A Life Lost...

THE ROAD TO RECOVERY



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> Acknowledgments

To the family members who have generously provided information including their most personal messages, in an effort to assist others.

To Dr. Loretta do Rozario, who has generously donated the quote at the end of this booklet.



> Chairperson's address

A sudden death within any family is life changing. At Miners' Promise, we are acutely aware of the importance of accurate information and timely support, in easing the burden on loved ones during this difficult time.

Despite the overwhelming nature of such a loss, we believe that a basic understanding of some of the ensuing processes involved and the associated contacts required may help to alleviate some of the uncertainty.

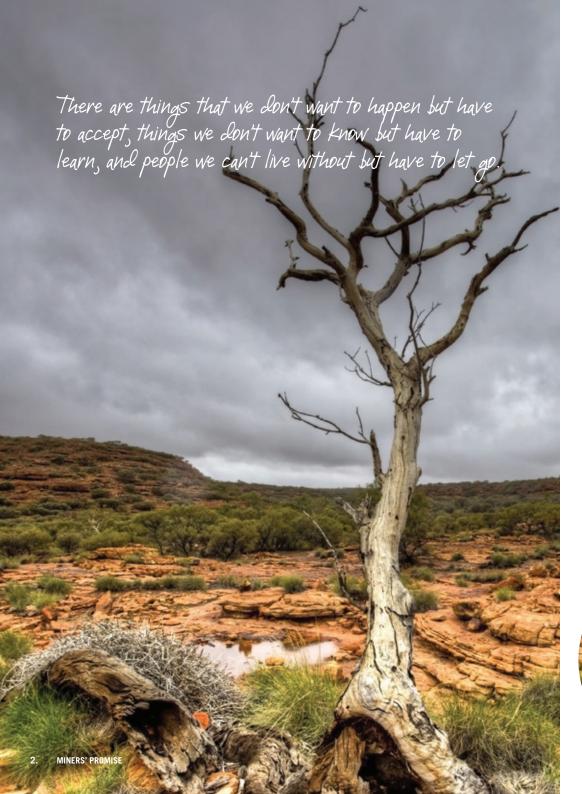
Our wish is that no family will be placed in a position where they require the information in this booklet however, inevitably, some families will.

This booklet is a legacy to those lost, and their families who are travelling this journey.

Graham Crew

Miners' Promise Chairperson









This information is designed to:

- Help you understand what happens following the death of your loved one, whether it be in a workplace incident or an alternative circumstance;
- > Provide you with accurate information in the processes that are necessary following the death of your loved one;
- Ease the burden of your loss by outlining available support and information for you to access, if required; and
- > Ensure that no member is excluded from receiving the appropriate support and information they require.

Further information and useful links can be found at the end of the booklet, within your jurisdiction.







> About Miners' Promise

Miners' Promise is a not-for-profit, memberbased organisation, supporting those working within the resources sector. The organisation was established in 2010, following the identification of significant gaps in the effectiveness and consistency of practical, ongoing support for workers and their families, following a fatality or other crisis situation.

We are a not-for-profit organisation representing people working within the resource sector, with membership open to all individuals working broadly within that sector.

> How can we help?

Appreciating that everyone's circumstances are unique - so too is the assistance and support offered by Miners' Promise to our members at any given time. This includes:

- Within 72 hours, and with your approval, ensuring a Miners' Promise representative contacts you (either by telephone or face-to-face) to discuss ways to assist, should you require it;
- > Assisting with the co-ordination of, and contributing payment towards funeral expenses;
- > Providing emergency financial assistance to enable financial commitments to be met, in all of the potential circumstances described above, for a two month period;
- > Co-ordinating or advocating on behalf of members and their family, to other agencies, when requested;
- > Providing and/or seeking information for members and their families to assist them in understanding the most appropriate course of action to take in their particular circumstance;
- > Empowering members and their families to make decisions based on their personal needs;
- Assisting in facilitating support between members where possible;
- Inviting participation within our Miners' Promise Support Group, if a member has lost a loved one.



> A workplace fatality

You will normally be notified by the Police or an employer's representative following the death of a loved one at the workplace. An arrangement between the relevant Inspectorate and the State Coroner also requires the Chief Inspector to advise the State Coroner of the fatality as soon as possible. These notification provisions are important and the purpose is to inform relevant authorities so independent investigations can commence.

Employer Responsibilities

With any significant incident (including a workplace fatality), the employer has a legal obligation to report the incident to their state or territory authority at their earliest convenience. They must also ensure the incident site is left undisturbed to enable an unhindered investigation.

Police Powers

Acting on behalf of the Coroner, the Police are responsible for both investigating the circumstances, and determining the cause of any sudden death for the following categories:

- > Death by accident (most common with relation to workplace fatalities);
- > Death from natural causes;
- > Death by homicide:
- > Death by suicide.

Upon notification of the death to the next of kin, the Police usually release the name of the deceased to the media, however the family can choose for this not to occur.

The Inspectorate Investigation

The Inspectorate then undertakes the ongoing and far more detailed investigation, which looks at the nature and cause of the death, and recommendations to avoid a recurrence.

The primary purpose of the investigation is to determine the root causes of the incident with the aim of preventing similar accidents from occurring in the future. Where there is evidence to indicate that a person or company has failed to discharge a relevant safety and health obligation, the investigating inspector must provide a report to the Chief Inspector, or similar authority, which may include a recommendation about a prosecution or other compliance action under the Act.

During the investigation, the Inspector will discuss all relevant information with stakeholders, which include the family and employer management.

On initially becoming aware of an incident leading to a fatality, the notified Inspector will liaise with the senior site representative, or a delegate, to determine:

- > The number of fatalities and whether other people are in danger;
- > What action is to be taken immediately (including emergency response);
- > When the Inspectorate will arrive on site;
- > That the site is to remain undisturbed and secured:
- > What personnel/resources are required to be made available;
- > Police response.

