



## **Corporate information**

The Department of Employment and Industrial Relations provides services to support a fair and equitable industrial relations system, safe work environments and improved personal and public electrical safety.

### Roles and functions

To lead policy development and service delivery that supports safe, fair and productive workplace environments in Queensland

### Our key people

Minister, Director-General, Deputy Director-General, Commissioner for Electrical Safety

### Divisions, work units and boards

Industrial Relations, Public Sector Industrial and Employee Relations, Workplace Health and Safety Queensland, Employment, Electrical Safety Office

### Organisational structure

Office of the Minister, Office of the Director General, Public Sector Industrial and Employee Relations, Private Sector Industrial Relations, Electrical Safety Office, Employment, Workplace Health and Safety Queensland

### Jobs and vacancies

Job vacancies, graduate schemes, cadetships, types of jobs available

### Privacy

How we record, manage and use personal information

### Accessing information

Freedom of information and administrative release applications

### Making a complaint

The Department of Employment and Industrial Relations has a formal complaint management policy and process in place to ensure that client complaints are addressed

### Corporate publications

Annual report (including statement of affairs), budget highlights, strategic plan, media statements, Ministerial Portfolio Statements

### Contact us

Telephone numbers, email, office locations

## Roles and functions

The role of the Department of Employment and Industrial Relations is to lead policy development and deliver services that ensure safe, fair and productive work environments which contribute to the social and economic wellbeing of Queenslanders.

The department is committed to:

- **developing and implementing** legislation, standards, policies and directives in workplace health and safety, electrical safety, and employee relations policies and practices for both public sector and private sector workers;
- providing **information education and advice** to the community relating to workplace health and safety, electrical safety, and workers compensation matters; and
- administration of the **Queensland Industrial Court and Commission** which provides independent **conciliation, arbitration and agreement approval service** for industrial matters including awards, agreements, prevention and settlement of industrial disputes and related matters, unlawful dismissals, unfair contracts and wage recovery matters

## Our key people

### ***Minister for Employment and Industrial Relations***



The Hon John Mickel MP  
Member for Logan

John Mickel is the Minister for State Development, Employment and Industrial Relations.

He was formerly Minister for Energy and Minister for Aboriginal and Torres Strait Islander Policy.

John was elevated to the Cabinet as Minister for Environment in February 2004 and appointed Minister for Energy in August 2004. He gained the additional portfolio of Aboriginal and Torres Strait Islander Policy in March 2005.

As Energy Minister he implemented the recommendations of the Somerville review into Electricity Distribution and Service Delivery.

He introduced Full Retail Contestability of the electricity and gas markets in Queensland and restructured the retail arms of government-owned electricity and gas utilities.

John entered the Queensland Parliament in 1998 as the Member for Logan.

John is married with three children. Before entering the Queensland Parliament he worked as a Senior Policy Advisor at a State and Federal level. He has formerly been a university lecturer, tutor and teacher.

### ***Director-General***

Peter Henneken has been the department's Director-General since it was created in 2001. He was previously Deputy Director-General of the Department of Employment, Training and Industrial Relations. Peter has had a long interest in the labour market and its impact on the lives of working people. He has worked in all areas of labour market policy and regulation.

## ***Deputy Director-General***

Barry Leahy was appointed as Deputy Director-General in February 2005. He was previously CEO of Comcare, the organisation responsible for workplace safety, rehabilitation and compensation in the Commonwealth jurisdiction. Barry has worked in the Australian public service for some 30 years and held senior positions in industrial relations, occupational health and safety and workers compensation.

## ***Commissioner for Electrical Safety***

The Commissioner advises the Minister for State Development, Employment and Industrial Relations on electrical safety matters and proposes codes of practice to manage electrical risks. Other functions of the office include chairing and managing the activities of the Electrical Safety Board and the Board's committees, which are specifically concerned with licensing and disciplinary matters, electrical safety promotion and standards for electrical equipment.

In October 2002, the Governor in Council appointed Mr Jack Camp as the Commissioner for Electrical Safety for a period of five years. Jack Camp is a qualified electrical fitter mechanic, has many years of experience in the electrical industry and has served on several key electricity related boards. He was previously chair of the Electrical Workers and Contractors Board and a member of the Electrical Approval and Energy Labelling Advisory Committee.

## **Divisions, work units, boards and authorities**

The key functions of the department are delivered through a series of work units, boards, authorities, committees and the independent Queensland Industrial Relations Commission, Court and Registry.

### Department of Employment and Industrial Relations

Workplace Health and Safety Queensland, Employment, Electrical Safety Office, Private Sector Industrial Relations, Public Sector Industrial and Employee Relations, Executive and Strategic Services

### Boards and committees

Workplace Health and Safety Board and Committees, Electrical Safety Board and Committees, Industrial Relations Education Committee

### Statutory authorities

WorkCover Queensland, QLeave, QCOMP

### Industrial tribunal

Queensland Industrial Relations Commission and Court, Commission Registry

# **Department of Employment and Industrial Relations**

## ***Employment***

The Division of Employment and Indigenous Initiatives manages a range of programs that target assistance to the long-term unemployed, Aboriginal people and Torres Strait Islanders, people from non-English speaking backgrounds, people with disability, parents and carers and mature age jobseekers.

