



Government of **Western Australia**
Department of **Mines and Petroleum**
Resources Safety

Information for bereaved families following a mining fatality

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Contents

Introduction	3
Overview of what happens following a mining fatality	4
Initial response	5
Media reports and contact from journalists	5
The Coroner	6
Police officers from the Coronial Investigation Unit	9
Funeral arrangements	9
Resources Safety investigation	10
Prosecution action by Resources Safety	11
Coronial inquiry	12
Registration of death	13
Further action by Resources Safety	14
Obtaining help and support	14
Other information	17

Introduction

The loss of a loved one in a work-related accident will be one of the most difficult experiences you will go through. This booklet aims to provide you with information on what government agencies will do when there is a death at a mining operation, and where you can go for support and assistance.

After the death of your partner or relative in a workplace accident, the WA Police will normally notify you or a family member. From this point, various government agencies or officers are required under the law in Western Australia to enquire into or investigate the death. Usually, investigations will be carried out by:

- the Coroner, with the assistance of police officers from the Coronial Investigation Unit, who will hold an inquiry and, in some instances, also hold an inquest;
- mines inspectors from the Resources Safety Division of the Department of Mines and Petroleum;
- in some instances, the WA Police to find out whether someone has committed a criminal act; and
- in some instances where employment is by a company that is self insured under a Commonwealth scheme, Comcare may also undertake an investigation.

