



Office of Industrial Relations

Workplace Health and Safety Queensland

Electrical Safety Office

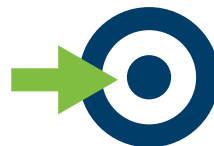
Workers' Compensation Regulator

Industrial Relations

Office of Industrial Relations (OIR) has more than 800 staff in Brisbane, Bundaberg, Cairns, Gladstone, Innisfail, Ipswich, Logan, Mackay, Maroochydore, Maryborough, Robina, Rockhampton, Roma, Toowoomba and Townsville.

We offer a range of policy, advisory, compliance and specialist technical services and initiatives including:

- targeted initiatives that engage with workers, business and the community to build safe and fair workplaces
- ensuring compliance with work health and safety, electrical safety, industrial relations and workers' compensation regulatory frameworks and taking any necessary enforcement action
- managing registration, licensing, certification and accreditation regimes for workplaces and electrical safety (licensing for the labour hire industry will commence on 16 April 2018).



Our goal

In partnership with our stakeholders, we strive to achieve the lowest rate of work-related and electrical fatality, injury and disease in the nation, improved workers' compensation regulatory services and a fair industrial relations framework in Queensland.



Our roles

Workplace Health and Safety Queensland

Responsible for improving work health and safety in Queensland and helping reduce the risk of workers being killed or injured on the job. Workplace Health and Safety Queensland (WHSQ) enforces work health and safety laws, investigates workplace fatalities, serious injuries, prosecutes breaches of legislation and educates employees and employers on their legal obligations.

Electrical Safety Office

Responsible for delivery of electrical safety services in Queensland. This office develops and enforces standards for electrical safety, and promotes improved safety performance across the community. This includes:

- advisory and enforcement activities to promote compliance with electrical safety laws and standards
- information, education and training activities to help reduce the risk of death and injury from electrocution, fire and explosion and improve electrical safety
- managing registration, licensing, approval (electrical equipment) and accreditation regimes.

Workers' Compensation Regulator

Its diverse roles include regulating the workers' compensation scheme, dispute resolution and providing education about the scheme. This includes:

- monitoring the compliance and performance of insurers and deciding self-insurance applications
- dispute resolution, such as reviewing insurers' decisions, managing appeals against the Regulator and supporting the efficient administration of the Medical Assessment Tribunal
- providing information and education to stakeholders to ensure a fair and efficient scheme that balances the needs of workers and employers and facilitates return to work after an injury.

Industrial Relations

Supports improved productivity and fairness in Queensland workplaces. The Industrial Relations division provides:

- advocacy, advice, and support to government agencies, including government owned corporations, on public sector industrial relation matters and bargaining
- policy, legislation and research advice on state and national industrial relations matters
- compliance and information services on Queensland's industrial relations laws for state and local government, long service leave, child employment and trading hours
- licensing and compliance services to protect vulnerable labour hire workers and promote the integrity of the labour hire industry in Queensland.

Achievements in 2017



Last year was a year of legislative and regulatory firsts, which resulted in:

- Australia's first *Labour Hire Licensing Act*, to protect these workers against unscrupulous, unprofessional practices
- a new charge of industrial manslaughter among major changes to work health and safety laws
- greater protections to workers affected by coal workers' pneumoconiosis
- Queensland becoming the first state to legislate for domestic and family violence leave, the result of the first complete review of Queensland's industrial relations laws in two decades
- tougher licensing requirements to strengthen electrical safety in Queensland.

Operationally, it was our biggest year to date:

- Our advisory and assessment centre took more than 81,000 calls, triaged and actioned 13,750 complaints and incidents, and issued 70,000 licences.
- In the field, OIR officers visited 32,816 workplaces and homes, recovered more than \$1.6 million in long service leave due to workers, issued 5,441 notices, and reviewed 2,681 workers' compensation claims.
- We completed 212 comprehensive investigations into serious workplace injuries and fatalities, including the 2016 tragedies at Dreamworld and Eagle Farm Racecourse. These resulted in 68 prosecutions and more than \$2.8 million in fines.

And our Safety Ambassadors, rugby league legends Shane Webcke and Trevor Gillmeister, and olympian Libby Trickett, spoke at dozens of forums, work safety briefings and community events. These popular and respected Queensland icons were once again the public face of OIR's campaign to make sure Queenslanders can continue to be safe – at work, in our homes and at play.

Focuses for 2018

- Implement the labour hire licensing scheme to protect labour hire workers and safeguard those labour hire providers which are ethical and responsible.
- Complete a mandatory five year review of the operation of Queensland's workers' compensation scheme and submit a report to Parliament on:
 - the performance of the scheme in meeting the objectives under the *Workers' Compensation and Rehabilitation Act 2003*
 - emerging issues facing the Queensland workers' compensation scheme
 - the effectiveness of current rehabilitation and return to work programs and policy settings, including ways to increase Queensland's current return to work rate.
- Implement the recommendations of the Best Practice Review of Workplace Health and Safety Queensland, including regulatory amendments to improve safety in the amusement device and theme park industries. The review was announced in October 2016 in response to the multiple fatalities at both Dreamworld (resulting in four fatalities) and Eagle Farm Race Course (where two workers were crushed when a precast concrete slab toppled over).
- Manage the negotiations for the replacement State Government Entities Certified Agreement 2015 (Core Agreement), which covers approximately 50,000 employees across 50 government entities.



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