The senior site representative must assist the inspectorate in the performance of their duties. On site, the Inspectorate's investigation team will be briefed by site staff. Following this, a site inspection will occur, where relevant evidence will be gathered. This process will involve collecting photographic evidence, taking measurements and seizure of vital components. The investigating inspector will also call for: documentation on procedures and risk assessments related to the work surrounding the fatality; training records; maintenance records; manufacturer manuals for equipment; and other documents relevant to understanding the nature and cause of the incident. The investigating inspector will also interview personnel involved in the incident, which may include the operator, senior site representative, supervisors, operational workers, and service personnel. Statements will also be taken during the interview.

Establishing the fact through key witness statements is central to understanding the nature and cause of a fatality. This information is critical in developing an accurate picture of the facts and events that led to the fatality. It is also important that the statements given

by witnesses about the facts not be tainted by interference, the passage of time, or the vagaries of memory.

When investigating a fatality, the primary focus of the investigation tends to be upon the following issues:

- > Does the site or workplace have a process for performing the task, i.e. do they have adequate and up-to-date procedures that employees are familiar with?
- Was the person adequately trained and assessed as having the knowledge, understanding and skill to carry out the required processes and did they receive the required training, and were they deemed competent and completed a site-induction?
- > Was the process adequately supervised?
- > Was there adequate time and resources to perform the work?
- > Was the workplace safe?
- Was the mine or workplace adequately prepared with resources and facilities for reasonably foreseeable emergencies, i.e. was there an equipped and trained ERT team on site?

In the case of a fatality, the Investigating Inspector will submit a preliminary report to the Chief Inspector or similar authority regarding the initial details of the fatality. This step is taken quickly, with the aim of the preliminary report being to come to an initial view about the nature and cause to enable the Coroner, Chief Inspector, and the Industry to be fully informed about the tragedy. The Chief Inspector, upon reviewing the preliminary report, will forward it to the State Coroner.

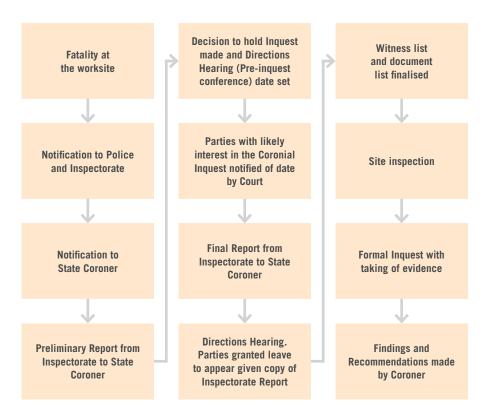
The police will usually release the name of the deceased to the media, however the family can choose for this not to occur.

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> The inquest

The nature and purpose of an inquest is very different to other legal proceedings.

In simplified terms, the legal steps that occur from the time of death, through to the conclusion of the coronial process, take this form:



The Parties to an inquest

In any inquest, all parties with sufficient interest in the subject matter of the coronial process will normally be allowed to appear at the inquest. In a mining inquest, for example, leave would be granted to the next of kin, the operator, the senior site representative, relevant contractors, and the union. It may also

be necessary for other individuals or company representatives to appear, if it is deemed they have relevant or important information to provide to the court. The next of kin have a special place in the coronial inquest. It is accepted by the court that they are entitled to know how their loved one died, and hear the truth about the death.

When an inquest must not be held or continued

An inquest can't be commenced if the Coroner is advised that someone has been charged with an offence relating or contributing to the death. If the Coroner is informed that a person has been charged with this sort of serious offence once the inquest starts, the Coroner must adjourn proceedings.

Evidence in an inquest

In an inquest, the Coroner will ensure all parties granted leave to appear have a reasonable opportunity to put their case to the court. Each party also has the opportunity to cross-examine the witnesses.

The inquest then hears oral evidence from the witnesses who have been subpoenaed. The investigating inspector also gives evidence about the investigation and explains the final report provided to the Coroner by the Chief Inspector of Mines or other investigative authority. Then, eye witnesses are called to give evidence and so on down the witness list. The senior site representative is usually the last witness to give evidence.

Coroner's Findings about the Death

A Coroner must inquire into the following:-

- > Who the deceased was;
- > How they died;
- > When they died;
- > Where they died; and
- > What caused them to die?

Coroner's Comments or Findings

In a workplace fatality, or any other reportable sudden death, the role of the Coroner is central. The role of a Coroner is to:-

- > Supervise the investigation;
- > Direct the inquiry to ensure all necessary evidence is gathered;
- > Preside over an inquest; and
- Make the findings required by the Act and make appropriate preventative comments and recommendations.

Prosecution

The decision to prosecute an individual, or company for an alleged breach of one or more of the safety and health obligations, imposed under mining or associated legislation, does not occur in isolation. First, the Chief Inspector must consider the investigating inspector's recommendations to determine the course of action.

A decision to prosecute must consider three factors:

- > The case to answer:
- > The likelihood of conviction; and
- > The public interest.

Factors considered

- Whether evidence indicates that the offence can be proved beyond reasonable doubt; and
- Whether the conclusions drawn from the investigation are supported by facts.

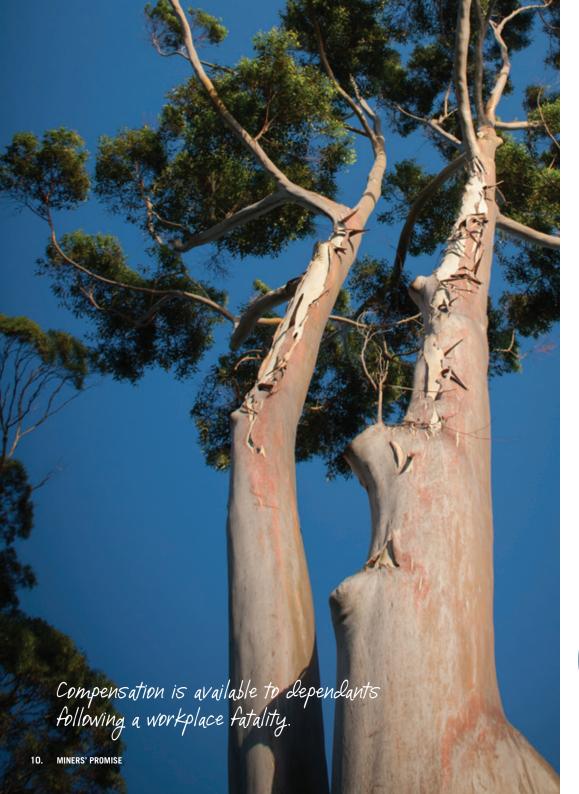
Likelihood of conviction

The decision to prosecute is usually confirmed by the State Solicitor's Office.

