

Document tendered by

MR GREG PONNELLY MLC

Received by

MADOLYN HOLLINS

Date: 10/10/2022

Resolved to publish

Yes/No



Safe Work NSW

RefNo: 7-387097

ORIGINAL

## IMPROVEMENT NOTICE

Notice No: 7-387097

This notice is issued under section 191 of the *Work Health and Safety Act 2011*. Section 210 requires that the person to whom an improvement notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace at which work is being carried out that is affected by the notice.

You must comply with this notice within the period specified. Failure to comply with this notice may incur a maximum penalty of \$58,650 for an individual and \$294,270 for a body corporate.

### Notice issued to:

Legal name of person / business or undertaking: To the Proper Officer, DEPARTMENT OF CUSTOMER SERVICE

ABN: 81913830179

ACN:

Trading as:

Address: 12A Darcy St, PARRAMATTA NSW, 2150

### Details of contravention:

Site location:

I, reasonably believe on 25/11/2020 that you are contravening a provision of the *Work Health and Safety Act 2011*, section 19.

### Brief description of how the provision is being or has been contravened:

Workers may be exposed to the risk of the health and safety as there is an inadequate system to investigate reported issues of bullying in the workplace.

This is evidenced by: Intranet does not clearly identify how issues of bullying should be reported in the workplace, worker submitted a grievance for bullying but no documented evidence as to how the matter was investigated, Assessment tool online on the intranet or HR assessment tool was not used to assess a grievance of bullying submitted by worker, investigation of bullying in DCS does not consider guidance outlined in the Safe Work Australia Guide - Preventing and responding to bullying in the workplace.

### Directions as to the measures to be taken to remedy or prevent the contravention or likely contravention: (it is mandatory to comply with these directions)

You must ensure, so far as reasonably practicable, the health and safety of workers by reviewing a safe system of work that provides and maintains a work environment without risk to psychological health and safety for workers in Department of Customer Service.

The review may consider but not be limited to:

- The identification, management and monitoring of workplace bullying in consultation with workers;
- Reviewing the system in place for reporting bullying to clearly identify how it is to be reported, the process for responding to reports of workplace bullying including relevant steps, timeframes and guidelines;
- Implement any identified improvements in consultation and provide evidence that this has occurred;

### Recommendations (if any): (it is not an offence not to comply with these recommendations)

In complying with the direction, you may consider further guidance available from:  
Safe Work Australia Guide for preventing and responding to workplace bullying.

### Issuing Inspector:

Signature

26/11/2020

Parramatta 4PSQ Office, PARRAMATTA

Date issued

Inspector's work address

Inspector's contact number

This contravention must be remedied before:

26/02/2021

Service method:

E-Mail

Person with management or control of the workplace

Notice given to

Relationship to person to whom notice is issued

Worker

Copy of Notice given to

Relationship to person to whom notice is issued