering –** Nil **Admin** – Two inspectors always, ensure basis for belief covers all required aspects for a notice or infringement, evidence to support decisions must be strong, write decision making reasons in notebooks. If someone becomes agitated or aggressive leave the site and contact supervisor to advise. Complete an incident report through the safety portal. Managers to ensure appropriate support is provided to employees. Adhere to WorkSafe ACT Compliance and Enforcement policy **PPE –** Nil	M 3	P 3	Moderate	No	**Isolation** – If any employees are experiencing significant stress around this issue, they must speak to their manager and discuss controls such as restricting WPVs temporarily, WFH, rotation of duties etc. **Admin –** Don't engage in discussion about the articles with PCBUs, refer any external specific enquiries to media and comms by emailing media@worksafe.act.gov.au and advise we are not providing comment on the topic except through formal channels. Ensure contact is made with your manager following visits and between visits for inspectors going to multiple visits. At least one member of the inspection team must have	M 3	U 2	Moderate

WORKSAFEACT

							undertaken de-escalation training.			
Occupational violence and aggression from PCBU in response to negative media	• Stress • Burnout • Loss of engagement and motivation • Fatigue	**Elimination** – Nil **Substitution** – Nil **Isolation** – **Isolation** – In the event of contact with an agitated PCBU that can't be deescalated the inspector and assisting inspector must leave site. **Engineering –** Nil **Admin** – Refer to risk register occupational violence controls e.g. Two inspectors on site at all times If someone becomes agitated or aggressive leave the site and contact supervisor to advise of situation. Complete an incident report through the safety portal. Managers to ensure appropriate support is provided to employees. Ensure contact is made with your manager following visits and between visits for inspectors going to multiple visits. All inspectors undertake de-escalation training. Follow the hostile callers' script for phone aggression. **PPE –** Nil	M 4	P 3	High	No	**Isolation** – If any employees are experiencing significant stress around this issue, they must speak to their manager and discuss controls such as restricting WPVs temporarily, WFH, rotation of duties etc. **Admin -** Resend hostile callers' script to all employees for aggressive phone enquiries At least one member of the inspection team must have undertaken de-escalation training.	M 4	2 U	High

WORKSAFEACT

Inspectors receiving challenges and comments made by external parties on WorkSafe ACTs reputation and workplace culture	• Stress • Loss of engagement, confidence, and motivation	**Elimination** – Nil **Substitution** – Nil **Isolation** – In the event of contact with an agitated PCBU that can't be deescalated the inspector and assisting inspector must leave site. **Engineering –** Nil **Admin** – Two inspectors at all times. Write all interactions in official notebooks. If someone becomes agitated or aggressive leave the site and contact supervisor to advise. Complete an incident report through the safety portal. Managers to ensure appropriate support is provided to employees. Ensure contact is made with your manager following visits and between visits for inspectors going to multiple visits. Adhere to WorkSafe ACT Compliance and Enforcement policy Always act with professionalism and integrity. This is even more important currently. Always follow the ACT PS values and behaviours. **PPE – Nil**	M 3	P 3	**Moderate**	No	**Admin –** Don't engage in discussion about the articles with PCBUs, refer any external specific enquiries to media and comms by emailing media@worksafe.act.gov.au and advise we are not providing comment on the topic except through formal channels. Ensure contact is made with your manager following visits and between visits for inspectors going to multiple visits. Reminder: refrain from commenting, liking or sharing these articles on social media, all employees are bound by the social media policy. At least one member of the inspection team must have undertaken de-escalation training.	M 3	U 2	**Moderate**

WORKSAFEACT

Risk Matrix

E: Extreme risk — detailed action plan required

H: High risk — needs senior management attention

M: Medium risk — specify management responsibility

L: Low risk — manage by routine procedures

Note: *High* or *Extreme* risks must be reported to senior management and require detailed treatment plans to reduce the risk to Low or Medium.

					Consequences				
				People	Injuries or ailments not requiring medical treatment	Minor injury or first aid treatment case	Serious injury causing hospitalisation or multiple medical treatment cases	Life threatening injury or multiple serious injuries causing hospitalisation	Death or multiple life threatening injuries
				Financial	1% of budget or <$5K	2.5% of budget or <$50K	> 5% of budget or <$500K	> 10% of budget or <$5M	>25% of budget or >$5M
					Insignificant	**Minor**	**Moderate**	**Major**	**Catastrophic**
	Probability	**Historical**			**1**	**2**	**3**	**4**	**5**
Likelihood	>1 in 10	Is expected to occur in most circumstances	**5**	**Almost certain**	**M**	**H**	**H**	**E**	**E**
	1 in 10–100	Will probably occur	**4**	**Likely**	**M**	**M**	**H**	**H**	**E**
	1 in 100–1,000	Might occur at some time in the future	**3**	**Possible**	**L**	**M**	**M**	**H**	**E**
	1 in 1,000–10,000	Could occur but doubtful	**2**	**Unlikely**	**L**	**M**	**M**	**H**	**H**
	1 in 10,000–100,000	May occur but only in exceptional circumstances	**1**	**Rare**	**L**	**L**	**M**	**M**	**H**

WORKSAFEACT

Version Number:	Prepared By:	Consultation:	Comments	Approved By:	Approved Date:	Review Date:
1.0	Danielle Grant		Current	WHS Commissioner	/07/2024	One month – 9 August 2024
1.1	Matthew Davis	Consulted comments incorporated	Current	WHS Commissioner	/07/2024	One month – 9 August 2024

From: "Agius, Jacqueline"
Sent: 20/06/2024 4:18 PM
To: "Agius, Jacqueline" <Jacqueline.Agius@worksafe.act.gov.au>; "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>

Sch 2.2(a)(ii)

Subject: All Staff Meeting

Good afternoon all,

Please see invitation to the next All Staff Meeting of 2024, being run by the Vulnerable Workers team.

It will be held in the Collaboration space on Level 2 of the Nara Centre, from 11:00am to 12:00pm on Wednesday 3 July.

Will send the Webex link shortly if you will be attending online. Looking forward to seeing you all there.

Kind Regards,

Jacqueline Agius (she/her)
Work Health and Safety Commissioner

Labour Hire Licence Commissioner
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601

WORKSAFEACT

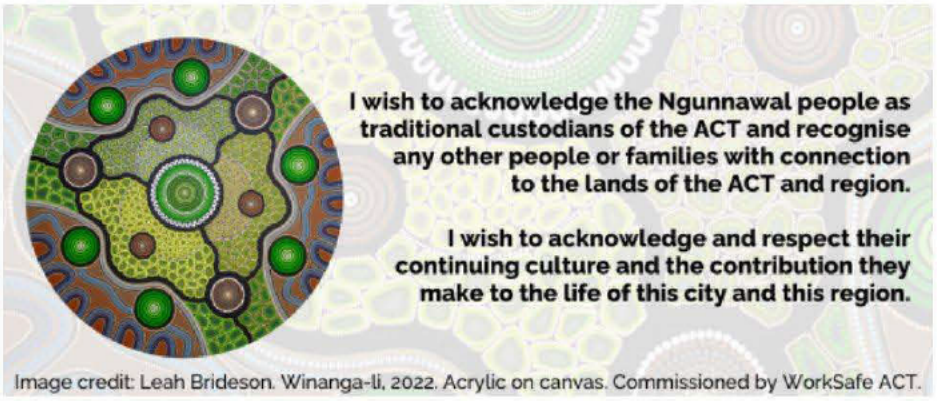


Image credit: Leah Brideson. Winanga-li, 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

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-- Do not delete or change any of the following text. --

When it's time, join your Webex meeting here.

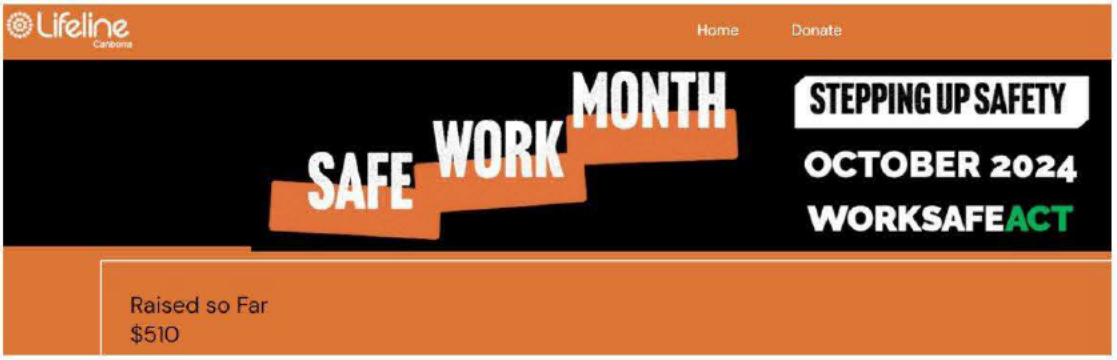
Sch 2.2(a)(xvi)

From: "Barrett, Brad"
Sent: 11/10/2024 11:40 AM
To: "Barrett, Brad" <Brad.Barrett@worksafe.act.gov.au>; "###All Staff, WorkSafe ACT" <###AllStaffWorkSafeACT@act.gov.au>
Subject: ALL STAFF - Morning Safe Tea - Supporting Lifeline

Hello all staff.

You're invited to our safe work month (WorkSafe ACT) morning tea – Safe Tea. **Please bring along an item of food to share.**

Throughout the month, WorkSafe ACT will be supporting and fundraising for Lifeline Canberra, a national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services. They exist so that no person in Australia has to face their darkest moments alone. **LIFELINE Canberra - WorkSafe ACT Stepping Up Safety**



From: "Grey, Amanda"
Sent: 11/07/2024 7:51 AM
To: "Grey, Amanda" <Amanda.Grey@worksafe.act.gov.au>; "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Bcc: "Nara L5 Conference Room 1 (Seats 20, WebEx)" <NaraL5ConferenceRoom1@act.gov.au>
Subject: All staff stand up and teams meeting

__Good morning all, the Commissioner has asked to speak with everybody this morning – given the lack of availability of a very large room, I have booked conference room one on our floor – the meeting will also be on teams if you are WFH or would prefer to attend virtually.

Look forward to seeing you all this morning.

Cheers

AG

Microsoft Teams Need help?

Sch 2.2(a)(xvi)

For organizers: Meeting options

ACT Government

Org help | Privacy and security

From: "Craig, Andrew"
Sent: 27/08/2024 2:46 PM
To: "Craig, Andrew" <Andrew.Craig@worksafe.act.gov.au>; "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>

Sch 2.2(a)(ii)

Subject: All Staff Meeting (Level 2, Nara Centre (Collaboration Centre))

Dear All

The next All Staff Meeting, hosted by the Investigations Team, is being held from 11.00am to 12.00 noon in the Collaboration Centre (Level 2, Nara Centre) on 2 September.

It will be great to catch up with everyone. The Webex link is attached for those attending the meeting online.

Regards

Andrew

Andrew Craig | Executive Officer to the WHS Commissioner
Mobile: Sch 2.2(a)(ii) Email: andrew.craig@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au

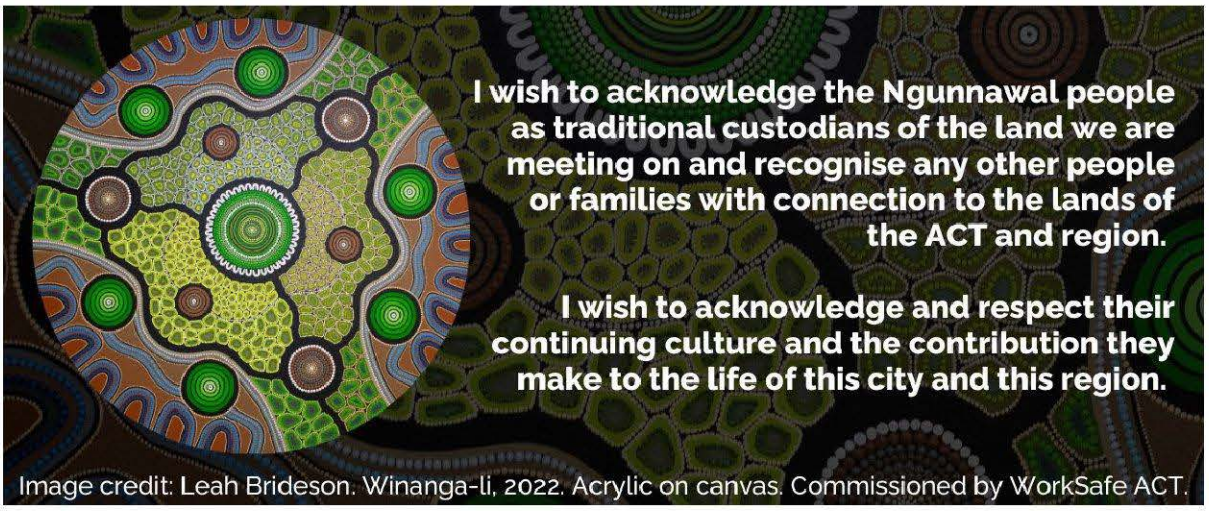


Image credit: Leah Brideson. Winanga-li, 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

From: "Craig, Andrew"
Sent: 27/09/2024 10:24 AM
To: "Craig, Andrew" <Andrew.Craig@worksafe.act.gov.au>; "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>

Sch 2.2(a)(ii)

Subject: All Staff Meeting

Dear All

The Collaboration Space on Level 2, Nara Centre has been booked (the same venue as for the regular ASMs).

Regards

Andrew

Andrew Craig | Executive Officer to the WHS Commissioner
Mobile: Sch 2.2(a)(ii) Email: andrew.craig@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



Microsoft Teams Need help?

Sch 2.2(a)(xvi)

ACT Government

Org help | Privacy and security

Microsoft Teams Need help?

Sch 2.2(a)(xvi)



Org help | Privacy and security

Microsoft Teams Need help?

Sch 2.2(a)(xvi)



Org help | Privacy and security

From: "Agius, Jacqueline"
Sent: 30/10/2024 10:20 AM
To: "Agius, Jacqueline" <Jacqueline.Agius@worksafe.act.gov.au>; "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>; "Rynehart, Josh" <Josh.Rynehart@act.gov.au>

Sch 2.2(a)(ii)

Subject: Canceled: WorkSafe ACT All Staff Meeting
Importance: High

Dear All

The All Staff Meeting set down for tomorrow has been postponed until later in November. A new invite will be sent around in the near future.

