

General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

[The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.]

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality;

relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to anti-discrimination NSW, it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

WorkSafe WA

WorkSafe Western Australia handles reports, complaints, notifications and referrals about work health and safety and dangerous goods safety in Western Australia. This includes unsafe work, serious workplace incidents, bullying, sexual harassment or assault where it creates a work health and safety risk, unresolved workplace safety issues, mining and petroleum/geothermal incident reporting, and dangerous goods, explosives or security sensitive ammonium nitrate incidents.

WorkSafe is a regulator. It can assess, inspect, investigate and take enforcement action where the law allows, but it does not usually give you a personal remedy such as compensation, mediation, an apology, legal advice, discipline of another worker, or a review of your workplace's internal investigation outcome.

Legislation and Key Terms

Relevant Legislation:

- [Work Health and Safety Act 2020 \(WHS Act\)](#)
- [Work Health and Safety \(General\) Regulations 2022 \(WHS Regulations\)](#)
- [Work Health and Safety \(Mines\) Regulations 2022](#)
- [Work Health and Safety \(Petroleum and Geothermal Energy Operations\) Regulations 2022](#)
- [Dangerous Goods Safety Act 2004](#)
- [Dangerous Goods Safety \(General\) Regulations 2007](#)
- [Dangerous Goods Safety \(Storage and Handling of Non-explosives\) Regulations 2007](#)
- [Dangerous Goods Safety \(Major Hazard Facilities\) Regulations 2007](#)
- [Dangerous Goods Safety \(Road and Rail Transport of Non-Explosives\) Regulations 2007](#)
- [Dangerous Goods Safety \(Explosives\) Regulations 2007](#)
- [Dangerous Goods Safety \(Security Sensitive Ammonium Nitrate\) Regulations 2007](#)

Key terms:

Complaint: An expression of dissatisfaction where a response or resolution is wanted, expected or required.

Complainant: A person who has made a complaint.

Dangerous Goods Officer: A WorkSafe officer with powers under dangerous goods safety laws, including powers connected with reporting, directions, remediation notices and infringement notices.

Dangerous incident: A serious workplace incident that exposes someone to serious risk, including risks from things like uncontrolled escape of substances, explosion, electric shock, falling objects, plant collapse or structure collapse.

Notifiable incident: A workplace-related death, serious injury or illness, or dangerous incident that occurs because of business or workplace activities.

PCBU: A person conducting a business or undertaking. This can include a sole trader, partners in a partnership, a company, an unincorporated association, or a government department or public authority.

Reportable incident in mining: An unplanned event or situation in mining operations that results in, or has the potential to result in, injury, ill health, damage or loss.

Reportable situation involving dangerous goods: A dangerous goods incident or prescribed dangerous goods situation that must be reported under dangerous goods safety laws.

Unresolved WHS issue: A work health and safety issue that workplace parties have tried to resolve through issue-resolution steps but have not been able to resolve.

Step 1: What type of Complaints can be made to this body?

WorkSafe handles reports and complaints related to:	
Sub-category	Example
Unsafe work, workplace hazards, incidents and injuries	You should report unsafe work if you are concerned about a workplace hazard, unsafe practice, incident or injury. A workplace hazard can be a source or situation that could cause human injury or illness, property damage, environmental damage, or a combination of these. Hazards can include noisy machinery, moving forklifts, chemicals, electricity, working at heights, repetitive tasks, or inappropriate behaviour that can cause harm at work. WorkSafe recommends trying to raise and resolve workplace safety complaints internally first. If workplace consultation does not resolve the problem, it may be necessary to report the matter to WorkSafe and request inspector intervention. <i>Examples:</i> • <i>Priya works in a warehouse where forklifts regularly drive through pedestrian walkways without warning lights, barriers or spotters. Several workers have nearly been hit, but the supervisor says the site is too busy to change the system.</i> • <i>Daniel works in a bakery where staff use an industrial mixer with a missing guard. Workers have been told to keep using it because replacing the guard would slow production.</i> • <i>Aisha works as a cleaner and is asked to use strong chemicals from unlabelled bottles without training, gloves or ventilation. She develops breathing problems during her shifts.</i> • <i>Noah works in a retail store and is told to climb an unstable ladder to retrieve stock from a high shelf, even after workers have warned management that the ladder rocks and slips.</i>
Bullying, harassment, sexual harassment, sexual assault and workplace violence/aggression as WHS risks	You should make a complaint to WorkSafe if bullying, harassment, sexual harassment, sexual assault, workplace violence or workplace aggression is creating a work health and safety risk and the workplace is not properly managing that risk. WorkSafe looks at the workplace systems in place to prevent and manage psychosocial hazards. WorkSafe does not provide financial compensation, legal advice, mediation, an apology, a disciplinary outcome, or a review of your workplace's internal investigation outcome. <i>Examples:</i> • <i>Maya works in a call centre where her team leader regularly screams at staff, threatens to cut their shifts, and humiliates them in front of customers. Several workers have reported</i>