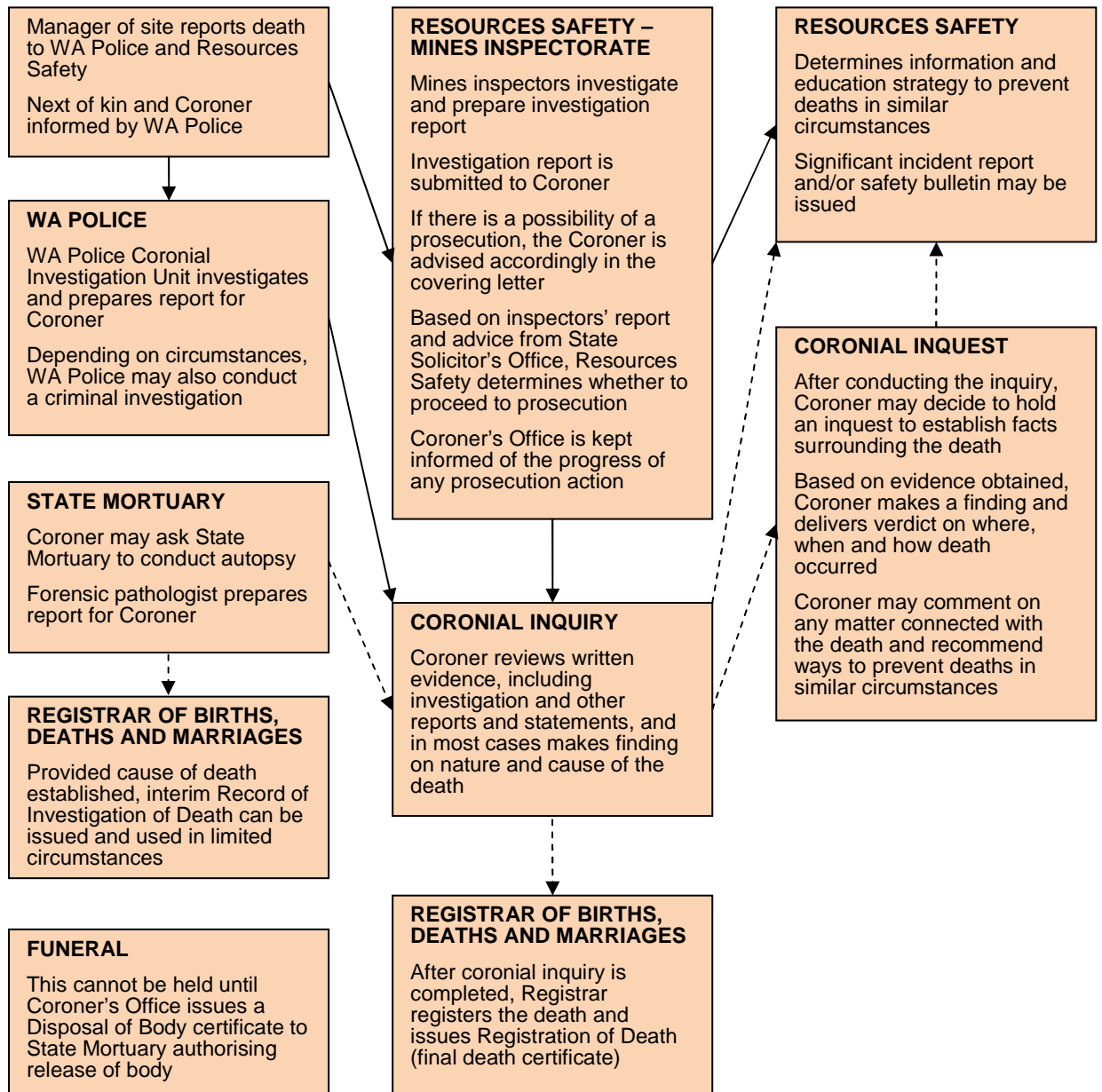
The mines inspectorate

In Western Australia, the occupational safety and health laws for people working on mining operations are contained in the *Mines Safety and Inspection Act 1994* and associated regulations. The State Mining Engineer is appointed to administer the Act and regulations, and has the control and direction of the mines inspectorate, which is part of Resources Safety.

If, after reading this booklet, you still have questions about the inspectorate's role, please contact a Senior Inspector at any of our offices.

Perth	Level 1, 303 Sevenoaks Street, Cannington WA 6107 Phone (08) 9358 8079
Kalgoorlie	Corner of Hunter and Broadwater Streets, Kalgoorlie WA 6430 Phone (08) 9021 9411
Collie	66 Wittenoorn Street, Collie WA 6225 Phone (08) 9734 1222
Karratha	Corner of Welcome Place and Hedland Place, Karratha WA 6714 Phone (08) 9186 8888

Overview of what happens following a mining fatality



Initial response

- Your partner or relative's death will usually have been reported to the WA Police by the employer or a representative, as required by law.
- Once notified of the death, a police officer, usually from the WA Police's Coronial Investigation Unit, will have informed the senior next of kin.
- The WA Police or hospital authorities then report the death of your partner or relative to the Coroner.
- Police officers usually arrive first at the accident scene and must satisfy themselves that no foul play is involved. They take statements from any witnesses and prepare a report on the death for the Coroner's Office. If there has been a criminal act in relation to the death, WA Police will seek advice from the Director of Public Prosecutions and, following further investigation, may initiate a prosecution.
- If not already done by the employer, as required by law, the WA Police also reports the death of your partner or relative to Resources Safety, which investigates workplace deaths at mining operations. The investigation into your partner or relative's death will commence as soon as possible.

Note: There are some instances where another government agency, with responsibilities for laws relating to safety, will investigate your partner or relative's death instead of or as well as Resources Safety.

- A police officer will arrange for someone, normally a close relative or someone who knows them well, to formally identify your partner or relative. The police officer will explain where and when this will take place. The person who does this will be required to view your partner or relative's body and confirm their identity in the presence of a police officer.

Senior next of kin

The senior next of kin is the first person who is available from the following people:

- a person who, immediately before the death, was living with the person and was *either* legally married to the person *or* aged 18 years or over and in a marriage-like relationship with the person
- a son or daughter who is 18 years or over
- a parent of the person
- a brother or sister who is 18 years or over
- an executor named in the will of the deceased or a person who, immediately before the death, was a personal representative of the deceased
- any person nominated by the person to be contacted in an emergency.

Media reports and contact from journalists

- After the senior next of kin has been informed, the Police will release your partner or relative's name to the media. However, the senior next of kin may request that the name not be released for 24 hours so other relatives can be notified.
- As a result of the WA Police releasing your partner or relative's name to the media, there may be radio and television news reports about their death.
- The State Mining Engineer will also issue a media statement about your partner or relative's death. This provides brief details about what happened and lets everyone know that an investigation into the safety matters surrounding the death is underway.

- You or your family do not have to speak to journalists from the media if you do not want to. An option is to ask a family member or close friend to speak on your behalf.
- If a journalist is persistent and you do not wish to deal with them further, advise them that you may contact their employer, the WA Police or both to lodge a complaint.