## ***Workplace Health and Safety Queensland***

Workplace Health and Safety Queensland (WHSQ) develops and implements legislative, compliance and enforcement frameworks to improve workplace health and safety in Queensland, and provides policy advice on workers' compensation matters. Client groups include employers, workers, self-employed people and the community.

## ***Electrical Safety Office***

The Electrical Safety Office (ESO) develops and enforces standards for electrical safety, and promotes strategies for improved electrical safety performance across the community. The office facilitates socially responsible and safe electrical industry practices.

## ***Private Sector Industrial Relations***

The Division of Private Sector Industrial Relations (PSIR) provides advice to government on industrial relations legislation and policy, and facilitates its implementation. PSIR also undertakes education and awareness activities on industrial relations arrangements in Queensland, represents government in industrial forums, and provides training and advisory services. A state-wide inspectorate delivers compliance service and advice to the community on industrial relations laws, award and agreements.

The Work and Family Unit was established on 1 July 2001. The Unit has responsibility for promoting the benefits for employers and employees of introducing family friendly work arrangements into Queensland workplaces. This is to be achieved through undertaking a range of promotional, consultancy, liaison and research activities.

## ***Public Sector Industrial and Employee Relations***

The Division of Public Sector Industrial and Employee Relations (PSIER) aims to improve and review public sector industrial and employee relations policies and practices. PSIER implements the Queensland Government's public sector wages policy and supports the integration of workforce management data into strategic decision-making. The division collects and maintains workforce data for the public service.

## ***Executive and Strategic Services***

The Department of Employment and Industrial Relations is committed to being a high performance organisation. During 2003-2004, the department continued to build its organisation capability through strong leadership, direction and advice in strategy formulation, policy development and performance evaluation.

## Boards and committees

### ***Workplace Health and Safety Board***

The Workplace Health and Safety Board is the principal source of advice to the Queensland Government and Minister for Employment and Industrial Relations on workplace health and safety matters in Queensland. Established under the *Workplace Health and Safety Act 1995* on 1 February 1998, the primary function of the Board is to give advice and make recommendations to the Minister about policies, strategies, allocation of resources, and legislative arrangements for workplace health and safety in Queensland.

Specifically, the Workplace Health and Safety Board:

- develops a five year strategic plan for workplace health and safety;
- advises the Minister about State, national and international workplace health and safety issues;
- reviews the appropriateness of provisions of the Act, regulations, advisory standards and industry codes of practice;
- considers the most effective and efficient ways of applying funds allocated for workplace health and safety;
- ensures industry has been adequately consulted on proposed advisory standards and industry codes of practice;
- promotes workplace health and safety to industry and the community to encourage a healthy and safe culture at workplaces; and
- considers issues referred to it by the Minister.

The board has the support of the following **Standing Committees** whose primary function is to give advice and make recommendations to the Workplace Health and Safety Board about workplace health and safety in these industry sectors:

- Hospitality, recreation and other services
- Manufacturing
- Retail and wholesale
- Rural
- Health and community services
- Transport and storage; and
- Construction

### ***Electrical Safety Board***

The Electrical Safety Board is established under the *Electrical Safety Act 2002* to give advice and make recommendations to the Minister about policies, strategies, and legislative arrangements for electrical safety.

Key functions of the Board include:

- developing, evaluating and updating a 5-year strategic plan for improving electrical safety;
- advising the Minister about state, national and international electrical safety issues;
- reviewing the appropriateness of legislative provisions of the *Electrical Safety Act 2002* and subordinate legislation; and

- giving advice and making recommendation on matters of energy efficiency and performance of electrical equipment

The board has the support of three committees:

- the **Electrical Licensing Committee** which gives advice and makes recommendations to the board about electrical licences and training. Independent of the Board, this committee also is responsible for taking disciplinary action in relation to electrical licences and hearing appeals on the decisions of the chief executive on electrical licences;
- the **Electrical Safety Education Committee** which gives advice and makes recommendations to the board about the promotion of electrical safety in workplaces and the broader community; and
- the **Electrical Equipment Committee** which gives advice and makes recommendations to the board about the safety and energy efficiency of electrical equipment.

### ***The Industrial Relations Education Committee (QLD) IREC***

The Industrial Relations Education Committee (QLD) IREC offers a program of guest speakers and other information on industrial relations topics to teachers and students from representatives of unions, employer associations and the state government.

## **Statutory authorities**

### ***WorkCover Queensland***

Workers' compensation insurance has been part of Queensland business since 1916.

Since its formation in 1997, WorkCover Queensland has been the main provider to of insurance to Queensland employers. WorkCover is a Queensland government owned statutory authority, which means that while it is part of the Queensland Government, WorkCover operates as an independent, commercial enterprise.

A WorkCover insurance policy insures employers against the cost of statutory claims and possible common law claims. This insurance coverage ensures that an employee who is injured at work receives financial support and rehabilitation following an injury.