	<i>stress and panic attacks, but the employer has not changed the way the team is managed.</i> <i>Liam works in hospitality. A senior worker repeatedly sends him sexual messages, corners him in the storeroom and touches him without consent. Liam reports it to management, but the rostering and supervision systems do not change.</i> <i>Fatima works in disability support. Staff are repeatedly punched, spat at and threatened by a client, but the provider has not updated the risk plan, staffing levels or training.</i> <i>Ethan works at a construction site where apprentices are regularly subjected to humiliating “initiation” behaviour, including threats and aggressive pranks. Supervisors know about it but treat it as normal site culture.</i>
Mine-site sexual harassment and sexual assault notifications or complaints	You should report a mine-site sexual harassment or sexual assault concern to WorkSafe Mines Safety if it happened at, or is connected with, a workplace covered by the Work Health and Safety (Mines) Regulations 2022. Mine workplaces have specific duties to notify WorkSafe of reportable incidents, including sexual harassment. Notifications can be made without including the names of the people involved. If a sexual assault complaint is made to WorkSafe Mines Safety, the investigation focuses on whether workplace duty holders, such as mine operators or PCBUs, have managed workplace risks that may affect the likelihood of workplace sexual assaults occurring. WorkSafe Mines Safety does not replace a WA Police investigation into whether a criminal sexual assault occurred. <i>Examples:</i> <i>Sophie works at a FIFO mine and is repeatedly sexually harassed by a supervisor in the crib room and on night shift. She reports it internally, but the mine operator does not change supervision, rostering or reporting systems.</i> <i>Jordan is a contractor at a mine camp. After reporting sexual harassment by another worker, Jordan is moved to worse accommodation while the other worker remains on the same crew. Jordan wants WorkSafe Mines Safety to look at how the mine manages sexual harassment risks.</i> <i>Grace works underground at a mine and is sexually assaulted by another worker after a shift. She wants to report the safety risk to WorkSafe Mines Safety but is worried about being identified to the workplace.</i>
Retaliation, discrimination, coercion or misleading conduct because of WHS activity WHS Act Part 6 & ss 105-106	You should report a WHS-related retaliation or coercion concern if you are punished, threatened, pressured or misled because you raised a work health and safety issue, helped an inspector, acted as a health and safety representative, joined a health and safety committee, exercised a WHS power, or proposed to do any of those things.

