

## GETTING SUPPORT AT WORK

There's a range of support and information available to you if you're faced with a difficult situation at work.

This guide is your starting point to getting the support you need.



### SUPPORT FOR... YOUR WORKPLACE HEALTH AND SAFETY

I think I could get hurt at work (for example – my conditions are unsafe or I haven't received the right training)

- **SafeWork NSW** can tell you about your safety rights on the job and help you if you think something could be dangerous to you or others.

I've been hurt at, or sick from, work

- Let your employer know.
- **icare** can help you make a claim to receive medical treatment or wages reimbursement if you have been injured in the workplace.
- **State Insurance Regulatory Authority (SIRA)** can help you with responding to enquiries or dealing with complaints about your employer or medical provider.
- **Workers Compensation Independent Review Office (WIRO)** can help you with responding to enquiries or dealing with complaints about the insurer.

I think I'm being bullied in the workplace (including cyber-bullied or image-based abuse)

- **SafeWork NSW** can help you know if bullying is happening and what can be done about it.

- The **Fair Work Commission** can issue a stop bullying order (application fee), or mediation to resolve it.
- The **Office of the eSafety Commissioner** can help you with cyber bullying and image-based abuse.
- **NSW Police** may pursue criminal charges against a person who has shared an intimate image or video of you.

I think I'm being discriminated in the workplace

- The **Australian Human Rights Commission** can help resolve complaints of discrimination or bullying matters, for example – political opinion or religion.
- The **Anti-Discrimination Board** can help with complaints of discrimination against age, gender, race or sexuality.

I have experienced violence, or the threat of violence, at work (from customers or people at work)

- Call **NSW Police** on 000 if you are feeling unsafe.
- **SafeWork NSW** can tell you about your safety rights on the job and support you if you think something could be dangerous to you or others.

**LET'S TALK SAFETY**



### SUPPORT FOR... YOUR WORKPLACE ENTITLEMENTS

My employer or supervisor won't let me come back to work after my workplace injury

- SafeWork NSW can speak to your employer about giving you suitable work while you recover.

I think I've been unfairly fired or forced to leave work

- The Fair Work Commission can help if you've been dismissed from your job (you must lodge an application within 21 days of being dismissed).

I think I'm not being paid the right wage, getting the right amount of leave, or other conditions that I'm entitled to

- The Fair Work Ombudsman can tell you about your workplace rights and entitlements, including for unpaid work (for example - job trials), getting a pay slip and purchasing work related items (for example - uniform). Use its pay and leave calculators to work out what you're entitled to.

I think my workers compensation payment is being paid incorrectly

- The Workers Compensation Independent Review Office can reach out to your insurer to check your payments are correct.

I want to know about my legal rights and responsibilities

- LawStuff can give you advice and information about your legal rights and responsibilities.

I'm unhappy about the way I've been treated by a NSW government agency or community service organisation (for example - NSW Police, TAFE NSW, public universities in NSW, NSW local Councils, Rail Corp)

- The NSW Ombudsman can review complaints if you're unhappy about the way you have been treated by a NSW government agency or a community service organisation.

### SUPPORT FOR... OTHER WORK SITUATIONS

I need a tax file number

- The Australian Taxation Office (ATO) has information on its website about how to apply for one.

I'm struggling to pay off the debt I have with the NSW government (traffic fine)

- Revenue NSW can discuss options with you, which may include a Work and Development Order, where your fine is satisfied through unpaid work with an approved organisation or by undertaking certain courses or treatment.

### SUPPORT FOR... YOUR COMMUNICATION NEEDS

I need an interpreter

- The Translating and Interpreting Service (TIS National) helps people who do not speak English and the majority its services are free.

I have a hearing or speech impairment and need help

- The National Relay Service offers a phone service and calls can be made through a range of devices from computers, tablets, mobile phones, an ordinary phone or a TTY (teletypewriter).