Preparing a defence for prosecution requires more than just advising that there was a procedure in place. Consideration must be given to a range of contingencies, including the process for performing the task; the training and competency of individuals carrying out the processes; the supervision; time and resources provided; the adequacy of the resources; and Emergency Rescue Team (ERT) involvement must all be considered.

The next of kin have a special place in the coronial inquest.

A LIFE LOST... THE ROAD TO RECOVERY



> Non work-related fatalities

Sudden death of your loved one outside of the workplace can be caused by a variety of circumstances. Regardless, you will be notified by the Police, (acting on behalf of the Coroner).

In due course, part of the investigation process may involve an inquiry or inquest. Information surrounding these processes can be found on page 9, under Workplace Fatalities.

> Other agencies and their roles

WorkCover or Worksafe

WorkCover is the government agency responsible for overseeing compensation and/or injury management if you or your loved one is injured or killed at work. Workcover will contact the employer's insurer, requesting for notification to be forwarded to the next of kin from the employer, advising them of their entitlements. This notification is required from the employer within 7-10 days, to ensure processes are undertaken as quickly as possible.

The WorkCover website contains comprehensive information on everything you need to know on processes involved in making a claim following a workplace fatality. An Advisory Service is also offered to answer any of your questions.

Registry of Births, Deaths and Marriages

If your loved one dies, their death must be registered within 14 days, through the Registry of Births, Deaths and Marriages. This procedure is usually undertaken by the funeral director, who will also have received, within 48 hours, a signed medical certificate from the doctor in attendance. In most sudden deaths, the cause will be established by the Coroner.

In general, the funeral director orders a death certificate on behalf of the family at the time of registering the death. Once registered, the Registry sends the death certificate to the funeral director for forwarding to the family.

If the death is subject to a coronial inquiry, the death will be registered without a cause of death. This is called an "incomplete" death registration. If required, a death certificate can be issued at this stage. At a later date. possibly following an inquiry or inquest, the Coroner will advise the Registry of the cause of death details to be added to the death registration.



A "complete" death certificate will then be issued by the registry to the funeral director, if previously ordered. An eligible applicant can also apply directly to the Registry or a Court for a death certificate.

If your loved one has a will

If you have been appointed executor of a will, you may need to apply for a grant of probate. This is the process of proving a deceased person's will in the Supreme Court of the state in which the deceased resided. This process can take between 3-6 weeks to obtain. You will require a grant of probate if the deceased held:

- > Assets in (bank accounts, shares, real estate) solely in their name;
- > Real estate as tenants in common with another party:

You won't require a grant of probate where:

- > The deceased held real estate as a joint tenant (e.g. with a spouse). In this instance, the title can be transferred to the surviving partner. Forms are available from Landgate, the agency responsible for WA's land and property information. Other jurisdictions will have similar agencies;
- > Where bank accounts were jointly held. In this case, these will be transferred to the surviving party following the production of a death certificate to the bank.

If your loved one died intestate (no will or invalid will)

If your loved one did not have a will, the law sets out how their property will be shared out after any outstanding debts have been paid. Generally, anyone over the age of 18 who is entitled to a share of the estate can apply to the Probate Office of the Supreme Court to administer and distribute the property. Legal advice should be sought in these circumstances, especially in acquiring 'Letters of Administration', as the process can be quite complicated.



The voice of others

These quotes from others in a similar situation to you are not designed to increase your burden; rather, they are there for all to see in order to give you a valid voice - to legitimize the way you feel and also to encourage you to realize that the way you are feeling is probably normal. You are not alone.

Sometimes when I think about what happened. I feel like I can't breathe. Leah

When my husband and I go out, I sometimes look at others around his age, having fun and think to myself: 'that's what he should be doing; this is where he should be. Marilyn

I feel guilty being alive when he's not. Lynda

Identity crisis - that's what I feel. I don't know who I am anymore. Helen

We're gunna bleed for the rest of our lives while losing a big, beautiful, blonde, healthy young lad who went to work and never came home. Graham



Practical Steps...a way through

Grief can be defined as the symptoms of loss. It doesn't necessarily mean a death - any significant loss can result in grief symptoms. You shouldn't try to suppress new grief or avoid it, or try to change it. It's YOUR grief. Claim it. Experience it. And don't let anyone take away your right to it.

Death makes people uncomfortable. They fear it. They understand why you're grieving, but they have unrealistic expectations as to how you should grieve and for how long. Underneath, they are uncomfortable with your grief and want it to go away as soon as possible. They attempt to comfort you, give you advice and encourage you to get over it, or move on, as soon as possible. They make inappropriate and insensitive remarks, such as I understand how you feel: Thank God you're young enough to have more kids; God only takes the best. They are acting out of fear and showing a profound ignorance of how grief works. Surround yourself with friends who will

silently stand witness to your grief and not attempt to manipulate it. Get rid of the others.

There are no short-cuts. You don't get over death and grieving - you go through it - step by step. So don't allow yourself to be rescued by well-meaning friends or family, from this important healing.

You will have your own unique way of expressing and experiencing grief and as long as it's changing, it's normal grieving. Don't expect things to be orderly and predictable grief waxes and wanes. Just when you least expect it, it can bring you to your knees, but appreciate that it will come to an end and you will eventually regain a desire to re-engage and adapt to life again.

