



Department of **Energy, Mines,  
Industry Regulation and Safety**



GUIDE

# A death in the workplace: Information for families

Second edition



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## Feedback

It is important to us that this publication is of assistance to you. If you think of areas where it could be improved, you are welcome to let us know. Contact us by email at [safetycomms@demirs.wa.gov.au](mailto:safetycomms@demirs.wa.gov.au)

## Interpreter assistance

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# Introduction

You may be reading this guide because your partner, relative or friend has died suddenly and unexpectedly in a workplace. It is challenging and overwhelming to experience the loss of someone close, particularly when the death is sudden and connected with work activities.

This guide provides information and practical suggestions that may be helpful to you and others at a time when you are grieving and having to navigate legal and other processes associated with a work-related death. This guide does not have to be read all at once – use it as a resource to refer back to at times when you need it.

This guide contains information about:

- the government agencies that may be involved
- what type of investigations are undertaken, when and by whom
- the legal processes and decisions
- some practical matters that will require managing
- organisations that can provide services and support.

The information is of a general nature and may not be applicable to everyone. The information is arranged sequentially in order of what happens after a work-related death. Links to further information are provided throughout this document and a comprehensive list of contact details is provided at the end of this guide.

Table 1 Summary of the process following a work-related death

Phase	Agency or person	Duties
First response	Western Australia Police Force (WA Police)	<ul style="list-style-type: none"> <li>• Forensic preservation of incident scenes and collection of evidence</li> <li>• Notifies the senior next of kin</li> <li>• Reports the death to the State Coroner.</li> <li>• Arranges for the deceased to be taken to the mortuary</li> <li>• Arranges formal identification of the deceased.</li> <li>• Secures personal property belonging to the deceased</li> <li>• Conducts the initial investigation to determine the probable cause of the death and establish if the matter comes under The Criminal Code</li> <li>• Notifies other relevant agencies who may need to investigate the incident</li> </ul>
	State Coroner of Western Australia (State Coroner)	<ul style="list-style-type: none"> <li>• Directs the police to investigate further, if required</li> <li>• Orders a post mortem examination, if required</li> <li>• Releases the body for the funeral</li> <li>• Conducts a review of the evidence</li> <li>• Is responsible for holding inquests, if conducted</li> </ul>
	Government regulators such as WorkSafe, Building and Energy, Australian Maritime Safety Authority, Comcare, etc.	<ul style="list-style-type: none"> <li>• May respond in conjunction with police and other regulatory agencies as first response</li> <li>• Each have their own individual jurisdictions and powers</li> <li>• May have capacity to share information across agencies when conducting joint investigations</li> </ul>
Investigation	WA Police investigates the death as an agent of the State Coroner when the death is reportable	<ul style="list-style-type: none"> <li>• Investigates the circumstances of the death</li> <li>• Prepares a report for the State Coroner</li> <li>• Determines if criminal charges should be laid</li> </ul>
	WorkSafe investigates the incident under the <i>Work Health and Safety Act 2020</i> (WHS Act)	<ul style="list-style-type: none"> <li>• Investigates the circumstances of the incident to find out what happened and why</li> <li>• Identifies preventative actions that may be taken to prevent a repeat of the incident</li> <li>• Determines if enforcement action should be taken, which could include issuing notices and/or the initiation of prosecution action for criminal offences under the WHS Act</li> <li>• Notifies the State Coroner of the outcome of the investigation</li> </ul>

Phase	Agency or person	Duties
<b>Legal proceedings</b>	Investigating agency (WA Police, WorkSafe etc.)	<ul style="list-style-type: none"> <li>• Initiates enforcement action, if applicable, which may include commencement of legal proceedings against one or more companies, a person or both</li> </ul>
	Court	<ul style="list-style-type: none"> <li>• The evidence is presented to the relevant court by the investigating agency which is presided over by a magistrate or judge</li> </ul>
	Next of kin, family or friends	<ul style="list-style-type: none"> <li>• May provide a victim impact statement</li> </ul>
	Magistrate or Judge	<ul style="list-style-type: none"> <li>• Determines if the person or company is guilty or not guilty</li> <li>• Determines the penalty, if applicable</li> </ul>
<b>The coronial process</b>	State Coroner	<ul style="list-style-type: none"> <li>• Directs the coronial investigation and gathers evidentiary material, which includes reports prepared by the police and/or other investigating regulators</li> <li>• Makes findings in respect of the death known under the <i>Coroners Act 1996</i> (WA) – confirms the deceased’s identity, the date, place and medical cause of death and how the death occurred</li> <li>• Decides whether an inquest is to be held into the death</li> <li>• May make recommendations designed to improve workplace safety and prevent future deaths</li> <li>• Publishes inquest findings and may publish non-inquest findings</li> <li>• Provides counselling services</li> </ul>

The process following a workplace fatality is not always straightforward. Further information about each agency and the associated processes is provided in the following pages.



# First response

The news that your partner or relative has died will be delivered in person by trained police officers as soon as possible after the incident has occurred.

By law, the person notified is known as the 'senior next of kin'. This person is defined by the *Coroners Act 1996* (WA) and is the first person who is available in one of the following categories:

- a person who, immediately before the death, was living with the person who died and was either legally married to them, or aged 18 years or over and in a marriage-like relationship with them
- a person who, immediately before the death, was legally married to the person who died
- a person who is 18 years of age or over and is either the deceased person's:
  - son or daughter
  - parent or
  - brother or sister
- an executor named in the will of the person who died or a person who, immediately before the death, was their personal representative or
- any person nominated by the person who died to be their contact in an emergency.

The police officers notifying the senior next of kin will provide them with the brochure, *When a person dies suddenly: Information for families*, on behalf of the State Coroner. This brochure contains important information explaining the post-mortem, your rights in relation to the process and the role of the State Coroner in Western Australia.

A work-related death is considered a reportable death by law which means it must be reported to the State Coroner. WorkSafe will also be notified.

If the death occurred outside of a hospital, the police arrange for the deceased to be taken to the State Mortuary.

Depending on the circumstances, the next of kin can arrange to view the deceased while they are held at the State Mortuary. Generally, the viewing occurs from behind a glass barrier prior to a post mortem examination; however, after a post mortem examination, an open viewing may be considered. Viewings can be arranged with the Bereavement Liaison Officer at the State Mortuary.

Further information is available on the [State Mortuary and Bereavement Centre's website](#).