### ***QLeave: BCI & CCI Portable Long Service Leave Authority***

QLeave is the trading name of the Building and Construction Industry Portable Long Service Leave Authority established in 1992 to administer a portable long service leave scheme for eligible workers in the building and construction industry in Queensland, regardless of whether they work on different projects for one or more employers.

Under the *Contract Cleaning Industry (Portable Long Service Leave) Act 2005 (PDF, 620 KB)* effective from 1 July 2005, QLeave also administers the portable long service leave for the contract cleaning industry in Queensland. While the two schemes are administered from the same premises and with the same administrative staff, the two schemes have different Boards and seek independent investment advice and actuarial services.

### ***Q-COMP***

Q-COMP is the Queensland's Workers' Compensation Regulatory Authority established under the *Workers' Compensation and Rehabilitation Act 2003 (PDF, 1.8 MB)* with a Board of seven members appointed by the Governor in Council.

Q-COMP's mission is to effectively regulate and promote the workers' compensation scheme and work cooperatively with insurers, stakeholders and Government for the fair and efficient operation of workers' compensation in Queensland.

As a regulator the Authority provides a range of Queensland workers' compensation services including:

- monitoring insurance performance and compliance
- deciding self insurance applications
- administrative review of insurer decisions
- managing appeals of review decisions
- supporting and overseeing the Medical Assessment Tribunals (MAT)
- rehabilitation compliance and advice
- providing scheme-wide analysis and reporting
- workers' compensation information and education

# **Industrial tribunal**

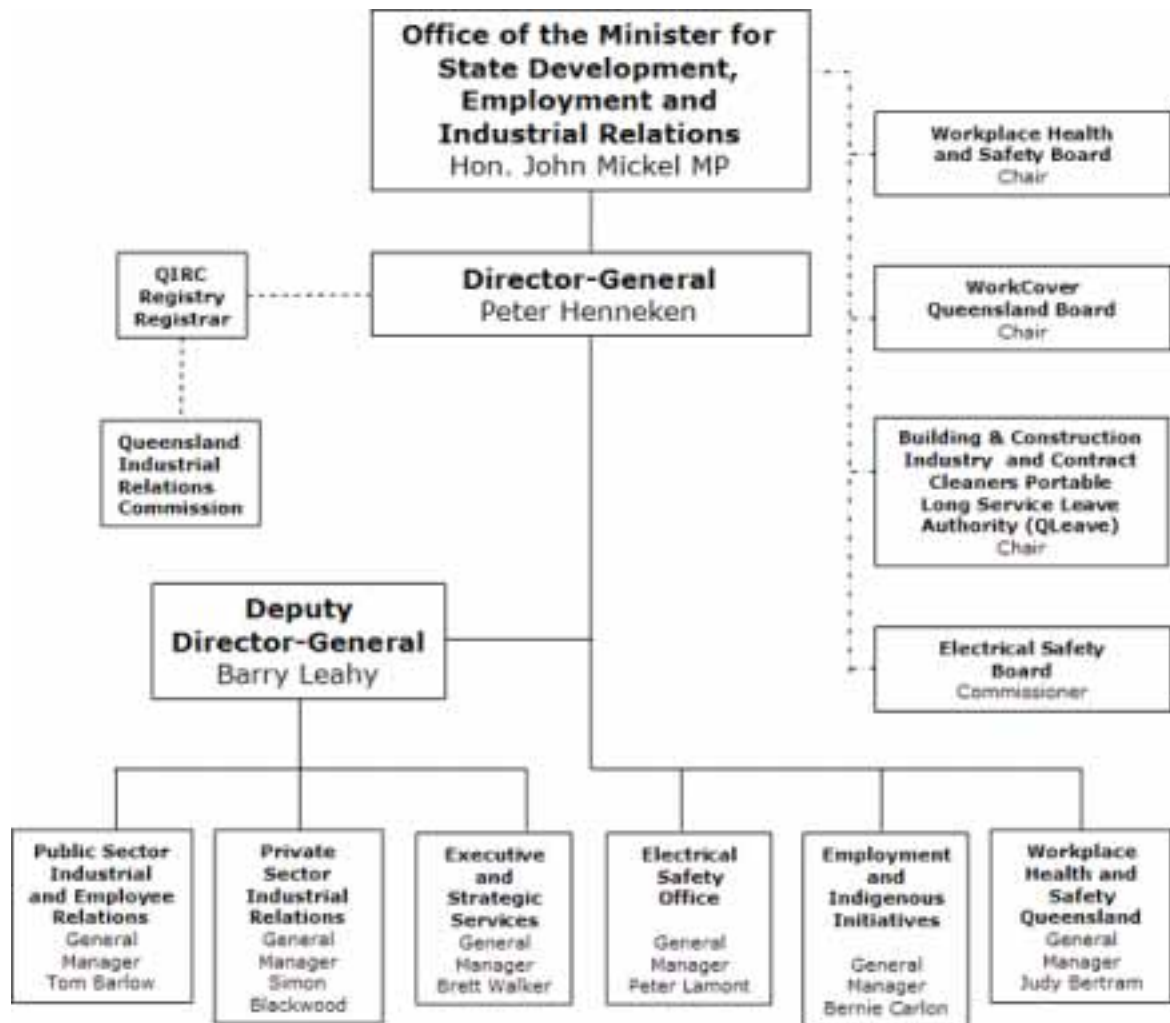
## **Queensland Industrial Relations Commission and Court and Queensland Industrial Relations Registrar**

The Industrial Court of Queensland's jurisdiction exists mainly to hear appeals. The Queensland Industrial Relations Commission (QIRC) is an independent tribunal established to conciliate and arbitrate industrial matters in Queensland.