Understanding 'closure'

The idea of closure in our culture is one of tidy endings, a sense of completion. We think closure will mean the end of our pain. Closure may work well in business, but it does not apply to the human heart. It isn't possible to permanently close the door on the past as if it didn't exist. Why would we want to anyway?

MINERS' PROMISE A LIFE LOST... THE ROAD TO RECOVERY 13. In losing someone special, we need to remember that the relationship is not over. In fact, we want to OPEN the door not close it onto the reality of living with loss. Maybe we should instead, consider adjustment, adaptation, healing, and growth as alternatives. We can find ways of moving on while holding our relationship forever. We can direct our pain into meaningful activities to honour and remember them. We can even learn to smile again, and love again.

Coping Strategies

- > Be kind to yourself and patient. Some days will be better than others;
- > Take care of yourself;
- > Be selfish. Demand the right to grieve your own way - it's YOUR grief - no-one else's;
- > Things will get better;
- > Trust the grief go where it leads you;
- > Don't self-medicate. Everything has to be confronted sooner or later;
- > Look for the gifts those little things they may be small, but they're there;
- > Express yourself, however you feel comfortable.

Supporting a grieving person

Don't let your own discomfort prevent you from reaching out to someone who is grieving. Now, more than ever, your support is needed. You might not know exactly what to say or do, but that's OK. You don't need to have answers or give advice. The most important thing you can do for a grieving person is to just be there. Your support and caring presence will help them cope with the pain.

Listen with compassion

- > Accept and acknowledge all feelings;
- > Be willing to sit in silence;
- > Let them do the talking if they want to:
- > Offer comfort and reassurance without minimizing the loss or taking over.

Offer practical assistance

- Shop for groceries or assist with everyday tasks;
- > Drop off a meal;
- > Help with funeral arrangements if they ask;
- > Stay in their home to take calls and welcome guests, or to screen others;
- > Help with insurance forms and/or bills;
- Take care of housework and other domestic tasks;
- > Watch children or take them to school;
- > Drive them where they need to go;
- > Help with their pets;
- > Take them for a walk;
- > Take them to lunch or a movie.

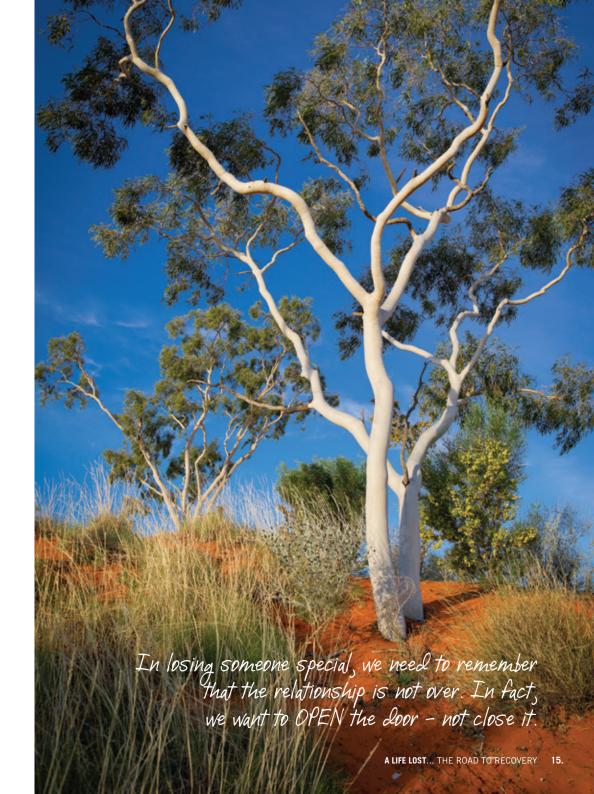
Provide ongoing support

- > Continue your support for the long haul;
- > Don't make assumptions based on outward appearances;
- > The pain of bereavement may never fully heal;
- > Offer extra support on special days and anniversaries.

Helping children

- > Allow children to attend the funeral if they want to;
- > Help children find ways to symbolize and memorialize the deceased;
- > Keep their routine as normal as possible;
- > Pay attention to the way they play;
- > Don't give false or confusing messages;
- Don't tell them to stop crying because others might get upset;
- > Don't try to shield a child from the loss.

Different ages will have varying understandings of loss and grief, so try and pitch your conversation and their questions at a level they can grasp.





> Support services by jurisdiction

Losing a loved one or suffering a significant injury or illness is a traumatic event to have to deal with and it is often difficult to know where to start in sourcing information to assist you. This section has been included to help in that process. Not all the contacts and links provided will be relevant to your needs.

WESTERN AUSTRALIA

| ١. | THE CURUNER |
|----|-----------------------------|
| > | www.coronerscourt.wa.gov.au |

THE CODONED

 Perth Coroner's Court
 (08) 9425 2900

 Free for country callers:
 1800 671 994

 Coronial Counsellor
 (08) 9425 2900

 After Hours:
 0419 904 476

2. REGISTRY OF BIRTHS, DEATHS & MARRIAGES (08) 9264 1555

www.justice.wa.gov.au/b/birthsdeathsandmarriages.aspx

| COUNTRY REGISTRARS: | |
|-----------------------------|--------------------------------|
| Albany After Hours: | (08) 9841 1222 0417 989 540 |
| Broome After Hours: | (08) 9192 1137 0427 777 640 |
| Bunbury After Hours: | (08) 9722 0443 9941 1044 |

COUNTRY REGISTRARS (Continued):

| Carnarvon: | (08) 9941 1082 |
|------------------|--------------------|
| After Hours: | 9941 1044 |
| Geraldton | (08) 9921 3722 |
| After Hours: | 9965 2862 |
| Kalgoorlie | (08) 9093 5300 |
| After Hours: | 0438 135 334 |
| Northam | (08) 9622 1035 |
| South Hedland | (08) 9172 9300 |
| After Hours: | 0409 684 852 |
| Publications: | (available online) |

"When a Person Dies Suddenly - Information for the Family"

> www.coronerscourt.wa.gov.au/

3. WORKSAFE

> www.commerce.wa.gov.au/Worksafe/

Located within the Department of Commerce, this state government agency is responsible for the administration of work safety and health laws.

