

WORKSAFE — INVESTIGATION OF COMPLAINTS

3640. Hon Ljiljanna Ravlich to the Minister for Commerce

I refer to the reporting and subsequent investigations by WorkSafe under the Minister's portfolio, and I ask —

- (1) How many complaints have been made to WorkSafe for the years —
  - (a) 2008;
  - (b) 2009; and
  - (c) 2010?
- (2) How many WorkSafe investigations have been initiated due to a complaint for the years —
  - (a) 2008;
  - (b) 2009; and
  - (c) 2010?
- (3) What is the expected timeline for an investigation performed by WorkSafe?
- (4) What is the average time it has taken WorkSafe to investigate a complaint in the years —
  - (a) 2008;
  - (b) 2009; and
  - (c) 2010?
- (5) How soon after a complaint is received is a full investigation initiated?

Hon SIMON O'BRIEN replied:

- (1) WorkSafe refers to occupational safety and health enquiries and Injury/Disease reports rather than complaints. Occupational safety and health enquiries include matters such as general enquiries and issues for consideration by the WorkSafe inspectorate. Occupational safety and health enquiries and Injury/Disease reports received by WorkSafe and referred to the inspectorate for consideration in the years requested were:
  - (a) 6267
  - (b) 5471
  - (c) 6232
- (2) Reactive investigations from occupational safety and health enquiries and Injury/Disease reports referred to the WorkSafe inspectorate in the years requested were:
  - (a) 5124
  - (b) 4562
  - (c) 5115
- (3) WorkSafe's completion aims for investigations are:  
Fatalities — Within 12 weeks  
Non Fatalities — Up to 8 Weeks
- (4) The average number of days for WorkSafe to complete reactive investigations in the years requested were:
  - (a) 13.8
  - (b) 14.6
  - (c) 18.6
- (5) The WorkSafe inspectorate considers all occupational safety and health enquiries and Injury/Disease reports it receives. However, not all of the occupational safety and health enquiries and Injury/Disease reports considered are subject to an investigation. The response to an occupational safety and health enquiry and Injury/Disease report depends on matters such as the seriousness and immediacy of a risk to safety, nature of the issues, workload at the time, WorkSafe's knowledge about a workplace and how resources can be most efficiently used. The WorkSafe inspectorate aims to respond to occupational safety and health enquiries and Injury/Disease reports throughout Western Australia as follows:

Fatalities — up to 24 hours  
Non fatalities — up to 15 business days