All enquiries and correspondence regarding matters before the Queensland Industrial Relations Commission or Queensland Industrial Court are handled by the Industrial Registrar.

# Organisational structure

## Organisation Chart



### Office of the Minister

- Workplace Health and Safety Board
- WorkCover Queensland Board
- B & CI Portable Long Service Leave Authority
- Electrical Safety Board

### Office of the Director General

- Queensland Industrial Relations Registry
- Queensland Industrial Relations Commission

## ***Public Sector Industrial and Employee Relations***

- Employment Policy and Research
- Industrial and employee relations Services
- Learning and Development
- Information and Data Analysis
- Workplace Consulting Queensland

## ***Private Sector Industrial Relations***

- Industrial Relations Services
- Industrial Relations Policy Executive and Strategic Services
- Work and Family Unit
- Regions:
  - North Queensland
  - Central Queensland
  - South West Queensland
  - Wide Bay
  - Brisbane North
  - Brisbane South and Gold Coast

## ***Electrical Safety Office***

- Electrical Safety Compliance
- Electrical Safety Policy
- Equipment Safety
- Strategic Planning and Systems

## ***Employment***

- Employment Initiatives
- Indigenous Initiatives

## ***Workplace Health and Safety Queensland***

- Workplace Health and Safety Policy
- Legal and Prosecution Services
- Statewide Services
- Regional Services
- Industry Liaison Unit
- Strategic Policy
- Legislation Development and Review
- Regions:
  - North Queensland
  - Central Queensland
  - Wide Bay Sunshine Coast
  - South West Queensland
  - Brisbane North
  - Brisbane South and Gold Coast

## **Jobs and vacancies**

The Department of Employment and Industrial Relations is a diverse organisation consisting of over 800 staff of various ages and cultural backgrounds.

The department values teamwork, respect, continuous learning and customer service.

A balance between work and other commitments is recognised by the department as contributing to a productive workplace.

### Working conditions

Maternity leave, flexible work arrangements, professional development, superannuation

### Job opportunities

Job vacancies, cadetships, types of jobs available

### Graduate development program

Information for recent graduates interested in a career with the department

## Working conditions

Department of Employment and Industrial Relations staff are usually employed under the Queensland Public Service Award, and enjoy attractive working conditions including:

- paid maternity leave;
- access to part time work;
- professional development;
- financial support to undertake formal training;
- four weeks of paid annual leave;
- flexible starting and finishing times; and
- employer subsidised superannuation.

The department fosters **diversity and equity** in the workforce and provides support networks and mentoring for the following staff:

- people of Non-English Speaking Backgrounds (NESB);
- people with a disability;
- Aboriginals and Torres Strait Islanders;
- women; and
- young people.

## **Job opportunities**

Current vacancies can be found at Smart jobs and careers at the Queensland Government website.

Additional recruitment programs occur throughout the year, based on the type of work involved:

- Traineeships
- National Indigenous Cadetship Scheme
- Electrical Safety Inspector
- Industrial Relations Inspector
- Workplace Health and Safety Inspector

### ***Traineeships***

DEIR offers traineeships in office administration. These are advertised at Smart jobs and careers annually.

### ***National Indigenous Cadetship Scheme***

The National Indigenous Cadetship Scheme offers temporary appointments to Indigenous students undertaking tertiary studies at Queensland universities. The scheme provides practical on the job employment during university holiday periods as well as some financial support for students.

Contact the Indigenous Support Officer at your university to register your interest.

### ***Electrical Safety Inspector***

DEIR employs Electrical Safety Inspectors to undertake a range of duties including:

- developing and implementing electrical safety legislation, standards, and initiatives;
- enforcing the electrical safety legislation through monitoring industry compliance by conducting audits of:
  - electrical entities;
  - electrical contractors and workers;
  - workplaces; and
  - other practices.
- investigating electrical incidents, complaints, and unlicensed and unsafe electrical work; and
- approval and registration of electrical equipment, electrical systems and energy efficiency labels.

### ***Industrial Relations Inspector***

DEIR employs Industrial Relations Inspectors to undertake a range of duties including:

- ensuring observance of state and federal awards and agreements and Acts administered by DEIR, such as the *Industrial Relations Act*;

- ensuring observance of the Trading Hours Orders of the Queensland Industrial Relations Commission; and
- providing professional advice on industrial matters (state and federal) to employers, employees, industrial organisations, the legal and accounting professions and the general public.