## What happens at the State Mortuary?

The deceased person needs to be formally identified by someone who knows the deceased person well, usually a relative or friend. The identification process is usually done in the presence of a police officer, either at the State Mortuary or a regional hospital. If visual identification is not possible, the police may use other identification processes such as fingerprints, dental records or DNA testing. Identification can be confronting and it is advisable for the person conducting the identification to take a support person with them.

On admission to the State Mortuary, the deceased's personal items, including jewellery, are removed and safely held by police officers. Return of these personal items is arranged by contacting the investigating police officer. The same procedure also applies in country areas.

## What does the police investigation involve?

Police officers will commence an investigation on behalf of the State Coroner into all reportable deaths, which includes when a person has died unnaturally, violently or as a direct or indirect result of an injury, or the deceased was held in care immediately before their death. The purpose of the investigation is to determine the cause of death and whether the matter is considered a criminal matter under The Criminal Code and falls within the police's jurisdiction.

During their investigation, investigating police officers may request information from yourself, work colleagues, witnesses, close family members and the employer to gather evidence for the police investigation. They may need to talk to you more than once during their investigation.

Based on the evidence collected during the police investigation, a decision will be made if a person is charged with a criminal offence with respect to the death. If this occurs, the investigating police officer will keep you informed of the progress of their investigation and any prosecution processes.

If a person is charged with a criminal offence, the WorkSafe investigation may be placed on hold until an outcome of the criminal proceedings is reached.

The police will also use their investigation findings to prepare a report for the State Coroner regarding the circumstances of the death.

# The State Coroner of Western Australia

A coroner is an independent judicial officer who has the legal power to investigate and make findings on reportable deaths under the Coroners Act. In Western Australia, a coroner carries out investigations on behalf of the State Coroner. The Coroners Act requires the coroner to determine (if possible) the deceased person's identity, how the death occurred, the cause of death and the particular details needed to register the death. The State Coroner will also use the outcome of the investigation to examine whether the death was preventable and consider whether there are opportunities for changes to be made to prevent future deaths.

A coroner has very broad powers of investigation which results in a finding. A finding is a formal document handed down by a coroner and is the final step in the investigation. The coronial investigation of an incident usually includes:

- initial police report
- post mortem and toxicology findings
- further police investigations if requested by the coroner
- outcomes of any other government agency's investigations, if applicable
- witnesses who can provide evidence either by written statement or by attendance at an inquest
- independent specialist evidence, if necessary.

The coronial process is an inquiry into the matter and does not determine if someone is to be held civilly or criminally responsible. The coroner's investigation commences immediately once the death is reported to the police.

Once the State Coroner has determined the death falls within their jurisdiction, the body of the deceased is under the control of the coroner investigating the death, until they issue a certificate authorising release of the body to the identified funeral director.

**A funeral director cannot collect your partner or relative's body until the coroner or coroner's registrar authorises the release from the State Mortuary.**

Typically, the coroner will not finalise their investigation until outcomes of any criminal or workplace prosecution and associated appeals are completed. Therefore, it may be several years before a coronial process is finalised.

While the death is under investigation, a member of the WA Police or the Coroner's Court will communicate with the senior next of kin. It is important that contact details are accurate and up-to-date to ensure you can be kept informed of the progress of the investigation and coronial findings. Family members should write to the State Coroner if they have any concerns about the circumstances in which the incident occurred.

## Will a post mortem be performed?

Most work-related deaths require a post mortem, also known as an autopsy. Post mortems are performed at the State Mortuary in Perth. Typically, a post mortem can take one to two weeks to be completed.

A post mortem is a detailed medical examination of the body of a person who has died to determine the cause of death. A post mortem examination is the only certain method of determining and recording the cause of death. Post mortem examinations are performed at the direction of the coroner by experienced forensic pathologists.

When conducting a post mortem examination, the forensic pathologist uses the least invasive procedures that are available and appropriate, where possible. External procedures such as a computerised tomography (CT) scan together with a review of available medical records and/or toxicological information are sometimes sufficient to enable them to form an opinion on cause of death. If an internal post mortem examination is required, the procedures are handled respectfully and with compassion.

Forensic pathologists provide an opinion on the cause of death and the coroner takes this information into account when making their finding. A letter outlining the post mortem conclusions is sent to the senior next of kin and any other next of kin whose details are registered with the Coroner's Court.

A copy of the post mortem report can be made available to the senior next of kin through a nominated doctor. The nominated doctor will then discuss and explain any findings or medical terminology in the report. Your nominated doctor is not authorised to distribute the report and is instructed to destroy it after the meeting with the senior next of kin has ended.

On some occasions, further investigation about the cause and manner of death is required. In these instances, an interim death certificate will be issued following the post mortem. This will record the death as 'undetermined'.

## Can I object to a post mortem being held?

If you have concerns about a post mortem being conducted for religious, cultural or other reasons, you can discuss this with a coronial counsellor appointed by the coroner. However, if the coroner determines there is a greater need for the post mortem to be conducted as part of the coronial investigation, a post mortem will be completed.

Before deciding to object to a post mortem, it is important to consider whether there are any concerns about the circumstances of the death. If a post mortem is not conducted, it becomes more difficult to determine the cause of death.

If an objection is made, you will usually be contacted by coronial counsellors who will discuss your decision with you and provide you with information about what happens next. If you are unhappy with the decision by the coroner to proceed with a post mortem, you can apply to the Supreme Court for a review of the decision within two days. It is recommended that you seek legal advice before making this application. If you object to a post mortem being conducted, you are unable to set a date for the funeral as the objection process may take some time.

The Coroner's Court's brochure, [\*When a person dies suddenly: Information for families\*](#), further explains how to make an objection.

## How long will the investigation take?

Coronial investigations can take some time to finalise. The duration of the investigation is determined by factors such as the complexity of the death, the level of medical testing required, the number of witnesses and, in some cases, completion of investigations conducted by other agencies. This can include forensic pathologist examination, toxicology analysis, neuropathology, histology and microbiology. The more testing and analysis required, the more time it will take for the coroner to conclude the investigation. Once all the medical examinations and tests are complete and the Coronial Investigation Squad report is finalised, the coroner will usually expedite the completion of the investigation.

Family members can request to view the Police Coronial Investigation file or obtain a copy of the post mortem report by submitting their request in writing to the Office of the State Coroner.

For more information go to [Coroners Court of Western Australia](#).

