

than the standard.

If you write to the Authority including by email, the Seacare Management Group will:

- respond to your correspondence within 10 working days of receipt. If we cannot complete the reply within that time, we will contact you and explain why. You can expect that in most cases, we will respond to you faster than the standard.

#### What the Authority expects from its clients

The Authority expects its clients to:

- treat the Seacare Authority with courtesy and respect; and
- respond to requests for information by the Authority accurately, thoroughly and in a timely manner.

#### Client feedback and complaints

The Seacare Authority welcomes feedback and records complaints, compliments and suggestions to help improve client service.

If you have a compliant, compliment or suggestion about the services we provide or service standards please discuss with the manager or supervisor of the area.

Feedback and comments on the service charter contents are

also welcome.

#### Keeping clients informed

The Authority produces a number of publications, available free of charge, to keep clients informed. These publications include:

- Seafarers Safety, Rehabilitation and Compensation Authority Annual Reports;
- a series of brochures covering employee and employer rights and obligations, entitlements, rehabilitation and return to work and OHS;
- *Guide to the assessment of the degree of permanent impairment* (2nd Edition);
- *Guide to Reporting: Employers/Operators*;
- Seacare Authority *Exemption Guidelines*;
- Notices to Maritime Industry Organisations;
- Seacare Authority Newsletters and *Seacare News*; and
- Seacare Authority Code of Practice 1/2000.

All publications can be requested from the Seacare Authority and are accessible from the Seacare website.

#### How can I contact the Seacare Authority?

You can contact the Authority by:

- Telephone: 02-6275 0070  
Facsimile: 02-6275 0067  
Email: [seacare@comcare.gov.au](mailto:seacare@comcare.gov.au)  
Website: [www.seacare.gov.au](http://www.seacare.gov.au)  
Post: Seacare Authority  
GPO Box 9905  
CANBERRA ACT 2601  
Visit: Level 1, 14 Moore St  
CANBERRA ACT (appointments essential)



Australian Government

Seafarers Safety, Rehabilitation  
and Compensation Authority

## SEAFARERS SAFETY, REHABILITATION AND COMPENSATION AUTHORITY

### SERVICE CHARTER as of 1 July 2001



## Purpose of a Service Charter

The purpose of this service charter is to describe the service a client can expect from the Seafarers Safety, Rehabilitation and Compensation Authority (the Seacare Authority). The service charter also outlines some responsibilities of clients to abide by, to help the Authority provide good service.

### Our aim

The aim of the Seacare Authority is to reduce the incidence of injury and illness in the Australian shipping industry, to ensure that injured employees have access to a fair, equitable and efficient compensation scheme which assists recovery and safe return to work outcomes, and that the scheme is cost effective.

### Our role

The role of the Authority is to:

- carry out the functions conferred upon it by the *Seafarers Rehabilitation and Compensation Act 1992* (the Seafarers Act) and the *Occupational Health and Safety (Maritime Industry) Act 1993* (the OHS(MI) Act);
- administer the workers' compensation and rehabilitation scheme under the Seafarers Act (the Seacare Scheme) in an effective and efficient manner;
- oversee the OHS(MI) Act; and
- advise the Minister for Employment and Workplace Relations (the Minister) on the performance of the scheme and the operation of the legislation.

## The Authority's functions

The Authority's functions, under the Seafarers Act, are to:

- monitor the operation of the Act;
- promote high operational standards of claims management and effective rehabilitation procedures by employers;
- cooperate with other bodies or persons with the aim of reducing the incidence of injuries to employees;
- publish material relating to these functions;

- formulate policies and strategies relating to the occupational health and safety of employees;
- accredit occupational health and safety training courses for the purposes of section 47 of the OHS(MI) Act;
- advise the Minister for Employment and Workplace Relations about issues relating to the Authority's functions and powers and other matters relating to the compensation and rehabilitation of employees; and
- perform such other functions as are conferred on the Authority by the Seafarers Act or any other Act.

The Authority's functions, under the OHS(MI) Act, are to:

- ensure, in accordance with the OHS(MI) Act and regulations, that the obligations imposed by or under the OHS(MI) Act are complied with;
- advise operators, employees or contractors, either at its own initiative or upon being asked, on occupational health and safety matters;
- collect, interpret and report information relating to occupational health and safety;
- formulate policies and strategies relating to the occupational health and safety of seafarers;
- accredit occupational health and safety training courses for the purposes of section 47 of the OHS(MI) Act;
- liaise with other bodies concerned with occupational health and safety; and
- advise the Minister on:
  - the most effective means of giving effect to the objects of the OHS(MI) Act;
  - the making of regulations under the OHS(MI) Act; and
  - the approval of codes of practice under subsection 109(1) of the OHS(MI) Act.

## The Authority's clients

Our clients include employers and employees covered by the Seafarers Act and their associations, insurers, the legal

profession, the Minister, government agencies responsible for occupational health and safety, workers' compensation and rehabilitation.

## Commitment

The Authority is committed to:

- fulfilling its statutory functions to the satisfaction of Minister;
- providing employees and employers covered by the Seacare Scheme with accurate information relating to workers' compensation, rehabilitation and occupational health and safety in the maritime industry;
- maintaining confidentiality and privacy in accordance with privacy legislation;
- being accountable for its actions and decisions; and
- continually improving its services.

## What you can expect from the Authority

The Authority will, at all times:

- be open, ethical, honest, respectful and courteous;
- treat your matter with confidentiality and privacy in accordance with privacy legislation;
- provide prompt, accurate and consistent information in ways that you can understand;
- take your issue, explanation, suggestion or complaint seriously, and learn from them;
- give reasons for the Seacare Management Group's and Authority's decisions; and
- treat you with courtesy and in return we appreciate our clients being courteous and helpful to us.

If you contact the Authority by phone, the Seacare Management Group will:

- respond to your call by the following working day. If we cannot respond to your issue within that call, we will contact you again within 5 working days. You can expect that in most cases, we will respond to you faster