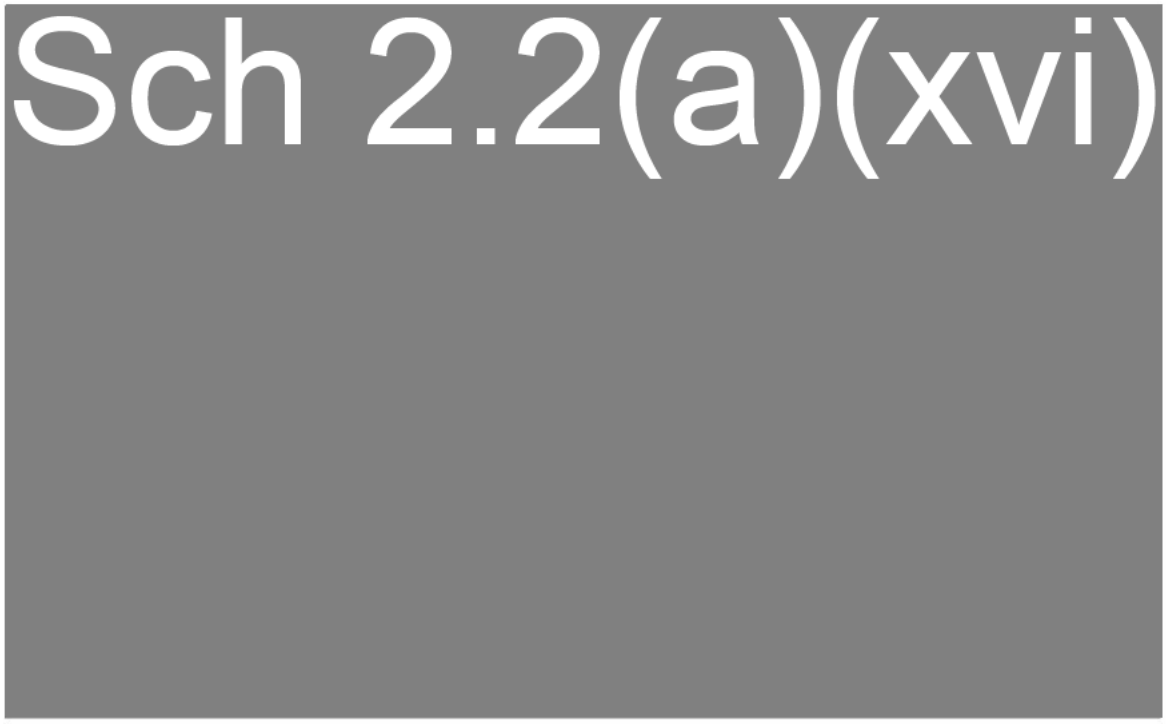
Regards

Andrew

When it's time, join your Webex meeting here.

Join meeting

More ways to join:



Need help? Go to https://help.webex.com

From: "Craig, Andrew"
Sent: 02/12/2024 3:06 PM
To: "Craig, Andrew" <Andrew.Craig@worksafe.act.gov.au>; "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>

Sch 2.2(a)(ii)

Subject: Canceled: All Staff Meeting (Level 2, Nara Centre (Collaboration Centre))
Importance: High

Dear All

The next All Staff Meeting, hosted by the Construction Team, is being held from 11.00am to 12.00 noon in the Collaboration Centre (Level 2, Nara Centre) on 12 December.

It will be great to catch up with everyone. The Webex link will be sent around in the next couple of days.

Regards

Andrew

Andrew Craig | Executive Officer to the WHS Commissioner
Telephone: 6205 9019 Email: andrew.craig@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au

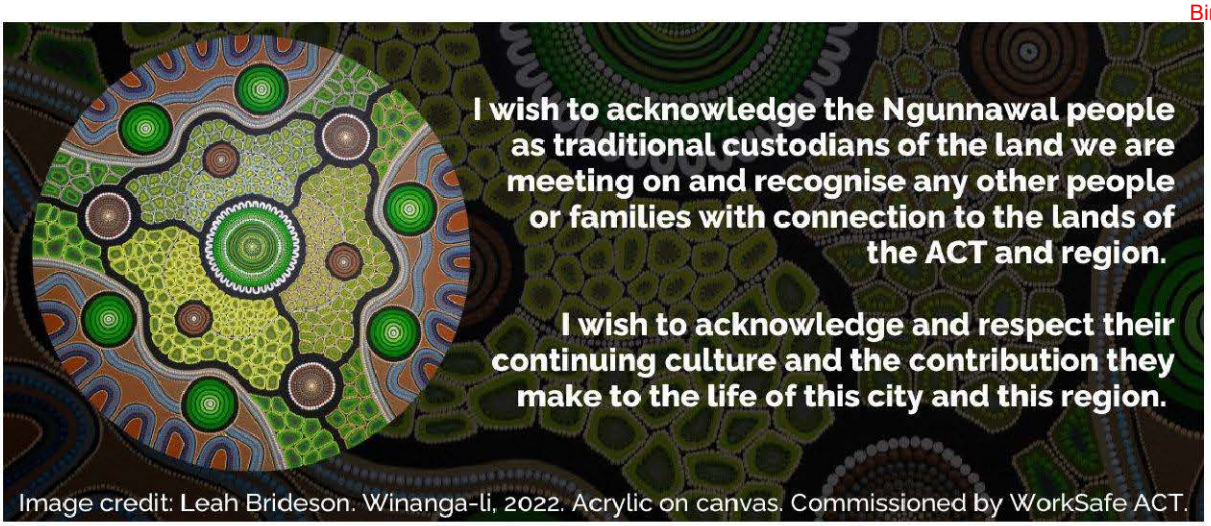


Image credit: Leah Brideson. Winanga-li, 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

From: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 02/12/2024 4:40 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Critical Incident Support - Thursday 5 December 2024

OFFICIAL

Hi Team,

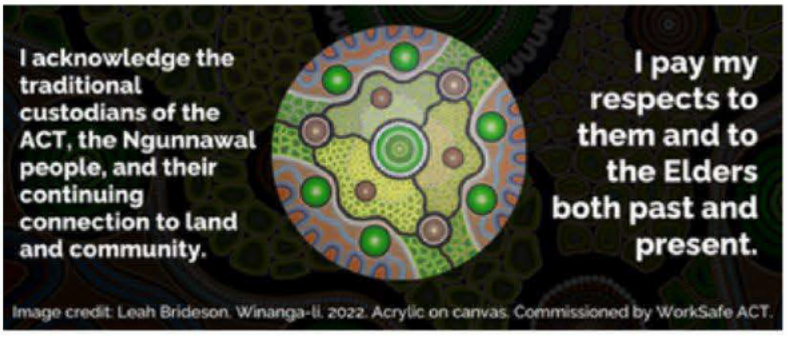
Just a reminder that the EAP Critical Incident support team will be here on Thursday in room Nara L1.12 Flexi Space, a booking sheet will be available soon.

We also have Grill Bill from 10-11 am, if possible, please utilise these appointment slots last☺

If you have any questions, please speak with your manager.

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 03/12/2024 2:04 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Critical Incident Support - Thursday 5 December 2024

OFFICIAL

Hi Team,

On Thursday Dr Allana Weir will be in the building to speak with anyone who wants to chat as part of the EAP Critical Incident Response we have initiated.

This a confidential service, between you and Dr Weir, the service is not just for recent indents, if something happened over the course of the year that you require support with, you can book an appointment with Dr Weir.

I currently have 8 appointments available, if they fill up, I will arrange for more sessions☺

Details

Location: Nara L1.12 Flexi Space

Times available:

08:30-0915	
0915-1000	
1015-1100	
1115-1200	
1200-1300	Lunch
1300-1345	
1400-1445	
1500-1545	
1600-1630	

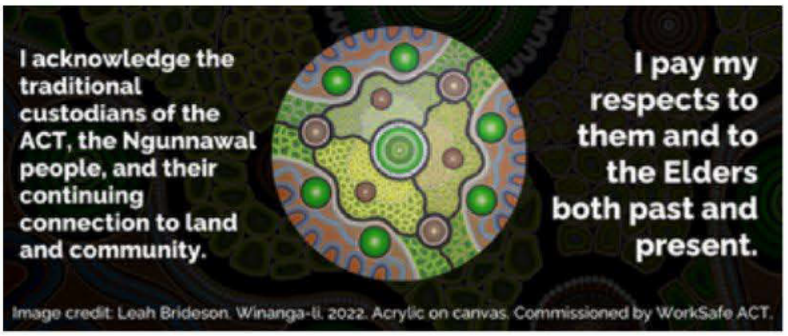
How to book

- I will put the booking sheet up in the kitchen adjacent to conference room 1 on Level 5, simply place a X in the slot you would like, note the time down for your own reference and turn up at the exact start time. Out of respect for others people's privacy please don't arrive early.

If you have any questions or concerns please let me know.

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: Davis, MattE
Sent: Monday, 2 December 2024 4:41 PM
To: #OWHSC, All Staff <#OWHSCAllStaff@act.gov.au>
Subject: Critical Incident Support - Thursday 5 December 2024

Hi Team,

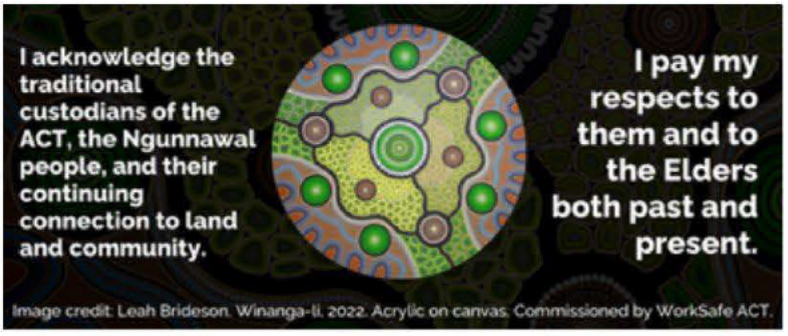
Just a reminder that the EAP Critical Incident support team will be here on Thursday in room Nara L1.12 Flexi Space, a booking sheet will be available soon.

We also have Grill Bill from 10-11 am, if possible, please utilise these appointment slots last☺

If you have any questions, please speak with your manager.

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: "Agius, Jacqueline" <Jacqueline.Agius@worksafe.act.gov.au>
Sent: 04/12/2024 10:31 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Stay health and safe for Stand down

OFFICIAL

Hi all

I have been advised that several staff members have tested positive to COVID 19. There is no evidence of COVID 19v transmission in our workplace. To eliminate the potential exposure to Covid-19 and to eliminate to risk so far as is reasonably practicable within the workplace, all staff are asked to **work from home where able**. This is to come into effect immediately until further notice. If you are unable to work from home, please let your manager know.

We are taking this action out of an abundance of caution as we want you all to be healthy and safe so you can spend the stand down having fun with your family.

If you are an Inspector and are required to physically attend a place of work, you can park your private vehicle in the spot of the WorkSafe vehicle you utilise to attend the job. You can then return the WorkSafe vehicle and drive home in your private vehicle. Inspectors are still to attend jobs in pairs, **however please travel in two separate WorkSafe vehicles**. There should be antibacterial wipes in all of the vehicles. Please wipe down the steering wheel after use for the next person.

Select Inspectors will be requested to take a WorkSafe vehicle home, including the on-call Inspector. If you already have a WorkSafe vehicle and are called to a job site, you are to meet your partner on site. Please do not travel together. When on site or in the office please observe social distancing where possible and wear a mask when interacting with others.

There are RATs available in locker number 96 on Level 5 and masks, sanitiser and wipes have been placed in a central location in the kitchen. Our office will remain open with management representation on each day and please discuss working from home with your manager.

Also take care when you are in the public or socialising. I understand COVID transmissions are increasing in our community at the moment.

We are making enquiries with the venue about the **Christmas party** and will update you in an email later today.

If anyone has any questions, please speak to your manager and please stay safe.

Jacqueline Agius (she/her)
Work Health and Safety Commissioner
Labour Hire Licence Commissioner
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601

WORKSAFEACT

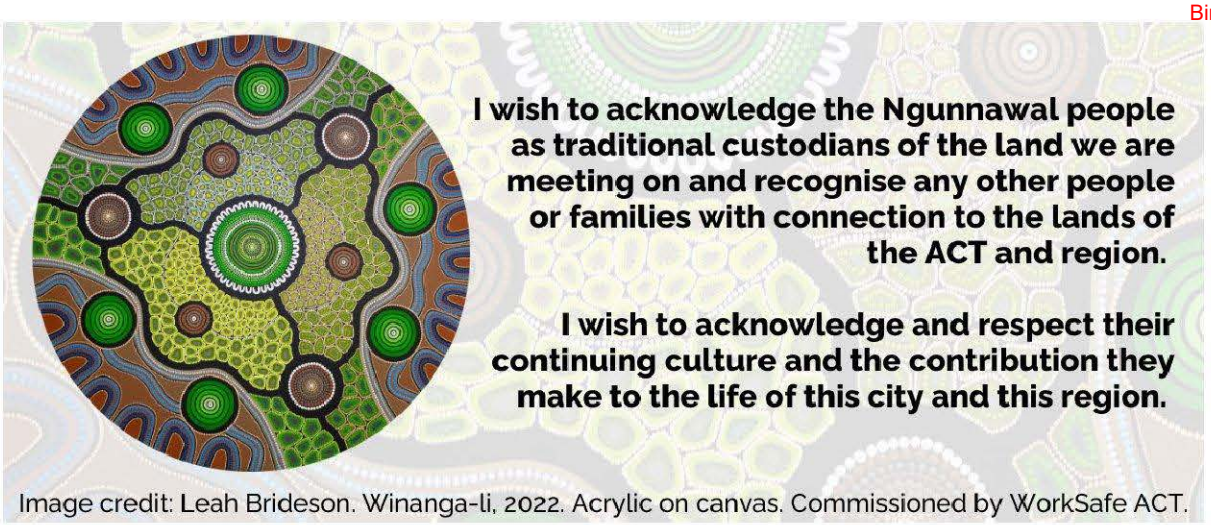


Image credit: Leah Brideson. Winanga-li, 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

WORKSAFEACT

From: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 04/12/2024 5:03 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Appointment with WorkSafe ACT for Critical Incident Response
Attachments: ATT00001.ics

OFFICIAL

Hi Team,

Tomorrow's session with the Critical Incident response team has been moved online, for those people that secured appointments please use the link below at your allocated time.

If you haven't already booked, and you would like an appointment please reach out to me by text 04256 216 872, you can block your number, so it is anonymous☺

I will reply with available times, you can select one and I will let Dr Weir know.

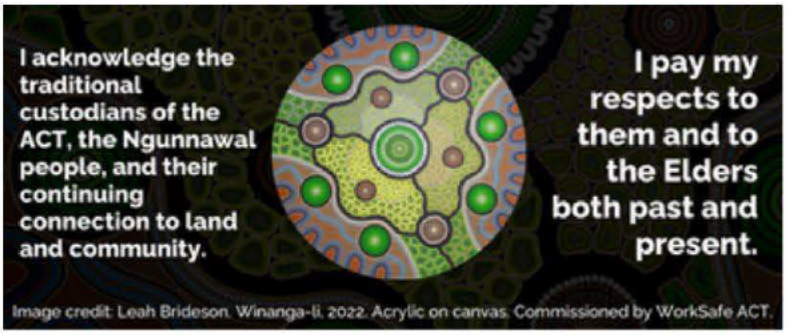
I'll test the link by contacting the Dr using that link in the morning, hopefully I can identity any tech issues and get them fixed.

Stay safe☺

Thanks
Matt

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: Converge International Rapid Response Team
Sent: Wednesday, 4 December 2024 4:18 PM

To: Davis, MattE
Subject: APP-764300 - Appointment with WorkSafe ACT for Critical Incident Response

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Converge INTERNATIONAL

Rapid Response Appointment Notification | WorkSafe ACT

We are pleased to note that your appointment has been successfully booked. Please see below for the details of your appointment:

Appointment Number: APP-764300

Incident Description: Converge has been requested to provide onsite 1:1 support for staff following an accumulation of distressing incidents.

Incident Category: Critical Incident Response

Incident Type: Bullying & Harassment

Incident Date: 29-Nov-2024

Employees Impacted: 0

Employees at Response (apx.): 0

Note: If Employees Impacted and/or Employees at Response (apx.) displays 0, this means it was unknown at the time of incident intake.