## Will there be an inquest held into the death?

An inquest is a formal court hearing held by the State Coroner to gather more information about the cause and circumstances of a death. It is normally held at a Coroner's Court. The State Coroner may hold an inquest into a workplace death if they consider it in the public interest to do so. For example, if there is doubt about the cause and circumstances of the death or there may be potential to prevent similar deaths or uncover systemic issues which affect public health and safety.

At the inquest, the coroner will hear evidence from witnesses who have information about the incident. The people giving evidence may include:

- police
- doctors
- experts
- investigating inspectors from other government agencies
- eye witnesses
- other relevant witnesses who may have information about the incident.

In some cases, the coroner has enough information to make findings about the circumstances of the death without the need for an inquest. If the coroner makes a 'non-inquest' finding, a copy of these findings will be provided to family members and the relevant investigation agencies. The coroner may also provide a copy of these findings to other interested parties, on their request, such as the deceased's employer.

The length of the inquest will depend on how complex the case is and how many people will be asked to give evidence. This means the hearing can take hours to several weeks to reach a finding. The inquest is one of the final stages of the process and takes place after other legal action has completed, such as after any prosecution or processes of appeal and this can sometimes be years after the death.

If an inquest is held, the findings will be published on the Coroner's Court of Western Australia [website](#).

If there are any recommendations arising from the inquest findings, the relevant agency must report back on what recommendations have been implemented and how. This response will also be published on the Coroner's Court website.

## What is the family involvement at an inquest?

The Coroner's Court will send a letter detailing when and where the inquest will be held. You and your family may attend the inquest and listen in the court.

You may also be given the chance to speak at the inquest. However, the choice to speak is up to you and the coroner. Sometimes the coroner will decide it is better for the family to submit a written statement instead. For this reason, it may be helpful to prepare what you want to say in writing beforehand.

You may wish to consider taking legal advice from a solicitor before the inquest takes place, particularly if you are considering civil legal proceedings.

## When will a final death certificate be issued?

Following completion of the State Coroner's inquiry and inquest, if it is held, the finding is sent to the Registry of Births, Deaths and Marriages for a final death certificate to be issued.

It is important to note that it may take many months or even years for a final death certificate to be issued. The State Coroner will not carry out an inquiry until all court actions by other investigative agencies or regulators are completed.

There are requirements in relation to obtaining the final death certificate.

For further information, contact the [Registry of Births, Deaths and Marriages](#).

# The media

On some occasions the media may report on workplace fatalities. Most often, WorkSafe will make a brief statement, but will not share specific details about a work-related death with the media as it can potentially prejudice the investigation.

However, journalists may try to contact you, other family members or friends a number of ways including through the police, attending where you live or work, calling you directly or reaching out through social media. If you have been contacted by a journalist seeking information about the incident you do not have to speak to them. It is entirely your choice. If you do not want to share information with the media, it is ok for a family member, support person or agency to refuse offers of interviews on your behalf.

Members of the public may reach out to you on social media or make comments about the circumstances of the fatality. If you find the comments difficult to deal with, you may wish to consider limiting the amount of information you share on social media or even deactivating your account. The media can use information from social media accounts without your permission.

It is important to remember that journalists are not your friend or support person. They may keep records of private conversations and use them at a later stage. Talking with the media informally is referred to 'off the record', but be aware this information can be used at some point.

Media sometimes attend the incident scene where everyone is most vulnerable. Be especially mindful when speaking to the media at incident scenes as what you say may impact any investigation.

Some strategies dealing with the media include:

- request the reporter call you back at a convenient time
- offer to call them at a more suitable time
- ask for the questions in advance so you can prepare your responses with the help of someone else
- say no if you don't feel up to engaging with them
- don't answer anything if you don't feel comfortable
- stop the interview if you feel uncomfortable.

If you are unhappy with the conduct of a media representative or company, you can make a direct complaint to the news director of that organisation, the [Australian Press Council](#) or the [Independent Media Council](#). You can also speak to the investigating police officer, prosecutor or Office of the Commissioner for Victims of Crime.

For further information go to: [Victims of Crime](#).

# Funeral arrangements

A funeral director plans and coordinates arrangements for funerals according to the wishes of the deceased or their relatives. Unless there is a will that appoints an executor to carry out the funeral, it is usually the next of kin who arranges the funeral details with the funeral director.

The choice of how you arrange the funeral is entirely yours. When you are organising the funeral, you might consider speaking to a number of funeral directors to find out about services and prices.

For more information about planning a funeral, including finding a funeral director, go to the Australian Funeral Directors Association [website](#).

The Metropolitan Cemeteries Board also has information about finding a funeral director. Go to [Metropolitan Cemeteries Board](#).

## Who can help with funeral costs?

Some costs attached to the funeral process are fixed and some are negotiable. Depending on the circumstances of the death, there may be instances where funeral costs can be covered or partially covered.

Assistance with funeral costs may be provided by your partner or relative's private health cover, superannuation or car insurance (in the event of a driver fatality) or their union, if they were a member.

If you have lost a close relative in a vehicle crash and were financially dependent on them, you may be able to make a dependency claim under the *Fatal Accidents Act 1959*. This means the Insurance Commission of Western Australia may be able to assist with funeral and memorial costs or provide a reimbursement of costs of up to \$10,000.

For more information, go to [Insurance Commission of Western Australia](#).

The Bereavement Assistance Program may provide financial support to families in situations where there are insufficient funds in a deceased person's estate to pay for a funeral. Funding may be provided in certain circumstances after the applicant is income and asset tested.

For more information, go to [Bereavement Assistance Program](#).

You may be eligible to receive funding from the Worker's Compensation and Injury Management Scheme managed by WorkCover Western Australia. Funeral costs may be provided only where a dependency claim has been accepted.

For more information, visit [WorkCover Western Australia](#).



# Wills

It may be helpful to determine if a will was in existence as it may contain specific funeral requests, such as whether your partner or relative wanted a cremation or a burial. If you are unsure whether a will exists, the family solicitor or accountant (if there is one) or the Office of the Public Trustee may be able to tell you if there is a will.

For more information go to [Office of the Public Trustee](#).

If there is no will, then you should seek advice on how to manage the estate. You may consider getting advice from the Citizens Advice Bureau, an estate lawyer or an accountant.

For more information go to [Citizens Advice Bureau of WA](#).