	This category is about conduct connected to WHS activity. It is not a general unfair dismissal, bullying, discrimination or employment dispute pathway. <i>Examples:</i> • <i>Ben is a health and safety representative. After he raises concerns about missing fall protection on a building site, his supervisor threatens to remove his overtime unless he “stops making trouble”.</i> • <i>Nisha gives information to a WorkSafe inspector about a chemical exposure incident. Soon after, her employer moves her to worse shifts and tells other workers not to speak with inspectors.</i> • <i>Omar refuses to operate a machine he believes is unsafe and asks for the guard to be repaired. His manager says he will be dismissed if he raises the issue again.</i> • <i>Claire applies for a labour hire role and tells the host business she previously acted as a health and safety representative. The business refuses to place her because it does not want “safety activists” on site.</i>
Unresolved WHS issues referred to WorkSafe for inspector decision <i>WHS Act s 82</i>	You should ask WorkSafe to appoint an inspector if a work health and safety issue has been raised at the workplace, the relevant parties have tried to resolve it through an issue-resolution process, and the issue still has not been resolved. A party to the issue can ask WorkSafe to appoint an inspector to make a decision resolving the issue. WorkSafe may refuse the request if reasonable efforts have not been made to resolve the issue at the workplace first. <i>Examples:</i> • <i>Warehouse workers and management cannot agree on traffic controls after several near misses between forklifts and pedestrians. They meet several times, but no effective control measures are agreed.</i> • <i>A health and safety representative raises concerns about silica dust controls on a construction site. The PCBU and affected workers discuss the issue, but they cannot agree on the controls needed to reduce the risk.</i> • <i>Nurses on a night shift raise concerns about working alone with violent patients. The employer and workers discuss the issue, but they cannot agree on staffing or escalation controls.</i>
Notifiable workplace incidents: deaths, serious injuries or illnesses, and dangerous incidents	You should notify WorkSafe immediately if you are the PCBU and you become aware of a notifiable incident arising out of the conduct of the business or undertaking. A notifiable incident includes a workplace-related death, serious injury or illness, or dangerous incident. If the incident is a workplace-related death, serious injury or illness, or a currently life-threatening dangerous incident, WorkSafe should

WHS Act ss 35–38	be contacted by phone immediately. If urgent medical assistance is needed, emergency services should be contacted first. <i>Examples:</i> • <i>Tom falls from a roof while working on a residential building site and is taken to hospital for immediate treatment.</i> • <i>A crane load collapses at a construction site and lands metres from several workers, exposing them to serious risk even though no one is injured.</i> • <i>A worker at a manufacturing plant receives an electric shock after touching exposed live electrical parts.</i> • <i>A chemical spill at a processing plant causes workers to be exposed to fumes and requires urgent medical assessment.</i>
Mining reportable incidents	You should report a mining reportable incident if the matter happened at a mine or mine site and involves an unplanned event or situation that results in, or has the potential to result in, injury, ill health, damage or loss. Mining reportable incidents can include events such as medical-treatment injuries, significant seismic events, subsidence, air blasts, loss of vehicle or plant control, high-voltage plant contact, accidental ignition or detonation of explosives, fly rock, immersion in liquid, toxic exposure, loss of consciousness, suicide attempts at a mine or mine accommodation, or incidents that could have caused serious harm. <i>Examples:</i> • <i>A haul truck at a mine loses braking control on a ramp and narrowly avoids colliding with workers near a workshop.</i> • <i>Fly rock from a mine blast lands close to workers outside the cleared blast area.</i> • <i>A worker at an underground mine is exposed to toxic gas and loses consciousness.</i> • <i>A worker attempts suicide at mine accommodation after repeated work-related stressors and isolation concerns are raised but not addressed.</i>
Petroleum and geothermal energy operation incidents and notifiable occurrences	You should report a petroleum or geothermal energy operation incident if the matter involves a notifiable incident, notifiable occurrence, or additional dangerous incident at or near a petroleum or geothermal facility or operation. A notifiable occurrence is an unplanned event or situation that can cause injury, illness, damage or loss. Examples include a serious near miss, failure of safety-critical equipment, significant damage to petroleum containment or facility structures, a well kick requiring immediate control, emergency response activation, diving-related decompression illness, life-support equipment failure, or another event that a reasonable operator would think needs immediate investigation. <i>Examples:</i>

	• A well kick occurs during drilling and workers have to take immediate action to bring the influx of formation fluids under control. • A fire suppression system on an offshore petroleum facility fails to activate during a fire, creating a serious risk to workers. • A marine vessel forming part of a facility collides with plant during petroleum operations. • A diving contractor experiences decompression illness during work connected with a petroleum operation.
Dangerous goods, explosives and security sensitive ammonium nitrate reportable situations <i>Dangerous Goods Safety Act 2004 s 9</i>	You should report a dangerous goods, explosives or security sensitive ammonium nitrate incident if dangerous goods are involved and people, property or the environment are harmed, or if the incident is a near miss, creates a dangerous situation, or is a prescribed reportable situation. A person who has control or management of the dangerous goods involved in a reportable situation must report it to a Dangerous Goods Officer as soon as reasonably practicable. The dangerous goods incident report must usually be lodged within 21 days unless a Dangerous Goods Officer agrees otherwise. <i>Examples:</i> • A fuel tanker leaks petrol during delivery at a service station, creating a fire and environmental risk. • A chemical drum at a dangerous goods site ruptures and fumes spread into a nearby work area. • An explosive malfunctions during a blasting activity, even though no one is injured. • A storage site discovers an unexplained loss of security sensitive ammonium nitrate.