Onsite Contact

Name	Number	Email
Matte Davis	Sch 2.2(a)(ii)	matte.davis@worksafe.act.gov.au

Authorised Contact

Name	Number	Email
Matte Davis	Sch 2.2(a)(ii)	matte.davis@worksafe.act.gov.au

Appointment Details

Site: Worksafe ACT, 3 Constitution Ave, City ACT 2601, Australia

Date & Time: 05-Dec-2024 08:30 AM - 05-Dec-2024 04:00 PM

Consultant: Dr Allana Weir

Type: One-On-One

Modality: Video Call

Duration: 7.5 Hours

Meeting Link: Join

Privacy Policy

If you would like to see our Privacy Policy, please click here

Contact Us

Please feel free to contact us by responding to this email at the below details.
Free call number: 1300 687 327
Email: Rapid.ResponseAdmin@convergeintl.com.au
Kind Regards,
Rapid Response Team
Converge International

From: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 04/12/2024 5:12 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: RE: Appointment with WorkSafe ACT for Critical Incident Response

OFFICIAL

Hi Team,

My number is Sch 2.2(a)(ii) I may have accidently added a number, thanks Robert☺

These sessions are currently available:

Details

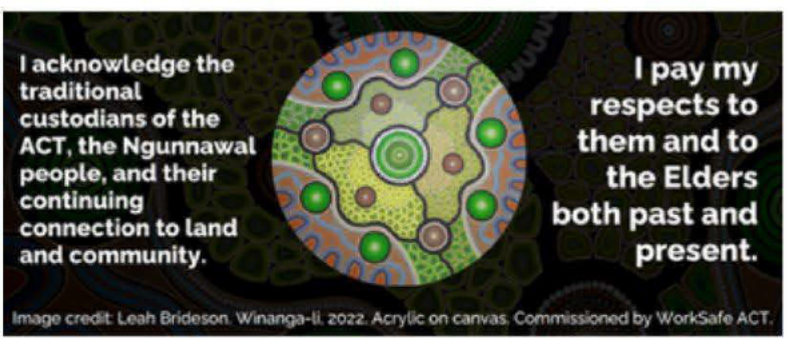
Location: Nara L1.12 Flexi Space

Times available:

08:30-0915	
0915-1000	X – not available
1015-1100	
1115-1200	X – not available
1200-1300	Lunch
1300-1345	
1400-1445	X – not available
1500-1545	
1600-1630	

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: Davis, MattE
Sent: Wednesday, 4 December 2024 5:03 PM
To: #OWHSC, All Staff <#OWHSCAllStaff@act.gov.au>
Subject: Appointment with WorkSafe ACT for Critical Incident Response

Hi Team,

Tomorrow's session with the Critical Incident response team has been moved online, for those people that secured appointments please use the link below at your allocated time.

If you haven't already booked, and you would like an appointment please reach out to me by text Sch 2.2(a)(ii) , you can block your number, so it is anonymous☺

I will reply with available times, you can select one and I will let Dr Weir know.

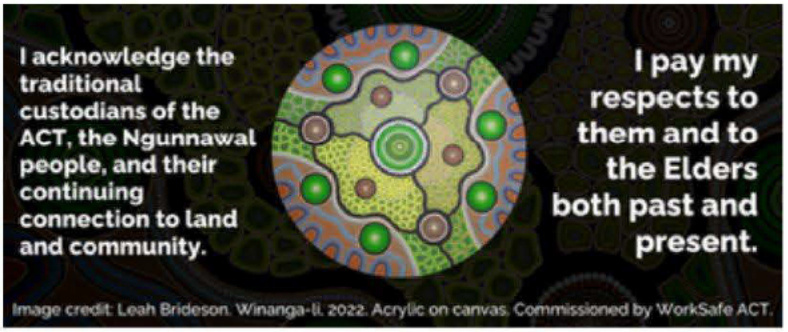
I'll test the link by contacting the Dr using that link in the morning, hopefully I can identity any tech issues and get them fixed.

Stay safe☺

Thanks
Matt

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: Converge International Rapid Response Team <Rapid.ResponseAdmin@convergeintl.com.au>
Sent: Wednesday, 4 December 2024 4:18 PM
To: Davis, MattE <MattE.Davis@worksafe.act.gov.au>
Subject: APP-764300 - Appointment with WorkSafe ACT for Critical Incident Response

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Converge INTERNATIONAL

Rapid Response Appointment Notification | WorkSafe ACT

We are pleased to note that your appointment has been successfully booked. Please see below for the details of your appointment:

Appointment Number: APP-764300

Incident Description: Converge has been requested to provide onsite 1:1 support for staff following an accumulation of distressing incidents.

Incident Category: Critical Incident Response

Incident Type: Bullying & Harassment

Incident Date: 29-Nov-2024

Employees Impacted: 0

Employees at Response (apx.): 0

Note: If Employees Impacted and/or Employees at Response (apx.) displays 0, this means it was unknown at the time of incident intake.

Onsite Contact

Name	Number	Email
Matte Davis	Sch 2.2(a)(ii)	matte.davis@worksafe.act.gov.au

Authorised Contact

Name	Number	Email
Matte Davis	Sch 2.2(a)(ii)	matte.davis@worksafe.act.gov.au

Appointment Details

Site: Worksafe ACT, 3 Constitution Ave, City ACT 2601, Australia

Date & Time: 05-Dec-2024 08:30 AM - 05-Dec-2024 04:00 PM

Consultant: Dr Allana Weir

Type: One-On-One

Modality: Video Call

Duration: 7.5 Hours

Meeting Link: Join

Privacy Policy

If you would like to see our Privacy Policy, please click here

Contact Us

Please feel free to contact us by responding to this email at the below details.
Free call number: 1300 687 327
Email: Rapid.ResponseAdmin@convergeintl.com.au
Kind Regards,
Rapid Response Team
Converge International

From: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 05/12/2024 8:30 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Appointment with EAP Critical Incident Response

OFFICIAL

Hi Team,

These times are currently available and this is the Booking link: **WorkSafe ACT- RR-29017**

Please join the link at your allocated time☺

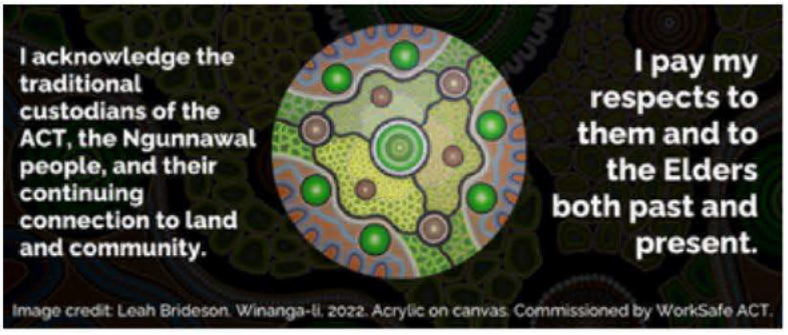
Times available:

08:30-0915	
0915-1000	X – not available
1015-1100	X – not available
1115-1200	X – not available
1200-1300	Lunch
1300-1345	
1400-1445	X – not available
1500-1545	X – not available
1600-1630	

If you have any problems let me know.

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: "Allana Weir" Sch 2.2(a)(ii)
Sent: 05/12/2024 8:35 AM
To: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>; "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Re: Appointment with EAP Critical Incident Response

OFFICIAL

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Matt
Thankyou kindly for this. The link provided here is the booking link, not the link for MS Teams Link.
Each team member needs to use this link to secure an individual appointment which will generate a personal MS Teams link which protects their confidentiality.
Can you please make a booking for 8:30am and we can check it all works?

Dr. Allana Weir
Principal Consultant - Rapid Response Services
Sch 2.2(a)(ii)
1300 687 327
convergeinternational.com.au
Converge
Care Anytime Anywhere

From: Davis, MattE
Sent: Thursday, December 5, 2024 8:30 AM
To: #OWHSC, All Staff <#OWHSCAllStaff@act.gov.au>
Subject: Appointment with EAP Critical Incident Response

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

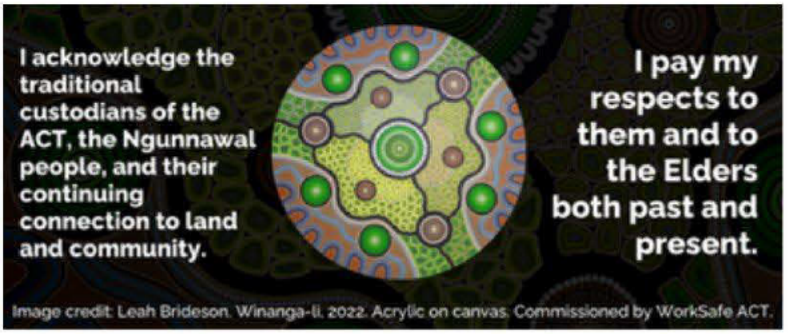
OFFICIAL

Hi Team,
These times are currently available and this is the Booking link: **WorkSafe ACT- RR-29017**
Please join the link at your allocated time☺
Times available:

08:30-0915	
0915-1000	X – not available
1015-1100	X – not available
1115-1200	X – not available
1200-1300	Lunch
1300-1345	
1400-1445	X – not available
1500-1545	X – not available
1600-1630	

If you have any problems let me know.
Regards

Matt
Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering.
https://www.mailguard.com.au/mg

Report this message as spam

From: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 05/12/2024 8:46 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: RE: Appointment with EAP Critical Incident Response

OFFICIAL

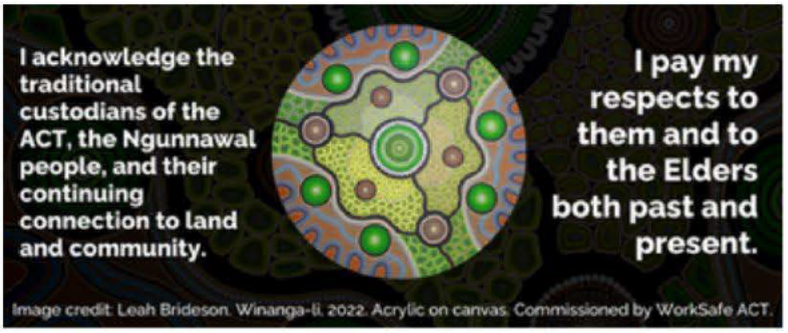
Hi Team,

Second hiccup, they just changed half the times☺

0915-1000	reserved	Book 0930
1015-1100	reserved	Book 1030
1115-1200	reserved	Book 1300
1400-1445	reserved	Book 1400
1500-1545	reserved	Book 1500

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: Davis, MattE
Sent: Thursday, 5 December 2024 8:39 AM
To: #OWHSC, All Staff <#OWHSCAllStaff@act.gov.au>
Subject: RE: Appointment with EAP Critical Incident Response

Hi Team,

First hiccup, the link has booking times, so for those who reserved a session you need to rebook through the link **WorkSafe ACT- RR-29017** , the alignment between original time slots and the new time slots is below☺

The allocation of available sessions is now full, if I receive any more requests I can arrange further sessions or alternately you can access EAP directly.

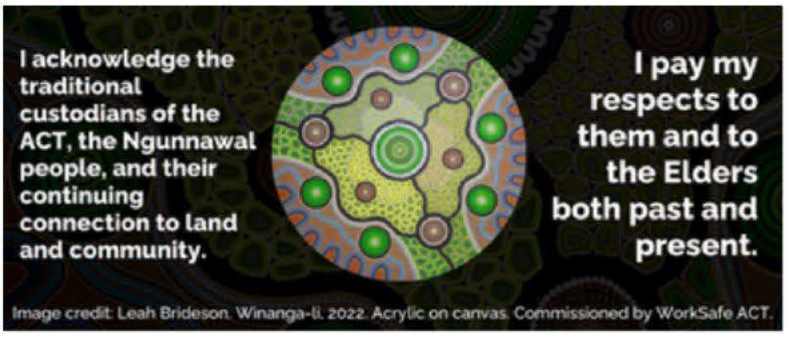
Times available:

0915-1000	X – not available	Book 0930
1015-1100	X – not available	Book 1030
1115-1200	X – not available	Book 1230
1200-1300	Lunch	
1400-1445	X – not available	Book 1330
1500-1545	X – not available	Book 1430

If you have any problems let me know.

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: Davis, MattE
Sent: Thursday, 5 December 2024 8:30 AM
To: #OWHSC, All Staff <#OWHSCAllStaff@act.gov.au>
Subject: Appointment with EAP Critical Incident Response

Hi Team,

These times are currently available and this is the Booking link: **WorkSafe ACT- RR-29017**

Please join the link at your allocated time☺

Times available:

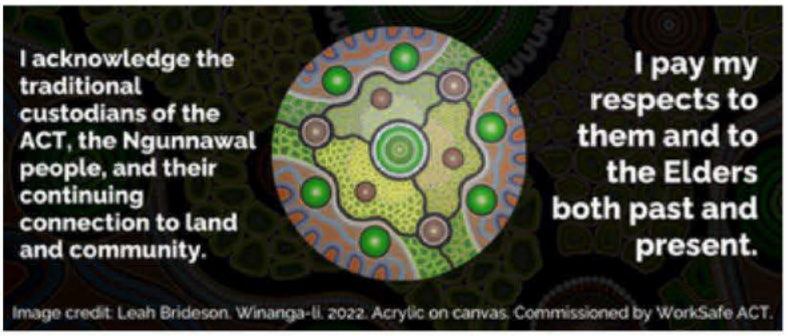
08:30-0915	
0915-1000	X – not available

1015-1100	X – not available
1115-1200	X – not available
1200-1300	Lunch
1300-1345	
1400-1445	X – not available
1500-1545	X – not available
1600-1630	

If you have any problems let me know.

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 05/12/2024 8:38 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: RE: Appointment with EAP Critical Incident Response

OFFICIAL

Hi Team,

First hiccup, the link has booking times, so for those who reserved a session you need to rebook through the link **WorkSafe ACT- RR-29017** , the alignment between original time slots and the new time slots is below☺

The allocation of available sessions is now full, if I receive any more requests I can arrange further sessions or alternately you can access EAP directly.

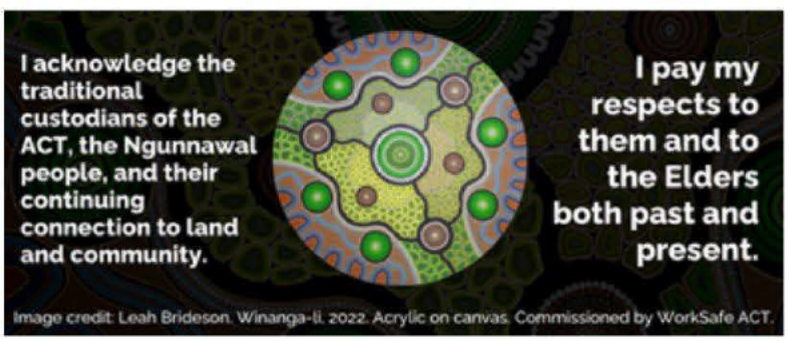
Times available:

0915-1000	X – not available	Book 0930
1015-1100	X – not available	Book 1030
1115-1200	X – not available	Book 1230
1200-1300	Lunch	
1400-1445	X – not available	Book 1330
1500-1545	X – not available	Book 1430

If you have any problems let me know.

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: Davis, MattE
Sent: Thursday, 5 December 2024 8:30 AM
To: #OWHSC, All Staff <#OWHSCAllStaff@act.gov.au>
Subject: Appointment with EAP Critical Incident Response

Hi Team,

These times are currently available and this is the Booking link: **WorkSafe ACT- RR-29017**

Please join the link at your allocated time☺

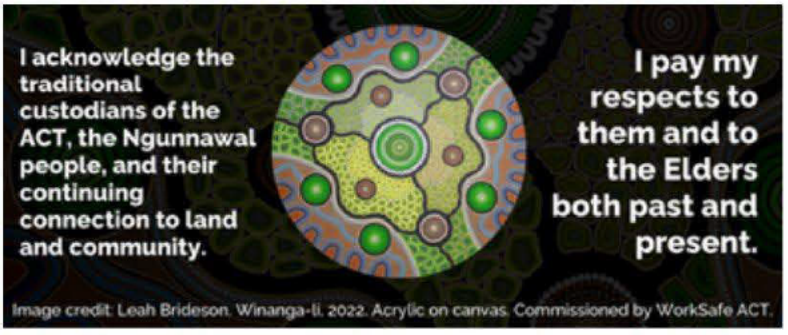
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1015-1100	X – not available
1115-1200	X – not available
1200-1300	Lunch
1300-1345	
1400-1445	X – not available
1500-1545	X – not available
1600-1630	

If you have any problems let me know.