## Income support after bereavement

When a worker has died as a result of a work-related incident, a claim for compensation can be made by the worker's dependant(s) under the *Workers Compensation and Injury Management Act 2023*. Compensation may be claimed by dependant(s) who are wholly or in part dependent upon the earnings of the worker at the time of the worker's death. A list of supporting documents required to show you were a dependent is available on the WorkCover WA website.

In addition, if the deceased was in receipt of or entitled to workers' compensation payments for at least six months immediately prior to their death, then you may have an entitlement to a compensation payment.

Compensation can be paid to financially dependent family members, including:

- a current or former partner (spouse or defacto)
- children
- other family members, but only where there is no dependent partner or children.

For more information, visit [WorkCover WA](#).

If you and your partner received some form of income support payment for 12 months or more prior to their death, you may be eligible for bereavement payment from the Australian Government Department of Services.

For more information, visit [Services Australia](#).

In very limited circumstances, after all other avenues have been exhausted a claim under the *Criminal Injuries Compensation Act 2003* may be considered.

For more information visit [Office of Criminal Injuries Compensation](#).

# What is the role of WorkSafe?

There are several government agencies that are responsible for enforcing laws to ensure the health and safety of people in the workplace. The government agencies responsible for enforcing these laws are called regulators. Each regulator has a duty to investigate workplace incidents within their specific area of responsibility (jurisdiction).

In Western Australia, these laws are the *Work Health and Safety Act 2020* (WHS Act) and related regulations. The Western Australian regulator for the WHS laws is the WorkSafe Commissioner. The WorkSafe Commissioner regulates most industries, including general, mining and petroleum industries.

The aim of a WorkSafe investigation is:

- to investigate the circumstances of the incident to find out what happened and why
- to identify preventative actions that may be taken in the workplace to prevent a repeat of the workplace incident
- to determine if enforcement action under the WHS Act should be taken, which could include issuing notices and/or the initiation of prosecution action.

During an investigation WorkSafe inspectors may:

- attend the incident scene and any other associated scenes, to identify, secure and examine physical evidence
- require the production of documents or seize relevant items
- interview witnesses such as workers, the employer or their representative and other people with relevant information
- contact technical experts to obtain expert advice
- consider if the workplace safety and health management system was adequate
- review how to prevent the situation from happening again in a workplace.

WorkSafe may conduct investigations into a workplace's management of psychosocial hazards following notification of a suicide event which may have connection to that workplace.

In some instances, an incident may fall under multiple jurisdictions. As such, WorkSafe may decide not to investigate a matter that is under investigation by another agency, such as WA Police.

WorkSafe may defer investigative action when an external regulator has criminal proceedings relating to an incident which is before an appropriate court.

If you believe you have relevant information for WorkSafe in relation to the incident or circumstances leading up to the incident, you are encouraged to contact the Family Support Liaison Officer (FSLO) by either calling 1300 307 877, emailing [wscallcentre@demirs.wa.gov.au](mailto:wscallcentre@demirs.wa.gov.au), or writing to Locked Bag 100, East Perth WA 6892.

## Who is your contact person at WorkSafe?

In most cases, the FSLO will be your first and primary contact person at WorkSafe. The FSLO is a specifically-trained person who is independent from conducting investigations, but works closely with the investigation team. The FSLO is not a counsellor, but can provide you and your family with various levels of support. The level of contact provided is determined by the level of support needed.

The primary role of the FSLO is to:

- keep you informed about the investigation and prosecution processes
- provide information and link you to other relevant government agencies
- provide regular updates on key investigative milestones
- provide family support on the day if the matter proceeds to court
- connect you with other government agencies support services if you request it.

Typically, the FSLO is available to families where an active investigation exists for a workplace fatality.

**The FSLO role is independent from all WorkSafe investigations. However, sometimes the FSLO may receive information that may or may not be relevant to the investigation. In the instance where information is volunteered to the FSLO, it will be forwarded to the Director of Investigations for their consideration. Investigators may or may not follow up directly with you as a result the information you have provided.**

## Safe Work Australia national principles

Safe Work Australia is a national work health and safety agency. It has specified the following principles:

- Families are provided with initial important and relevant information in a timely and accessible manner.
- Families receive and have access to clear information in a variety of forms, which enables them to exercise their preferences.
- Wherever possible, families are supported by a single point of contact to navigate government systems and access the supports they need.
- Agencies establish clear guiding principles that inform how they engage with bereaved families.
- Families are referred to and assisted to connect with, available support services.
- Strong inter-agency relationships support a coordinated approach to supporting bereaved families.
- Families are provided with opportunities to share their experiences and memorialise their loved ones.
- Bereaved families and seriously injured workers and their families have the opportunity to give feedback to government and advocate for change or reform to meet the needs of those significantly impacted by industrial death or serious injury.

WorkSafe has adopted the Safe Work Australia national principles to guide best practice in supporting bereaved families impacted by a work-related death. Families receive a timely, supported, in-person notification of their loved one's death.

The [Safe Work Australia national principles](#) can be accessed at Safe Work Australia.

**Please be aware that the FSLO can't provide crisis support. If you need urgent counselling, call Lifeline on 13 11 14 and, in an emergency, call 000.**

## How long will the WorkSafe investigation take?

For investigations conducted under the WHS Act, the 'statute of limitations' is two years. This means WorkSafe has a maximum of two years (deadline) to lodge a prosecution (if one proceeds) from the date the incident occurred. Therefore, WorkSafe investigations may take up to two years to complete.

The length of time taken to complete the investigation is often a source of frustration for many families. There are various factors that may prolong an investigation outcome. These could include:

- scale and complexity of the incident
- obtaining expert reports and reports from other agencies
- the number of persons identified as being a 'person conducting a business or undertaking' (PCBU)
- the number, availability and accessibility of witnesses
- incident scene location and accessibility (i.e. regional and remote areas or hazardous conditions)
- a police investigation of the incident is occurring.

As the investigation progresses, further sources of evidence are followed which may also prolong an investigation outcome. However, it is important that WorkSafe investigators take the time required to complete the investigation thoroughly so the quality is not compromised.

## How much information may WorkSafe share?

The FSLO is able to provide general information updates only. In addition to confidentiality requirements, sharing any specific information may affect the integrity of the ongoing investigation and, if appropriate, any prosecution. Also, given the majority of evidentiary material collected during many investigations is for the dominant purpose of seeking legal advice for anticipated legal proceedings, this means the information is protected by a common law right (legal professional privilege) and cannot be shared. This rule applies regardless of whether a charge is recommended later. If you have any questions about this process, the FSLO will be able to answer your queries.

