



Managing WorkSafe Site Visits Procedure

1. Purpose

The WA Country Health Service (WACHS) aims to resolve all safety and health issues promptly and effectively in accordance with statutory obligations imposed by the [Work Health and Safety Act 2020](#) (the Act) and has developed this procedure to enable prompt effective action in the event of a site visit by a WorkSafe inspector and any issue of a Notice.

This procedure should be read in conjunction with the WACHS [Managing WorkSafe Notices Procedure](#).

WorkSafe inspectors are to be shown due respect and cooperation whilst they attend a WACHS workplace. It is an offence under the Act to impede, obstruct, abuse, mislead or otherwise interfere with an inspector in the performance of their functions under the Act. Such behaviour may also contravene the WA Health Code of Conduct and may result in disciplinary action.

2. Procedure

2.1 Functions and Powers of an Inspector (s. 160 – 162, 171, 172)

Inspectors have general functions and powers to:

- provide information and advice about how to comply with the Act and regulations
- help resolve work health and safety issues at workplaces
- review disputed Provisional Improvement Notices (PIN)
- require compliance with the Act by issuing notices
- investigate contraventions and assist to prosecute offences
- investigate and report on matters relating to Work Health and Safety (WHS), including particular types of hazards and matters relating to particular industries or particular businesses or undertakings.

The Act grants prescribed powers to WorkSafe Inspectors, and they may:

- at all reasonable times of the day or night, enter, inspect and examine any workplace
- enter any workplace at any other time that the performance of their functions under the Act requires such entry
- when entering any workplace, take with them such materials and equipment as they consider appropriate
- conduct such examination and inquiry as they consider necessary to ascertain whether there has been compliance with the Act
- examine any plant, substance or other thing whatsoever at the workplace
- provide information to any person for the purpose of facilitating compliance with the Act
- take and remove samples of any substance or thing without paying for it
- take possession of any plant or thing for further examination or testing or for use as evidence
- take photographs and measurements, and make sketches and recordings

- require the production of, examine, and make copies or extracts of, any document
- require that the workplace, or any part of it, be left undisturbed for as long as is specified in the requirement
- interview any person who is or may have worked at the workplace in the preceding three years
- require any person whom the inspector interviews to answer any questions put to them and, where the inspector deems appropriate, verify such answers by statutory declaration
- require any person to state their name and address
- require the employer or any person who works at a workplace to render such assistance to the inspector as the inspector considers necessary
- exercise such other powers as may be conferred on them by the regulations.

2.2 Notification of Visit by Inspector (s. 163-166)

The Act prescribes the following actions to be taken by an inspector during a workplace visit:

- On entering a workplace an inspector is required to notify their presence to any relevant employer.
- On entering a workplace an inspector is required to notify their presence to any Health and Safety Representative (HSR).
- Upon completing an inspection of a workplace, an inspector shall notify any relevant employer and HSR or the Health and Safety Committee of any action they have taken and any further action they require to be taken as a result of the inspection.
- Where the inspector takes any photograph or makes any sketch or recording of a workplace, they shall inform the employer and any relevant HSR of the fact, and where the items may be inspected.

2.3 Process for Addressing Site Visits by a WorkSafe Inspector

The WorkSafe inspector notifies presence at site to the responsible person.

The responsible person is to:

- notify the Regional Work Health Safety and Security Manager (RWHSSM) and the relevant HSR of the presence of an inspector and asks them to attend immediately
- notify the Regional Director (or delegate) of the presence of an inspector and initiate any site instruction pertinent to managing WorkSafe site visits. For example, some regions have a process where the maintenance officer or operations manager also attends the inspector.
- meet the inspector in order to ascertain the purpose of the visit and likely duration of the inspection.
- make such arrangements as are appropriate to ensure service delivery is unaffected
- accompany the inspector, where possible, during the inspection in order to respond to or clarify queries made by the inspector.

The WACHS [Managing WorkSafe Notices Procedure](#) is to be consulted in the event the inspector issues a notice requiring certain actions to be taken to rectify compliance breaches, identified during the visit.

3. Roles and Responsibilities

The **Site Supervisor, Manager or Nominated Delegate** is responsible for:

- ensuring that the relevant HSR, RWHSSM and Regional Director are notified of the presence of an inspector
- requesting to see the inspector's photo ID
- allowing access to the workplace
- co-operating with the inspector
- ensuring patient, worker, and visitor safety during inspections
- informing the inspector of any reasons for not entering particular areas of a ward at particular times or with particular materials and equipment for example a closed ward due to COVID
- maintaining a record of visit timeline.