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 18/07/2024 12:29 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Critical Incident Support
Importance: High

OFFICIAL

Hi WorkSafe Team,

I've spoken with the teams that are in the office about the EAP Critical Incident Team attending the office next Monday 22 July 24, I'm emailing all staff to cover off on those WFH or in other offices.

What's the critical incident team?

They provide critical incident support:

Targeted support of Employees who have been impacted by a major event including but not limited to critical incidents, organisational change, workplace violence, grief, and loss. Support provided assists Employees to deal with the event and understand how to care for themselves and others during and after to minimise the impact of generally unexpected incidents.

Critical Incident Support is available to all Territory Employees, for individuals or groups. It is provided on an as needed basis following an incident occurring.

What is a critical incident?

- *Threat of injury or assault to Employees.*
- *Verbal abuse of Employees.*
- *Sudden and unexpected death of patients or Employees.*
- *Infectious diseases exposure involving significant health risk.*
- *Traumatic incidents that attract undue/negative media attention.*
- *Extended involvement in an incident with potential danger to Employees.*

More information can be found on their website.

What has been arranged?

Their team is attending the office on Monday to support us through the media attention we are receiving. I haven't spoken with them directly yet; I've requested a group session and one on one. Can you all start thinking about how you would like to talk with them, we will start with a group debrief, I anticipate that after that we will be able to do small teams and individual sessions so please think about how you would like to utilise the team whilst they are here and start letting me know.

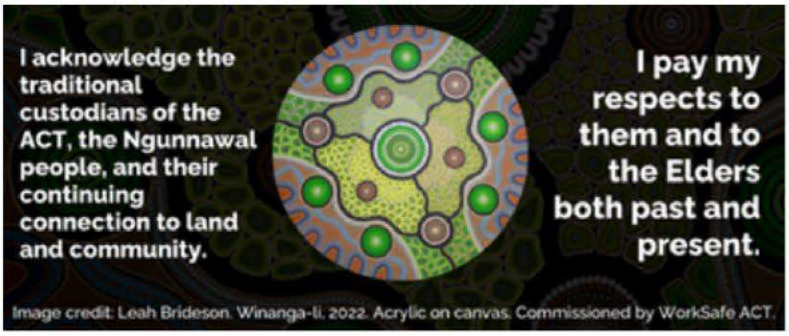
Once I have more details I'll share with the team.

Any bookings will be treated in confidence, if there is the option of booking directly with the team (my preference) I'll share the instructions on how to do that.

Regards
Matt

Matt Davis | Senior Director Compliance and Enforcement
Mobile: Sch 2.2(a)(ii) | matte.davis@worksafe.act.gov.au
OFFICE OF THE WORK HEALTH AND SAFETY COMMISSIONER

GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: "H Blackadder, Carol" <Carol.HBlackadder@worksafe.act.gov.au>
Sent: 18/07/2024 8:04 AM
To: "Hudina, Adam" <Adam.Hudina@worksafe.act.gov.au>
Subject: Canceled: Voluntary HSR meeting
Importance: High

HI Fellow inspectors,

As HSR it has been bought to my attention that there are workers that have concerns/issues that they want to raise with me in a meeting-based environment with only inspectors present. So this meeting will only be attended by the compliance and enforcement team and I will approach other teams to do the same with them so everyone in the workgroup has an opportunity to speak in a non-confronting safe space.

These concerns are regarding the WorkSafe media presence we have now. I would like to inquire further about these concerns and the obstacles you are facing regarding this issue.

This will be the first meeting I am to have with workers to enable workers to have a safe space to talk about what is concerning them as a health and safety issue.

It has been decided to have this option so everyone has the opportunity to feel like they are being heard.

This is not a workgroup meeting as the whole workgroup is not attending this one meeting. These meetings with each team, will allow me to investigate and inquire further on anything that appears to be a risk to the health and safety of workers within the work group. This is the outcome I have produced that is in line with legislation and taking all concerns and feedback by workers into consideration. This was a lengthy and well thought out decision.

This meeting has been scheduled to discuss what the workgroup would like raised with the PCBU regarding risks to workers health and safety.

As the HSR, the representative for the workgroup I will take this list of concerns and discuss this further with my deputies at which I will escalate to the PCBU, where they can respond accordingly to the concerns from the workgroup.

I would like to make clear that this meeting is voluntary, and it is not mandatory for you to come to this meeting.

If you would like to speak to me without the presence of other workers, please reach out to me or one of the deputies which are Neha Jain, Shaun Mitchell as Katherine Terracini and we can have a chat.

If you have concerns/ issues you would like to talk about, please come along and join in the discussion.

If you do come along and do not want to stay for the whole meeting, please leave when you need to.

If you need further support emotionally, please reach out to EAP and please receive the help/support that we all need sometimes.

Thank you, Carol Hand-Blackadder. Your Health and Safety Representative.

Microsoft Teams Need help?

Join the meeting now

Sch 2.2(a)(xvi)

ACT Government

Org help | Privacy and security

From: "Parker, Penelope" <Penelope.Parker@worksafe.act.gov.au>
Sent: 31/07/2024 4:14 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: IMPORTANT: Public Comment and Impartiality

OFFICIAL: Sensitive

Good afternoon all

A request has been issued by the Public Sector Standards Commissioner to all Directorate and Public Sector Entities to remind employees of their obligations under the ACT Public Sector Code of Conduct 2022, adopted under s107(1) of the Public Sector Management Standards 2016 particularly in relation to Public Comment and Impartiality, as well as the Social Media Guidelines.

As Public Sector employees, it is important that we adhere to the standards and policies of the ACTPS in relation to making public comment, particularly when done so by people in their capacities as Australian Capital Territory public servants.

The ACT Public Sector Code of Conduct 2022, adopted under subsection 107(1) of the Public Sector Management Standards 2016, pursuant to the *ACT Public Sector Management Act 1994*, in relation to Public Comment and Impartiality provides that:

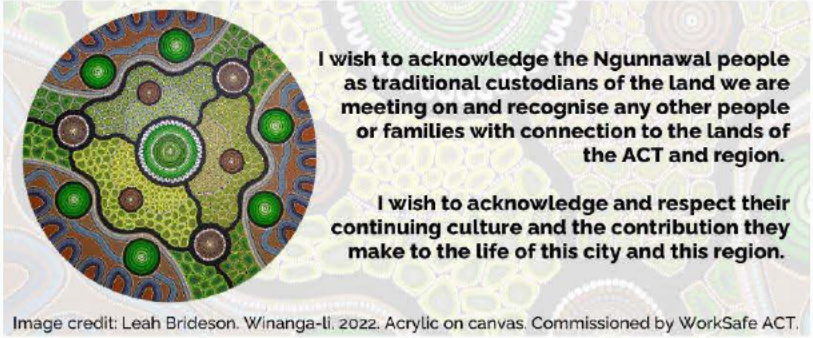
> 38. Public employees must not make public comments on any aspect of the operation of the ACTPS in an official capacity, unless expressly authorised to do so.
> 39. Public comment includes public speaking engagements, comments to journalists, statements on radio and television or letters to newspapers, as well as expressing views in books, journals, notices, and social media such as Facebook or Twitter where it is expected that the comments will be published to the wider community.
> 40. While public employees are free to enter into community debate on issues, they must ensure any comment cannot reasonably be mistaken as an official view.
> 41. The ACTPS has a Use of Social Media Policy that provides guidance in relation to appropriate social media engagement. All public employees should be aware of the guidelines and familiarise themselves with the key principles.

A list of all ACTPS policies can be found here.

If anyone has any questions in relation to the above please discuss with your immediate manager.

Thank you

Penny Parker | Assistant Director - HR and Industrial Relations
P: 02 6207 9819| E: penelope.parker@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601
WORKSAFEACT



IMPORTANT
This email, any attachment and the information and material contained in them, is for the use of the intended recipient. The intended recipient must not review, forward, disclose, distribute or make any other use of the email, any attachment or the information or material in them. This email is not intended to constitute or provide financial or legal advice and you must not rely or act on the information or material in the email or any attachment for those purposes. If you are not the intended recipient please notify us.

From: "Samaraweera, Thoshinie" <Thoshinie.Samaraweera@worksafe.act.gov.au> on behalf of "Agius, Jacqueline" <Jacqueline.Agius@worksafe.act.gov.au>
Sent: 04/07/2024 12:56 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: **Trigger warning – this email discusses a former employee who was terminated in 2023**

OFFICIAL

Good afternoon,

As some of you may be aware in 2023, a former employee was dismissed during their probationary period for serious misconduct. The matter is proceeding to court ordered mediation.

As this matter has been listed in the Federal Court, we are anticipating media attention and have been approached by one outlet for comment in the past 24 hours.

In consultation with the Government Solicitor's Office (GSO) I am preparing my comments for the reporter, noting that as the matter is before the court, we may be required to offer no comment. Please be clear, the only comments coming from WorkSafe ACT will come from me through either the Media team or the GSO. If you are on phones and you are asked about this matter please direct all queries to the media team via media@worksafe.act.gov.au or on 0466 927 213.

I do regret that the resurfacing of this matter will likely cause distress for many of you and may trigger feelings of unease or anxiety. As a PCBU, my duty to protect your health and safety is my primary concern. Please consider if you need to make an incident report on the Safety Portal. If you need support please reach out to your manager, use the Employee Assistance Program or if you are a CPSU member contact Brenton Higgins (brenton.higgins@cpsu.org.au).

I ask those of you who are acquainted with this matter please refrain from speculating and discussing what occurred or incidences involving our former employee. Talking about what happened and your own individual experiences may cause a psychosocial hazard to others.

Please take care and stay safe.

Kind regards

Jacqueline Agius (she/her)
Work Health and Safety Commissioner
Labour Hire Licence Commissioner
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601

WORKSAFEACT

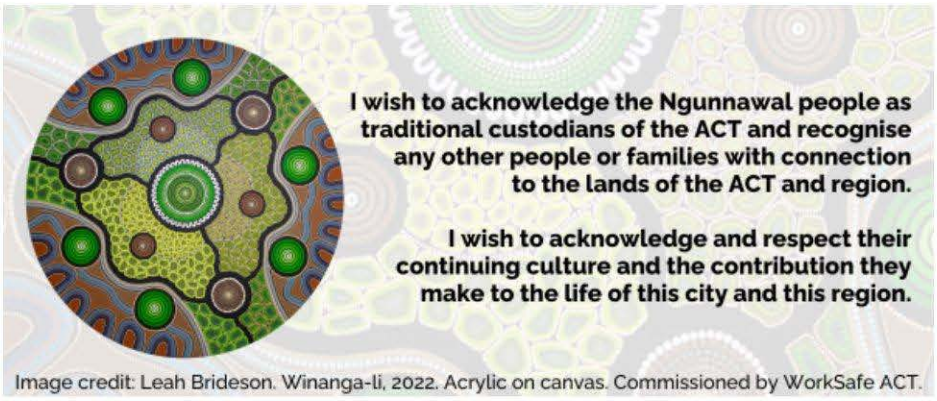


Image credit: Leah Brideson. Winanga-li, 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

From: "Jain, Neha" <Neha.Jain@worksafe.act.gov.au>
Sent: 18/07/2024 1:22 PM

Sch 2.2(a)(ii)

Subject: Voluntary HSR Meeting

Hi Corporate team,

As HSR and Deputy HSRs, we need to make you aware that there have been concerns brought up regarding WorkSafe in the media. We have just had a meeting with the inspectors, it is now the corporate teams turn.

These concerns are regarding the WorkSafe media presence we have now. We would like to inquire further about these concerns and any obstacles you are facing regarding this issue.

This is to allow a safe space to enable workers to have a safe space to talk about what is concerning them as a health and safety issue.

It has been decided to have this option so everyone has the opportunity to feel like they are being heard.

This is not a workgroup meeting as the whole workgroup is not attending this one meeting. These meetings with each team, will allow us to investigate and enquire further on anything that appears to be a risk to the health and safety of workers within the work group. This is the outcome the HSR has have produced that is in line with legislation and taking all concerns and feedback by workers into consideration.

This meeting has been scheduled to discuss what the you would like raised with the PCBU regarding risks to workers health and safety.

As the HSR and deputies, the representative for the workgroup we will note the list of concerns which the HSR will escalate to the PCBU after discussing with the deputies, where they can respond accordingly to the concerns from the workgroup.

We would like to make clear that this meeting is voluntary, and it is not mandatory for you to come to this meeting.

If you would like to speak without the presence of other workers, please reach out to me or one of the HSR/deputies which are Carol Blackadder, Shaun Mitchell and Katherine Terracini and we can have a chat.

If you have concerns/issues you would like to talk about, please come along and join in the discussion.

If you do come along and do not want to stay for the whole meeting, please leave when you need to.

If you need further support emotionally, please reach out to EAP and please receive the help/support that we all need sometimes.

Thank you.

Microsoft Teams Need help?

Sch 2.2(a)(xvi)

ACT Government

Org help | Privacy and security

From: "Smith, Bill" <Bill.Smith@worksafe.act.gov.au>
Sent: 19/07/2024 2:02 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Statement from WorkSafe ACT's Senior Leadership Team +

OFFICIAL: Sensitive

Dear WorkSafe ACT Team

Please see the below statement from WorkSafe ACT's Senior Leadership Team + (SLT +)

The SLT+ wanted to take the opportunity to send out a message to ensure that those who couldn't attend our recent staff meetings were able hear directly from us.

Recently, there have been media reports circulating about our agency that have understandably caused some concern and uncertainty among our employees. We recognise the impact these reports have had, it is important to clarify our position.

WorkSafe ACT is committed to upholding the highest standards of integrity and transparency in all our operations. We would like to make statements providing a balanced view of the recent situation. However, due to the sensitive nature and relation to ongoing proceedings before the Federal Court, we are unable to. We are not ignoring them, but as a government agency, we must follow due process.

Our priorities remain the safety and welfare of our employees, whilst undertaking our role of protecting the health and safety of all workers in the ACT. The diligence and commitment of our entire workforce is essential in upholding the WHS Act and doing everything we can to make sure people are going home safe from work each day to their families and loved ones.

We should be proud of our work and how we've grown as an agency. We've increased our full-time equivalent staff from 71.0 in 2022–23 to 83.1 in 2023–24. Our separation rate is lower at 16.1% compared to the average of 18% across all Public Sector Bodies as reported in the 2022-23 State of the Service Report. With an average length of service just under 4 years, we've been able to mature and build a team that has a significant positive impact on the health and safety of our community.

With the spotlight on our operations, it's a great opportunity to remind ourselves that our positive impact on the community wouldn't be possible without a professional, skilled, and capable team. Our focus on vulnerable workers, industry and community engagement, and the introduction of initiatives like the Repeat Offenders and Intelligence-led campaigns demonstrate our intent and drive to improve our communities.

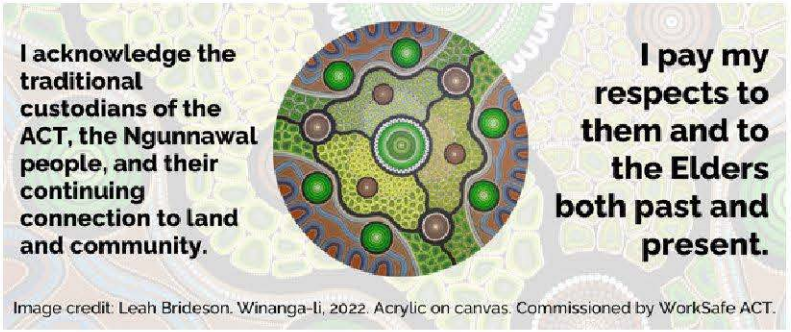
This was clearly demonstrated by our response to the asbestos mulch situation. Our commitment to supporting affected businesses, keeping the community informed, and working closely with other agencies and ACT task forces was fully evident.