## How else can I access information?

The *Freedom of Information Act 1992* (FOI Act) provides a general right of access to documents held by a government agency. For example, a family member may apply to WorkSafe for access to information held about their deceased family member.

There are specific exemptions within the FOI Act that prohibit the release of certain types of information. This includes information that would prejudice an ongoing investigation or that may identify a third party. This means, an information request submitted before an investigation is completed, in most cases, will not enable information permitted to be released to be made available. Therefore, we suggest delaying a request for information until the investigation is completed to ensure all available information can be provided.

We encourage you to contact the Department of Energy, Mines, Industry Regulation and Safety before submitting your application. Our freedom of information (FOI) coordinators can advise if the information you are seeking requires an FOI application and, if so, how to apply.

In order to receive the maximum amount of information available, a legislated application fee is required when lodging the application. A copy of the death certificate is also required to establish your relationship to the deceased.

You can speak to the FSLO or the FOI co-ordinators about FOI applications or visit the [website](#).

General FOI information is also available by accessing the Office of the Information Commissioner's [website](#).

## How often are investigation updates given?

The FSLO will contact the family representative on regular basis, typically monthly, during the initial stages. As the investigation progresses, the frequency of contact may extend. The family can advise the FSLO of their preference for telephone, in-person or virtual contact, as well as when the contact occurs.

## Can I request a prosecution myself?

There are conditions in the WHS Act that provide for an individual to request a prosecution if they believe an alleged offence has occurred under the Act. These are outlined below.

### Procedure if prosecution is not brought (section 231)

If an individual (complainant) considers an industrial manslaughter, Category 1 or Category 2 offence (see '[What are the possible offences and penalties under the WHS Act?](#)') has occurred but no prosecution has been brought in the period six to 12 months after the alleged offence, they can make a written request to the WorkSafe Commissioner to bring a prosecution.

The WorkSafe Commissioner must respond to the request within three months after receiving the request. The response must advise on the status of the investigation and, if complete, whether a prosecution has been or will be brought, including reasons. The WorkSafe Commissioner must also notify the alleged offender of these matters.

### Limitation period for prosecutions (section 232)

Proceedings for an offence must be commenced:

- within two years after the offence first came to the WorkSafe Commissioner's attention
- within one year after a finding in a coronial or other official inquiry that the offence has occurred
- within six months of a WHS undertaking being contravened or when the regulator becomes aware of a contravention or agrees to withdraw the undertaking.

After the standard limitation period, proceedings may commence for Category 1 offences if fresh evidence is discovered and the court is satisfied the evidence could not reasonably have been discovered within the relevant imitation period. There is no limitation period for industrial manslaughter. If the Director of Public Prosecutions decides not to bring proceedings for industrial manslaughter, proceedings for another offence may be brought within six months of the Director's decision.

For more information see the *WorkSafe Overview of Western Australia's Work Health and Safety Act 2020*.

## How is the decision made to prosecute?

After the investigation is completed, WorkSafe will assess all the evidence to determine what course of action will be taken. In some cases, the review is conducted by a WorkSafe or State Solicitor's Office lawyer to assess the evidence and whether a prosecution to charge any organisation or individual with a criminal offence under the WHS Act is possible. To proceed with a prosecution, there must be sufficient evidence to indicate an offence has been committed and to provide reasonable prospects of a conviction. A work-related death does not automatically result in a prosecution.

The WorkSafe Commissioner and prosecutors are guided by WorkSafe's [Prosecution policy](#) in making their decisions as to whether to commence a prosecution and how the prosecution is conducted.

After reviewing all the evidence, the regulator (WorkSafe Commissioner) makes the final decision as to whether prosecution will proceed.

**If a charge is brought for an alleged offence against the WHS Act, a court will not convict an accused person unless each and every element (or component) of an offence is proven beyond a reasonable doubt. This is the highest standard of proof in our legal system.**

The *Prosecution policy* requires that, before proceeding with a court case, a prosecution must:

- Have 'a prima facie case' – this means that a prosecution will only be started when an investigating inspector has obtained sufficient evidence to establish what is referred to as 'a prima facie case'. This means that the available evidence will likely be viewed by the court as capable of proving, beyond any reasonable doubt, all the elements of the offence. If there is not a prima facie case, the prosecutor is not allowed to prosecute the case

and

- Be in the public interest – this means it will be considered whether there are reasonable prospects of a conviction and, if so, consideration will also be given to other factors such as the circumstances in which the alleged offence was committed.

After assessing and evaluating all the available evidence, WorkSafe may not always prosecute in relation to the death if it appears that a case will not succeed in court. However, if a prosecution does not proceed, it does not necessarily rule out other enforcement action being taken by the regulator.

In the event the investigation does have sufficient evidence to proceed to prosecution, the FSLO and Director of Investigations will contact the next of kin or the family's appointed liaison person to advise them. This may occur in person, via telephone or in writing.

## Court proceedings by WorkSafe

When a prosecution is to be carried out, the legal proceedings must be commenced within two years of the work-related death after an investigation has been completed. The only charge not subject to a two-year statute of limitations under the WHS Act is industrial manslaughter.

After a prosecution notice has been served on the accused, you will be notified in writing of the first hearing date in court. Relatives, partners and members of the public are usually allowed to attend and listen to the court hearings.

At the first court hearing, the person or organisation accused of breaching the law can plead guilty, not guilty or ask the court for an adjournment. Usually, at the first court hearing, the lawyer representing the accused asks for an adjournment to provide legal advice. It is common for a number of adjournments to take place before the accused enters a plea. This means that the legal process can be drawn out, sometimes over years.

The FSLO or the WorkSafe prosecutor will then assist you and any other family members in preparing a victim impact statement and support you through any court appearances you may have to attend.

In Western Australia, WorkSafe matters are typically heard in the Magistrates Court. Depending on the seriousness of the breach of the WHS Act, matters may also be heard in front of a jury in the District Court. Appeals may be heard in the Supreme Court.

It is important to note that it is a legal requirement for evidence, including copies of witness statements, to be disclosed to the defence lawyer prior to the trial.