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	WorkSafe WA handles work health and safety matters under Western Australian law. The Work Health and Safety Act 2020 applies to workplaces within the natural jurisdiction of Western Australia, including mines, petroleum operations and geothermal energy operations.
Geographical Scope	The matter generally needs to be connected with Western Australia. The general unsafe work online form is not the right route for mine sites, offshore oil or gas workplaces, workplaces outside WA, or Commonwealth workplaces, except reports involving contractors working on Commonwealth workplaces in WA.

Time Limitations	• Unsafe work reports: There is no specified time limit for ordinary non-urgent unsafe work reports. WorkSafe may need to contact you, check whether there is a current risk, or investigate while evidence is still available. • Notifiable workplace incidents: A PCBU must notify WorkSafe immediately after becoming aware of a notifiable incident. A notifiable incident includes a death, serious injury or illness, or dangerous incident arising from business or workplace activities. • Dangerous goods, explosives and SSAN: A person with control or management of dangerous goods involved in a reportable situation must report the incident to a Dangerous Goods Officer as soon as reasonably practicable. A dangerous goods incident report must then be lodged within 21 days unless a Dangerous Goods Officer agrees otherwise. • Unresolved WHS issue referral: A s 82 referral is only available after the workplace parties have tried to resolve the WHS issue through discussion and an issue-resolution process. WorkSafe may refuse to appoint an inspector if reasonable efforts have not been made first.
Exclusions	WorkSafe may not investigate some matters, including motor vehicle crashes causing injury or death while travelling to work, the death of a worker during medical treatment at a medical facility, or the death of a worker outside WorkSafe's legal jurisdiction. WorkSafe may also decide not to investigate where another agency, such as WA Police, is investigating, or where another authority is already handling a criminal court case.
Exercise of discretion	WorkSafe does not investigate every complaint or report. It prioritises serious cases, including work-related fatalities, serious injuries, serious psychosocial incidents, sexual harassment and assault, failure to notify incidents, serious WHS risks, non-compliance with notices, offences against inspectors, and discrimination against workers based on WHS activities.

Step 3: Who can you make a complaint against?

Respondent	Description
PCBU — person conducting a business or undertaking	A PCBU is a person or organisation that conducts a business or undertaking, alone or with others, whether or not for profit. This can include a sole trader, partners in a partnership, a company, an unincorporated association, or a government department or public authority. Many WorkSafe reports will concern whether a PCBU has met its WHS duties.
Employers and businesses	This includes employers, companies, sole traders, partnerships, labour hire businesses, contractors and other businesses that control or influence work. They may be relevant if the issue is about unsafe work systems, unsafe equipment, lack of training, unsafe supervision,

	bullying, harassment, violence, sexual harassment or failure to manage workplace risks.
Government departments, public authorities and local government councils	A government department, public authority or local government council can be a PCBU if it conducts a business or undertaking. WorkSafe may be relevant where the issue concerns WHS duties in that workplace.
Mine operators and mine workplace duty holders	If the issue happened at a mine or mine site, the relevant respondent may be a mine operator, PCBU, contractor, supervisor or other duty holder responsible for managing WHS risks at the mine or mine accommodation. This includes mine-site sexual harassment, sexual assault risk management and mining reportable incidents.
Petroleum or geothermal operators / facility operators	If the issue happened at or near a petroleum or geothermal facility or operation, the relevant respondent may be the PCBU, operator of the facility, contractor or other duty holder responsible for the operation.
Person with control or management of dangerous goods	If the issue involves dangerous goods, explosives or security sensitive ammonium nitrate, the relevant respondent may be a person, business, operator or contractor that has control or management of the dangerous goods involved in a reportable situation.
Officers, workers and other persons at a workplace	Some WHS duties and offences can involve individual officers, workers or other persons at a workplace. However, for many complaints about bullying, harassment, sexual harassment or assault, WorkSafe's focus is usually on whether the workplace duty holder has managed the WHS risk, not on giving you a personal disciplinary outcome against one person.
Exclusions	WorkSafe is not the correct respondent pathway for a general employment dispute, a workers compensation claim, a request for compensation, a criminal sexual assault investigation, or a review of your workplace's internal investigation outcome. Other bodies may be relevant for those issues.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Anyone can report workplace safety issues to WorkSafe. First-hand reports are given higher priority.
Who must notify a notifiable WHS incident?	If you are the PCBU and you become aware of a notifiable incident, you must notify WorkSafe immediately. Notifiable incidents may relate to a worker, contractor, visitor, member of the public or volunteer.
Who must report a dangerous	If you have control or management of dangerous goods involved in a reportable situation, you must report it to a Dangerous Goods Officer as soon as reasonably practicable.

