From:	Kym Bancroft[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F721324FFD51413AB2F61AD0062B7BF3-KYM BANCROF]
Sent:	Tue 04/04/2023 10:15:38 PM (UTC)
To:	Michael DE'ATH[redacted]
Subject:	Triaging process overview
Attachment:	Enclosure 2.pdf
Attachment:	Enclosure 1.pdf

Hi Michael, as discussed.

The **current (temporary) triaging process** requires all building trade group unions to send all requests for assistance to the relevant Regional Director as outlined below. The responses will be triaged according to the attached timeframes (Enclosure 2). The contact details for the regions are:

- **Central and North Queensland Region** (including OIR offices of Gladstone, Rockhampton, Mackay, Townsville and Cairns). Mr Paul Smith: Mobile [redacted] or [redacted]
- **Brisbane, Sunshine Coast and Wide Bay** Region (North of Brisbane River and including OIR offices Brendale, Maroochydore, Maryborough and Bundaberg). Mr Robert Wicks Mobile [redacted] or [redacted]
- **South-West Gold Coast Region** (South of Brisbane River and including OIR offices Toowoomba, Ipswich, Mt Gravatt, Logan and Robina). Ms Kym Tollenaere: Mobile [redacted] or [redacted]

Further to this, it is no longer appropriate to contact Helen Burgess requesting technical advice. We will supply a list of technical advisors to contact for immediate advice on technical matters. Michael, we will also need to advise that I will no longer be forwarding their requests on and they need to go direct to the RD's. Once you/the Minister have advised them we can prepare comms on the above points.

The **permanent triaging process** that has been proposed, requires all building trade group unions to submit requests for regulator assistance through the direct phone number, 1300 323 180 that will be serviced by Assessment Services staff (see Enclosure 1). Requests can also be lodged via email at WHSQ.AAA@oir.qld.gov.au. Assessment Services comprises of staff with previous field inspector experience who are well placed to understand the complexity of risks and issues in the construction industry. These officers will immediately lodge and triage the requests through the regional inspectorate and notify Operations Managers and Regional Directors of their receipt and allocation. Inspectors will then be allocated in accordance with the risk associated with the identified issues.

Please let me know if more information is required.

Thanks

Queensland
Government **Kym Bancroft**
Deputy Director-General
Office of Industrial Relations

Level 11, 1 William Street, Brisbane City
M: [redacted]
E: [redacted]

Construction Union Request

Response time matrix and reporting

Inspector to attend as soon as reasonably practicable
 	
(In line with response assessment timeframes detailed on page 10 of the Event Management Procedure – Critical Event[1])
	• Request for Inspector assistance under s117
	• Request for inspector assistance under s81(3) with the following confirmed:
	  ○ the notifier is a party to the issue or a representative of a party to the issue?
	  ○ the parties to the issue have attempted to resolve the issue through discussions?
	  ○ reasonable efforts have been made to achieve a timely, final and effective resolution of the issue in accordance with a relevant agreed procedure or the default procedure prescribed under a regulation?
	  ○ who is the relevant party representing the PCBU onsite?
	• A matter that poses an immediate or imminent risk to the health and safety of workers or others

Inspector to attend in line within 24 hours. (In line with p10 of the Events Management Procedure - Incidents involving serious injuries/illness, dangerous events, serious electrical incidents)	Matters that are not supported by evidence of an immediate or imminent risk to workers and others

Data Analysis process

Compliance Services and Support (CSS) will collate information relating to response assessments undertaken on the basis of construction union notifications/complaints. Data will be drawn from:

- Union interaction reports
- CISr data
- Dot points forwarded to CSS from OM/RD regarding outcome of site interaction where inspectors have been called on request of Union and Union not in attendance
- Other inspector reports relevant to union prompted response assessments.