## What happens if the accused enters a guilty plea?

The relevant court will set a time for them to be sentenced and you will hear a brief summary of what happened. If you and others have prepared a victim impact statement (VIS), in most cases it will be read out by the lawyer representing WorkSafe. The presiding Magistrate or Judge will determine the sentence after carefully considering all the evidence presented. This may take time depending on the specifics of the case.

## What are the possible offences and penalties under the WHS Act?

The maximum penalties are different depending on the category of the offence and whether the offender is an individual (e.g. a worker or a PCBU), an officer (broadly being people who make, or participate in making, decisions affecting the whole, or a substantial part of, the organisation's activities) or a body corporate. The WHS Act provides for the following categories of offences for breach of health and safety duties (sections 30A-33 of the WHS Act).

**Industrial manslaughter** – applies to those with a WHS duty where their conduct in failing to comply with that duty caused a death. Only PCBUs and their officers can be charged with industrial manslaughter. The prosecution must establish, beyond reasonable doubt, that the person knew their conduct was likely to cause the death of or serious harm to, an individual and they acted in disregard of that likelihood.

**Category 1** – applies to those with a WHS duty where their conduct in failing to comply with that duty caused the death of or serious harm to, a person.

**Category 2** – applies to those with a WHS duty where their conduct in failing to comply with that duty exposed a person to the risk of death, injury or harm to health.

**Category 3** – applies to those with a WHS duty who failed to comply with that duty.

Offence	Duty holder		
	Body corporate	Individual as a PCBU or officer	Individual as worker or other person
Industrial manslaughter	\$10,000,000	\$5,000,000 and 20 years in jail	Not applicable
Category 1	\$3,500,000	\$680,000 and 5 years in jail	\$340,000 and 5 years in jail
Category 2	\$1,800,000	\$350,000	\$170,000
Category 3	\$570,000	\$120,000	\$55,000

### Maximum penalties

*Note: Where a penalty provides for a fine or term of imprisonment, the Court may impose a sentence that includes either or both penalties.*



## What happens if the accused enters a plea of not guilty?

If the accused person or organisation pleads not guilty, a trial date is set for matters to be fully heard in court, during which the accused will be found guilty or not guilty. The trial date is likely to be at least six to twelve months after the plea of not guilty is entered. The trial will be held in the relevant court and will often take more than a day.

During the trial, you will hear all the evidence in detail unless you are a witness. A witness within a trial cannot listen to the evidence provided by other witnesses so that the court can ensure that their testimony is not potentially influenced by other witnesses. If you are a witness, you may listen to the rest of the trial once you have given your evidence.

At the end of the trial, another date may be set to advise of the decision, on whether the accused is guilty or not guilty. If an accused is found guilty, a further date may be set, where the court will pass sentence on the offender.

The WHS Act sets out penalties for breaches of the Act. Each penalty is carefully considered and determined by the presiding magistrate or judge. Often the range of penalties available have been determined, by similar cases, previously heard by the court. Penalties may range from a fine to a jail term. All fines are paid to the Crown.

The decision can be appealed by either party within a period set by the court. If an appeal is lodged another court date will be set. Much more time is taken for an appeal to be heard in court. The grounds for appeal are very strict and the court determines which matters may or may not be sent for appeal.

## What is a victim impact statement?

If the offender/s plead guilty or are found guilty, you and other family members can provide a victim impact statement to the court to tell them how the crime has affected you and it may be taken in to account when the offender is sentenced. You can provide this to the court, the FSLO or the WorkSafe prosecutor.

The Victim Support Service can assist you in preparing your victim impact statement. While the statement is in your own words, the service can guide you through the rules of the court regarding what you can and cannot include in the victim impact statement. For further information about preparing a victim impact statement, you can talk to the FSLO or view the Department of Justice's [victim impact statement information](#) online.

## What other enforcement action can WorkSafe take?

Regardless if a prosecution proceeds, WorkSafe will generally take other actions to improve workplace health and safety. This may involve inspectors attending the workplace and taking any necessary compliance action to ensure risks to health and safety have been minimised. If a trend is identified in an industry, WorkSafe may initiate a pro-active inspection campaign across the industry to reduce risks in that industry or type of workplace.

WorkSafe may also issue a health and safety alert or launch an education and awareness campaign to ensure similar industries are aware of the hazards and can take preventative action. A health and safety alert is a short publication that describes a work practice, incident or item that WorkSafe believes presents a risk and requires corrective action.

For some topics, WorkSafe may engage with peak industry bodies and union representatives to develop codes of practice and other guidance material to assist industry.

More information is available within WorkSafe's *Compliance and enforcement policy*.

# Legal support services

## Legal Aid WA

Legal Aid WA offers free or low-cost legal services to the community. Legal Aid can help if you have questions about the law, if you are going to court or if you need advice on a legal problem. They can provide advice and assistance by phone, in their virtual office and in person. The Legal Aid website has easy to access information on a range of related legal topics, including post mortems and inquests, going to court, power of attorney, wills and estates.

For more information, go to [Legal Aid WA](#).

## Community Legal Western Australia

Community Legal Western Australia has 26 community legal centres located throughout metropolitan, regional and remote WA. Centres can offer general and specialist legal and advocacy services to people who are disadvantaged in their access to legal services; for example, they cannot afford the services of a private lawyer and are not eligible for Legal Aid.

For more information, go to [Community Legal Western Australia](#).

## Aboriginal Legal Service of WA Limited

The Aboriginal Legal Service of WA Limited (ALSWA) is a not for profit organisation which provides legal representation and support services for Aboriginal and Torres Strait Islander Peoples in Western Australia.

For more information, go to [Aboriginal Legal Service of WA](#).

# Coping with what has happened

There is no single or easy way of dealing with the loss of a loved one, but the advice below may be helpful during the early days following their death.

- Choose someone to help with practical matters, such as arranging the funeral and dealing with other immediate issues, e.g. sorting out finances, contacting friends and family to let them know about your partner, relative or friend's death and liaising with the police.
- For major decisions, it may be useful to consult a family member or trusted person. Grief can affect concentration, memory and emotion and, consequently, you may not be in the best state to make important decisions.
- Be around as many good friends and family as possible. Keeping your support network close by is crucial at this time.
- Get as much sleep as you can. Although this may be difficult, having adequate rest will help you cope emotionally.
- Although you may not feel like eating, it is important to continue regularly eating nutritious food.
- You may find it hard to accept offers of help from friends and relatives with cooking meals, childcare, housework or anything else. Accepting this help may give you some space to process your thoughts and feelings.
- Relatives and friends may offer advice about how you should be grieving. Although some advice may be valuable, remember that everyone's experience of grief is different. Try to take on advice that is of use to you and leave behind the advice that is well-meaning but unhelpful.
- Some of the people and organisations listed in the following section of this booklet may be of assistance in finding someone to talk to. Counselling or contact with a healthcare professional can be helpful at any stage in the grieving process.