goods reportable situation?	
Who can request inspector decision for an unresolved WHS issue?	A party to the WHS issue can ask WorkSafe to appoint an inspector to make a decision resolving the issue, but only after reasonable efforts have been made to resolve the issue at the workplace. Parties can include an involved PCBU, a PCBU representative, an affected worker, or a representative of affected workers.
Who can report mine-site sexual harassment or assault concerns?	Workers and other people affected by workplace gendered violence at mine workplaces can report incidents or concerns to WorkSafe. Mine workplaces covered by the WHS Mines Regulations must also notify reportable incidents, including sexual harassment.
Pre-requisite steps	For ordinary workplace safety concerns, WorkSafe recommends trying to report and resolve the issue internally first. For s 82 referrals, reasonable workplace issue-resolution efforts are required before WorkSafe is asked to appoint an inspector. For urgent death, serious injury, serious illness or life-threatening dangerous incidents, contact emergency services first if urgent medical assistance is needed, then contact WorkSafe.
Can reports be made on behalf of someone?	Yes. You can submit an unsafe work report on behalf of someone else, but you should have their permission and encourage them to contact WorkSafe directly.
Anonymous and confidential reports	You can ask WorkSafe to keep your contact details confidential. However, WorkSafe may be unable to investigate unless it can contact you for more information. For inappropriate workplace behaviour complaints, WorkSafe cannot guarantee anonymity and will only proceed with your consent. WorkSafe Mines Safety can receive anonymous mine-site sexual harassment concerns, but anonymous reporting may limit the investigation to basic systems such as policies, training and reporting systems.
Exclusions	You may not be able to use a particular WorkSafe pathway if you are not in the correct pathway category. For example, a person who is not a party to an unresolved WHS issue cannot use the s 82 referral pathway, and a person who does not have control or management of dangerous goods may not have the statutory DGS Act reporting duty.
Additional information you need to know	WorkSafe may still receive general safety information from people who are not the statutory duty holder, but the legal duty to notify or report may sit with a PCBU or a person with control or management of dangerous goods.

Step 5: What remedies are available at this body?

Power	Description
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Regulatory action, not a personal remedy	WorkSafe investigates and acts for regulatory purposes. It does not investigate on your behalf as a personal representative. If WorkSafe investigates and finds a breach of WHS legislation, it may take enforcement action.
Improvement notice	WorkSafe may issue an improvement notice if a WHS duty holder needs to fix a WHS breach or improve their systems. For inappropriate workplace behaviour, WorkSafe may issue an improvement notice to a PCBU requiring them to improve systems for managing psychosocial hazards.
Prohibition notice or stopping unsafe activity	WorkSafe may use prohibition notices or other enforcement action where unsafe work presents serious risks. This is a regulatory safety outcome, not a personal compensation outcome.
Inspector decision for unresolved WHS issue	If a valid s 82 request is made, WorkSafe may appoint an inspector to decide an unresolved WHS issue. The inspector may facilitate further discussions and, where needed, make a decision resolving the issue.
Dangerous goods remediation, infringement or direction	For dangerous goods matters, Dangerous Goods Officers may use dangerous goods-specific compliance action, including directions, remediation notices or infringement-related action where available under the dangerous goods framework.
Prosecution	WorkSafe may prosecute where there is sufficient evidence and prosecution is in the public interest. This can result in court penalties or other court outcomes, but it is not a personal compensation process for the person who reported the matter.
Exclusions	WorkSafe cannot provide financial compensation, legal advice, mediation, an apology, a disciplinary outcome, or a review of your workplace's internal investigation outcome.
Additional information you need to know	If you want compensation for a workplace injury, employment remedies, discrimination remedies, criminal investigation, or a personal order against another person, another pathway may be needed.

