

Industrial Registry

Health and Safety Service Charter

Our Commitment

The Industrial Registry is committed to delivering accessible, fair and efficient registry services. We provide high level administrative support to the Industrial Court of Queensland, Queensland Industrial Relations Commission and Industrial Registrar and ensure that all parties can engage with our processes confidently and respectfully.

This Service Charter outlines the standard you can expect from us, and the responsibilities we share with our stakeholders to support a respectful and effective working environment in the delivery of our services.

What you can expect from us

Registry staff will:

- Provide **timely, accurate, and clear information** about processes, procedural options and relevant supports, noting that we cannot provide legal advice.
- Communicate in **plain language**, particularly to assist self-represented parties.
- Deliver services in a **fair, impartial, and consistent** manner.
- Treat all users with **courtesy, respect, and professionalism**.
- Support **accessibility and inclusion**, including assistance for users experiencing barriers to engagement.
- Protect your **privacy and personal information**, as well as respect and protect your **human rights**, in line with legislative requirements.

What we ask of you

To help us provide an efficient and effective service, we ask that you:

- Treat Registry staff with **courtesy and respect**.
- Provide **complete, accurate, and timely information** in your dealings with us.
- Use communication channels appropriately and in a way that supports **efficient service delivery**, including avoiding repetitive or excessive correspondence or contact that may impact timely service to all users.
- Engage in a way that supports **safe and constructive interactions** for all parties.
- Raise concerns or questions in a **respectful manner** - profanity and abusive or aggressive language are not permitted.

Working Together Respectfully

We are committed to maintaining a safe and respectful working environment:

- Threatening, abusive or intimidating behaviour toward Registry staff **will not be tolerated**.
- Where necessary, to ensure safety and wellbeing, the Registry may:
 - limit or modify communication methods (e.g. written communication only);
 - end interactions that become unsafe or unproductive; and/or
 - consider referral to appropriate authorities such as the Queensland Police Service.

Feedback, Complaints and Review

If you believe we have not met the standards outlined in this Charter, we encourage you to raise the matter directly with the Industrial Registry in the first instance. If your concerns remain unresolved, you can lodge a formal complaint in line with the [Complaints Management Framework](#).