The Coroner

- Following a report from the WA Police about your partner or relative's death, the Coroner will have legal control over the body and will seek to establish the circumstances, cause, identity and particulars needed to register the death. This is because the Coroner is required by law to make a finding on what happened in relation to your partner or relative's death. A funeral cannot be held until the Coroner's Office issues a certificate to the mortuary permitting the release of your partner or relative's body.
- The WA Police will arrange for a government contractor to take your partner or relative's body to the State Mortuary in Perth.
- The Coroner may ask the mortuary to conduct an examination of your partner or relative's body. This is done by conducting a post-mortem (an autopsy). It is a detailed examination by a forensic pathologist of your partner or relative's body and can help establish the cause of death.
- The pathologist will prepare a detailed report (an 'autopsy report') on your partner or relative's death for the Coroner. The important conclusions in the report will be set out in a letter, which will be sent to the senior next of kin and other senior family members. The Coroner will take this information into account when making a finding on the death.
- If a next of kin would like to read the full autopsy report, a request in writing must be made to the Coroner. The report will be sent to a doctor of your choice, usually your GP, who will be able to discuss and explain any medical terminology, after which the report will be handed to you.
- In most cases, your partner or relative's body will be released by the Coroner for burial or cremation immediately after the identification and post-mortem examination are completed. This is usually within one to four days, but may take weeks under some circumstances. Once this occurs, the Coroner has no further control of your partner or relative's body.
- If you live in the country, the Coroner's Office will cover the cost of transporting your partner or relative's body to Perth for the post-mortem examination and then returning their body to the place of the accident, if that is where the funeral will be held. If the funeral is to be held elsewhere, the local government contractor will advise the metropolitan contractor who will ensure that the body is returned to the desired destination. It should be noted that this does not include repatriation intrastate or overseas, for which the family will need to make its own private arrangements.

Who is the Coroner?

The Coroner is a judicial officer who must be advised immediately when someone dies from apparent non-natural causes or where the cause of death is unknown. The Coroner has the power to investigate the circumstances surrounding your partner or relative's death. The Coroner's investigation will vary depending on the circumstances of the death and may include:

- a review of the medical history and the circumstances of the accident;
- a post mortem;
- pathology tests;
- reports from investigators, such as police officers, doctors, engineers and Resources Safety inspectors;
- statements from witnesses; and
- in some cases, expert reports.

Once the investigation is completed, the Coroner will make a finding on what happened in relation to your partner or relative's death. More information on the Coroner's role is available at www.coronerscourt.wa.gov.au

If your partner or relative died in a country area, the investigation will usually be carried out at one of the regional Magistrates' Courts in Albany, Broome, Bunbury, Carnarvon, Geraldton, Kalgoorlie, Kununurra, Northam and South Hedland. The procedure is the same as that for the metropolitan area.

What is a post-mortem examination?

The Coroner's Office has a brochure, "When a person dies suddenly: Information for families", that explains post-mortems, your rights in relation to them and the Coroner's role. An investigating police officer usually gives the brochure to your partner or relative's senior next of kin or the oldest relative available. It can also be obtained from the WA Police or Coroner's Office, or downloaded from www.coronerscourt.wa.gov.au

Objecting to a post-mortem

Your partner or relative's senior next of kin has the right to object to a post-mortem taking place. If the Coroner over-rules such an objection, the senior next of kin may apply in the Supreme Court for an order that no post-mortem be performed.

If the senior next of kin is considering objecting, then it should be done within 24 hours of receiving the brochure by contacting a duty counsellor in the Coroner's Office between 7 am and 6 pm. If more than 24 hours has passed, the post-mortem may have already commenced.

Coroner's Office contact details

Business hours

Phone 9425 2900 (country callers 1800 671 994)

Weekends and public holidays

Phone 0419 904 476

May I see my partner or relative's body at the State Mortuary?

You and your family are able to attend, by appointment, the State Mortuary to view your partner or relative's body.

Perth

Contact the State Mortuary, which is located next to, but separate from, the Accident and Emergency Department at Queen Elizabeth II Medical Centre, Hospital Avenue, Nedlands.

Country areas

Contact your local police station or the Coroner's Office.

