

Office of Industrial Relations Health and Safety Service Charter

Our Commitment

Office of Industrial Relations (OIR) is committed to providing fit for purpose regulatory and professional advisory services to create healthy, safe, fair and productive communities and work environments for all Queenslanders – including our people.

Our Health and Safety Service Charter sets out the shared responsibilities with the community and our stakeholders for safe workplace expectations in the delivery of our services.

Rights and responsibilities

Respectful and accountable behaviour is essential for our interactions. Expectations for your engagement with us are reflected below.

You have the right and responsibility to:

- Be treated with courtesy and respect.
- Express opinions in ways that are courteous, respectful and lawful.
- Provide information in a way that enables effective engagement, communication and service delivery.
- Communicate valid concerns, questions and views without fear.
- Be given advice and assistance, as appropriate, to understand and access relevant information and processes.

Our people have the right and responsibility to:

- Be treated and treat others with courtesy and respect.
- Work in accordance with the law and our processes in a fair, timely and impartial manner.
- Provide clear information about our work and services, and explain our decisions in plain language.
- Provide you with information about other options and supports you may have, including review and appeal rights.
- Embrace diversity and inclusion in our service delivery, including awareness and pathways that support external stakeholders who may experience barriers to engagement.
- Respect your privacy and protect your personal information.
- Respect and protect your human rights.

Threats of violence or other threatening or intimidatory behaviour directed toward our people for performing their duties will not be tolerated.

Recourse and resolution

As a stakeholder, if you believe our people have not met their responsibilities, you have a right to raise your concerns and have them addressed in a timely manner.

OIR takes complaints seriously and has a clear and consistent process to ensure they are resolved quickly and fairly. We encourage you to raise concerns initially with the area responsible for the service, to attempt local resolution. If that is not successful, or concerns are unable to be raised locally, you can lodge a formal complaint in accordance with the [OIR Customer Complaints and Grievance Management Policy](#) and [OIR Customer Complaints and Grievance Management Procedure](#). More information can be found on the WorkSafe website.

As a stakeholder, if you do not meet your responsibilities, our people are empowered to take all reasonable steps to ensure their safety and wellbeing. This may include temporarily ceasing contact (such as terminating a phone call) or placing specific requirements on how you engage with us (such as engagement in writing only or through a specified contact). OIR will also consider referral to appropriate parties such as the Queensland Police Service.