### ***Workplace Health and Safety Inspector***

DEIR employs Workplace Health and Safety inspectors in the construction, ergonomics, hygiene and industrial fields to undertake a range of duties including:

- participating in workplace assessments in order to determine the degree of risk existing at a workplace and compliance to workplace health and safety standards;
- conducting investigations of incidents, injuries and complaints in order to implement the most effective enforcement option according to the Workplace Health and Safety Queensland (WHSQ) enforcement framework and existing policies and procedures; and
- contributing occupational expertise to the investigations of complex situations, gathering evidence and preparing reports to be used by regional investigations teams.

# Graduate development program

## *About this program*

### Introduction

The Department of Employment and Industrial Relations (DEIR) Graduate Development Program offers a unique and rewarding development opportunity to recent graduates.

The program allows successful graduates to enhance their skills in the areas of:

- administration
- business analysis
- planning
- workplace health and safety
- policy
- service delivery innovations

The program provides new graduates with a comprehensive foundation upon which to build a career in the Queensland Public Service.

### Outline of the program

This program is for recent graduates. Graduates from diverse cultural and linguistic backgrounds and graduates of all ages are encouraged to apply. Successful graduates commence with the department in the last week of January or the first week of February each year.

### Salary

\$50,424 (including superannuation and leave loading)

### Employment status

Permanent

### Benefits

We offer:

- employer superannuation contributions of up to 12.75%
- leave loading of 17.5%
- ordinary weekly working hours of 36.26 per week
- additional employee entitlements, including 12 weeks paid parental leave
- flexible working hours (including accrued time) to achieve a better work-life balance
- long service leave
- special leave
- ability to work across the Queensland Government
- training and career advancement opportunities

As you progress through the Graduate Development Program you will be supported by a Workforce Capability Consultant in addition to your line manager.

### What is the Department of Employment and Industrial Relations?

DEIR at a glance

Organisational structure

## Why do we recruit graduates?

DEIR is responsible for making Queensland workplaces safe, fair and productive and our homes electrically safe. We also manage a range of programs that target assistance to the long-term unemployed, Aboriginal people and Torres Strait Islanders, people from non-English speaking backgrounds, people with a disability, parents and carers, and mature-age jobseekers.

We are specifically seeking graduates who:

- have well developed written and oral communication skills
- have strong interpersonal skills
- work well as a member of a team
- are critical thinkers
- are innovative
- can solve problems
- use their initiative
- are flexible

If you have these skills and can use them to present new ideas and ways to do things, we encourage you to apply for the Graduate Development Program. We want people who are willing to take time to see different viewpoints and who are motivated to broaden their knowledge of the issues that affect DEIR.

## How will the department help your career?

DEIR is committed to providing you with challenging opportunities that will develop and refine your skills throughout your career.

The Graduate Development Program consists of workplace experience and formal training, which fosters leadership and team skills, provides experience in public policy development and implementation, and promotes a quality customer-oriented ethic.

The Department of Employment and Industrial Relations offers you a career – not just a job.

## Ongoing opportunities

The opportunity to further develop your skills and expertise does not end with your completion of the graduate program. The department is committed to providing you with the opportunities to acquire the skills and knowledge to undertake future roles. In doing so, you will assist the department in meeting its business objectives.

## Corporate development and training

The department's corporate learning and development is a major part of this commitment and provides employees with an extensive range of learning and development activities, including:

- comprehensive induction
- learning and development in generic competencies including:
  - leadership development
  - presentation skills
  - applying for jobs in government
  - practical people management
  - project management
  - time management
  - individual skills development as required
- guidance and support from:
  - the Graduate Coordinator
  - managers and supervisors
  - a peer network (including graduates from other agencies)
  - an independent mentor (not the manager or supervisor)

The Graduate Coordinator will manage you and your program.

Your supervisor will deliver the 'on the job' support and technical components of the program and work together with the corporate area to deliver corporate training.

Your mentor will support and assist you while you are working in their area.

Employees can also access the department's study and research assistance scheme (SARAS) which supports continued approved study through the provision of financial support and negotiated leave provisions.

### **Performance evaluation**

The Graduate Coordinator liaises with your supervisor to evaluate your performance. You will also develop a performance planning and development program agreement with your supervisor. You will be able to discuss your performance with your supervisor once this agreement has been put in place.

There is a six month probation period for every new employee.

## How to apply

If you are interested in applying, we encourage you to find out more information about the Department of Employment and Industrial Relations (DEIR). This will help you make a decision on whether we are the right employer for you.

### ***Our recruitment process***

#### **Eligibility**

To apply for the Graduate Program, you **must**:

- have successfully completed an undergraduate degree or be in the final year of study of a relevant bachelor degree
- have completed this qualification during the last two years
- hold Australian citizenship or permanent residency status

If you completed your degree more than two years ago and wish to work for the department, you can do so through the regular recruitment process. Vacancies are advertised on Smart Jobs and Careers.

There are no age limits, only your possession of at least a three year bachelor degree completed in the last two years.

If your degree is from an overseas university it must be recognised by the National Office of Overseas Skills Recognition (NOOSR) (non-Queensland Government link). It is your responsibility to gain this recognition at your own cost. You can contact NOOSR on 1300 363 079.

#### **Online application**

All candidates are encouraged to apply online. Application forms are available only during the application period (May to July each year).