State Mortuary contact details

Business hours

Phone (08) 9346 2533

After hours

Phone (08) 9346 2536

When you speak to someone at the State Mortuary, ask them about what you may do, such as how long you may stay, who may go with you, if you will be permitted to touch your partner or relative's body (usually permitted unless the Coroner has determined that it is undesirable or dangerous to do so) and how many times you may visit. If you wish, a counsellor from the Coroner's Office can go with you. Contact the Coroner's Office to request this.

Coroner's Office contact details

Business hours

Phone (08) 9425 2900 (country callers 1800 671 994)

Weekends and public holidays

Phone 0419 904 476

What happens to my partner or relative's personal belongings?

Your partner or relative's personal effects, including jewellery, will be removed during admission to the mortuary and placed in safe custody by police officers until returned to the family. Return of these items is arranged by contacting the police officer in charge of the investigation, usually someone from the Coronial Investigation Unit, who is your contact person.

To avoid the personal belongings arriving unexpectedly, you could tell the investigating police officer that you would like to be contacted before they are sent.

Coronial Investigation Unit contact details

Phone (08) 9420 5200

Where can I get help and information about coping with the death?

The Coroner's Office has a free counselling service available for families and friends of people who have died. The counsellors can help explain the post-mortem examination, the Coroner's role and arrangements to see your partner or relative's body. They can also provide counselling on trauma and loss. A duty counsellor is available daily between 7 am and 6 pm.

"Coping with Grief" by Mal McKissock and Dianne McKissock is a small book that describes the grief process and may be helpful.

Police officers from the Coronial Investigation Unit

- After the WA Police has notified the Coroner about your partner or relative's death, police officers from the Coronial Investigation Unit will carry out an investigation for the Coroner's inquiry. This is referred to as the coronial investigation. Advise the investigating police officer if you wish to be informed of the coronial investigation's progress or if you would like someone else to be the contact person.

You may find it useful to complete the following:

Investigating police officer

Telephone **Email**

Note: In country areas, the coronial investigation may be carried out by locally based police officers on behalf of the Coronial Investigation Unit. All police officers throughout the State are empowered to act as officers of the Coroner.

- The Coronial Investigation Unit police officers will carry out a review of the circumstances of your partner or relative's death and a series of reports will be collected for the Coroner's Office. These will include the post-mortem report and an investigation report. Investigation reports may also be prepared by Resources Safety and, in some instances, other government agencies and delivered separately to the Coroner. Depending on the circumstances, reports may also be obtained from engineers, experts and the WA Police.
- Anyone with information they believe is relevant to the Coroner's inquiry may write to the Coroner or contact the Coroner's Office or one of the investigating police officers from the Coronial Investigation Unit. The information will be taken into account during the investigation. A finding cannot be made into the circumstances surrounding your partner or relative's death until the Coroner is in receipt of all available evidence.

How long will the coronial investigation take?

This will vary according to the circumstances of your partner or relative's death but usually takes months, and may take years. The coronial inquiry cannot be finalised until Resources Safety has completed its investigations and, where relevant, legal proceedings in relation to prosecutions are completed.

Funeral arrangements

- A funeral cannot be held until the Coroner's Office issues a Disposal of a Body certificate to the State Mortuary authorising the release of your partner or relative's body. However, you may start to make the funeral arrangements while you are waiting. Your partner or relative's employer may provide some assistance. The funeral director should liaise with the Coroner's Office so that a date can be fixed for the funeral.

- Unless there is a Will that appoints an executor to carry out the funeral, it is usually the next of kin, such as the wife, husband, child, parent, legal partner or sibling, who is responsible for arranging the funeral.
- Once a funeral director has been arranged, they will keep in contact with the Coroner's Office about release of your partner or relative's body. They will claim your partner or relative's body on your behalf. They can also arrange for a viewing of your partner or relative's body and help with newspaper notices and religious services, if you wish.
- If a funeral director has not been arranged then you will need to make the arrangements when the Coroner's Office notifies you of the release of your partner or relative's body.
- The funeral director will provide details of your partner or relative's death to the Registry of Births, Deaths and Marriages and obtain an interim death certificate for you.

How do I get a death certificate for legal or insurance matters?

If you have been advised that the Coroner's inquiry is likely to take a long time and you need information for legal or insurance matters, the Coroner's Office can assist on request.