If you have any concerns or questions, please do not hesitate to reach out to your manager or HSR, who are here to support you. We will continue our commitment to listen to you and have you heard. We appreciate your dedication and professionalism during this period.

Thank you for your understanding and continued commitment to the health and safety of our community.

Regards

Bill Smith | **A/g Deputy Work Health and Safety Commissioner**
Ph: 02 6205 9532 M: Sch 2.2(a)(ii) E: Bill.Smith@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au
WORKSAFEACT


I acknowledge the traditional custodians of the ACT, the Ngunnawal people, and their continuing connection to land and community.
I pay my respects to them and to the Elders both past and present.
Image credit: Leah Brideson. Winanga-li, 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

From: "Holden, Jess" <Jess.Holden@worksafe.act.gov.au> on behalf of "Davis, MattE" <MattE.Davis@worksafe.act.gov.au>
Sent: 22/07/2024 12:37 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>

Sch 2.2(a)(ii)

Subject: EAP Rapid Incident Response - Booking

Hi All,

There is a large group session at 1:00pm today in the large conference room (far back room) for any who wish to attend and did not already do so this morning.
EAP Rapid Incident Response are also available for one on one, confidential discussions this afternoon.

There is a booking sheet in the kitchen (next to cleaning roster) for private sessions, times are noted below as well.

2:00 – 2:30
3:00 – 3:30
3:30 – 4:00
4:00 – 4:30
4:30 – 5:00

If you would like a private session, please mark the timesheet however you like (you do not need to identify yourself) and then head over for your session.
Location of your session will be the large conference room (far back room).

If all the sessions are booked up and you would like one, we will arrange further sessions. Please pop a line on the booking sheet (kitchen) to indicate your interest.

Any questions please see Matt.

Kind regards,

Jess Holden | Regulatory Support Coordinator
Compliance and Enforcement Operations
E: jess.holden@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601
WORKSAFEACT

Microsoft Teams Need help?

Sch 2.2(a)(xvi)

For organizers: Meeting options

ACT Government

Org help | Privacy and security

From: "Cachia, Frank" <Frank.Cachia@worksafe.act.gov.au> on behalf of "Worksafe Media" <Media@worksafe.act.gov.au>
Sent: 25/07/2024 8:34 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Media coverage
Attachments: TCCS article 1.pdf

OFFICIAL

Hi all,

Couple of articles from yesterday evening's dispatches relating to the Transport Canberra and City Services appearance in the ACT Magistrates Court yesterday following a WorkSafe ACT investigation .

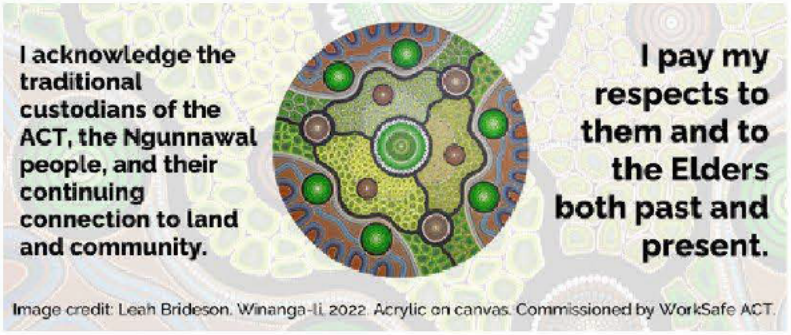
- Canberra Times article (attached)
- ABC News: ACT government worker left with fractured ribs and partially-collapsed lungs after 'crushing' injury while performing bus maintenance, court hears - ABC News

Kind regards,

Media team
WorkSafe ACT

Media team: 0466 927 213 | EMAIL: media@worksafe.act.gov.au

Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601



WORKSAFEACT

AUTHOR: Tim Piccione SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 34,000
PAGE: 1 PRINTED SIZE: 283.00cm² REGION: ACT MARKET: Australia ASR: AUD 1,801 WORDS: 509
ITEM ID: 2094744477
Binder 1, 76



25 JUL, 2024
Govt safety 'failure'
Canberra Times, Canberra

Govt safety 'failure'

Tim Piccione

A MAINTENANCE worker being crushed and seriously injured by a passenger bus wheel has been described by a court as a "fundamental failure" by the ACT government. "There was a grave risk here that was so easily remedied," magistrate James Lawton said.

The worker, who the ACT Industrial Court heard could have been killed, was left with multiple fractured ribs and two partially collapsed lungs after spending a week in hospital. "The ongoing trauma from this incident remains with me each and every day and I will never be the same person," he said in a victim impact statement.

"I hope no other person employed with TCCS will ever have to go through what I and my family have had to endure over the past two and a half years."

Following a WorkSafe ACT investigation, his employer, the Transport Canberra and City Services Directorate, was charged with failing to comply with health and safety duties causing the risk of death or serious injury.

On Wednesday, the court heard the case was the first time a territory directorate had been prosecuted under the Work Health and Safety Act 2011.

Present to officially plead guilty on behalf of the directorate were Director-General David Pryce and Deputy Director-General Ben McHugh.

Continued Page 13

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AUTHOR: Tim Piccione SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 34,000
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ITEM ID: 2094744477

Binder 1, 77



25 JUL, 2024
Govt safety 'failure'
Canberra Times, Canberra

ACT admits work health & safety breach

From Page 1

Agreed facts tendered to the court and footage played for the magistrate detailed how an "ad hoc" maintenance system led to the victim being crushed by a bus wheel in Belconnen in November 2021.

The victim and two other workers were "greasing the upper grease nipples of the kingpins" of a passenger bus's steering mechanism.

The investigation revealed there was no documented procedure for the maintenance task, which was carried out every few months while the bus was raised off the ground.

The undocumented method included a worker getting inside the wheel arch while another held the steering wheel at full lock.

The worker in the wheel arch would indicate visually and verbally when they were finished and free before the steering wheel could be turned again.

However, in this case, the worker in the driver's seat turned the wheel when he believed a man walking past in similar clothing was the victim safely out of the front arch.

Still trapped, the victim was crushed between the wheel and the body of the bus.

In his impact statement, the man described being diagnosed with post traumatic stress disorder, suffering through physical pain, and being "a shell of the person I was prior to the accident".

Prosecutor Aaron Guilfoyle told the court the workplace risk of crushing "was obvious, easily identifiable and should have been known to the defendant".

Defence barrister Steven Whybrow said the risk was "manifestly obvious" but noted it had not occurred regularly and it was not a case where it had been flagged but dangerous processes continued.

The government made immediate changes to eliminate the risk following the incident.

"It's just unfortunate someone had to be seriously injured before they took those steps," the magistrate said.

Mr Lawton is set to deliver his sentence next month.

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From: "Agius, Jacqueline" <Jacqueline.Agius@worksafe.act.gov.au>
Sent: 07/08/2024 11:49 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: ACT Industrial Court proceedings today
Importance: High

OFFICIAL

Metal Manufactures Pty ltd and Transport Canberra and City Services convicted of WHS offences.

I am pleased to share the news that earlier today, the ACT Industrial Court Magistrate handed down sentences for three serious breaches of Work Health and Safety Legislation culminating in a total of $757,500 in fines.

Metal Manufactures Pty Ltd was today convicted of a Category 2 offence imposing a $500,000 fine reduced to $375,000 due to an early guilty plea plus costs in the ACT Industrial Court Magistrate. Site manager, Jack Platt, was also convicted of a Category 2 offence, receiving a $10,000 fine reduced to $7,500 discounted for a plea of guilty plus costs.

Additionally, the Territory, with Transport Canberra and City Services being the responsible agency, was convicted in the Industrial Magistrates Court of a category 2 offence under the *Work Health and Safety Act 2011*. The Court imposed a $500 000 fine reduced to $375,000 due to an early guilty plea plus costs.

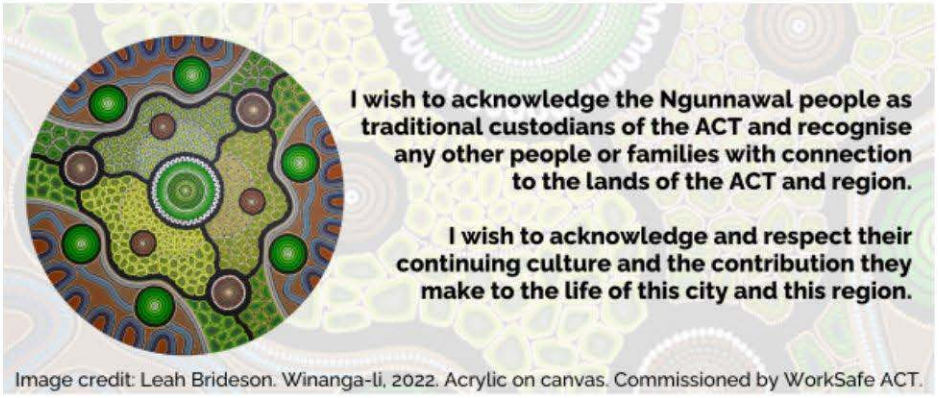
Significantly, today's successful prosecutions were finalised against an individual, a business, and an ACT government directorate. This is the culmination of a tremendous effort by our team of dedicated inspectors and investigators. The outcomes highlight our intent to regulate all workplaces and hold anyone who fails to fulfil their WHS duties accountable. It's a proud moment for all of us here at WorkSafe ACT and truly reflective of the work we do and the skills we have as an agency.

Thank you and congratulations to all who made this possible.

Jacqui

Jacqueline Agius (she/her)
Work Health and Safety Commissioner
Labour Hire Licence Commissioner
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601

WORKSAFEACT



From: "H Blackadder, Carol" <Carol.HBlackadder@worksafe.act.gov.au>
Sent: 15/08/2024 8:52 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: FW: HSR meeting concerns
Attachments: Risk Assessment Consultation - Unpredictable and deliberate complaints to WorkSafe ACT which may cause harm

OFFICIAL

Hi WorkSafe workers,

Below is the email I originally sent to the PCBU after our last meeting and raising concerns that majority of the workgroup felt were important and were actual Work Health and Safety concerns that we could ask for controls to be put in place.

These concerns were collated after all of the worker meetings, and I put forward the concerns after thorough discussions with the deputies. We decided upon these concerns as a joint decision.

It was also said that the workers felt like they wanted more openness and transparency from the PCBU, which I think we have seen an increase of this, since the meetings happened.

Within this email there is also the response from the PCBU regarding each WHS issue and the controls.

Please also see the email attachment about the unpredictable complaints we have coming through the inbox as of late.

Please read through this, and please come and see me or send a reply to this message if there is anything you would like to discuss further.

Thank You Carol - HSR for the workgroup.

Please see below a response to the items raised by the workgroup:

- **Uniforms – lanyards** – this has been sorted with the uniform policy. – Can we purchase or get access to ACT government or plain lanyards please?
  An email was sent out regarding the uniform policy on 18/07/2024 at 1325pm from Matt Davis regarding this, we believe no further action is required but please discuss if you believe otherwise.

- **Media reassurance** – The workers have voiced that they would like something placed in writing for the workers towards media or through our normal communications that states your support for Inspectors regarding the doubts the articles may have caused PCBU's and the public to view of us and doubt our training and notices.
  Bill Smith addressed this point during the meeting held on 19/07/2024 at 1430pm. The outcome of this item was that SLT considered its own media release regarding the articles and were advised by our Senior Director of Communication and the Government Solicitor's Office on the matter. More broadly, senior management is being transparent with all staff on matters it believes have the potential of resulting in negative media reports (e.g. meeting with all staff to go through complaints received via the WorkSafe inbox, and our response to questions taken on notice at the recent estimates hearing).

- **Training** – De-escalation training for everyone, also some training to combat the media speculation and provide us with the tools to do the inspector job to the best of our ability eg note taking- Inspector Training. I have a contact for this who has worked with WorkSafe Victoria and is ex police.
  The Capability Team is in the process of organising training sessions for managing difficult conversations for all staff in August. Managing difficult conversations is a pre-requisite for de-escalation training. The Capability Team will then arrange de-escalation training sessions for staff who have face-to-face interactions

with businesses and PCBUs, workers and members of the public - we are aiming for this training to occur in September but this may be dependent on the next round of induction training. The item regarding further note taking training needs to be raised on a team or individual basis with the Capability Team.

- **Update on mediation when it will be settled or outcome or basic updates on where it is. Maybe have a non-disclosure for this information to protect everyone involved.**
  Bill Smith addressed this point during the meeting held on 19/07/2024 at 1430pm. Bill/SLT will provide updates when possible.

- **Risk assessment re visited** and consultation on what needs to be considered in the risk assessment or dealing with PCBU's – this also can be done with phone script and a 'how to respond when in person on a visit, and how to act to alleviate pressure on the inspector on how they should respond.
  The 20240711 - Multiple Hazard Risk Assessment - Response to adverse media.pdf covers how inspectors should respond when dealing with PCBUs or occupational violence in the controls for each hazard in the assessment. It is also noted that no incidents of aggression, harassment or confrontation regarding the articles has been reported through the Incident Reporting Safety Portal to trigger a revision of the risk assessment and its current controls. If this has occurred to you please speak to your manager and submit an incident report.

Staff consultation also commenced on 13/08/24 on a risk assessment relating to exposure to complaints about the Agency received via the WorkSafe inbox (Attached). That risk assessment will be finalised following the consultation process.

- **Job security** – new workers to the agency fear their jobs whilst still in probation regarding what was said in the articles.
  WorkSafe ACT employees, like all ACT public servants share the same rights regarding their employment. Processes in regards to probationary employees are clearly outlined in our Enterprise Agreements and WorkSafe ACT has and will continue to follow all these requirements. Staff will be assessed in accordance with the ACTPS probation principles. If staff have concerns regarding their performance or require more feedback they are able to speak directly with their manager. WorkSafe managers will work with all staff to ensure they have all the tools they need to make it through the probation period. In instances where probation needs to be extended, intensive training outlined through a Probation Action Plan will be provided to the staff member to help them achieve the necessary standards.

- **Silent Voting**- taken off official electoral roll – this will be conducted on a personal level to ensure personal safety for inspectors. Information will be sent out to the whole workgroup to decide for themselves.
  No further action is required, information was shared to all staff by the HSR.

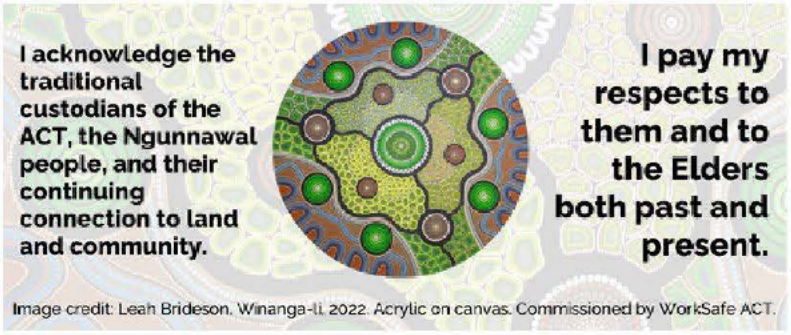
- **Plain hard hats and hi – vis vests for when new starters** are training outside the office to keep them safe.
  These items have been purchased and are available for all staff who are required to attend external training if they wish to use them.

- **Notices** – workers are worried about their names on notices – Could we please reach out to Salesforce and only prepopulate either our first or last names please?
  Matt Davis recently conducted a survey of inspectors to ascertain how their identity is captured on notices. The preferred option was to "issue each inspector with a unique number that stays with them even if they move teams". We are currently working with the Systems team to determine if and how this can be done.

