

Making a difference

The OFSC focuses on working with the building and construction industry to encourage them to strive for a high level of safety and to demonstrate commitment to the FSC's Safety Principles and Guidance (the Principles).

The Principles go beyond compliance with legislative requirements and encourage industry participants to demonstrate a real commitment to sustaining improvements in OHS outcomes. The Principles are complemented by the focus points of the Scheme.

The Principles and the focus points are available from fsc.gov.au.

For the Australian Government sector, the OFSC:

- assists Australian Government departments and agencies in making OHS a key priority for all construction projects; and
- ensures that Australian Government funded construction work is only performed by those who take OHS seriously.

Freedom of Information

Freedom of Information (FOI) applications should be sent to:

The Team Leader
Administrative Law Team, DEEWR
GC 21
GPO Box 9879
CANBERRA ACT 2601

To learn more about FOI, please visit www.ag.gov.au/foi. Fees apply.

Complaints and feedback

At the OFSC we value your feedback in ensuring the quality of service we provide. If you feel our service has not met the standards of the charter please contact us.

Where a problem is identified, we will do our best to deal with the matter as promptly as possible.

The OFSC also welcomes positive feedback about our staff and the service provided to our clients.

If you would like to appeal a decision of the OFSC in relation to an application for accreditation you will need to follow the appeals process detailed on our website.

Review of this Service Charter

This Service Charter will be reviewed through consultation with relevant parties. Feedback received will be taken into consideration at the time of review.

Contact us

For more information please visit our website: fsc.gov.au

FSC Assist Line: 1800 652 500
Email: ofsc@deewr.gov.au

Send mail to:
Office of the Federal Safety Commissioner
GPO Box 9879
CANBERRA ACT 2601

The vision of the Federal Safety Commissioner is world-class safety throughout the Australian building and construction industry



Australian Government

Department of Education, Employment
and Workplace Relations
Office of the Federal Safety Commissioner

Office of the
Federal Safety Commissioner

Service Charter

About the Office of the Federal Safety Commissioner

The Office of the Federal Safety Commissioner (OFSC) provides administrative support to the Federal Safety Commissioner (FSC) in achieving world-class safety throughout the Australian building and construction industry.

Located within the Department of Education, Employment and Workplace Relations, the OFSC is directly accountable for its performance to the Minister, the Australian Government, and through them to the Australian public.

Federal Safety Commissioner

The role of the FSC is to use the influence of the Australian Government as a policy maker, a client and a provider of capital to foster improved occupational health and safety (OHS) performance in the building and construction industry.

In particular, the FSC works to ensure that contractors who want to work on Australian Government projects make OHS a key factor in the way they conduct their business.

The functions of the FSC include:

- promoting best practice OHS performance on Australian building and construction projects;
- developing and administering the Australian Government Building and Construction OHS Accreditation Scheme (the Scheme); and
- working with building and construction industry stakeholders to identify initiatives that will lead to improved OHS performance in the industry.

The FSC consults widely with industry, OHS authorities and other relevant stakeholders, and champions a cooperative approach to improving OHS performance across the Australian building and construction industry.

OFSC responsibilities

Improving OHS performance in the building and construction industry is a shared responsibility. For our part, the OFSC will:

- provide accreditation services to contractors seeking to undertake construction work on projects to which the Australian Government contributes funding; and
- provide guidance and information on achieving better OHS outcomes in the construction industry.

Our clients and stakeholders

The OFSC's clients and stakeholders include:

- government ministers;
- Australian Government agencies;
- state, territory and local government agencies;
- construction industry contractors;
- relevant industry associations; and
- other interest groups and individuals.

Our values

In accordance with our role in the Australian Public Service, our staff uphold their duties as set out in the APS Code of Conduct (www.apsc.gov.au/conduct) and APS values (www.apsc.gov.au/values).

In particular we strive to be:

- professional;
- transparent;
- consultative; and
- consistent.

Our service standards

In recognising the needs of our clients and stakeholders, we ensure that:

- our documents and procedures are straightforward, transparent and publicly available; and
- the OFSC can be contacted if further information is required.

We are committed to delivering high-quality service and advice in relation to our functions. Our staff will:

- identify themselves and provide a contact name and telephone number in all written correspondence;
- follow up your email and telephone messages within five working days;
- acknowledge your letters within 10 working days and, where necessary, advise you of a likely timeframe for a full response;
- finalise a response, which will be in plain language, within the indicated timeframe;
- endeavour to refer you to the appropriate organisation if your enquiry is outside the OFSC's scope;
- ensure that all relevant public information is available on our website; and
- respect your rights to privacy and confidentiality.