Coroner's Office contact details

Business hours

Phone (08) 9425 2900 (country callers 1800 671 994)

Weekends and public holidays

Phone 0419 904 476

An interim Record of Investigation of Death (can be made available, provided the cause of death has been established by the post-mortem examination. It may be used in limited circumstances to assist in progressing estate matters to access money in bank accounts by a spouse and for Centrelink purposes.

The funeral director can provide details of your partner or relative's death to the Registry of Births, Deaths and Marriages and obtain the interim death certificate on your behalf. Alternatively, the application form is available from the Registry or can be downloaded from www.justice.wa.gov.au/b/birthsdeathsandmarriages.aspx

Registry of Births, Deaths and Marriages contact details

10th Floor, 141 St Georges' Terrace, Perth
Phone 1300 305 021

Resources Safety investigation

- After being notified of the death of your partner or relative by the WA Police or the employer, a Resources Safety inspector or inspectors will be assigned to carry out an investigation.
- A representative of Resources Safety will contact your partner or relative's next of kin to explain the investigation process, provide a copy of this document and ask the family to suggest someone as the main contact. Resources Safety's representative will liaise with the nominated contact person and establish a line of communication between the family and the mines inspectorate.

You may find it useful to complete the following:

Resources Safety representative

Telephone **Email**

- The investigation will usually begin as soon as an inspector can reach the site and may

take several months or longer to complete. If your partner or relative's next of kin wishes to meet with Resources Safety, please contact the State Mining Engineer at the Perth office to make arrangements. The Resources Safety representative will give you the opportunity to contribute information to the investigation. However, you need to be aware that there may be restrictions, under the *Mines Safety and Inspection Act 1994*, on what the Resources Safety representative may be able to tell you.

- During the investigation, Resources Safety inspectors will:
 - interview witnesses, employees, the employer or representatives, and other people with knowledge related directly or indirectly to the incident;
 - examine the site of your partner or relative's death and any physical evidence of what happened, and may also take photographs, drawings and measurements;
 - look at relevant documents; and
 - depending on the circumstances, contact technical experts to review details.
- The process of conducting the investigation is methodical and there may be lengthy periods when you do not hear from the Resources Safety representative. Reasons may include delays in interviewing people or getting expert advice, and the attention to detail required when gathering and considering the relevant information.
- At the completion of the investigation, the inspector will produce an investigation report and, in relation to a possible prosecution, may seek legal advice from the State Solicitor's Office. The report will be referred to the Coroner's Office. You will be advised when the investigation report is forwarded to the Coroner's Office. Upon request, the Coroner may make the investigation report available for your partner or relative's next of kin to view.
- After Resources Safety has completed its investigation into your partner or relative's death, it will determine whether there has been a breach of the occupational safety and health law, and whether a prosecution will be sustainable. If a decision has been made not to prosecute someone, then you or a family member will be contacted by the Resources Safety representative.

What is the aim of Resources Safety investigation?

The investigation will consider:

- whether the mining operation's safety and health management was adequate;
- whether there was a breach of the mine safety and health law that led to the circumstances involved in the death of your partner or relative and, if so, whether anybody should be prosecuted for allowing or causing those circumstances to exist; and
- causes and measures to prevent a similar accident happening again.

Prosecution action by Resources Safety

- A mines inspector may initiate prosecution of individuals or companies for breaches of the *Mines Safety and Inspection Act 1994* or associated regulations in relation to occupational safety and health.
- To prosecute, there must be sufficient evidence to indicate that an offence has been committed and to provide a reasonable prospect of a conviction. A fatal accident does not always lead to a prosecution. If a prosecution is pursued, it must be completed before a Coronial inquest can be held.
- You will be informed by the Resources Safety representative when the date of the first hearing has been set, after a summons has been served. The summons is a document used to commence the legal proceedings and means that the accused person or

company must answer charges in court.