Please let me know if you would like to discuss any element of the above.

Regards

Bill Smith | **A/g Deputy Work Health and Safety Commissioner**
Ph: 02 6205 9532 M: Sch 2.2(a)(ii) E: Bill.Smith@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au
WORKSAFEACT



From: H Blackadder, Carol <Carol.HBlackadder@worksafe.act.gov.au>
Sent: Friday, July 19, 2024 2:13 PM
To: Smith, Bill <Bill.Smith@worksafe.act.gov.au>; Grey, Amanda <Amanda.Grey@worksafe.act.gov.au>; Kobayashi, Midori <Midori.Kobayashi@worksafe.act.gov.au>
Subject: HSR meeting concerns

OFFICIAL

Hi Bill, Amanda and Midori,

Please consider this the email with the concerns and asks from the workgroup surrounding the current issues:

I have been approached since yesterday's meetings by workers and a had a more thorough think actual controls, we can use, so I have added to this list.

- **Uniforms – lanyards** – this has been sorted with the uniform policy. – Can we purchase or get access to ACT government or plain lanyards please?

- **Media reassurance** – The workers have voiced that they would like something placed in writing for the workers towards media or through our normal communications that states your support for Inspectors regarding the doubts the articles may have caused PCBU's and the public to view of us and doubt our training and notices.

- **Training** – De escalation training for everyone, also some training to combat the media speculation and provide us with the tools to do the inspector job to the best of our ability eg note taking- Inspector Training. I have a contact for this who has worked with WorkSafe Victoria and is ex police.

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- **Job security** – new workers to the agency fear their jobs whilst still in probation regarding what was said in the articles.

- **Silent Voting**- taken off official electoral roll – this will be conducted on a personal level to ensure personal safety for inspectors. Information will be sent out to the whole workgroup to decide for themselves.

- **Plain hard hats and hi – vis vests for when new starters** are training outside the office to keep them safe.

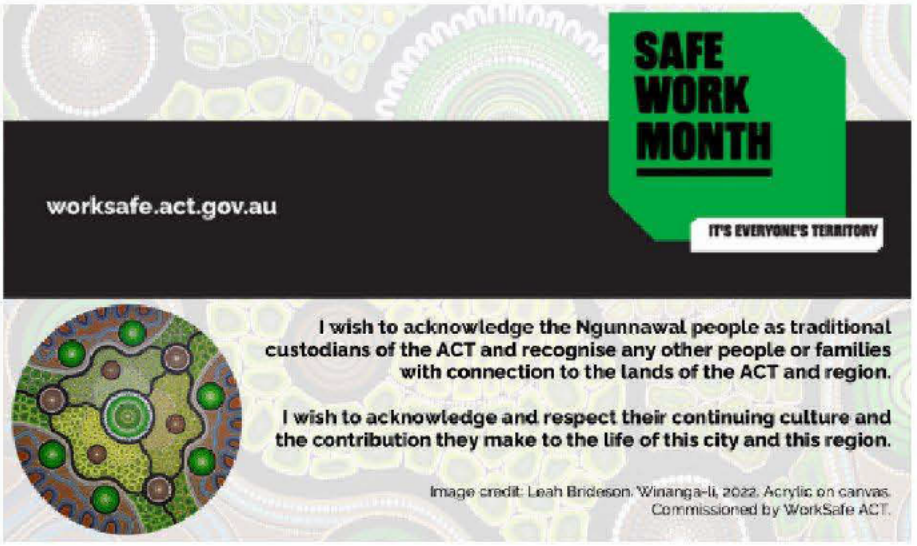
- **Notices** – workers are worried about their names on notices – Could we please reach out to Salesforce and only prepopulate either our first or last names please?

IF the PCBU can address these concerns within a timely manner will be greatly appreciated.

Thanks Carol Hand-Blackadder HSR for the workgroup.

Carol Hand-Blackadder **Senior Inspector – Civil, Residential & Commercial Construction Team**

P: 02 6205 4357 | **M:** Sch 2.2(a)(ii) | **E:** carol.hblackadder@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: "Barrett, Brad" <Brad.Barrett@worksafe.act.gov.au>
Sent: 13/08/2024 1:55 PM
To: "#OWHSC, Inspectors" <#OWHSCInspectors@act.gov.au>
Cc: "#OWHSC, WorkSafe Operational Managers" <#OWHSCWorkSafeOperationalManagers@act.gov.au>
Subject: Risk Assessment Consultation - Unpredictable and deliberate complaints to WorkSafe ACT which may cause harm
Attachments: 20240813- WorkSafe ACT - WorkSafe ACT Risk Assessment - Unpredictable and deliberate complaints to WorkSafe which may cause harm.docx

OFFICIAL: Sensitive

Good afternoon all,

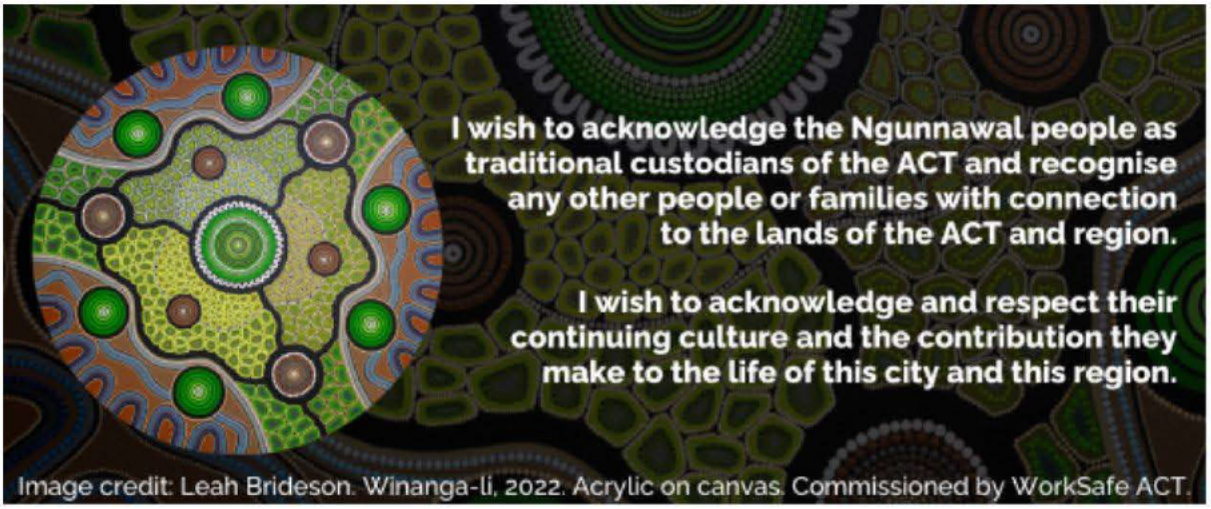
As Bill discussed yesterday 12/08/2024, at 1030am. Two complaints have been received anonymously to the WorkSafe ACT inbox. The complaints are being taken seriously and will be handled appropriately.

A risk assessment has been created on the identified hazard. I am sharing this information with you as part of the consultation process. Can you please, review the risk assessment and **provide any feedback or comments you may have by midday Thursday 15th of August.**

If you have any questions, please let me know.

Kind regards
Brad

Brad Barrett
Assistant Director | Quality and WHS
Phone: 6207 3000 | Mobile: Sch 2.2(a)(ii) | Email: brad.barrett@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601



WORKSAFEACT

WORKSAFE ACT RISK ASSESSMENT

Division/business unit:	Office of the Work Health and Safety Commissioner	Manager/supervisor:	Matt Davis
Employee representative:	Brad Barrett, Carol Hand Blackadder, Matt Davis, Shaun Mitchell.	Date: 13 August 2024	
Resources consulted:	• Work Health and Safety Act 2011 • WorkSafe ACT Risk Register, Work Health and Safety (Managing Psychosocial Hazards at Work Code of Practice) Approval 2023		
Risk owner:	Bill Smith	Signature	

Scope: This risk assessment (RA) applies to the workers of WorkSafe ACT within the Nara Centre and working remotely. It addresses psychosocial risks in the workplace related to anonymous vexatious complaints and allegations of misconduct towards staff of WorkSafe ACT.

Job/Activity: Normal work duties as a worker or officer at Nara Centre 3 Constitution Avenue and an approved remote working location. Noting that inspectors and investigators who are managing the 'on-duty' phone are at a higher risk of exposure to the external party who has intent to cause harm to WorkSafe ACT workers and the agency.

Purpose: The *Work Health and Safety ACT 2011* (WHS Act) defines 'health' as both physical and psychological health. This means that where the WHS Act imposes a duty in relation to 'health', WorkSafe ACT will manage risks to both physical and psychological health, so far as is reasonably practicable.

Size and location of the workplace	
Address	3 Constitution Avenue, Level 5, Canberra City
Number and composition of workers	
Number of workers that may be affected	all
Number of workers associated	0
Normal hours of operation	Between 0830 – 1651
Overtime and On-call of affected person	**Overtime:** The on-duty, phone shift operates between 0830 – 1651. Exposure to the WS inbox and **On-Call:** The person at risk is not currently undertaking on-call duties.
Remote or isolated work of affected person	• Regular or irregular overtime work by other the person is noted as an isolated worker risk. • Working on inspections (WPV) or in WorkSafe ACT vehicles. • Working from home, ABW, working outside nominal hours in the office, and flexible work arrangements are noted as an isolated worker risk

Identified hazard.	**Risk factor(s).** What can happen and how it can happen?	**Current controls used to reduce risks.** (Hierarchy of controls – to be linked)	**RR with current controls in place**			**Accept risk with current control in place?** Yes/No	**If No:** Proposed control(s) to reduce risk.	**RR with new controls in place**		
			C	L	RR			C	L	RR
Unpredictable and deliberate complaints to WorkSafe ACT about staff and the agency, which may cause harm. A person/party has made consecutive, anonymous, and deliberate complaints. Complaints have included allegations of misconduct towards senior officers and workers within the agency. This has caused stress and unnecessary harm. The complainant is anonymous but has indicated they are a WorkSafe ACT staff member. The complaints have come through to the WS inbox on the past two Friday afternoons.	There is a risk that a person or party making deliberate complaints, to WorkSafe ACT will continue to do so. The complaints and allegations against staff pose a risk to worker health and safety. Workers who are tasked with the 'on duty' phone and management of the WorkSafe ACT inbox are inadvertently at a higher chance of exposure to the content of the complaints and allegations.	No current controls in place to reduce the specific risk.			**Nil**	No	**Elimination** – nil, reasonably practical elimination controls not identified. **Substitution** – The 'on duty' manager will oversee/manage the WS inbox for the PM of each Friday shift until 13 September 2024 (at which point this control will be reviewed). **Isolation** – If workers are concerned the hazard may impact them significantly. SOGC to provide the worker with options and/or remove them from the on-duty roster for an agreed period. Up until 13 September (at which point the control will be reviewed). **Engineering** – Nil **Admin -** Limit engagement with complaints when they are identified and report them directly to the nearest manager, SOGC or above. Senior leaders and SOGC to provide their contact details and be a point of contact or duress for workers on the phone roster. EBM B. Smith to advise staff of the complainants and provide advice on the controls of this risk assessment (completed 12/08/2024). Development/inclusion of a service charter that provides guidance on how we treat anonymous complaints that are about a PCBU and a worker (whether that's internal or external doesn't impact how we react). **PPE** – Nil	2	4	**High**

Risk Matrix

E: Extreme risk — detailed action plan required

H: High risk — needs senior management attention

M: Medium risk — specify management responsibility

L: Low risk — manage by routine procedures

Note: *High* or *Extreme* risks must be reported to senior management and require detailed treatment plans to reduce the risk to Low or Medium.

					Consequences				
				People	Injuries or ailments not requiring medical treatment	Minor injury or first aid treatment case	Serious injury causing hospitalisation or multiple medical treatment cases	Life threatening injury or multiple serious injuries causing hospitalisation	Death or multiple life threatening injuries
				Financial	1% of budget or <$5K	2.5% of budget or <$50K	> 5% of budget or <$500K	> 10% of budget or <$5M	>25% of budget or >$5M
					Insignificant	**Minor**	**Moderate**	**Major**	**Catastrophic**
	Probability	**Historical**			**1**	**2**	**3**	**4**	**5**
Likelihood	>1 in 10	Is expected to occur in most circumstances	**5**	**Almost certain**	**M**	**H**	**H**	**E**	**E**
	1 in 10–100	Will probably occur	**4**	**Likely**	**M**	**M**	**H**	**H**	**E**
	1 in 100–1,000	Might occur at some time in the future	**3**	**Possible**	**L**	**M**	**M**	**H**	**E**
	1 in 1,000–10,000	Could occur but doubtful	**2**	**Unlikely**	**L**	**M**	**M**	**H**	**H**
	1 in 10,000–100,000	May occur but only in exceptional circumstances	**1**	**Rare**	**L**	**L**	**M**	**M**	**H**

Version Number:	Prepared By:	Consultation:	Comments	Approved By:	Approved Date:	Review Date:
1.0	Brad Barrett	Workers listed on pg. 1	Current		13/08/2024	13/09/2024

From: Sch 2.2(a)(ii) @act.gov.au>
Sent: 19/08/2024 3:42 PM

Sch 2.2(a)(ii)

Subject: WorkSafe ACT CPSU Meeting for Staff

Hi

Sch 2.2(a)(ii) are CPSU workplace delegates and two of the Section Councillors on the CPSU ACT Government Section Council. We represent CPSU members in WorkSafe ACT as well as CMTEDD. We work elsewhere in ACT Government. LSch 2.2(a)(ii) is a former CPSU delegate and works in WorkSafe ACT. Sch 2.2(a)(ii) is the new paid CPSU organiser that covers WorkSafe ACT members (she has recently replaced Sch 2.2(a)(ii)

We are aware of allegations of workplace issues in WorkSafe ACT. Having spoken directly with CPSU members, we are running a meeting for all staff at WorkSafe ACT as an opportunity to discuss further as a wider group of staff.

Date and time: Thursday 22 August, 2pm
Location: Level 5, Conference Room 1, Canberra Nara Centre, Civic.
Please RSVP to let us know whether you will attend.

Proposed Agenda

1. Rights to discuss issues in the workplace.
2. Where to go if you have a workplace issue.
3. General discussion about what has been happening recently.
4. Process to elect CPSU delegates in WorkSafe ACT.
5. Future CPSU meetings at WorkSafe.

If you want to contact us our mobile numbers are:

Sch 2.2(a)(ii)

CPSU

Community and Public Sector Union

Microsoft Teams Need help?