Applications can be emailed to:

- [training@dir.qld.gov.au](mailto:training@dir.qld.gov.au) or
- [recruitmentservices.applications@csq.qld.gov.au](mailto:recruitmentservices.applications@csq.qld.gov.au)

#### **Shortlisting**

Once all applications are received, a team of departmental officers read all applications and select those to proceed to the next stage of the recruitment process.

It is in your interests to provide a solid application that fully answers the questions asked in the online application.

If you have been selected to be interviewed, you will be notified by telephone and email. If you have not been selected to be interviewed you will be notified by mail that you have been unsuccessful in obtaining an interview.

#### **Things to consider in your application**

This advice covers the written application and the interview stages of the selection process and provides an insight into the qualities DEIR is looking for.

The most important advice for graduates is to **take time to do your research**. It shows in your application and your interview if you've taken the time to understand what the department does.

## **The written application**

Whether you are short listed for an interview is determined on the basis of your written application. The written application comes in two parts:

- your Curriculum Vitae (CV)
- your responses to the key criteria

You should aim to keep your written application concise – two pages for your CV and a one page response for each of the questions stated in the role description.

Remember to keep the formatting simple so your application is easy to read – this means the font size should be no smaller than 11 point.

Your CV gives the panel a broad idea of what you've been involved in and the experiences you have had. The panel is able to get a sense of your initiative, flexibility and achievements. Your CV should include specific details about any relevant study and work (both paid and unpaid) that you have done.

## **The interview**

Be as relaxed and confident as you can. The panel is not there to make you feel bad or to try to catch you out.

The interview is an opportunity for you to:

- display your understanding of the Queensland Government and the department
- talk about what you're passionate about

The panel can explore what you can offer the department as well as what the department can offer you.

It pays to do your research by keeping an eye on current events and having a look at our website.

You can bring notes into the interview, take notes during the interview and you can take the time to compose your reply before answering each question.

The best answers are the ones that are well-structured, logical, reasoned and are in your words.

# Privacy

## ***What is privacy***

The Department of Employment and Industrial Relations respects the privacy of clients, their families, our staff and business partners.

Privacy is broader than the traditional concept of confidentiality and includes the collection, use, disclosure, security, quality, access, correction, and openness of information.

Implementation of the Queensland state government's Information Standard 42 – Information Privacy and the department's privacy plan to ensures that:

- any personal information collected is relevant and necessary to departmental business
- personal information will not be kept unless it is a legal requirement (eg. for reasons relating to auditing and fraud prevention)
- when information is collected we will not break the law or mislead or harass people.
- if personal information is collected from you, we will tell you
  - how that information will be used
  - why the information is being collected
  - who else the information may be given to
- the personal information collected will only be used for activities directly related to the original reason it was collected, unless
  - it is required by law or needed for a criminal investigation
  - it will lessen a serious and imminent threat to a person's life or health
  - we believe an offence has been committed and we tell the relevant authorities
  - we have permission of the person that the information concerns
- we will protect the personal information we hold from misuse and loss and from being disclosed to or seen or changed by people who are authorised by us
- we will try to keep personal information accurate and up-to-date. Depending on the purpose of the information, we will endeavour to ensure that this is correct before relying on it.

## ***Complaints about breaches of privacy***

If you consider that the Department has not dealt with your personal information in accordance with the Privacy Plan, you are entitled to lodge a complaint and request an investigation.

A complaint must be:

- in writing,
- outline the basis for the complaint and
- provide as much detail as possible, and
- be lodged within 6 months from the date when the suspected breach occurred.

All written complaints should be sent to:

Privacy Contact Officer  
Administrative Law Unit  
Department of Employment and Industrial Relations  
GPO Box 69  
Brisbane QLD 4001  
Email: [privacycontactofficer@dir.qld.gov.au](mailto:privacycontactofficer@dir.qld.gov.au)

When your complaint is received, you will be contacted by the department to discuss your concerns and try to resolve your complaint before initiating a formal investigation. If the complaint is of a serious nature it will be investigated by an independent officer and you will be advised of the outcomes.

### ***Updating your personal information***

The Department tries to keep all personal information accurate and up to date. If you think personal information about you, held by the Department needs updating or changing, please contact the office where your original information was collected to make arrangements for any changes. For further advice about this process please contact [privacycontactofficer@dir.qld.gov.au](mailto:privacycontactofficer@dir.qld.gov.au).

## **Accessing your information**

There are a range of ways available to access information held by the department and these can vary depending on what information you wish to access and who is requesting the information, including:

### Administrative release of information

What is administrative release of information, where it applies, how to apply

### Freedom of information

How to make a FOI application, types of documents, fees and charges, time taken, updating, review of a decision, where to lodge a FOI application

## Administrative release of information

Workplace Health and safety Queensland and the Electrical Safety Office have a policy to release information and documentation to 'interested parties' involved in a workplace accident or electrical incident.

Interested parties include:

- an injured worker or their authorised representative
- an employer or their authorised representative
- the immediate family (for deceased persons) or their authorised representative
- a person to whom such documents relate i.e. statements (except complaints/audits)

For example, if you are an injured worker or employer looking for copies of documents relating to your workplace accident – you may be eligible to apply for access to these documents and pay **no fees and charges**.