- This hearing is always in a local Magistrate's Court and usually takes place some time after the completion of an investigation.
- Sometimes the date of the hearing has to be changed at short notice, but the Resources Safety representative will try to keep you informed.
- If you have legal representation, you should keep your advisor informed about the date of the hearing. Alternatively, if you prefer, your legal representative may contact Resources Safety directly.
- If the plea is guilty, the case is likely to be over very quickly. You will hear only a brief summary of what happened from the points of view of the defendant and the prosecution. The magistrate will then determine the sentence and award costs.
- Maximum fines range from \$5,000 for a minor offence committed by an employee, up to \$625,000 for gross negligence by a corporation. There is also provision for imprisonment of an individual convicted of gross negligence. The size of any fine will relate to how seriously the law has been broken, not the fact that a death has occurred. Generally, a magistrate would not impose the maximum fine for a first offence. The penalty is more likely to be a proportion of the maximum. The size of the penalty is determined by the Court and not by the investigator or Resources Safety.
- If the plea is not guilty, the magistrate will set a trial date, which could be several months away. This hearing will commonly take longer than a day, but you will hear all the evidence in detail.
- If the case is defended then the defence is entitled to seek adjournments and appeal the final decision, either of which may cause delays.
- The amount of information the Resources Safety representative can give you or your solicitor before the trial is restricted to ensure a fair hearing in court. Once the hearing is over, the representative may still be restricted from speaking freely about the details of the accident.

How is it decided whether a prosecution will go ahead?

Resources Safety's decision on whether there should be a prosecution for the death of your partner or relative at a mining workplace is based on the inspector's report and advice from the State Solicitor's Office.

A prosecution will only be started when an investigating inspector has obtained sufficient evidence to establish what is referred to as a 'prima facie case' and it is judged to be in the public interest to proceed with a charge. This includes considering whether there would be a reasonable prospect of success in court. It is not in the public interest to proceed with a prosecution that has no reasonable prospect of resulting in a conviction in the court.

The court's role is to determine guilt or innocence and impose penalties for breaches of the *Mines Safety and Inspection Act 1994*.

Note that the Coroner may not make findings relating to breaches of the *Mines Safety and Inspection Act 1994* at an inquiry or inquest until all legal proceedings initiated by Resources Safety for breaches of the Act are concluded.

Coronial inquiry

- In cases of sudden death (including a death at work) where there may be questions relating to the circumstances of the death, the Coroner is responsible for conducting an inquiry to establish:

- the identity of the deceased;
 - when, where and how the person died; and
 - the cause of death.
- In most instances, at the end of the Coroner's inquiry, the Coroner will hand down a finding, presented in a *Record of investigation into death*. This report will detail the circumstances surrounding your partner or relative's death, based on documents received, such as investigation reports. It provides the necessary information for the death of your partner or relative to be registered. If an inquest has been held, the finding may also recommend that various actions are undertaken to prevent similar deaths.
 - In some instances, the coroner may decide to hold an inquest before making a finding.

How can I find out how my partner or relative died?

Reading the Coroner's report could help you to understand how your partner or relative died. However, it could contain details that may upset you.

Sometimes the finding on your partner or relative's death may be that it was not caused by something or someone at the workplace, but by natural causes such as a heart attack.

Upon request to the Coroner's Office, a copy of the Coroner's report will be provided to your partner or relative's next of kin to view.

Registration of death

- Following completion of the coronial inquiry, the finding issued by the Coroner is sent to the Registrar of Births, Deaths and Marriages. Once it is received, the Registrar will register the death and issue the final death certificate. The Registration of Death is done as soon as possible but it can take many months or even years depending on other factors such as whether the matter is going to trial. Details of how to obtain the final death certificate are provided by the Coroner's Office.
- The funeral director may organise for a copy of the death certificate to be forwarded to the next of kin once it is available, if that was part of the funeral arrangements. You can also purchase copies of the death certificate from the Registry of Births, Deaths and Marriages.
- Only a small number of investigations by the Coroner end with an inquest, which is a public hearing. There may be an inquest if the Coroner believes it is necessary or desirable in all the circumstances, usually because the facts are unclear or there is some issue of public importance (e.g. safety).
- The Coroner's office will advise contact people of the inquest date. You are able to go and listen in the court. Some of the details that may be revealed, such as detailed post-mortem evidence, may be very distressing.
- All reports, statements and exhibits will be forwarded to the Coroner before an inquest is set down for a hearing in a court. Partners or family members will usually be able to inspect these at the Coroner's Court (or your nearest Magistrate's Court), long before the inquest is held.
- The family contact person will be advised by the Coroner's Office regarding the Magistrate's Court to which the documents have been forwarded. You may then make suggestions to the Coroner, usually by letter, if you have any concerns or issues regarding the inquiry.
- You may attend the inquest and ask questions of the witnesses. A solicitor may be present to ask questions on your behalf. Alternatively, you are entitled to be represented

at the hearing by your own lawyer, who may put questions to the witnesses under the direction of the Coroner.