Sch 2.2(a)(xvi)

ACT Government

Org help | Privacy and security

From: "Craig, Andrew" <Andrew.Craig@worksafe.act.gov.au>
Sent: 20/08/2024 9:22 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Morning tea - Wednesday at 10.30am

OFFICIAL

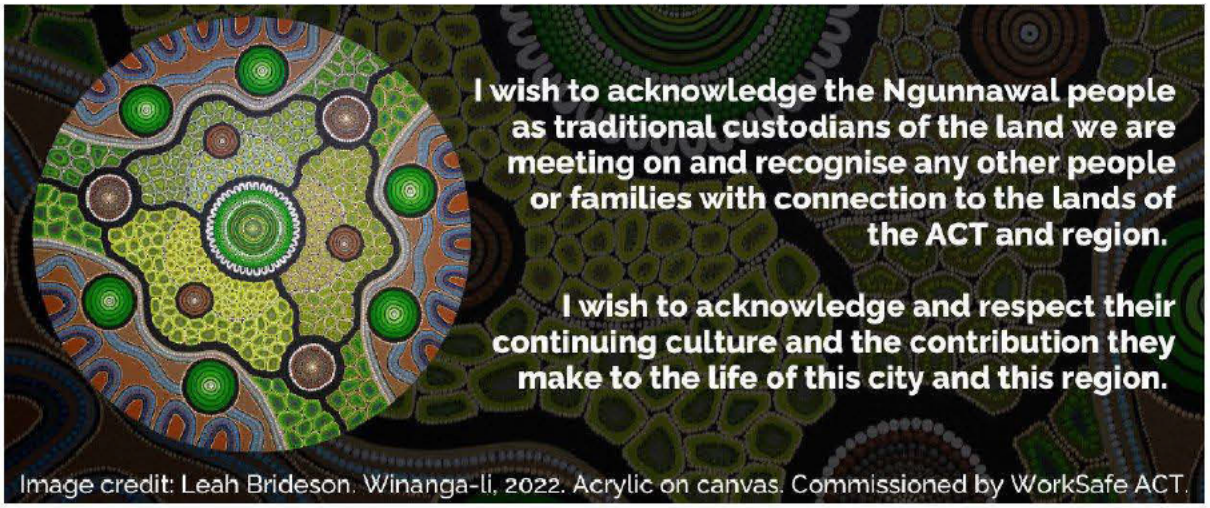
Dear All

This is just a reminder that the WorkSafe ACT morning tea is on tomorrow at 10.30am in the Level 2, Nara Centre kitchen. The morning tea is a chance for everyone to get together in a social setting and welcome the recent new starters. There will be some catering provided but please bring along a plate to share if you can. There is also some food leftover from yesterday's HWSA meeting in the Level 5 main kitchen which requires eating!! Please help yourselves.

Regards

Andrew

Andrew Craig | Executive Officer to the WHS Commissioner
Mobile: Sch 2.2(a)(ii) Email: andrew.craig@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



From: Sch 2.2(a)(ii) d@act.gov.au>
Sent: 22/08/2024 8:37 AM

Sch 2.2(a)(ii)

Subject: Reminder 2pm today - WorkSafe ACT - CPSU Meeting for Staff

UNOFFICIAL

Good morning
A friendly reminder about today's CPSU meeting for all staff at WorkSafe ACT. I look forward to seeing you in the Conference Rooms on Level 5, Nara Centre or on MS Teams.
Kind regards
Sch 2.2(a

CPSU Workplace Delegate and ACT Government Section Councilor
ACT Government
Phone: **02 6205 0863** | Email: Sch 2.2(a)(ii) @act.gov.au



Community and Public Sector Union

-----Original Appointment-----
From: Sch 2.2(a)(ii)
Sent: Thursday, August 15, 2024 3:31 PM
To: ...
Cc: Sch 2.2(a)(ii)
Subject: WorkSafe ACT CPSU Meeting for Staff
When: Thursday, 22 August 2024 2:00 PM-3:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.
Where: Level 5, Conference Room 1, Canberra Nara Centre; Microsoft Teams Meeting

Hi

Sch 2.2(a)(ii) are CPSU workplace delegates and two of the Section Councillors on the CPSU ACT Government Section Council. We represent CPSU members in WorkSafe ACT as well as CMTEDD. We work elsewhere in ACT Government. Sch 2.2(a)(ii) is a former CPSU delegate and works in WorkSafe ACT. Sch 2.2(a)(ii) is the new paid CPSU organiser that covers WorkSafe ACT members (she has recently replaced Sch 2.2(a)(ii)

We are aware of allegations of workplace issues in WorkSafe ACT. Having spoken directly with CPSU members, we are running a meeting for all staff at WorkSafe ACT as an opportunity to discuss further as a wider group of staff.

Date and time: Thursday 22 August, 2pm
Location: Level 5, Conference Room 1, Canberra Nara Centre, Civic.
Please RSVP to let us know whether you will attend.

Proposed Agenda

1. Rights to discuss issues in the workplace.
2. Where to go if you have a workplace issue.
3. General discussion about what has been happening recently.
4. Process to elect CPSU delegates in WorkSafe ACT.
5. Future CPSU meetings at WorkSafe.

If you want to contact us our mobile numbers are:
Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

CPSU Workplace Delegates and ACT Government Section Councillors
ACT Government
Phone: **02 6205 0863** | Email: Sch 2.2(a)(ii) @act.gov.au

Community and Public Sector Union

Microsoft Teams Need help?

Sch 2.2(a)(xvi)

ACT Government

Org help | Privacy and security

From: "Agius, Jacqueline" <Jacqueline.Agius@worksafe.act.gov.au>
Sent: 26/11/2024 1:34 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Inappropriate conduct allegations
Importance: High

OFFICIAL

Dear All

Over the past two days, a series of incidents have come to my attention. I want to remind everyone that bullying and harassment are considered serious misconduct under the ACTPS Code of Conduct. Such behaviour is entirely unacceptable and will not be tolerated in our workplace.

Bullying and harassment undermines our values, damages trust, collaboration, and morale. But beyond that these actions demonstrate a disregard for basic human respect and willingness to treat each other with the fairness and dignity we all deserve.

As an organisation we have zero tolerance and are committed to treating all reports of bullying and harassment with the upmost seriousness.

Any instance of bullying and harassment is unacceptable. This is especially disappointing given the recent results of the People at Work survey and the efforts we have made to build a positive, inclusive culture. If you wish to discuss or share any information regarding incidents or situations that constitute bullying or harassment, please speak to either myself, Bill or your manager. If you need support EAP services are readily available through our provider Converge International- 1300 687 327 (1300 OUR EAP)

Regards

Jacqueline Agius (she/her)
Work Health and Safety Commissioner
Labour Hire Licence Commissioner
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601

WORKSAFEACT

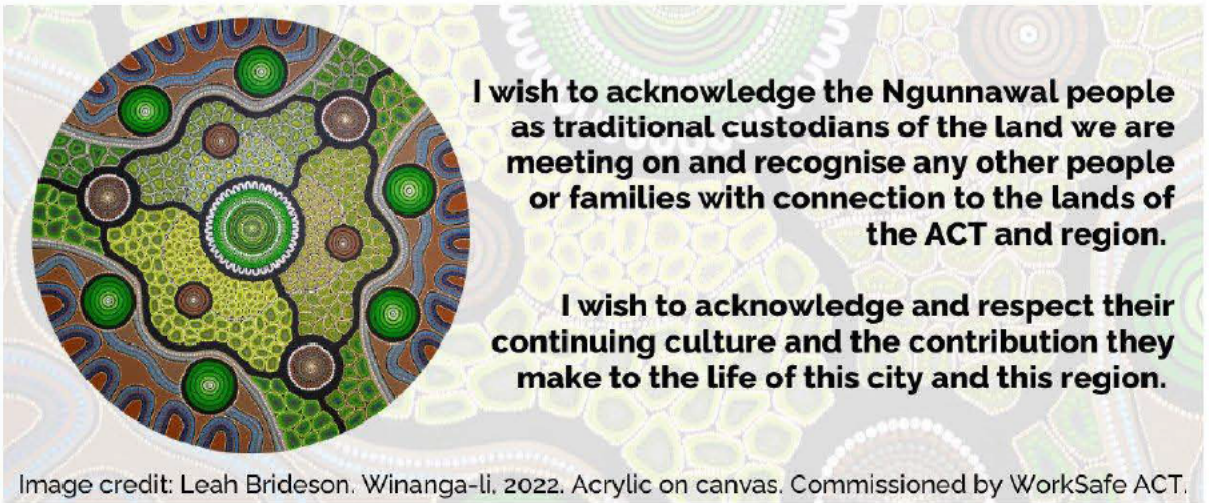


Image credit: Leah Brideson. Winanga-li. 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

WORKSAFEACT

From: "H Blackadder, Carol" <Carol.HBlackadder@worksafe.act.gov.au>
Sent: 19/11/2024 10:41 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>

Sch 2.2(a)(ii)

Subject: Voluntary HSR workgroup Meeting - General Catch up

HI All,

This is a meeting to discuss a couple of things in general and also if you would like to raise anything. I have just added a teams meeting for those working at home today.

Thanks Carol

Microsoft Teams Need help?

Sch 2.2(a)(ii)

ACT Government

Org help | Privacy and security

From: "Parker, Penelope" <Penelope.Parker@worksafe.act.gov.au>
Sent: 01/07/2024 9:29 AM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: WorkSafe ACT - Complaints, Grievance and Misconduct Guidelines_UPDATED
Attachments: WorkSafe ACT- Complaints, Grievance and Misconduct Guidelines -July 2024.pdf

OFFICIAL

Good morning all

The HR Team recently amended the WorkSafe ACT Complaints, Grievance and Misconduct Guidelines to incorporate more clarifying information on the complaints handling process to better inform how complaints should be managed. Case studies have also been added to guide how complaints should be formulated, including the level of information required to ensure workplace concerns can be addressed in an appropriate manner whilst also ensuring procedural fairness.

Key changes are summarised below:

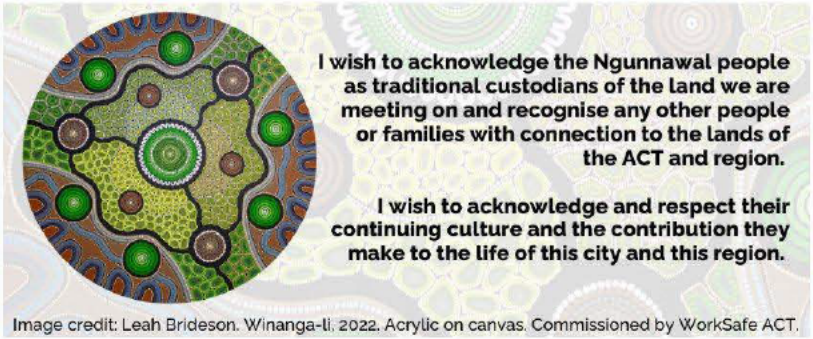
- Addition of case studies in relation to complaints (Attachment A & B) and a PA checklist for reviewers (Attachment C).
- Addition of several new sections, including:
  - records handling procedures
  - senior executive notification
  - receipt and acknowledgement of complaints
- Establishing KPIs on response times when managing complaints.

This document has also been published on SharePoint accessible here.

Warm regards,

Penny Parker | A/G Director - HR and Industrial Relations
P: 02 6207 9819| E: penelope.parker@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601

WORKSAFEACT



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WORKSAFE ACT SAFE + HEALTHY WORKPLACES

COMPLAINTS, MISCONDUCT, AND INTERNAL GRIEVANCE GUIDELINES

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INTRODUCTION

This guide has been developed to support WorkSafe ACT employees and managers navigate and understand the complaint and misconduct process in its preliminary stages. This document further aims to provide guidance on how to address grievances in the workplace and how to recognise misconduct and bullying.

This document is not intended to replace existing ACTPS policies, procedures, frameworks, or legislation and should be read in conjunction with the resources referenced.

WHAT IS MISCONDUCT?

The first step in recognising whether you have been subject to, or are perpetrating misconduct, is to understand what actions or behaviours may constitute it. It is important that all staff have an accurate understanding of the definition of misconduct.

The Enterprise Agreements define misconduct as any of the following:

> G4.5.1 The employee fails to meet the obligations set out in section 9 of the *Public Sector Management Act 1994*.
>
> G4.5.2 The employee engages in conduct that the head of service or the public sector standards commissioner is satisfied may bring, or has brought, the directorate or the ACTPS into disrepute.
>
> G4.5.3 A period of unauthorised absence and the employee does not offer a satisfactory reason on return to work.
>
> G4.5.4 The employee is found guilty of, or is convicted of, a criminal offence or where a court finds that an employee has committed an offence but a conviction is not recorded, taking into account the circumstances and seriousness of the offence, the duties of the employee and the interests of the ACTPS and the directorate.
>
> G4.5.5 The employee fails to notify the Head of Service of criminal charges in accordance with clause G10.
>
> G4.5.6 The employee makes a vexatious or knowingly false allegation against another employee.

Did you know….

Behaving in a way which is inconsistent with the Public Sector Values could constitute misconduct. The Public Sector Values are:

- **Respect**
- **Integrity**
- **Collaboration, and**
- **Innovation.**

What is serious misconduct?

Examples of serious misconduct as defined in the *Fair Work Regulations 2009* include, but are not limited to:

a. wilful or deliberate behaviour by an employee that is inconsistent with the continuation of the contract of employment
b. conduct that causes serious and imminent risk to:
    I. the health or safety of a person. or
    II. the reputation, viability or profitability of the employer's business.
c. in the course of the employee's employment, engaging in;
    I. theft, or
    II. fraud, or
    III. assault.
d. being intoxicated at work.
e. refusing to carry out a lawful and reasonable instruction that is consistent with the employee's contract of employment.

WHAT IS WORKPLACE BULLYING?

The ACTPS defines workplace bullying as being unreasonable and undesirable behaviour that:

- is repeated, and
- is unwelcome and unsolicited, and
- creates, or could create, a risk to health and safety (including physical or psychological harm), and
- occurs between workers of an organisation (ie it is internal rather than being initiated by a client or a person outside of the organisation), and
- a reasonable person would consider to be offensive, intimidating, humiliating or threatening.

Examples of behaviours which are **not** considered workplace bullying include:

- personality clashes
- clashes in learning styles
- robust discussions
- performance management
- differences of opinion
- differences in management style
- disagreement regarding reasonable management decisions
- reasonable management action, or
- constructive feedback

It is inevitable that at some stage during your ACTPS career you will encounter colleagues or managers with whom you do not get along. It is important that, before you make a complaint about workplace bullying, you ensure the behaviour you are experiencing is bullying.

For more information on workplace bullying, please refer to the ACTPS guide Resolving Workplace Issues - Bullying, Harassment & Discrimination.

RESOLVING WORKPLACE ISSUES

Where possible, all staff are encouraged to resolve issues at the local level through respectful and robust conversations. Where you perceive someone's behaviour to be disrespectful, they may simply be unaware what they are doing is causing you distress or it may just be a simple misunderstanding.

Initiating a formal complaint in place of having a respectful and honest discussion can sometimes exacerbate situations and may do more harm than good when it comes to relationship preservation.

Before determining whether to lodge a formal complaint, consider if you can work with your manager and the other parties involved to resolve the issues in the first instance. For more information, please refer to Resolving Workplace Issues - Guide for Employees.

If you require additional guidance on how to resolve workplace issues, there are several avenues for support such as:

- your immediate supervisor/manager
- an ACTPS Respect, Equity and Diversity Contact Officer (REDCO), and
- WorkSafe ACT Human Resource team (hr@worksafe.act.gov.au).

What is the role of a REDCO?

REDCOs are able to provide information to ACTPS staff seeking to resolve a workplace issue.

MAKING A FORMAL COMPLAINT

If you would like to make a formal complaint regarding alleged misconduct or inappropriate behaviour, please go through your immediate manager. If the complaint is in relation to your immediate manager/supervisor, please approach the manager above them. You may make a complaint directly through the WorkSafe HR team where it would not be appropriate, or where you do not feel comfortable, going through your direct reporting lines.

All formal complaints should be made in writing where possible and should include as much information as possible to ensure workplace concerns can be addressed in an appropriate manner.

Avoid using vague and ambiguous statements, and instead list specific actions or behaviours to be addressed. Please also avoid 'character assassination' and focus on the actions or behaviours of an individual as opposed to assumptions about their character.

You should speak with your manager first about the issue and what you hope to achieve.

MANAGING COMPLAINTS FROM EXTERNAL PARTIES

In instances where a complaint is received about an employee of WorkSafe ACT from an external party, such as a client or stakeholder, the complaint will be reviewed by an appropriate WorkSafe ACT manager to determine what actions need to be taken. The manager should consider the complaint in line with this guideline to determine whether the matter be dealt with via means of a preliminary assessment. The manager undertaking the review will usually be the manager of the staff member for whom the complaint has been made.

