

# PROVISIONAL IMPROVEMENT NOTICE (PIN) FLOWCHART—OVERVIEW

A qualified WHSR reasonably believes that a person:  
 a) is breaching a provision of the WHS Act or Regulation; or  
 b) the breach is likely to be repeated

**CONSULTATION**  
 WHSR consults with the person about remedying the breach or likely breach

Issue Resolved

ISSUE RESOLVED

No PIN issued

**CONSULTATION**  
 Discuss issue with committee and/or WHSO to assist resolution

**CONSULTATION**  
 Seek advice from Regional Senior Health & Safety Consultant or TAFE Insitute H&S Officer/Manager to assist resolution

**CONSULTATION**  
 Further consultation between WHSR and recipient of PIN to determine if issue can be resolved

**WHSR ISSUES PIN (WHSR KEEPS A COPY)**  
 PIN issued to worker or officer in charge of workplace.  
 If PIN issued to a worker a copy is also given to the officer in charge of workplace.  
 Provide PIN recipient with a copy of "[Request for a PIN Enquiry Form](#)"

**PIN IS DISPLAYED**  
 The Officer in charge of workplace must:

1. Display a copy of the PIN in an obvious location e.g. staff room or communication area or front office where relevant people will see the notice in normal course of day
2. Bring to the attention of everyone whose work may be affected by the PIN e.g. broadcast email, staff noticeboard
- 3.

Copy of PIN provided to RD or Training RD

ISSUE RESOLVED  
 PIN withdrawn

**NO ACTION TAKEN BY RECIPIENT**  
 WHSR contacts Workplace Health and Safety Queensland (WHSQ) **after** the remedy date for the PIN has passed.

Use the "[Request for a PIN Enquiry Form](#)" - send to WHSQ

**RECIPIENT SEEKS ADVICE**  
 Officer in charge contacts WHSQ for advice from WHSQ Inspector **within 7 days** of receiving PIN

**INVESTIGATION BY WHSQ INSPECTOR**  
 WHSQ Inspector visits the workplace and investigates the issue for which the PIN was issued and the dispute or query.

**PIN ENQUIRY OUTCOME NOTICE PROVIDED BY WHSQ INSPECTOR**  
 The Pin Enquiry Outcome (PEO) Notice will provide the Inspector's decision on whether the PIN is:  
 CANCELLED or MODIFIED AND AFFIRMED or AFFIRMED

PIN COMPLIANCE ACHIEVED

**Keep a copy of the PEO**  
 WHSR & PIN recipient keep a copy with the PIN

APPEAL PROCESS instigated by PIN recipient