- You may wish to consider taking legal advice from a solicitor before the inquest, particularly if you are considering civil legal proceedings.
- During the inquest, witnesses are called to give evidence and exhibits are produced to enable the Coroner to make the necessary findings. Inspectors from Resources Safety may be called to give evidence.
- At the end of the inquest, the Coroner will make a finding on where, when and how the death occurred.
- The Coroner may make recommendations in the report aimed at preventing other deaths in similar circumstances to those of your partner or relative.

What is an inquest?

An inquest is a court hearing, presided over by the Coroner, in which the circumstances of your partner or relative's death are examined. The Coroner is interested in finding what lessons can be learnt from the death and can comment on any matter connected with it. For example, the Coroner might make recommendations about changes to work procedures or equipment design to make them safer.

The Coroner cannot decide that any person has committed an offence or determine any question of civil liability — that is a matter for other courts. The inquest is not a trial.

During the inquest, the Coroner will hear evidence to assist in determining the manner and cause of death. The Coroner will finalise the inquest by making a finding as to how your partner or relative died.

How long will it be before an inquest is held?

If the Coroner has decided that there should be an inquest, it may take years before it takes place, particularly if other legal action is taking place in relation to your partner or relative's death, or a verdict or sentence is appealed.

All criminal legal proceedings must be completed before an inquest may be held.

Further action by Resources Safety

- As a result of the Resources Safety investigation into your partner or relative's death, action may be taken aimed at preventing deaths in similar circumstances. Awareness may also be raised in the community about relevant safety issues relating to the death.
- A few months after your partner or relative's death, a significant incident report or safety bulletin may be issued. This will outline what happened and make recommendations for similar workplaces to prevent a recurrence. Further work may be carried out later, such as safety campaigns with workplace visits.
- If the Coroner makes recommendations about workplace safety, these will also be reviewed to determine whether action should be taken, such as amending the relevant legislation.

Obtaining help and support

The grieving process can take weeks, months or even years. Talking to someone in a safe and confidential environment can help you find ways of coping with your feelings.

The information presented below is provided as a public service. It is made available in good faith and is derived from sources believed to be reliable and accurate at the time of publication. It is not an endorsement of particular services or groups.

Counselling

- You may get some practical help and support from your **family doctor**. They may also be able to help you find a counsellor, if you need one.
- Your **local church** or **religious group** may offer some support.
- Your partner or relative's **union** may offer some support.
- If your relative or partner was an employee, then you may have access to a counsellor through their workplace's **employee assistance program**. This may provide grief counselling. You could contact the employer to see if such a program is available.
- The **Coroner's Office** has a free counselling service available for families and friends of deceased people. The counsellors can help explain the post-mortem examination, the Coroner's role and arrangements to see your partner or relative's body. They can also provide counselling on trauma and loss. A duty counsellor is available daily between 7 am and 6 pm.
 - Business hours, phone (08) 9425 2900 (or 1800 671 994 for country callers)
 - On weekends and public holidays, phone 0419 904 476
- If Resources Safety will be prosecuting someone in relation to your partner or relative's death or the Police have laid charges against someone and they are to be taken to court, then you have access to free and confidential counselling and support services from the **Victim Support and Child Witness Service**. These services are provided by professional counsellors and trained volunteers.
 - Level 5, May Holman Centre, 32 St Georges Terrace, Perth 6000
 - Phone (08) 9425 2850
 - Email VSS@justice.wa.gov.au
 - Visit www.justice.wa.gov.au
- The **Australian Psychological Society Ltd** can provide information on finding a psychologist in private practice.
 - Phone 1800 333 497 (toll free)
 - Email contactus@psychology.org.au
 - Visit www.psychology.org.au
- **Kinway** is a provider of counselling and relationship education programs. It offers grief counselling, charged on a sliding scale based on household income. It also has a State-wide telephone counselling service, charged on a sliding scale. There are offices in the metropolitan area and Albany, Broome, Karratha, Dampier and Kununurra.
 - Phone 1800 812 511 (toll free)
 - Visit www.kinway.org.au
- **Relationships Australia** is a not-for-profit organisation that offers relationship support services including grief counselling, charged on a sliding scale based on household income. It has offices in the city and country areas including Albany, Bunbury, Katanning and South Hedland.
 - Phone 1300 364 277
 - Email info@wa.relationships.com.au
 - Visit www.relationships.com.au
- **Centrecare** is a not-for-profit organisation delivering professional counselling and support services for families and individuals. It has offices in the metropolitan area and Bunbury, Esperance and Kalgoorlie. Its fees vary according to service.
 - Phone (08) 9325 6644
 - Email enquiries@centrecare.com.au
 - Visit www.centrecare.com.au