Customer Help Centre 1300 307 877

Energy Safety (08) 9422 5200

- > energysafety@commerce.wa.gov.au
- > www.commerce.wa.gov.au/energysafety

Department of Mines & Petroleum - Resources Safety

> www.dmp.wa.gov.au

| Mining & Petroleum (General inquiries) | (08) 9358 8002 |
|--|----------------|
| Dangerous Goods & Major Hazards | (08) 9358 8002 |
| Investigation Services | (08) 9222 3277 |
| Mine Safety | 1800 SAFEMINE |
| Petroleum Safety | (08) 9358 8002 |
| | |

Publications: (available online)

WA Mining Fatalities Database

> www.dmp.wa.gov.au

Go to Online Systems and then go to Mining Fatalities Summaries

"Information for Bereaved Families Following a Mining Fatality"

> www.dmp.wa.gov.au/documents/Guidelines/RSD MSH G BereavedFamilies.pdf

4. WORKCOVER WA

> www.workcover.wa.gov.au

WorkCover WA is the statutory authority responsible for administering the workers' compensation and injury management system in Western Australia.

6. MINERS' PROMISE

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Infoline 1300 794 744

Infoline is a telephone information service that provides general information on workers' compensation and injury management, including dispute resolution information.

Email: postmaster@workcover.wa.gov.au

Injury Management Review Unit

(08) 9388 5555

Contact for specific inquiries about injury management or vocational rehabilitation.

Publications: (available online)

"Workers' Compensation and Injury Management - a guide for workers"

"A Guide to Common Law"

"Workers' Compensation and Injury Management - a guide for employers"

"A Guide to Resolving Disputes"

"Injury Management Review Unit"

5. UNIONS WA

(08) 9328 7877

www.unionswa.com

6. FREE SUPPORT SERVICES

Miners' Promise 1300 124 014

> www.minerspromise.org.au

Not-for-profit organization providing support and guidance to resource workers and their families following a death or fatality free to members.

Oz Help Foundation

> www.ozhelp.org.au 1300 694 357

Healthy Men at Work. Healthy Men for Life.

Family Helpline 1800 643 000

Counselling & information free service.

Solace Association WA (08) 9381 1389

> www.solace.org.au

Drug and Alcohol 1800 198 024

Trained counsellors free service.

Angelhands Inc. 0416 580 090

> www.angelhands.org.au

Crisis Care (08) 9223 1111

Legal Aid WA 1300 650 579

> www.legalaid.wa.gov.au

Provides information, advice and legal assistance. Assistance will vary depending on your financial circumstances.

Citizens Advice Bureau (08) 9221 5711

> www.cabwa.com.au

May assist in providing legal advice, including probate advice.



SOUTH AUSTRALIA

1. THE CORONER

> www.courts.sa.gov.au

Adelaide Coroner's Court (08) 8204 0600

> coroner@courts.sa.gov.au

Counselling Service (08) 8204 0600

Publications: (available online)

"When a Person Dies: The Coronial Process - Information for Family and Friends"

> www.courts.sa.gov.au/courts/coroner/information.html

2. REGISTRY OF BIRTHS, DEATHS & MARRIAGES

(08) 8204 9599

For country callers only:

131 882

> www.ocba.sa.gov.au/bdm/

3. SAFEWORK SA "Safe, fair, productive working lives"

> www.safework.sa.gov.au/

Help and Early Intervention Centre

1300 365 255

> help@safework.sa.gov.au

Publications: (available online)

"Coping with a Workplace Death" - a 24 page booklet containing comprehensive information on the legal and investigative procedures required following a workplace fatality, plus various support contacts.

3. MINERS' PROMISE A LIFE LOST... THE ROAD TO RECOVERY 19.



"Investigating a Workplace Fatality" - this 12 page booklet is suitable for family members, employees, workmates or employers, wanting to learn more about the role of various agencies following a workplace death.

4. WORKCOVER SA 13 18 55

> www.workcover.com

5. FREE SUPPORT SERVICES

Victims of Industrial Death (VOID)

(08) 8524 6879

This organisation lobbies for workplace safety reforms and supports people who have lost a family member in an industrial incident.

Grieflink

This organisation provides information for the bereaved, along with useful links, references and resources.

> www.grieflink.asn.au

| Griefline | (03) 9935 7400 |
|----------------------------|----------------|
| Legal Aid | 8229 0200 |
| Consumer Action Law | 1300 881 020 |
| Drug and Alcohol Issues | 1300 131 340 |
| Parent Helpline | 1300 364 100 |
| Doorways: Financial Advice | 1800 007 007 |

May all those lost leave a legacy of knowledge whereby their industry can keep their mates safe. GERRY GIBB (Safety Specialist)

VICTORIA

1. THE CORONER

> www.coronerscourt.vic.gov.au/

| (03) 9684 4395 |
|----------------|
| 1800 136 852 |
| 1300 309 519 |
| (03) 9684 4444 |
| 1300 309 519 |
| (03) 9684 4396 |
| |

Registry of BDM 1300 369 367

> www.bdm.vic.gov.au

Publications: (available online)

"The Coroner's Process - Information for Family and Friends"

> www.coronerscourt.vic.gov.au

"Counselling and Support Service Brochure"

> www.coronerscourt.vic.gov.au

2. WORKCOVER

"Victorian workers returning home safe every day"

> www.workcover.vic.gov.au/wps/wcm/connect/Worksafe

| Contact: | 1800 136 089 |
|------------------------|----------------|
| | (03) 9641 1444 |
| Family Support Officer | (03) 8663 5460 |
| Energysafe Vic | (03) 9203 9700 |

info@esr.vic.gov.au

Publications: (available online)

"The First Week" - a 10 page booklet for those affected by a workplace death. This booklet explains the roles of those organisations or agencies involved in the investigation process and provides information about sourcing financial and counselling support if required.