Step 6: Preparing your complaint. What should it include?

Requirement	Description
Format	The format depends on the pathway. Unsafe work can be reported online, by phone or by email. Serious notifiable incidents require immediate phone contact and online notification. Dangerous goods incidents require contact with a Dangerous Goods Officer and then a dangerous goods incident report form. Bullying complaints are by email; sexual harassment or assault complaints can use the online lodgement pathway.

Personal Details	You may provide your name and contact details so WorkSafe can contact you. You can ask for confidentiality, but WorkSafe may be unable to investigate without contacting you. For inappropriate workplace behaviour, WorkSafe cannot guarantee anonymity and will only proceed with your consent.
Workplace / respondent details	Include the name and address of the workplace, the type of workplace, and the people or businesses involved in the unsafe acts or workplace issue.
Relevant Facts	You should provide details of: • Specific Issue: Clearly and concisely describe the unsafe practice or issue you are reporting and why you believe it to be unsafe at a workplace. • Times and Dates: Provide the dates and times when the unsafe practice or issue occurred. • Location: Specify the location where the unsafe practices are taking place with sufficient detail to allow an inspector to find the site. • How you became aware of the situation: Confirm if the information you have given is first-hand experience at a workplace or if it was passed on to you through other sources. • What has been done to date: Explain any actions taken to resolve the matter, and the names of people you have dealt with. • Desired Outcome: State the outcome that would be acceptable to you. You should provide as much detail as possible to help WorkSafe understand your report/complaint. If you have any evidence to support your report/complaint, that should also be provided. This includes photos, documents, emails, text messages, witness details, incident records, training records, policies or other material that helps WorkSafe understand the risk or incident. For a notifiable incident, include details showing whether it involved a death, serious injury or illness, or dangerous incident, and preserve the incident site so far as required until a WorkSafe inspector arrives or gives other instructions. For a dangerous goods incident report, include the incident reference number if available, contact details of the person completing the report, operator and contractor details, and the relevant dangerous goods incident details.
What NOT to include	Do not make false or misleading statements. This is an offence under the WHS Act.
Accessibility and communication needs	If you need an interpreter, you can contact WorkSafe through TIS National on 131 450. If you are d/Deaf, hard of hearing or have a speech impairment, you can use the National Relay Service to contact WorkSafe.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	WorkSafe has different methods for each complaint area. For general enquiries, unsafe work and other non-life-threatening hazards, contact WorkSafe on 1300 307 877 or email wscallcentre@lgirs.wa.gov.au. WorkSafe health and safety services are available from 8.00 am to 5.00 pm, Monday to Friday. For unsafe work, you can make a report: • Online: Click here to report unsafe work For workplace-related death, serious injury or illness, or life-threatening dangerous incidents, you can make a report via: • Phone: Call 1800 678 198 immediately. The incident reporting number is available 24 hours a day, 7 days a week. If urgent medical assistance is required, call emergency services first. After phoning WorkSafe, online notification is also required. For a dangerous incident that is not currently life threatening, you can make a report via: • Online: Click here to report a dangerous incident For dangerous goods emergencies or accidents requiring emergency services, <u>call 000</u>. Otherwise, report as soon as practicable to a Dangerous Goods Officer via: • Phone: (08) 6251 2300 during business hours, 1800 678 198 after hours, or • Email: dgsb@lgirs.wa.gov.au. Then lodge the dangerous goods incident report within 21 days, unless a Dangerous Goods Officer agrees otherwise. For workplace bullying complaints, you can lodge a complaint via: • Phone: 1300 307 877 during business hours, 1800 678 198 outside business hours – where urgent • Email: wscallcentre@lgirs.wa.gov.au Online lodgement is only for sexual harassment or assault complaints, so bullying complaints should be made by email. For sexual harassment or assault complaints, you can lodge a complaint: • Online: Click here to make a sexual harassment report • Phone: 1300 307 877 during business hours, 1800 678 198 outside business hours where urgent