Like adults, children are all different and deal with grief in varying ways. Their reactions and means of coping will depend on their age, maturity and individual personalities. It is important to talk about the death in a simple and honest way and allow them to ask questions if they want to know more.

Try to keep some normality in their routine. Initially, they may need some time off school and other activities, but a return to their normal social supports will generally be good for them. You can speak to the school counsellor or teacher to ask them to provide extra support or keep an eye on your children. It may be helpful to speak to your family doctor about your concerns and arrange suitable professional counselling for your child/children.

For older children and teenagers, Headspace may be able to assist. For more information go to [Headspace](#).

# How to obtain help and support

Talking to someone in a safe and confidential environment may help you find ways of coping with your feelings. Listed below are suggestions for finding someone to talk to:

- Your family doctor – you may get some practical help and support from your family doctor. They may also be able to help you find a counsellor, if you need one.
- Your local church or religious group may offer some support.
- Your partner or relative's union may offer some support.
- A workplace Employee Assistance Program (EAP) – you may have access to a grief counsellor through the EAP at yours or your partner or relative's workplace. You can try contacting the employer to see if such a program is available.

The Coroner's Court has a free counselling service available for families and friends of deceased people. The counsellors can help explain the post-mortem examination, the coroner's role and arrangements to see your partner or relative's body. They can also provide counselling on trauma and loss.

The FSLO has access to different support services and may be able to complete a referral seeking those services on your behalf.

# Mental health support

If you or a family member needs help immediately, please contact the following services:

## **13YARN**

Phone: 13 92 76

[www.13yarn.org.au](http://www.13yarn.org.au)

## **Beyond Blue**

Phone: 1300 224 636

[www.beyondblue.org.au](http://www.beyondblue.org.au)

## **Crisis Care**

24-hour crisis support

Phone: 1800 199 008

Text: 0477 131 114

[www.wa.gov.au/service/community-services/community-support/crisis-care](http://www.wa.gov.au/service/community-services/community-support/crisis-care)

## **Kids Help Line**

24-hour telephone counselling service for children and young people.

Phone: 1800 551 800

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

## **Lifeline WA**

24-hour crisis telephone service for anyone needing emotional support.

Phone: 13 11 14

[wa.lifeline.org.au](http://wa.lifeline.org.au)

## **Mental Health Emergency Response Line (MHERL)**

Phone: 1300 555 788 (metro region) or 1800 676 822 (Peel region)

[www.mhc.wa.gov.au/getting-help/helplines/mental-health-response-line](http://www.mhc.wa.gov.au/getting-help/helplines/mental-health-response-line)

## **Reachout Australia**

Reachout Australia is an online mental health platform for people under the age of 25.

[au.reachout.com](http://au.reachout.com)

## **RuralLink**

Mental health crisis assessment and treatment.

Phone: 1800 552 002

[East Metropolitan Health Service - Rurallink](#)

The following services are also available to assist the bereaved:

### **Compassionate Friends Western Australia**

Phone: (08) 6107 6288 or (08) 6107 6257

[www.tcfmandurah.com.au](http://www.tcfmandurah.com.au)

The Compassionate Friends of Western Australia supports families who have lost a child, regardless of that child's age or circumstances of their death. They provide information resources and peer support through group meetings.

### **Coronial Counselling Service**

Coroner's Court of Western Australia

Phone: (08) 9425 2900 (business hours), 0419 904 476 (after hours) or 1800 671 994 (country callers)

[www.coronerscourt.wa.gov.au/C/coronial\\_counselling\\_service.aspx](http://www.coronerscourt.wa.gov.au/C/coronial_counselling_service.aspx)

A duty counsellor is available daily between 7 am and 6 pm. They can assist with some grief counselling or arrange referral to other community agencies, professional counsellors and support groups.

### **Grief Centre of Western Australia**

Phone: 0404 658 052

[www.griefcentrewa.org.au](http://www.griefcentrewa.org.au)

The Grief Centre of Western Australia provides practical, psychological and emotional support services for people experiencing grief through bereavement.

### **Griefline**

Telephone support, online forums and support groups for anyone experiencing grief and loss.

Phone: 1300 845 745 (6 am to midnight, 7 days a week)

[griefline.org.au](http://griefline.org.au)

### **Miners' Promise**

Phone: 1300 124 014

Email: [info@minerspromise.org.au](mailto:info@minerspromise.org.au)

[www.minerspromise.org.au](http://www.minerspromise.org.au)

Miners' Promise is an independent not-for-profit organisation and registered charity created to support mining and resources sector workers in Australia. Its main purpose is to deliver tailored practical, emotional and financial support and assistance to families of mining and resources sector workers following a crisis, accident or fatality. Miners' Promise also provide family support services and partner with organisations to provide professional financial and legal support and advice to families during this time.

### **Road Trauma Support WA**

Phone: (08) 6166 7688 or 1300 004 814

[www.rtswa.org.au/key-information](http://www.rtswa.org.au/key-information)

Road Trauma Support WA provides information, support and counselling to anyone in Western Australia who has been affected by a road crash, including family, friends and carers.

### **Memorial and remembrance**

Workers' Memorial Day is held on 28 April each year at Solidarity Park, corner of Parliament Place and Harvest Terrace, West Perth. It provides an opportunity to remember those who have passed but to also to campaign for stronger work health and safety laws.

Following the service, community members are invited to lay wreaths at the memorial wall.