"Losing a Loved One - The Grief Process" - an 8 page booklet providing an overview on the grief process, along with other useful resources.

"Who to Contact to Advise About the Death of Your Loved One" - 6 page information sheet with suggested contacts, to assist in the notification process.

"Dealing with Financial Matters Following a Loved One's Death" lists some practical suggestions on who you need to contact following the death of a loved one.

"How to Make a Claim for Entitlements Following a Workplace Death" is designed for dependants who require information about the process of submitting a claim for compensation.

"Worksafe legal processes following a work-related death" - an 8 page information sheet outlines WorkSafe's legal processes and provides some contact numbers.

D. MINERS' PROMISE

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"Death in the Workplace - A Guide for Employers" is a 10 page booklet to assist employers in effective communication with both family and employees following a workplace fatality.

FREE SUPPORT SERVICES:

(03) 9543 9949 **Bereavement Counselling & Support**

Compassionate Friends (03) 9888 4091

Self-help group offering friendship and understanding to bereaved parents.

NATIONAL ASSOCIATION OF LOSS & GRIEF

(03) 9351 0358 Free phone counselling Griefline telephone counselling (03) 9596 7799

(03) 9326 5511 Incolink

Counselling and financial assistance for the building industry.

Road Trauma Support Team 1300 367 797 **Urban Ministry Network** (03) 9827 8322

Provide the following materials:

Developing company policy, training and management practice in responding to workplace death

It's every employers worst nightmare

They went to work and never came home

Footsteps back to living

I think about him every day

johnnumn@netspace.net.au

Injured Workers Group Inc. (IWG)

Advocacy for the rights and fairer treatment of injured workers, together with support of

OHS campaigns.

PO Box 37. Reservoir Vic 3073 (03) 9460 9857

Legal Aid 1300 792 387 Nurse on Call 1300 606 024

IMMEDIATE HEALTH INFORMATION

1800 888 236 **Drug and Alcohol** Suicide Helpline 1300 651 251



TASMANIA

1. THE CORONER:

www.magistratescourt.tas.gov.au/divisions/coronial

Coronial Division - Magistrates Court of Tasmania

(03) 6233 3257 Southern Tasmania (03) 6233 6202 After Hours: (03) 6230 2111

Northern Tasmania (03) 6366 2808 After Hours: (03) 6336 3701

(available online) **Publications:**

"Information and Guidance - The Coronial Process"

www.magistratescourt.tas.gov.au

Coronial Counsellors (03) 6233 3257 (03) 6336 2808

The need for all families to be supported should not be restricted to just one state or territory.

There needs to be a consistent point of contact for families to obtain current and accurate information.

MINERS' PROMISE A LIFE LOST... THE ROAD TO RECOVERY 23. There may be more than one agency conducting an investigation, depending on the workplace in which your loved one worked.

REGISTRY OF RIRTHS DEATHS & MARRIAGES



| > | www.justice.tas.gov.au/bdm/deaths | 1300 135 513 (03) 6233 3793 |
|----|-----------------------------------|--------------------------------|
| 3. | WORKCOVER TASMANIA | |
| > | www.workcover.tas.gov.au | 1300 366 322 |
| | Outside Tasmania | (03) 6233 7657 |
| 4. | WORKPLACE STANDARDS TAS | 1300 366 322 |
| > | www.wst.tas.gov.au | (03) 6233 7657 |
| 5. | FREE SUPPORT SERVICES | |
| | Drug and alcohol | 1800 811 994 |
| | Parentline | 1300 808 178 |
| | FOR PARENTS OF CHILDREN 0-5 YEARS | |
| | Anglicare Financial Counselling | 1800 007 007 |



AUSTRALIAN CAPITAL TERRITORY

| 1. | THE CORONER www.courts.act.gov.au/magistrates | |
|----|---|----------------------------------|
| | Magistrates Court | (02) 6217 4231 |
| | Registry of BDM | (02) 6207 0460 |
| > | www.ors.act.gov.au | (02) 6207 0467 |
| 2. | WORKCOVER | |
| > | www.workcover.act.gov.au | |
| 3. | OFFICE OF REGULATORY SERVICES | (02) 6207 3000 (02) 6205 0200 |
| 4. | ACT OCCUPATIONAL HEALTH & SAFETY COMMISSION | |
| > | www.worksafety.act.gov.au | (02) 6205 0333 |
| 5. | FREE SUPPORT SERVICES | |
| | Drug and Alcohol | (02) 6207 9977 |
| | Parentlink | 13 32 47 |
| | Care Financial Counselling | 1800 007 007 |

24. MINERS' PROMISE 25.

NEW SOUTH WALES

1. THE CORONER

www.lawlink.nsw.gov.au/CORONERS

State Coroner's Office (02) 8584 7777

COUNSELLING & SUPPORT SERVICES

(02) 8584 7777 **Coronial Information & Support Program** (02) 8584 7800 Glebe

Newcastle (02) 4922 3700

Registry of Births, Deaths & Marriages

1300 655 236

www.bdm.nsw.gov.au/

WORKCOVER (02) 4231 5000

www.workcover.nsw.gov.au 13 10 50

Counselling & Liaison Coordinator (02) 8258 7166 (02) 8584 7777

WorkCover Assistance Service 13 10 50

Publications: (available online)

"Information for Families Dealing with Workplace Death" - a 16 page information booklet, outlining the investigation and legal processes following a workplace fatality.

www.workcover.nsw.gov.au

DEPARTMENT OF PRIMARY INDUSTRIES INVESTIGATION UNIT (MINING FATALITIES)