	• Email: wscallcentre@demirs.wa.gov.au For mine-site sexual harassment or assault concerns, you can report via: • Online: Click here to make a mine-site sexual harassment report • Phone: Call 1300 307 877 during business hours or 1800 678 198 outside business hours – where urgent • Email: wscallcentre@demirs.wa.gov.au For an unresolved WHS issue referral under s 82, you can lodge by clicking here. WorkSafe encourages contact before lodging to discuss the consultation already undertaken and other options to resolve the issue.
Receipt / acknowledgement	If you provide contact details for an unsafe work report, WorkSafe gives you a reference number confirming the concern has been lodged. If you contact WorkSafe again about the same matter, quote the reference number.
Initial assessment	WorkSafe sends the information to its Operations Directorate for classification against investigation criteria. Not all complaints result in an investigation. An inspector may contact you if further information is needed.
Possible next steps	If WorkSafe investigates and finds a breach, it may take enforcement action such as an improvement notice, prohibition notice, prosecution action, other sanctions, or a combination of those actions.
Information you may receive later	WorkSafe may provide basic information about an investigation, such as whether it is complete, whether notices were issued, and the general nature of those notices. More detailed information may require a freedom of information request.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
No general review of WorkSafe's decision not to investigate every complaint	WorkSafe does not investigate every complaint or report. Its investigation decisions are based on regulatory priorities, seriousness, risk, evidence, practicality and public interest. A person who reports an issue does not automatically have a review right just because WorkSafe does not investigate in the way they wanted.
Internal review of reviewable WHS decisions	Some decisions under the WHS Act are reviewable by internal review. Examples include a decision to issue a notice, a decision not to grant a licence, or a decision not to register an item of plant.

Time limit for internal review of improvement notices	For an improvement notice, the review request must be lodged within the shorter of 14 days from the date the notice is issued, or before the compliance period in the notice ends.
Review of s 82 unresolved WHS issue decisions	Certain s 82 decisions are reviewable, including an inspector's decision resolving the issue and a refusal to appoint an inspector to resolve the issue. Eligible review applicants can include affected workers, affected PCBUs, relevant HSRs and unions in specified circumstances.
Work Health and Safety Tribunal external review	An eligible person may apply to the Work Health and Safety Tribunal for review of an inspector's s 82 decision, a reviewable regulator decision, or a decision made or taken to have been made on internal review. The Tribunal is constituted by a Commissioner of the WA Industrial Relations Commission.
Review of dangerous goods remediation notices or directions	If you receive a dangerous goods remediation notice or direction, you may be able to ask the Chief Dangerous Goods Officer to review it in writing. The Chief Dangerous Goods Officer may suspend the notice or direction while reviewing it, and may amend, suspend, cancel or confirm it. This does not apply to every dangerous goods action, so the specific notice or direction should be checked.
Request for prosecution in serious WHS matters	In limited circumstances, a person may request that the regulator bring a prosecution for certain serious WHS offences if no prosecution has been brought within the statutory period. This is not a general complaint review and should be treated as a narrow legal pathway.
External or separate pathways	If you want compensation, employment orders, discrimination remedies, sexual assault support, or a criminal investigation, you may need another pathway such as WorkCover WA, Fair Work Commission, WAIRC, Equal Opportunity Commission WA, Australian Human Rights Commission, SARC, WA Police or legal advice.
Legal advice warning	If you want compensation, are involved in legal proceedings, have been dismissed, are considering court action, or need advice about rights and remedies, you should get legal advice before relying on a complaint pathway.

Step 9: Other bodies that handle complaints about [complaint category e.g. health] related complaints

Complaint body	Description
Australian Human Rights Commission	The Australian Human Rights Commission (AHRC) can handle complaints about discrimination that occurs in employment, education, the provision of goods and services, accommodation, sport or the administration of Commonwealth laws and services. If you have experienced discrimination, bullying or harassment on the basis of you sex, disability, race, age or sexual preference the AHRC may be able to help.