The **Regional Work Health and Safety Department** is responsible for:

- ensuring the relevant HSR participates in workplace inspections
- having the responsible person meet the inspector in order to ascertain the purpose of the visit and likely duration of the inspection
- making arrangements as appropriate to ensure service delivery is unaffected
- accompanying the inspector, where possible, during the inspection in order to respond to or clarify queries made by the inspector
- if a notice is issued, refer to section 3. Roles and Responsibilities in the [Managing WorkSafe Notices Procedure](#) for further direction.

All staff are required to comply with the directions in WACHS policies and procedures as per their roles and responsibilities. Guidelines are the recommended course of action for WACHS and staff are expected to use this information to guide practice. If staff are unsure which policies procedures and guidelines apply to their role or scope of practice, and/or are unsure of the application of directions they should consult their manager in the first instance.

4. Monitoring and Evaluation

Maintain a record of the details of any notices issued by WorkSafe in the [WorkSafe DMIRS Notices Register](#) (this link is only accessible to authorised staff) on Records Manager. Each region is to maintain a record of the details of any notices issued by a WorkSafe inspector.

The Regional WHS Coordinator is to provide a monthly report to the Work Health and Safety Manager or their delegate, advising:

- region/site
- notice number
- date issued
- description of breach
- details of actions
- responsible person
- related documents
- date completed.

Regional safety risk profiles should reflect the compliance issues identified through the issue of notices and use this to evaluate this procedure.

5. References

[Work Health and Safety Act 2020](#) (s. 160-166, 171 and 172)

6. Definitions

Term	Definition
Improvement Notice	An improvement notice is a written direction issued by a WorkSafe inspector requiring a person to fix something which is believed to not be in compliance with the Act or Regulations.
Non-disturbance Notice	A non-disturbance notice is a written notice issued by an inspector to a person who manages or controls a workplace. The aim is to preserve a site where a 'notifiable incident' has occurred or, in certain instances, prevent disturbance of a particular site (including the operation of plant).
Prohibition Notice	A prohibition notice will be issued where the inspector is of the opinion that there is a risk of imminent and serious injury or harm to the health of a person. This is a written direction that prohibits the relevant activity from continuing.
Provisional Notice	A provisional notice is similar to an improvement notice, except it is issued by a HSR.
Responsible Person	A responsible person, in the context of this procedure, means the line manager, or the person in control of the workplace, where this is not the line manager.

7. Document Summary

Coverage	WACHS wide
Audience	All staff
Records Management	Non Clinical: Records Management Policy
Related Legislation	Health Services Act 2016 (WA) Work Health and Safety Act 2020 (WA)
Related Mandatory Policies / Frameworks	<ul style="list-style-type: none"> • MP 0180/23 Work Health and Safety Management Policy • Integrity Policy Framework • Work Health and Safety Framework
Related WACHS Policy Documents	<ul style="list-style-type: none"> • Managing WorkSafe Notices Procedure • Work Health and Safety Policy
Other Related Documents	<ul style="list-style-type: none"> • WorkSafe DMIRS Notices Register (this link is only accessible to authorised staff on Records Manager)
Related Forms	Nil
Related Training	Nil
Aboriginal Health Impact Statement Declaration (ISD)	ISD Record ID: 2712
National Safety and Quality Health Service (NSQHS) Standards	1.01a, 1.07c, 1.10, 6.01, 6.02
Aged Care Quality Standards	2.3c, 5.3c 5.3b, 8.3d
Chief Psychiatrist's Standards for Clinical Care	Risk Assessment and Management
Other Standards	Nil

8. Document Control

Version	Published date	Current from	Summary of changes
2.01	5 September 2024	11 December 2018	Minor review including: <ul style="list-style-type: none"> transferred to new template legislative updates.
3.00	13 August 2025	13 August 2025	<ul style="list-style-type: none"> legislative updates in line with the Work Health and Safety Act 2020 general review.

9. Approval

Policy Owner	Executive Director People Capability Culture
Co-approver	Nil
Contact	Director Work Health Safety Wellbeing
Business Unit	Work Health and Safety
EDRMS #	ED-CO-14-91108

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