(02) 4924 4018 www.dpi.nsw.gov.au/investigation-unit

WORKERS COMPENSATION COMMISSION

www.wcc.nsw.gov.au 1300 368 040

5. FREE SUPPORT SERVICES

UNIFAM Counselling and Meditation Services

Offers courses in Grief Support after Work Related Death

unifamhql@cla.com.au

Workplace Tragedy Family Support Group

www.workplacetragedy.com

Email: enquiries@workplace tragedy.com

1800 422 599 Drug and Alcohol **Parentline** 1300 1300 52 NALAG: Grief support line (02) 9489 6644 **Financial Counsellers Association** 1300 914 408



NORTHERN TERRITORY

Drug and Alcohol

Financial Counselling Hotline

Parentline

| 1. > | THE CORONER www.nt.gov.au/justice/courtsupp/coroner | |
|---------|---|--|
| | Coroner's Office Coronial Counsellors | (08) 8999 7770 (08) 8935 7777 |
| 2. > | Registry of Births, Deaths & Marriages www.nt.gov.au/justice/bdm/ | |
| | Darwin Alice Springs | (08) 8999 6119 (08) 8951 5339 |
| 3. > | WORKSAFE "Putting Safety First" www.worksafe.nt.gov.au/ | |
| | Worksafe Rehabilitation & Compensation Katherine office Alice Springs office | 1800 019 115 1800 250 713 (08) 8973 8416 (08) 8951 8618 |
| > | Electrical Safety electricalsafetyregulator@nt.gov.au | 1800 019 115 |
| 4. | FREE SUPPORT SERVICES | |

1800 131 350

1300 301 300

1800 007 007

MINERS' PROMISE A LIFE LOST... THE ROAD TO RECOVERY 27.



QUEENSLAND

1. THE CORONER:

> www.courts.qld.gov.au

Office of the State Coroner

(07) 3239 6193

> www.courts.qld.gov.au

Coronial Counselling Unit

(07) 3274 9200

www.health.qld.gov.au 1800 449 171

Offers support during identification and viewing of the deceased, along with all aspects of the coronial process.

2. REGISTRY OF BIRTHS, DEATHS & MARRIAGES

> www.justice.qld.gov.au/16htm

1300 366 430

(07) 3035 1000

(07) 3247 9201

3. WORKPLACE HEALTH & SAFETY

1300 369 915

www.justice.qld.gov.au
Outside QLD

(07) 3225 2000

Mines Inspectorate

> www.nrm.qld.gov.au

Publications: (available online)

Department of Mines & Energy

(07) 3898 0375

1800 657 567

info@dme.qld.gov.au (07)

4. WORKCOVER:

1300 362 128

www.workcoverqld.com.au

Publications: (available online)

"Application for Compensation - Fatal Injury"
"CA Death in the Workplace"

5. WORKERS' COMPENSATION REGULATORY AUTHORITY

For questions about your review and appeal rights

Q-COMP 1300 361 235

> www.qcomp.com.au

6. FREE SUPPORT SERVICES

Wesley Mission Workplace Death - Partnerships in Grieving website.

> www.workplace death.wmb.org.au

Lifeline 13 11 14

24/7 telephone counselling service or a face-to-face counselling service.

> www.lifeline.org.au

Queensland Council of Unions

(07) 3844 1931

Workers' Compensation Advisory Service.

GRAVES

A support group for parents seeking action for victims of electric shock.

Bob Grimley (07) 3269 5352

> cgrimley@powerup.com.au

Queensland Asbestos Related Diseases Support Society Inc.

An organisation which offers support and advocacy for sufferers of asbestos-related diseases and their families.

Shirley White (President) (07) 3390 4997

A Miners Legacy

> www.aminerslegacy.com.au

The heroes to me, are the families of loss, who despite all their adversities, stoically soldier on.

HELEN FITZROY (Miners' Promise Director)

28. MINERS' PROMISE

A LIFE LOST... THE ROAD TO RECOVERY 29.

The convenience of a Will means that your loved one determines how their estate is transferred and to who.



This organisation offers culturally inclusive support in relation to health, grief and loss.

www.diversicare.com.au (07) 3846 1099

Ethnic Communities Council of Queensland Ltd.

Provides advocacy and support services, including translation services and issues relating to health, death, grief and loss.

> www.eccq.com.au (07) 3844 4966

The Salvation Army (07) 3831 9016

Offers 24 hour crisis counselling.

> www.salvos.org.au

Kinections (07) 3435 4333

Offer counselling for grief and loss, through their relationship education program.

 Parentline
 1300 30 1300

 Financial First Aid
 1800 007 007

7. QUEENSLAND LEGISLATION

> www.legislation.qld.gov.au/

8. LEGAL AID 1300 651 188

9. QUEENSLAND LAW SOCIETY (07) 3842 5842



NATIONAL

1. THE CORONER

Coroner's Information System

(03) 9684 4414

> ncis@vifm.org

2. AUSTRALIAN SAFETY & COMPENSATION COUNCIL (ASCC)

(02) 6121 5317

> info@safeworkaustralia.gov.au

Involves a partnership of governments, employers and employees, and is responsible for achieving continual improvements in OHS in the workplace, national uniformity of the OHS Legislative framework and improving workers' compensation.

3. FEDERAL SAFETY COMMISSIONER

1800 652 500

> www.fsc.gov.au

This role is to promote and improve OHS in the building and construction industry.

4. COMCARE

1300 366 979

> www.comcare.gov.au

An Australian government agency that works in partnership with employers and employees to reduce the human and financial costs of workplace injuries and disease in the Commonwealth jurisdiction.

5. HEADS OF WORKER'S COMPENSATION AUTHORITY (HWCA)

(02) 4321 5322

Comprised of the Chief Executives of the peak bodies responsible for the regulation of workers compensation in Australia and New Zealand.

> www.hwca.org.au

30. MINERS' PROMISE A LIFE LOST... THE ROAD TO RECOVERY 31.

6. SEACARE AUTHORITY

(02) 6275 0070

A national scheme of OHS, rehabilitation and workers compensation arrangements which apply to seafaring employees.