Telephone counselling

- **Lifeline** provides 24 hour telephone counselling.
 - Phone 1300 651 251
 - Visit www.lifeline.org.au
- **Kid's Help Line** provides a free and confidential telephone counselling service for children aged 5 to 18.
 - Phone 1800 551 800 (toll free)
 - Email admin@kidshelp.com.au
 - Visit www.kidshelp.com.au

Support

- **Miners' Promise** is an independent industry legacy scheme created for resource workers in Western Australia. Its main objective is to deliver financial assistance to families of resource workers following an accident or fatality. Miners' Promise will also provide family support services and professional financial and legal support and advice to these families during this difficult time.
 - Phone (08) 9228 8558
 - Visit www.minerspromise.org.au
- **Solace Association** is a grief support group, with support meetings in the metropolitan area.
 - Phone (08) 9381 1389
 - Email info@solace.org.au
 - Visit www.solace.org.au
- **The Compassionate Friends of Western Australia** is a self help group run by volunteers that aims to assist with grief arising from the loss of a child for parents and grandparents, with assistance also for siblings. It provides a range of free assistance including support group meetings and brochures.
 - Phone **(08) 9486 8711, (08) 9486 8717** or 1800 628 11 (toll free)
 - Email tcf.wa@eftel.net.au
 - Visit www.compassionatefriendswa.org.au
- **The Compassionate Friends Mandurah Inc.** provides a range of free support services to people who have lost a child. This includes support groups and a telephone service. It provides services to bereaved families in the area from Kwinana to Busselton.
 - Phone (08) 9535 7761
 - Visit www.tcfmandurah.bravehost.com
- **UnionsWA** is the state's peak union body, representing over 40 affiliated unions and their members.
 - Phone (08) 9328 7877
 - Email unionswa@tlcwa.org.au
 - Visit www.unionswa.com.au

Online support groups

- **griefNet.org** has links to various email support groups and websites for those experiencing grief.
- **www.sharegrief.com** offers information on support groups, local resources and reading materials that may be helpful to the bereaved.

Legal advice

- **Legal Aid Western Australia** provides information, advice and other legal help. The type and amount of assistance provided depends on your finances and legal problem and Legal Aid's resources. Legal Aid may ask you to pay or contribute to all or part of your legal costs. The amount you have to pay will depend on your financial situation.
 - Phone 1300 650 579 (Infoline)

- Address is 55 St Georges Terrace, Perth. There are also offices in Albany, Broome, Bunbury, Fremantle, Geraldton, Kalgoorlie, Kununurra, Midland and South Hedland
- Visit www.legalaid.wa.gov.au
- The **Citizens Advice Bureau** is a not-for-profit information and referral service. It provides legal advice for a fee and offers mediation and facilitation services. It can provide probate advice with proving and registering a will in the Supreme Court.
 - Phone (08) 9221 5711
 - Address is 25 Barrack Street Perth. There are also offices in Albany, Armadale, Busselton, Esperance, Fremantle, Joondalup, Kwinana, Mandurah, Midland and Rockingham
 - Email cab@cabwa.com.au
 - Visit www.cabwa.com.au

Other information

For further information on the WA Police investigation, investigations by other government agencies, funeral arrangements and costs, worker's compensation entitlements, managing finances, coping emotionally and who to contact about your partner or relative's death, please refer to the 2010 State Government publication "When your partner or relative dies in a work-related accident — information for partners and relatives", available via the Resources Safety website.