

Leading a safe world of work.

WorkCover Board Tasmania Complaints Policy

August 2025



**WORKCOVER
BOARD**
Tasmania

Contents

Contents.....	2
Purpose.....	3
Scope	3
Policy statement.....	4
Principles	4
How to make a complaint	4
Information required for a complaint	5
How the Board will handle your complaint	5
Responsibilities	6
Accessibility.....	6
Review and monitoring	6

Purpose

The WorkCover Board Tasmania is committed to ensuring all complaints are handled fairly, promptly, and respectfully. This policy outlines how the Board manages complaints and the principles that guide our approach.

Scope

This policy applies to complaints received and addressed to the WorkCover Board Tasmania, its committees, or advisory panels.

Complaints may relate to:

- The conduct of employers or licensed insurers in relation to workers compensation matters.
- The conduct of self-insurers in relation to workers compensation matters.
- The actions of individuals accredited by the Board under the *Workers Rehabilitation and Compensation Act 1988* (e.g. medical practitioners and rehabilitation providers).
- Feedback about how the Tasmanian workers compensation scheme or the Act operates.
- Concerns about the accuracy, clarity, or timeliness of information provided by the Board or WorkSafe Tasmania.
- Concerns about the conduct of Board members or WorkSafe Tasmania staff that may appear unprofessional or inappropriate.

This policy does **not** apply to:

- Complaints about workers compensation claim decisions, which must be referred to the Tasmanian Civil and Administrative Tribunal (TASCAT).
- Allegations of corruption, criminal conduct, or serious misconduct, which must be referred to the appropriate authority.
- Allegations involving serious misconduct, corruption, or unlawful activity that may qualify for protection under whistleblower legislation. In this instance, reference should be made to the Department of Justice's Whistleblower Policy.

If a complaint involves a possible breach of the *Workers Rehabilitation and Compensation Act 1988*, the Board will forward the matter to WorkSafe Tasmania for investigation in line with its procedures.

If a complaint falls outside the Board's responsibilities, the Board will assist where possible by referring the complainant to the correct authority or complaint body.

Policy statement

The WorkCover Board Tasmania values complaints and feedback from workers, employers, and the public. Complaints help us improve the workers compensation system and strengthen public trust.

The Board is committed to managing complaints in a way that is:

- **Accessible** – ensuring all people can submit a complaint easily.
- **Transparent** – keeping complainants informed throughout the process.
- **Fair** – assessing complaints without bias.
- **Timely** – providing a prompt and efficient response.
- **Accountable** – using complaints to improve systems and services.

Principles

The following principles guide our complaints process:

- **Respect** – All complainants will be treated with courtesy and their concerns will be taken seriously.
- **Professionalism** – Staff must act in line with the State Service Code of Conduct and Department of Justice values.
- **No Disadvantage** – Making a complaint will not result in discrimination or negative treatment.
- **Privacy** – Complaints will be handled confidentially and in line with privacy laws.
- **Trauma informed** – Complainants will be provided with a safe and supportive environment that minimises re-traumatisation.
- **Continuous Improvement** – Complaints will be reviewed to identify opportunities to improve how we work.

How to make a complaint

The preferred methods for making a complaint to the Board are listed below:

Telephone

Via the WorkSafe Tasmania general enquiries phone number:

1300 366 322 (within Tasmania)
(03) 6166 4600 (outside Tasmania)

Email

workcoverboard@justice.tas.gov.au

Website

<https://workcover.tas.gov.au/home> - go to the "contact us" page

Letter

Addressed to:
Corporate Secretary
WorkCover Board Tasmania
PO Box 56
Rosny Park TAS 7018

In Person

At a WorkSafe Tasmania Office located in Hobart, Burnie or Launceston.
Please phone to confirm the most suitable location.

Anonymous complaints

Anonymous complaints will be accepted and considered where sufficient information is provided to enable appropriate assessment and action. While the ability to investigate may be limited if the complainant cannot be contacted for further information, all anonymous complaints will be reviewed in accordance with this policy. Anonymous complaints should be lodged using one of the methods above.

Information required for a complaint

To help us assess and respond to your complaint efficiently, please include:

- A brief summary of the issue.
- Details of any actions you have taken to address the issue.
- Any documents or evidence that support your complaint.
- A statement of the outcome you are seeking.

If further information is needed, we will contact you. Please respond as promptly as possible.

How the Board will handle your complaint

Acknowledgement of complaint

We will acknowledge your complaint within 3 working days by email or letter. This acknowledgement will explain the complaint process and expected

timeframes. If your complaint relates to a possible breach of the *Workers Rehabilitation and Compensation Act 1988*, it will be forwarded to WorkSafe Tasmania. You will be informed of this.

Contact by investigating officer

You will be contacted by the investigating officer within 3 working days. They may request further details about your complaint and will ask for your preferred contact method.

Investigation

The investigating officer will review all relevant information. They will consider both your evidence and any responses from others involved. The process will be fair and impartial.

After reviewing all the information, the investigating officer will come to a view as to the merit of the complaint and any actions to be taken.

Outcome of investigation

We aim to finalise all complaints as quickly as possible. Some complaints are more complex and might take longer, but we aim to have all complaints finalised within 8 weeks. The investigating officer will contact you by phone to explain the outcome. This will also be confirmed in writing.

Responsibilities

Complainants must engage respectfully with Board members and WorkSafe Tasmania staff.

All Board members and WorkSafe Tasmania staff must handle complaints in accordance with this policy.

Accessibility

This policy will be made accessible to all staff and stakeholders. It will be published on the organisation's website and provided in alternative formats upon request to ensure it is easy to find, read, and understand.

Review and monitoring

This policy will be reviewed every 3 years, or sooner if needed.

The Board will regularly review complaints data to improve service delivery, guide training, and address emerging issues.



**WORKCOVER
BOARD**
Tasmania

30 Gordons Hill Road, Rosny 7018

PO Box 56, Rosny 7018

Phone 03 6165 3698 Fax 03 6173 0206

Email workcoverboard@justice.tas.gov.au

Web www.workcover.tas.gov.au