The analysis will compare issues notified with those found onsite and detailed as part of the response assessment. A report will be drafted monthly to Compliance and Field Services (CFS) directors, Executive Director, CFS and Deputy Director-General, OIR outlining findings including:

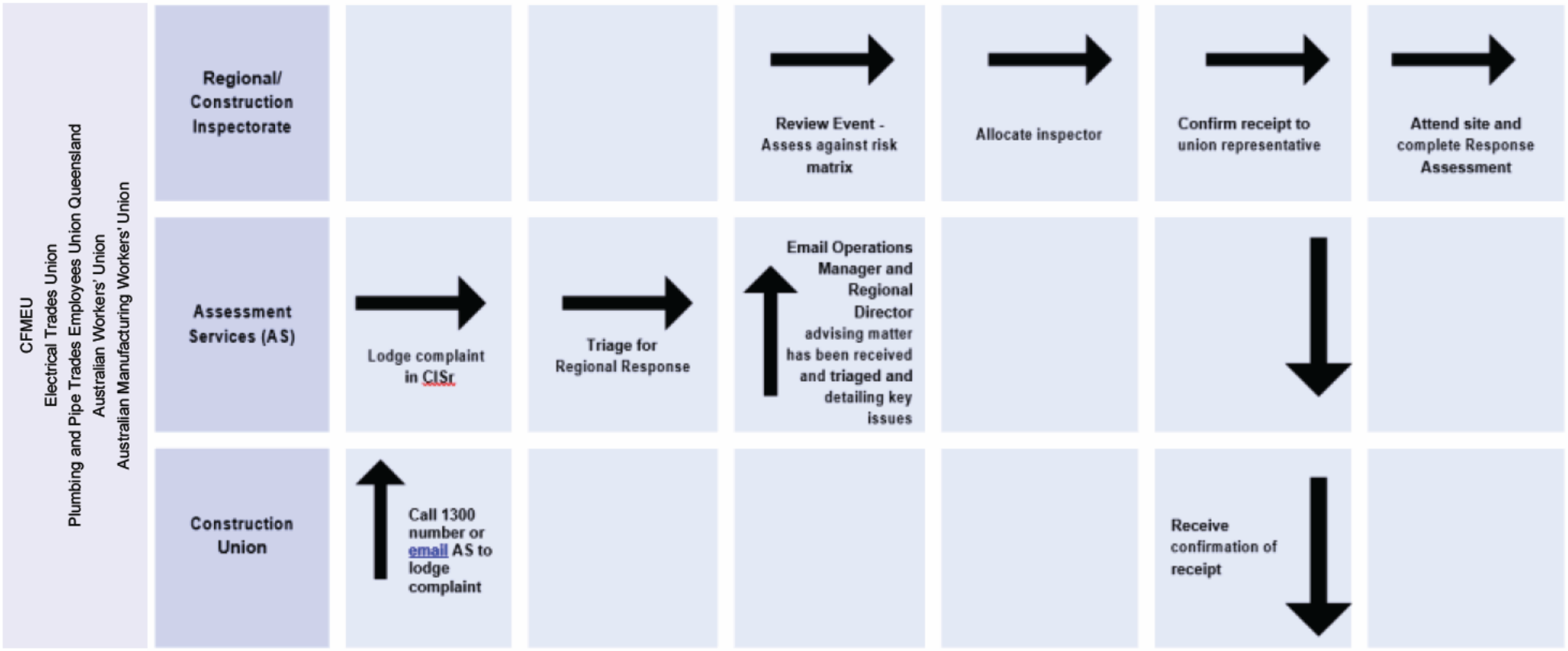
- Total number of union prompted events
- Comparison of issues notified v recorded by inspector
- Average response time
- Total number of statutory notices issued
- Total number of s117 requests
- Total number of s81(3) requests

Reference 1

Nature of event	**Timeframes for commencement**
Statutory request for Inspector assistance	These have stipulated response times that must be followed. Refer to the relevant operational procedures for more information.
Critical event or incident involving death	As soon as reasonably practicable and **within 24 hours** of a being notified to WHSQ/ESO.
Incidents involving serious injuries/illness, dangerous events, serious electrical incidents	**Within 48 hours** of regional notification, or as directed by the RMT (e.g. matters where excess travel or work out of hours is required may extend this response time).
Matters of possible significant community escalation concerns	As required by relevant operational procedures relating to matters of possible significant community escalation concerns. See Appendi J
Complaints of a high-risk nature	As soon as reasonably practicable.
Complaints, injuries of less significant nature	Within **7 working days**, or as directed by the RMT (e g matters where excess travel or work out of hours is required may extend this)
P10 Event management procedure	

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Construction Union Triaging Process



- **Telephone:** 1300 323 180 | **Email:** WHSQ.AAA@oir.qld.gov.au.
- Assessment Services operating hours 6.30am and 5pm Monday to Friday.
- Between 5 pm and 6.30am and over the weekend and public holidays the service will be directed to the After-Hours Service.

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