



WorkSafe Complaints Recording/Tracking

Created by Luke Hickey on the 26/02/2014 at 12:12 PM

Reference number: 77957	Date received: 26/02/2014	Employee Drew Brien
Trim file no.:	Time received: 12:12 PM	
Status: Assigned	Date due: 12/03/2014	
	Time due: 12:12 PM	
	Acknowledged on: 26/02/2014	
Date completed:	Resolution Sent on:	

Summary Information

Classification: Advisory Service Request	Responsible division: WH&HIG
Bullying: <input type="checkbox"/> Yes	Responsible manager: Sean Byrne
Registered by: Luke Hickey	Notify: <input checked="" type="checkbox"/> Yes
Division: Advisory Services	Fieldlink F2 Notified: Christopher Walschots/Field_Services/VWA
Method: phone	Assigned to respond: Kevin Hayes
Source: Professional Representatives	Notify: <input checked="" type="checkbox"/> Yes
Claim number: --	Secondary responder:
Deceased worker: <input type="checkbox"/> Yes	Notify: <input type="checkbox"/> Yes
Anonymous: <input type="checkbox"/> Yes	Agent: Not Applicable
	Had the complainant previously contacted the Agent about this complaint?: <input type="checkbox"/> Yes
	If so, who?:

Primary:

RCBUJ -Enter details here of who the complainant relates to and no.

WORKSAFE -Enter details of complaint unless anonymous

Details of person/s subject to

Complainant Type: **Employee**
 Primary Correspondent: **Yes**
 Title:
 Given name: **Drew**
 Family name: **Brien**
 Street:
 Suburb:
 State:
 Post code:

WEN:
 Organisation name:
 WIC:
 Predominant Activity:
 Work ph:
 Home ph:
 Mobile: **0404 242 132**
 FAX:
 Email:

Complaint Information

Category	Topic	Reason	Outcome	Action
D: WorkSafe inspection of	Non-Immediate Risk	Service Request		

Brief Description:

(Brief description is limited to 200 characters)

Allegation of unsafe work practices

Resolution Summary:

(Brief description is limited to 200 characters)

Comment History

——— **Luke Hickey 26-Feb-14 12:14**

The caller is a member of the Metropolitan Fire Brigade who has been assisting with the coal fire at Hazelwood Power Station and reports that the P2 masks being worn by the members are not preventing the increased reports of respiratory complaints within the workers

The caller has raised this concern internally and to the Union and no action has been taken as a result.

The caller confirmed that in all other types of scenarios, the members would need to use their fully breathing apparatus and Oxygen tanks and he is concerned about the level of risk without them.

WHO

RCBU - Record details here of Service Providers and Employers who are the subject of a complaint.

WORKSAFE - Enter details of a site/person requiring visit/action

Type: **A. Employer**

Title:

Given name:

Family name:

Street: **Hazelwood Power Station**

Suburb: **Morwell**

State: **Vic**

Post code: **3840**

Metways/VIC Roads

Reference:

WEN:

ACN:

ABN (99 999 999 999):

Organisation name: **Metropolitan Fire Brigade**

WIC: **unknown**

Predominant Activity: **Emergency Services**

Work ph:

Home ph:

Mobile:

FAX:

Email:

Sensitivity

Sensitive Issue: Yes

Complaint against agent: Yes

Complaint against WorkSafe staff member: Yes

Description

Correspondence Tracking

<p>Date referred to division: 26/02/2014 Date received by division: Date referred to respondent: 27/02/2014 CEO reference no.: Ministerial reference no.: Audit ID: Type of letter: Brief required: <input type="checkbox"/> Yes Required signature: If delayed, date resolution expected: Reason For Delay: Date returned to Business Unit for revision:</p>	<p>Date information requested from 3rd party: Date information due from 3rd party: Date 2nd request for information: Date appropriate information received from 3rd party: Date internal sign-off: Date referred to Director for sign-off: Date referred to Executive Director: Date referred to CE's office: Date referred to Ministerial Liaison: Date signed by CEO: Date referred to Minister's office: Date signed by Minister:</p>
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Service Request

Action Taken within Workplace

Has the issue been raised with HSR: Not Applicable
 Are agreed issue resolution procedures in place: No
 Has the issue been raised with management: Yes

Visit/Activity Number:

Feedback Required? Yes

Information Phoned:

Date of Feedback:

Attachment**Event History**

----- **Sean Byrne 27-Feb-14 16:30**

Status from In Progress to Assigned

Responder set to Kevin Hayes/Field_Services/VWA

Email has been sent to Responder Kevin Hayes/Field_Services/VWA

----- **Mary Chojnacki 27-Feb-14 11:38**

Responsible Division from East Region to WH&HIG

Responsible Manager from Mary Chojnacki/Field_Services/VWA to Sean Byrne/MHU/VWA

Email has been sent to Responsible manager Sean Byrne/MHU/VWA

----- **Luke Hickey 26-Feb-14 12:14**

New complaint. Received on 26/02/2014. Due on 12/03/2014

Status from Received to In Progress

Responsible Division set to East Region

Date Due from 19/03/2014 to 12/03/2014

Time Due from 11:58 AM to 12:12 PM

Acknowledged Date to 26/02/2014

Time Received from 11:58 AM to 12:12 PM

Responsible Manager set to Mary Chojnacki/Field_Services/VWA

Email has been sent to Responsible manager Mary Chojnacki/Field_Services/VWA