Email: seacare@comcare.gov.au

> www.seacare.gov.au

7. SAFETY INSTITUTE OF AUST (SIA)

1800 808 380

> www.sia.org.au

(03) 8336 1993

Australia's leading body for health and safety professionals.

8. AUSTRALIAN COUNCIL OF TRADE UNIONS (ACTU)

An affiliation of unions and their members who strive to improve the living standards and quality of working life for employees.

> www.actu.asn.au

1300 362 223

(03) 9663 5266

9. AUSTRALIAN MARITIME SAFETY AUTHORITY

A largely self-funded government agency designed to enhance efficiency in the delivery of safety and other services to the Australian maritime industry.

> www.amsa.gov.au

(02) 6279 5000

10. FEDERAL SAFETY COMMISSIONER (BUILDING & CONSTRUCTION)

A government agency designed to promote and improve OHS in the building and construction industry.

> www.fsc.gov.au

1800 652 500

11. NATIONAL MARINE SAFETY COMMITTEE

An intergovernmental committee designed to improve marine safety in Australia, through the promotion of national standards and legislation.

> www.nmsc.gov.au

(02) 9247 2124

12. NATIONAL TRANSPORT COMMISSION (NTC)

Liaises with peak industry bodies and government to develop more consistent, practical and effective land transport policies, laws and practices.

> www.ntc.gov.au

(03) 9236 5000

13. NATIONAL OFFSHORE PETROLEUM SAFETY AUTHORITY (NOPSA)

A statutory agency which regulates commonwealth, state and territory coastal waters, administering offshore petroleum safety legislation.

> www.nopsa.gov.au

(08) 6461 7000

14. CENTRELINK 131 021

> www.centrelink.gov.au

15. AUSTRALIAN TAXATION OFFICE

13 28 61

> www.ato.gov.au

ATO Superseeker website

A site to assist you to find lost superannuation

> www.ato.gov.au/Individuals/Super

16. NATIONAL OCCUPATIONAL HEALTH & SAFETY COMMISSION (NOHSC)

www.safeworkaustralia.gov.au

Provides a forum for commonwealth, state and territory governments, employer organisations and trade unions to develop national approaches to OHS matters.

17. FREE SUPPORT SERVICES:

Bereavement Information & Referral Service

> www.grief.org.au

1300 664 786

Depressionet

> www.depressionet.com.au

Grief Link

> www.grieflink.asn.au

GriefNet

> www.griefnet.org

A Place to Honour Grief

> www.webhealing.com

Seasons for Growth

A psycho-educational program that helps children process and understand issues of change, loss or grief in their lives.

> www.goodgrief.aust.com/nav.htm

What To Do When Someone Dies

- > Briefly outlines information for people who have recently lost someone close to them and is provided in 18 languages.
- > www.centrelink.gov.au/internet/internet.nsf/multifilestores/sd0101

| Lifeline | 13 11 14 |
|----------------------------|--------------|
| Beyond Blue | 1300 224 636 |
| Headspace | 1800 650 890 |
| Salvo Care Line | 1300 363 622 |
| Mensline | 1300 789 978 |
| SANE Australia | 1800 187 263 |
| Family Relationship Advice | 1800 050 321 |
| Health Direct Australia | 1800 022 022 |
| | |

IMMEDIATE EXPERT HEALTH INFORMATION

Life Supports 1300 735 030

Loss, depression, relationships

32. MINERS' PROMISE

A LIFE LOST... THE ROAD TO RECOVERY

Financial Counselling Australia

1800 007 007

> www.financialcounsellingaustralia.org.au

Cancer Council

13 11 20

> www.cancer.org.au

Australian Online Counselling

> www.counsellingaustraliaonline.com

Counselling Online

> www.counsellingonline.org.au

Courage to Change

> www.couragetochange.com.au

ADDICTIONS AND DEPRESSION

Black Dog Institute

> www.blackdoginstitute.org.au

Kids Helpline

> www.kidshelp.com.au

Parentline

> www.parentline.com.au

The Australian Centre for Agricultural Health and Safety

This centre is linked to the National Farm Injury Data Centre.

> www.acahs.med.usyd.edu.au/nfidc

Farmsafe

This organisation is linked with the Australian Centre for Agricultural Health and Safety and contains extensive information regarding child safety on farms.

> www.farmsafe.org.au

National Association for Loss and Grief (NALAG)

A non-profit organisation offering support and training for those working in the loss and grief field.

> www.nalag.org.au

Please note: all contact details were accurate at the time of publication.

You don't realise until someone is no longer around, just how deeply entrenched we all are within the bureaucracy.

> Who you may need to contact

| ORGANISATION | TICK WHEN DONE |
|---|----------------|
| > Accountant | |
| > Australian Electoral Commission | |
| > Australian Taxation Office | |
| > Bank & other financial institutions | |
| > Centrelink | |
| > Coroner's Office | |
| > Council (local) | |
| > Doctor | |
| > Foxtel | |
| > Insurance companies, including life, home, health, vehicle | |
| > Lawyer | |
| > Medicare | |
| > Registry of Births, Deaths & Marriages | |
| > Religious contacts | |
| > Schools | |
| > Sporting clubs | |
| > Subscriptions | |
| > Superannuation fund | |
| > Utilities, including electricity, water, gas, phone, internet | |
| > Vehicle registration & licenses | |
| > Worksafe | |
| > Workcover | |

34. MINERS' PROMISE

A LIFE LOST... THE ROAD TO RECOVERY 35.

| > Notes | | > Notes |
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36. MINERS' PROMISE

A LIFE LOST... THE ROAD TO RECOVERY 37.

Like a tree or any living system, changes are constant and create the conditions for further growth. We only have to notice all the bark on our roads and properties to see seasonal growth in action. A tree, like people, must shed something to make room to grow up and out. We also need nurturing conditions for both tree and us not to stagnate or even die - physically, intellectually or emotionally.