# Contact details for government agencies

## **Centrelink** (Services Australia)

Phone: 13 24 68

[www.servicesaustralia.gov.au/individuals/subjects/death-and-bereavement](http://www.servicesaustralia.gov.au/individuals/subjects/death-and-bereavement)

## **Coronial Investigation Unit**

144 Stirling Street

Perth WA 6000

Phone: (08) 9267 5700

[www.police.wa.gov.au/Crime/Homicide/Homicide-investigation#coronial](http://www.police.wa.gov.au/Crime/Homicide/Homicide-investigation#coronial)

## **Insurance Commission of Western Australia**

Level 13, Forrest Centre

221 St Georges Terrace

PERTH WA 6000

Phone: (08) 9264 3333 or 1800 643 338 (toll-free outside the Perth metropolitan area)

## **Metropolitan Cemeteries Board**

In person: Administration Offices located at various metropolitan cemetery locations

Phone: 1300 793 109

Email: [mcb@mcb.wa.gov.au](mailto:mcb@mcb.wa.gov.au)

[www.mcb.wa.gov.au](http://www.mcb.wa.gov.au)

## **Office of the Commissioner for Victims of Crime**

David Malcolm Justice Centre

28 Barrack Street

Perth WA 6000

Phone: (08) 9264 9877

Email: [cvoc@justice.wa.gov.au](mailto:cvoc@justice.wa.gov.au)

[www.victimsofcrime.wa.gov.au](http://www.victimsofcrime.wa.gov.au)

## **Office of the Public Trustee**

533 Hay Street

Perth WA 6000

Phone: 1300 746 116 (new enquiries and appointments)

Email: [public.trustee@justice.wa.gov.au](mailto:public.trustee@justice.wa.gov.au)

[www.wa.gov.au/organisation/department-of-justice/public-trustee](http://www.wa.gov.au/organisation/department-of-justice/public-trustee)

## **Registry of Births, Deaths and Marriages**

Westralia Square

Level 10, 141 St Georges Terrace

Perth WA 6000

Phone: 1300 305 021

[www.bdm.justice.wa.gov.au](http://www.bdm.justice.wa.gov.au)

## **State Coroner of Western Australia**

Level 10, Central Law Courts

501 Hay Street Perth WA 6000

Phone: 1800 671 994 or (08) 9425 2900

Email: [coroner@justice.wa.gov.au](mailto:coroner@justice.wa.gov.au)

[www.coronerscourt.wa.gov.au](http://www.coronerscourt.wa.gov.au)

**State Mortuary and Bereavement Centre**

JJ Block, Queen Elizabeth II Medical Centre, Hospital Avenue  
Nedlands WA 6009

Phone: (08) 6383 4881

For after hours, call the Coroner's Court on 0419 904 476 or (08) 9346 2536

*Note: If your partner or relative died in the country, contact the local police station or the Coroner's Court on (08) 9425 2900 for assistance.*

**Supreme Court of Western Australia**

David Malcolm Justice Centre

28 Barrack Street

Perth WA 6000

Phone: (08) 9421 5333 (8 am to 5 pm) or (08) 9421 5333 (urgent applications)

[www.supremecourt.wa.gov.au](http://www.supremecourt.wa.gov.au)

**Victim Support Services**

Level 2, District Court Building

500 Hay Street

PERTH WA 6000

Phone: (08) 9425 2850 or 1800 818 988

Email: [VictimSupportService@justice.wa.gov.au](mailto:VictimSupportService@justice.wa.gov.au)

**WorkCover WA**

2 Bedbrook Place

Shenton Park WA 6008

Phone: (08) 9388 5555

Email: [communications@workcover.wa.gov.au](mailto:communications@workcover.wa.gov.au)

[www.workcover.wa.gov.au](http://www.workcover.wa.gov.au)

**WorkSafe**

Department of Energy, Mines, Industry Regulation and Safety

Level 1, Mason Bird Building

303 Sevenoaks Street, Cannington WA 6107

Phone: 1300 307 877

FOI team telephone: (08) 9222 3233

Email: [wscallcentre@demirs.wa.gov.au](mailto:wscallcentre@demirs.wa.gov.au)

[www.worksafe.wa.gov.au](http://www.worksafe.wa.gov.au)



# Practical checklist guide – who to contact

Here are a few things that can help you in the days, weeks and months after someone dies. The following list will assist you to identify the services and organisations that you may need to contact. It should be used as a starting point. You may need to look through your partner or relative's papers to find other organisations to notify.

In order to change the records, you may need to provide a copy of the death certificate and reference numbers, as well as other information. It may be useful, in some circumstances, to speak to the organisation and find out what information they need in order to make the necessary changes.

Person or organisation to be contacted	Notified of death Yes/No	Contact person, phone number and address, if needed	Details of person who died, for example, account number, Medicare number
Australian Electoral Commission		<b>13 23 26</b>	
Australian Taxation Office		<b>13 28 61</b>	
Banks and credit unions			
Centrelink: notification shared with Child Support and Medicare		<b>13 23 00</b>	
Child Support: notification shared with Centrelink and Medicare		<b>13 12 72</b>	
Clubs such as the Returned and Services League			
Credit card and hire purchase providers			
Department of Veterans' Affairs		<b>13 32 54</b>	
Education provider such as school, TAFE or university			

Person or organisation to be contacted	Notified of death Yes/No	Contact person, phone number and address, if needed	Details of person who died, for example, account number, Medicare number
Employers			
Executor of the will			
Family and friends			
Foreign pension authority. If the authority's details are unknown, contact Centrelink's International Services		<b>13 16 73</b>	
Funeral bond provider			
Funeral director			
Funeral insurance company			
Health benefits fund			
Health professionals such as doctor, physiotherapist, dentist, podiatrist, optometrist			
Hearing centre			
Hospital			
Insurance companies			
Landlord, tenants			

Person or organisation to be contacted	Notified of death Yes/No	Contact person, phone number and address, if needed	Details of person who died, for example, account number, Medicare number
Local council			
Local post office			
Medicare: notification shared with Centrelink and Child Support		<b>13 20 11</b>	
My Aged Care		<b>1800 200 422</b>	
Prepaid funeral insurer			
Professionals such as solicitor, accountant, financial advisor			
Public services such as library and state authorities			
Public Trustee			
Religious advisor			
Social worker			
Superannuation fund			
Telecommunication providers such as phones, internet			
Utilities such as gas, electricity and phone companies			
Vehicle registration and licensing authorities			









**Department of Energy, Mines,  
Industry Regulation and Safety**

WorkSafe Western Australia  
303 Sevenoaks Street  
Whadjuk Noongar Country  
CANNINGTON WA 6107

**Telephone:** 1300 307 877

**NRS:** 13 36 77

**Email:** [wscallcentre@demirs.wa.gov.au](mailto:wscallcentre@demirs.wa.gov.au)

**Website:** [www.demirs.wa.gov.au](http://www.demirs.wa.gov.au)

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