Where the documents are held by Workplace Health and Safety Queensland you must make your application in writing to the Regional Manager at the Workplace Health and Safety Queensland office responsible for holding the documents (if known), or the:

General Manager  
Workplace Health and Safety Queensland  
GPO Box 69  
Brisbane QLD 4001

Where the documents are held by the Electrical Safety Office, you must make your application in writing to the:

General Manager  
Electrical Safety Office  
GPO Box 69  
Brisbane QLD 4001

If the information is held by both areas, separate applications must be submitted.

Your application should:

- clearly identify the documents required
- include your full contact details

# Freedom of information

The *Queensland Freedom of Information Act commenced in 1992*. It gives people the right to access information held by government agencies unless the information is exempt from release.

## ***How to make a FOI application***

Anyone can apply to obtain information held by the department under the Freedom of Information Act (FOI Act). For example, an insurance company or loss adjuster wishing to access a copy of a Workplace Health and Safety Queensland investigation file. This is an FOI application and fees and charges may apply.

Applications must:

- be made in writing
- use FOI application form
- be accompanied with applicable fees
- clearly identify the documents required
- indicate the type of access required – inspection or a copy (CD or hardcopy)
- include your full contact details

## ***Types of documents available***

Personal affairs documents contain information on any matter of personal or private concern to an individual, such as:

- medical records
- family or domestic relationships
- assets
- financial
- superannuation
- training records

but **do not** include documents which merely contain a reference to a person's name.

You may need to show proof of your identity to view documents containing your personal affairs information.

Please note **only individuals** can have personal affairs, not companies, clubs, or other organisations.

## ***Types of documents not available***

Access may be refused to some documents under the FOI Act, including matters:

- under legal or professional privilege
- relating to the personal affairs of others
- regarding commercial affairs information, or
- regarding any information that would enable the existence or identity of a confidential source of information in relation to the enforcement or administration of the law, to be ascertained.

If the department decides not to give you access to a particular document, you will be provided with:

- details of the withheld document
- written reasons supporting the decision
- advice of your rights for a review of the decision

Any documents where the State Government does not hold the copyright will only be available by viewing.

## ***Fees and charges***

If your application is **solely** for access to documents that contain information **concerning your personal affairs** no fees or charges will be payable.

If your FOI Application includes any documentation that **does not** relate to your personal affairs, then an application fee is payable.

Currently the application fee is **\$36.50**.

Other processing charges may apply to an application including:

- black and white photocopying at 20 cents per page
- colour photocopying 40 cents per page
- processing charge of \$5.60 per 15 minutes or part thereof (where the time taken to process the application exceeds 2 hours)
- inspection fee of \$5.60 for each 15 minutes or part thereof
- reasonable costs to cover:
  - provision of audio/video tapes, x-rays, plans etc
  - a viewing or hearing of a video or audio recording
  - production of a transcript (eg, audio recording, shorthand writing, etc)
  - production of a written document from a computer or some other system
- providing electronic files on CD at \$5.00 each

The application fee and all charges (other than for those for inspection of documents) must be paid to the department before you are given access to the documents. Fees for document inspection are payable at the completion of the inspection.

The application fee **cannot** be waived.

However you may not have to pay the processing and/or copy charges if you have a:

- health care card;
- Centrelink pensioner concession card; or
- Veterans Affairs pensioner concession card.

For further information about the waiving of charges, please contact the FOI Coordinator.

## ***Time taken to process applications***

You will be advised in writing within 14 days of the department receiving your application. In normal circumstances your application will be completed and a letter advising of the decision on access to the requested documents will be provided to you within 45 days of receiving your application.

If your application includes documents from another party, for example other government agencies or someone who may have concern with the release of certain information,

consultation with this other party may be required. In this case the department has an additional 15 days to provide you with your letter of decision on access.

If you live in outside Brisbane arrangements can be made to view the documents in one of the Department's regional offices.

### ***Updating your personal information***

The Department tries to keep all personal information accurate and up-to-date. If you need to update your personal information, please contact [privacycontactofficer@dir.qld.gov.au](mailto:privacycontactofficer@dir.qld.gov.au).

### ***Requesting review of a decision***

If you are not satisfied with any decision about your application, you have the right to ask for a review. Your review rights will be provided to you at each stage of processing of your FOI Application.

If access to information is denied, you have the right to have the access decision reviewed by another officer of the agency. If you are still dissatisfied, you have the right to request a review by the Information Commissioner.

### ***Where to lodge FOI an application***

Send your written FOI application:

FOI Coordinator  
Administrative Law Unit  
Department of Employment and Industrial Relations  
GPO Box 69  
Brisbane QLD 4001

Fax: 07 3225 1454

## **Making a complaint**

The Department of Employment and Industrial Relations has a formal complaint management policy and process in place to ensure that client complaints are addressed.

The Department places a high value on feedback from its clients. This feedback is used to shape and refine the future delivery of products and services.

A crucial part of the feedback process is the complaint management policy. A key objective of the complaint management policy is to promote public confidence in the Department by ensuring openness and transparency in handling complaints about its services and/or products.