	There are also State Government discrimination complaint bodies who may also be able to assist.
Office of the Australian Information Commissioner	The Office of the Australian Information Commissioner (OAIC) can handle complaints about the way personal information has been handled by Australian Government agencies and some private organisations. The OAIC can also review freedom of information decisions that are made by Australian Government agencies and ministers. There are also State Government privacy and information complaint bodies who may also be able to assist.
National Anti-Corruption Commission	The National Anti-Corruption Commission (NACC) handles complaints about serious or systemic corruption in the Australian Government public sector. There are also a State Government corruption complaint bodies who may also be able to assist.
WorkCover WA	WorkCover WA is the government agency responsible for regulating and administering the workers compensation scheme in Western Australia under the <i>Workers Compensation and Injury Management Act 2023</i> (WA). The scheme ensures workers who suffer a work-related injury or illness are compensated for lost earnings, medical expenses, and other associated costs, and assists injured workers to achieve a safe and sustained return to work. Phone: 1300 794 744 – 8.30am – 4.30pm Visit: https://www.workcover.wa.gov.au/
Safe Work Australia	Safe Work Australia is an Australian Government statutory agency established under the <i>Safe Work Australia Act 2008</i> (Cth). Their primary responsibility is to improve work health and safety and workers' compensation arrangements across Australia. Visit: https://www.safeworkaustralia.gov.au/
Ombudsman WA	The Ombudsman WA handles complaints about the general conduct of Western Australian government organisations, local councils, statutory authorities, and Western Australian universities and TAFEs. Website: https://www.ombudsman.wa.gov.au/ Email: mail@ombudsman.wa.gov.au Telephone: 08 9220 7555
Commonwealth Ombudsman	The Commonwealth Ombudsman has a free and independent complaint handling service. Phone: 1300 362 072 Visit: www.ombudsman.gov.au Access the complaints form here

Western Australian Equal Opportunity Commission (EOC)	If someone believes they have experienced unlawful discrimination, harassment or victimisation, they can submit a written complaint to the EOC. The Commission will assess the complaint and, where appropriate, support an impartial conciliation process to help the people involved achieve a fair resolution. Where a matter cannot be resolved through conciliation, it may be referred to the State Administrative Tribunal for further consideration. Website: https://www.wa.gov.au/organisation/equal-opportunity-commission Phone: 0499 994 682 Access the complaints form here.
Corruption and Crime Commission (CCC)	The CCC is Western Australia's leading anti-corruption body. It works to improve the integrity of the Western Australian public sector and helps public sector agencies to minimise and manage serious misconduct, and assists WA Police to reduce the incidence of organised crime. Website: https://www.ccc.wa.gov.au/ Phone: 1800 803 186 (toll free) Access the complaint form here.
Office of the Western Australian Information Commissioner (OIC)	The OIC manages complaints about the handling of personal information by Western Australian public sector agencies and oversees freedom of information (FOI) requests. OIC provides independent advice on information privacy, data protection, and FOI, ensuring public sector compliance with relevant laws. If a complaint involves broader administrative issues beyond privacy concerns, OIC can refer the matter to the PCIU or Ombudsman WA. Website: https://www.oic.wa.gov.au/en-au/ Phone: (08) 6551-7888 or 1800 621 244 Access the complaints form here.
Public Sector Commission	The Public Sector Commission's job is to develop a future fit public service for the people of Western Australia by strengthening the efficiency, effectiveness and capability of the public sector to meet existing and emerging needs; and deliver high quality services. Website: https://www.wa.gov.au/organisation/public-sector-commission Phone: 61 8 6552 8500

Need help to preparing or pursuing your complaint?

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information.

Organisation	Contact Details	How they can help
WorkSafe	Website: Home - WorkSafe – DEMIRS Telephone: 1300 307 877 (for general workplace safety concerns) or 1800 678 198 (for serious incidents or fatalities)	You can contact WorkSafe to make a complaint about inappropriate workplace conduct, or to report unsafe work or incidents.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provide support to people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.
Lifeline	Website: https://www.lifeline.org.au/ Telephone: 13 11 14	Provides all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services
Beyond Blue	Website: https://www.beyondblue.org.au/ Telephone: 1300 22 4636	Provides help to all people in Australia achieve their best possible mental health.

Self-help tools and additional resources

Resource	How this helps
Where to apply for conciliation	Guidance from WorkSafe on how to notify WorkSafe.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.