### SUPPORT FOR... YOUR MENTAL HEALTH

#### I need to talk to someone

- Youth Beyond Blue can provide information about anxiety, depression and suicide to young people aged 12–25 years.  
[www.youthbeyondblue.com](http://www.youthbeyondblue.com)  
P: 1300 22 4635
- Lifeline has 24 hour support and suicide prevention services for people experiencing a personal crisis.  
[www.lifeline.org.au](http://www.lifeline.org.au)  
P: 13 11 14
- Headspace centres help people access health workers – GP, psychologist, social worker, alcohol and drug worker, counsellor or youth worker.  
[www.headspace.org.au](http://www.headspace.org.au)
- eheadspace provides confidential support seven days a week between 9:00am and 1:00am.  
[www.eheadspace.org.au](http://www.eheadspace.org.au)
- Reachout offers fact sheets, forums and other resources designed specifically for young people.  
[www.reachout.com.au](http://www.reachout.com.au)
- Mental Health Line can connect you with a mental health professional.  
P: 1800 011 511
- Kids Help Line provides private and confidential, phone counselling for young people aged 5–25 years.  
P: 1800 551 800
- Suicide Call Back Service provides free telephone, video and online counselling 24 hours a day.  
P: 1300 659 467

### CONTACTS

#### SafeWork NSW

W: [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)  
P: 13 10 50  
E: [contact@safework.nsw.gov.au](mailto:contact@safework.nsw.gov.au)

#### icare

W: [eml.com.au/make-a-claim](http://eml.com.au/make-a-claim)  
P: 13 77 22  
E: [newclaims@eml.com.au](mailto:newclaims@eml.com.au)

#### SIRA

W: [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au)  
P: 13 10 50  
E: [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au)

#### WIRO

W: [www.wiro.nsw.gov.au](http://www.wiro.nsw.gov.au)  
P: 13 94 76  
E: [complaints@wiro.nsw.gov.au](mailto:complaints@wiro.nsw.gov.au)

#### Fair Work Commission

W: [www.fwc.gov.au](http://www.fwc.gov.au)  
P: 1300 799 675 (out of hours emergency 0419 318 011)  
E: [sydney@fwc.gov.au](mailto:sydney@fwc.gov.au)

#### Fair Work Ombudsman

W: [www.fairwork.gov.au](http://www.fairwork.gov.au)  
P: 13 13 94

#### Lawstuff

W: [www.lawstuff.org.au](http://www.lawstuff.org.au)  
P: 9385 9588  
E: [admin@ncylc.org.au](mailto:admin@ncylc.org.au)

#### Human Rights Commission

W: [www.humanrights.gov.au](http://www.humanrights.gov.au)  
P: 1300 656 419  
E: [complaintsinfo@humanrights.gov.au](mailto:complaintsinfo@humanrights.gov.au)

#### Office of eSafety Commissioner

W: [www.esafety.gov.au](http://www.esafety.gov.au)  
P: 1800 880 176

#### NSW Police

P: 131 444 (general enquiries)

#### NSW Ombudsman

W: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
P: 1800 451 524  
E: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

#### Anti-Discrimination Board

W: [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)  
P: 1800 670 812  
E: [complaintsadb@justice.nsw.gov.au](mailto:complaintsadb@justice.nsw.gov.au)

#### Australian Taxation Office

W: [www.ato.gov.au](http://www.ato.gov.au)

#### Revenue NSW

W: [www.revenue.nsw.gov.au](http://www.revenue.nsw.gov.au)  
(search 'working order')

#### Translation Information Service

W: [www.tisnational.gov.au](http://www.tisnational.gov.au)  
P: 131 450 (24 hour service)

#### National Relay Service (24 hour service)

Internet/captioned relay call:  
[www.internet-relay.nrscall.gov.au](http://www.internet-relay.nrscall.gov.au)  
TTY/voice calls: 133 677  
Speak & Listen: 555 727  
SMS relay: 0423 677 767

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**IF YOU ARE IN AN  
EMERGENCY AND  
NEED IMMEDIATE  
SUPPORT CALL 000**

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#### Disclaimer

This publication may contain information about the regulation and enforcement of work health and safety legislation in NSW. It may include some of your obligations under some of the legislation that SafeWork NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation. Information on the latest laws can be checked by visiting the NSW legislation website [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

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