RECEIPT AND ACKNOWLEDGMENT OF FORMAL COMPLAINTS

In instances where a complaint is received, the appropriate manager will write to the complainant acknowledging receipt of the complaint. The manager may seek the assistance of the WorkSafe HR team regarding appropriate wording if unsure how to respond. It is important that the privacy of the respondent is respected, and the complainant should not be advised of any proposed disciplinary action or sanctions in relation to the respondent.

Request for Further Information

It is important that complaints include a sufficient level of information to proceed. Where a complainant has made broad, generalised statements with little demonstration of the alleged misconduct, the reviewing manager should write back to the complainant requesting further information.

It is important that sufficient information is provided because:

a) it assists the reviewing manager determine how best to address the concerns, and
b) where it is determined a PA is an appropriate course of action, it allows the reviewing manager to provide the respondent with enough information to respond, ensuring procedural fairness.

An example of a poorly written complaint is found at Attachment A.

Response Timeframes

It is an expectation that formal complaints are acknowledged in writing by the responding manager within five (5) business days once received. The WorkSafe HR team must be cc'd into any response correspondence.

DETERMINING WHETHER TO INITIATE A PRELIMINARY ASSESSMENT (PA)

Misconduct Procedures to Apply

Upon receipt of a formal complaint or notification of a workplace incident, the appropriate manager should first seek to determine if the alleged behaviour meets the definition of misconduct.

If the complaint includes allegations of legitimate misconduct or inappropriate behaviour, a Preliminary Assessment will be undertaken in accordance with Section G2 of the relevant Enterprise Agreement. The HR team must be notified of this decision and will provide further assistance regarding the appropriate proforma to be used.

No Misconduct Procedures

The relevant manager may determine that the matter is not to be considered under misconduct proceedings. The manager may make this recommendation on reasonable grounds if any of the following apply:

a) the complaint/workplace incident does not constitute misconduct or inappropriate behaviour (e.g., reasonable management action, constructive feedback etc).
b) it appears to be frivolous or vexatious, or
c) It lacks substance or is misconceived.

In instances where the manager does not deem it appropriate to undertake misconduct proceedings for any of the above reasons, the manager should notify the WorkSafe HR team in writing. In such instances, the complainant should also be notified in writing. The manager may consider alternate suggestions to resolve the issue such as mediation or training.

A case study example has been provided at Attachment B.

UNDERATKING A PA

A checklist has been provided at Attachment C to guide reviewers on the PA process. In addition to the above mentioned checklist, the ACTPS also has a whole of Government document: Guidelines to the Misconduct Process (act.gov.au). A useful flowchart has been provided on page 16 of the above linked guidelines.

Frequently Asked Questions

Who undertakes the PA?

Generally, the PA will be undertaken by the manager of the person of whom allegations have been made (the respondent). The person undertaking the PA is known as the reviewer. In some cases, the reviewer may be a member of the HR team or an officer external to WorkSafe ACT, however, this is not generally the case.

Is a PA the same as an investigation?

A PA is not an investigation and is a separate action under the Enterprise Agreement.

If I make a complaint, can I remain anonymous?

The reviewer will generally not disclose to the respondent the name of the person who made the complaint or raised the workplace concern(s). Please note however, to allow for procedural fairness, the respondent must be provided with enough information to respond to the allegations. As a result, the complainant may be reasonably identifiable, particularly where they are the only witness to the alleged misconduct. If the matter proceeds to investigation, the identity of the complainant will be disclosed to the Professional Standards Unit.

Where can I find more information on the PA process?

For more information, please refer to Section G2 of the relevant Enterprise Agreement. The ACTPS has also published additional resources on conducting Preliminary Assessments in the ACTPS.

Does a formal complaint need to be received for a PA to be initiated?

No, a PA can be initiated by a manager without a formal written complaint. This can include situations where an employee is directly witnessed by a manager engaging in behaviours which may constitute misconduct.

RECORDS PROCEDURES

The WorkSafe HR team maintains formal records of all complaint and misconduct matters. All documents and associated records relating to complaints are stored in a confidential file location within Objective.

Managers handling complaints or misconduct matters should ensure the WorkSafe HR team are included in all correspondence relating to the matter.

Senior Executive Notification

Upon becoming aware of a complaint or preliminary assessment proceedings, the WorkSafe ACT HR Team will report this to an appropriate WorkSafe ACT senior executive for awareness.

ADDITIONAL RESOURCES FOR MANAGERS

- Resolving Workplace Issues: Resources for Manager and Supervisors
- Managing Issues in the Workplace - ACTPS Employment Portal
- Tips for Encouraging a Culture of Respect and Courteous Work Behaviour

ADDITIONAL QUESTIONS

Any questions regarding the content of this guide should be directed to the WorkSafe ACT HR team via email at HR@worksafe.act.gov.au.

Version: 3

Amended: 28 June 2024

Attachment A

Example of a poorly written complaint which lacks information/substance.

To whom it may concern

I am writing to complain about my colleague, Mr X. Mr X is rude to me and behaves aggressively when on job sites.

Whilst attending a job once, they made threating gestures to someone.

I don't want to go out on site with them again as I find this disrespectful.

Thanks

Next Steps

As the reviewing manger, the above complaint provides little information of substance to determine appropriate actions. Mr X cannot reasonably respond to allegations of this nature, as there is insufficient detail. As the reviewing manager, you would need to respond to the complainant to advise that there is insufficient information to proceed and seek more information. Examples of the type of clarifying information to be sought includes:

- What actions or behaviours has Mr X allegedly participated in which led you to feel their behaviour was rude?
- When attending job sites, what actions or behaviours has Mr X allegedly participated in which led you to form the view their behaviour is aggressive?
- Regarding the incident on a job site, what date did this occur, what job were you attending, what threating gestures did they make, and who did they direct these gestures towards?

Attachment B

Example of a complaint which does not meet the definition of misconduct.

To whom it may concern

I am writing to submit a formal complaint against my manager. Yesterday afternoon, I asked to take two days of annual leave on Thursday and Friday. I wanted to take an extra-long weekend as my in-laws are visiting on Saturday and I wanted to ensure the house was in order for their arrival. My manager advised that two of my other colleagues have leave approved for those days, and that I need to be available to monitor the inbox on Thursday and complete a KPI report on Friday.

I know one of my colleagues is just taking leave to watch her son play football. I think this is unfair and demonstrates favouritism towards people with kids. It is very unfair that their leave was approved and mine was not. My manager offered that I could take leave the following week instead, but that doesn't help me now.

I'd like my manager to be held accountable for showing preferential treatment towards my other colleagues.

Cheers,

Tuesday 17 June 2024

Next Steps

Please see below background information as an example of contextual information a reviewing manager may want to consider when determining how to proceed.

Background

The complainant works in a small team of only three staff members and one manager. Every Friday the team must submit a weekly report to the Executive Branch Manager regarding number of prohibition notices issued during the week. This report informs the Senior Leadership Team and must be provided by Friday to meet important deadlines. In addition to the report, every Thursday this team is responsible for managing the inbox for the whole Branch. The Branch has a rotating roster, so each team equally helps with the inbox.

Considerations

In this instance, the complainant has not provided any substantial demonstration of misconduct or bullying. The complaint does not demonstrate preferential treatment, nor does it meet the definition of bullying or discriminatory behaviour. The other consideration is the timing of the request for leave. The staff member

has requested the leave after their other colleagues already had leave approved. They have also provided minimal notice of intention to take leave, allowing insufficient time for their manager to make other arrangements. Based on the operations of the team, there is also business-critical functions which need to be completed on Thursday and Friday. Approving the complainant's leave would have been detrimental to the Branch and Agency.

Final Determination

The complaint reflects reasonable management action, and no misconduct has occurred. The manager has met their obligations under the Enterprise Agreement by negotiating an alternate time for the staff member to take leave and has provided a reasonable explanation to the staff member as to why the leave was not approved. In this case, a PA should not be undertaken.

It is important that the manager reviewing the complaint write to the complainant to advise of this decision and provide an explanation as to why it will not be considered under the ACTPS misconduct guidelines (e.g. reflects reasonable management action). The WorkSafe HR team can assist with appropriate wording.

Other Possible Remedial Options

The manager may consider whether the staff member can leave early on Friday, providing they are able to produce the required report before they log off.

Attachment C

Preliminary Assessment (PA)

Checklist for Completion by Reviewer

Date complaint/allegation of misconduct received: Click or tap to enter a date.
Reviewer:
Complainant:
Respondent:

☐ I have reviewed the WorkSafe ACT Misconduct & Grievance Guidelines and formed the belief the allegation(s) as made by the complainant meet the definition of misconduct or inappropriate behaviour.

☐ I have provided a copy of the complaint/allegations of misconduct to the WorkSafe HR team (hr@worksafe.act.gov.au) to ensure their awareness and to discuss next steps.

☐ I have written to the complainant acknowledging receipt of their complaint and cc'd the HR team (hr@worksafe.act.gov.au).

☐ I have provided the respondent with written notification of the preliminary assessment detailing the allegations and cc'd the HR team. **Please seek assistance from the HR team regarding wording and appropriate proforma to be used.**

☐ I have organised to meet with the respondent and invited a member from the HR team to be present. The respondent must be invited to have a support person present.

☐ I have met with the respondent to discuss the allegations and provided them an opportunity to formally respond in writing. Immediately following the meeting, an email should be sent to the respondent which documents when they need to respond by. Five (5) business days is generally sufficient. Extensions can be granted under extenuating circumstances or where the respondent feels they require more time.

NB: Please ensure a file note of this meeting is drafted and provided to the HR team.

OR, where the respondent wishes to forgo a face-to-face meeting.

☐ I have provided the respondent an opportunity to respond in writing, including a response date. Five (5) business days is generally sufficient. Extensions can be granted under extenuating circumstances or where the respondent feels they require more time.

☐ Upon considering the formal response from the respondent (if received), I have prepared a preliminary assessment report for the delegate detailing my recommendations regarding further action and summary of reasoning. A copy of the respondent's response (if received), along with any documentation to support your recommendation should also be included with the PA report.

☐ Upon receiving a copy of the PA report as signed by the delegate, the respondent has been provided with written notification of the outcome of preliminary assessment (outcome of PA) detailing what, if any, further action will be taken. **Please seek assistance from the HR team regarding appropriate wording and proforma to be used.**

☐ I have written to the complainant to advise them that the process has concluded. **Please seek assistance from the HR team regarding wording and appropriate proforma to be used.**

☐ I have provided the HR team with a copy of all correspondence relating to the PA to ensure it can be appropriately filed.

✓	✗
DO include the HR team in all correspondence relating to the PA.	DO NOT provide the respondent with a copy of the complaint.
DO consult with the HR team if unsure about anything.	DO NOT allow the respondent to discuss the PA with anyone other than their support person, representative or the reviewer, without first seeking advice from the HR team.
DO ensure appropriate proformas are utilised.	DO NOT provide the complainant or the respondent with a copy of the PA report.
DO provide the complainant with sufficient information to fairly respond to the allegations.	DO NOT provide the complainant with a copy of correspondence sent to the respondent.
DO consider timings when issuing correspondence. For example, do not issue a notice of PA at 3pm on a Friday if it can be avoided.	DO NOT advise the complainant of proposed disciplinary actions or sanctions against the respondent as an outcome of the PA.

From: "Barrett, Brad" <Brad.Barrett@worksafe.act.gov.au>
Sent: 17/07/2024 2:04 PM
To: "#OWHSC, All Staff" <#OWHSCAllStaff@act.gov.au>
Subject: Access to the Employee Assistance Program

OFFICIAL

Good afternoon all.

The Employee Assistance Program (EAP) is provided by Converge International, and all services are staffed by qualified practitioners. You can access EAP here - Employee Assistance Program & Critical Incident Support - ACTPS Employment Portal

Employee Assistance offers short term, solution focussed counselling and wellbeing support for ACT Government employees and their immediate families who are coping with challenges in their personal and or work lives.

Counselling can be delivered in three different mediums:

- Telephone.
- Audio Visual Conferencing including Skype/ Zoom, Online, Video Counselling.
- Face to Face.

Converge practitioners are well trained and qualified to work with a diverse range of people no matter who they are, but if you would feel more comfortable you can request that your practitioner be male, female or be in some other way representative of you. In general, a practitioner should be available to have an appointment within the following timeframes:

Medium	**Time to Service being Delivered**
Telephone	Within 2 business days
Audio Visual Conferencing	Within 2 business days
Face to Face	Within 5 business days
Urgent Counselling (Phone, audio visual or face to face)	Immediate if life threatening or same day

However, if you request that your practitioner is a particular gender or cultural group AND you would like a face-to-face appointment then this may impact on the timeframe for getting an appointment due to the availability of practitioners in the area.

You do not have to tell anyone that you want to access EAP. Unless you advise your manager that you are attending an EAP session, they will not be informed of your attendance. You must, however, notify your manager if you are leaving the workplace during core hours. You may also use the EAP in your own time.

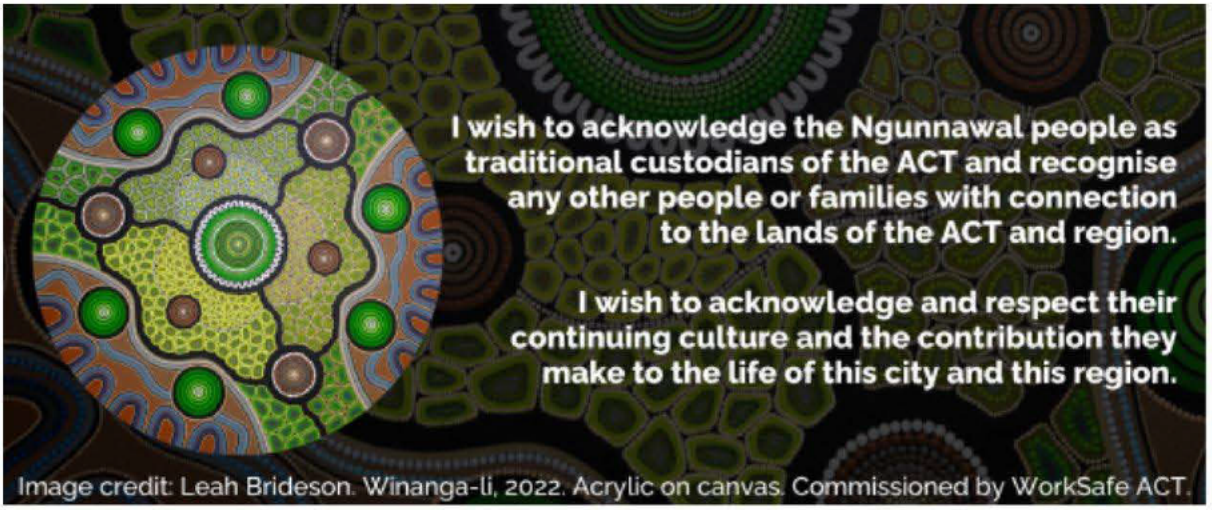
When an Employee or Immediate Family access EAP support through Converge, the services provided to them are subject to the *Information Privacy Act 2014* (Act) and must also comply with the *Health Records (Privacy and Access) Act 1997* (Act).
Basically, it means that Converge must keep the information you discuss with them confidential and not release any information to any person or organisation (including the Territory) except under the following circumstances:

- You provide written authorisation for release of information using a consent form.
- A subpoena is received requesting information and Converge receives legal advice that they are required to provide the information.

- If Converge becomes aware that you and/ or other people are at risk to self or others or under serious threat.
- If Converge becomes aware of illegal activity and/or a reportable incident for example child abuse.

Regards
Brad

Brad Barrett
Assistant Director | Quality and WHS
Phone: 6207 3000 | Mobile: Sch 2.2(a)(ii) | Email: brad.barrett@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601



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