### ***The steps to lodging a complaint with the Department of Employment and Industrial Relations***

1. You are encouraged to play an active part in the resolution of the problem by providing as much relevant information as possible to enable a solution to be found.
2. Your complaint may be made orally however, you are encouraged to put your complaint in writing. Find the postal address of your nearest office.
3. In the first instance you should contact the staff member you have been dealing with. This officer will try to resolve the problem where possible, or the matter may be referred to another more appropriate officer to attempt a resolution.
4. There are specific contacts for complaints about:
  - breaches of privacy
  - appealing an inspector's decision
5. If you remain dissatisfied with the action taken at that level you are encouraged to contact the staff member's supervisor and, if you wish, seek to have the decision or outcome reviewed by the department. The Department will acknowledge receipt of your request for a review and provide you with a response following consideration of the matter.
6. In the event that you remain unsatisfied with the review undertaken by the Department you may refer the matter to an external complaint management body, such as the Queensland Ombudsman's Office.

# Contact us

## Phone

8am – 4.45pm Monday-Friday charged at the cost of a local call

Electrical safety infoline: 1300 650 662  
Employment infoline: 1300 369 925  
Fair Go Queensland Advisory Service: 1300 737 841  
Wageline: 1300 369 945  
Workplace health and safety infoline: 1300 369 915

Interpreter service 131 450

**Callers from outside Queensland** (07) 3225 2000

## Office locations

Offices are open from 9am-4:45pm Monday-Friday.

Location	Street address	Postal address	Fax
Ayr	193 Queen Street Ayr QLD 4807	PO Box 639 Ayr QLD 4807	07 4761 2005
Brisbane	75 William Street Brisbane QLD 4000	PO Box 69 Brisbane QLD 4001	07 3225 1540
Brisbane North	Level 4, Lutwyche Shopping Centre 543 Lutwyche Road Lutwyche QLD 4030	PO Box 820 Lutwyche QLD 4030	07 3247 9426
Brisbane South	Level 2, Block C 643 Kessels Road Mt Gravatt QLD 4122	PO Box 6500 Upper Mt Gravatt QLD 4122	07 3216 8431
Bundaberg	16 Quay Street Bundaberg QLD 4670	Locked mail bag 3955 Bundaberg QLD 4670	07 4153 1207
Cairns	10-12 McLeod Street Cairns QLD 4870	PO Box 2465 Cairns QLD 4870	07 4048 1493
Emerald	Shop 6, Clerana Centre Cnr Anakie and Clermont Streets Emerald QLD 4720	PO Box 1814 Emerald QLD 4720	07 4982 3756
Gladstone	Level 2 Government Building Cnr Oaka Lane and Roseberry Street Gladstone QLD 4680	Locked Mail Bag 15 Gladstone QLD 4680	07 4972 6196
Gold Coast	Level 1 10 Cloyne Road Southport QLD 4215	Locked Mail Bag 91 Southport QLD 4215	07 5583 5060
Innisfail (Workplace health and safety only)	12 Fitzgerald Esplanade Innisfail QLD 4860	PO Box 558 Innisfail QLD 4860	07 4061 4371
Ipswich	Level 1, Ipswich Courthouse Cnr East and Limestone Streets Ipswich QLD 4305	PO Box 226 Ipswich QLD 4305	07 3202 1018
Logan	Level 1, Wembley Place 91 Wembley Road Logan Central QLD 4114	PO Box 829 Woodridge QLD 4114	07 3287 8333
Mackay	Floor 1, Post Office Square Cnr Gordon and Sydney Streets Mackay QLD 4740	Locked Mail Bag 1 Mackay QLD 4740	07 4967 4477
Maryborough	319-325 Kent Street Maryborough QLD 4650	Locked Mail Bag 63 Maryborough QLD 4650	07 4123 1704
Mount Isa	75 Camooweal Street Mount Isa QLD 4825	PO Box 2249 Mount Isa QLD 4825	07 4743 8122
Nambour	Floor 1, Centenary Square Building 52-64 Currie Street Nambour QLD 4560	PO Box 501 Nambour QLD 4560	07 5470 8874
Roma	116 McDowall Street Roma QLD 4455	PO Box 697 Roma QLD 4455	07 4624 3050
Rockhampton	Level 2, State Government Building 209 Bolsover Street	Locked Mail Bag 7 Rockhampton QLD 4700	07 4938 4155

	Rockhampton QLD 4700		
Thursday Island (Workplace health and safety only)	98 Aplin Road Thursday Island QLD 4875	PO Box 341 Thursday Island QLD 4875	07 4069 2438
Toowoomba	Level 1, James Cook Centre Cnr Herries and Ruthven Streets Toowoomba QLD 4350	PO Box 234 Toowoomba QLD 4350	07 4687 2877
Townsville	254 Ross River Road Aitkenvale QLD 4814	Locked Mail Bag 15 Aitkenvale QLD 4814	07 4760 7981
Warwick (Industrial relations only)	Cnr Guy and Fitzroy Streets Warwick QLD 4370	PO Box 57 Warwick QLD 4370	07 4661 9674