

GTRC Recall Guidelines

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1. What are these guidelines?

The Gas Technical Regulatory Committee (GTRC) comprises of all gas safety regulators in Australian jurisdictions and New Zealand. GTRC co-ordinates liaison between all the regulators and members in relation to information sharing and education campaigns. GTRC works to develop and promote collective regulatory strategies, policies and ongoing reforms relating to gas safety between jurisdictions so as to ensure gas safety matters within Australia and New Zealand are adequately actioned.

These guidelines outline the general requirements which apply to the person or company responsible for conducting a recall of gas appliances within Australia.

That person or company is classified as the “recalling entity” within this document. The recalling entity may be any or all of the following – Importer, manufacturer, responsible supplier, supplier, distributor, wholesaler, retailer (including on-line seller), trader, installer or any other responsible entity who decides to do a recall or is required to do a recall by a regulatory agency. In this document the terms ‘appliance’ or ‘product’ are used interchangeably and mean a reference to any gas item under recall such as components, regulators and fixed or mobile gas installations.

Recalls may be conducted on consumer appliances, industrial or commercial appliances and on appliances that are portable or even fixed in installations.

This guide is intended for general use as an information guide only. It outlines the current minimum common expectations of all gas safety regulators as to what needs to be achieved to carry out a recall of gas appliances within Australia. Any person or company undertaking a recall should liaise directly with the appropriate Regulator for any additional information and may also wish to consider obtaining independent legal advice to ensure that they comply with their statutory obligations.

In the interests of gas safety in the marketplace for consumers, industry and other end users, unsafe gas appliances need to be removed from use. Consumers, employees or the general public may suffer serious injury or death from such appliances and if they do, recalling entities can be liable under gas safety laws and the appliance liability provisions of the Federal legislation, mirrored State legislation or at common law.



THIS GTRC RECALL GUIDELINE IS TO BE READ IN CONJUNCTION WITH ANY RECALL GUIDELINES PREPARED BY THE ACCC.

(www.recalls.gov.au) This guide provides the more specific requirements and expectations of State and Territory gas safety regulators.

See the Trading Standards website for guidance and procedures relevant to recalls of product that is or may be supplied in New Zealand:

<https://www.consumerprotection.govt.nz/tradingstandards/product-safety/product-recalls/>

2. What is a recall and when should I do one?

An appliance recall is an action by a recalling entity to remove an unsafe gas appliance from users in order to prevent it from causing harm.

A recall is not merely the removal of the appliance from the stores but includes removal of the appliance from warehouses, removal from the end-user, repair, rectification, replacement or disposal in a manner that ensures gas safety. A recall will always require a stop sale to be undertaken but this does not by itself constitute a recall.

It is the recalling entity's responsibility to prevent an unsafe appliance from reaching the marketplace as well as to seek the return of unsafe appliances that may have been sold or supplied.

A recall will remain in force until such time that all of the affected appliances are removed from the marketplace.

2.1 *Who is responsible for the recall?*

All entities in the supply chain have a responsibility to participate in the conduct of the recall and to ensure all relevant recalling entities and consumers are identified and advised of the hazard relating to the appliance. However, ordinarily the recalling entity at the highest level in the supply chain has the lead responsibility to carry out the recall.

Gas safety legislation and consumer law legislation places obligations or duties on all participants in the supply chain. These obligations can result in mandating certain actions to be taken by a particular recalling entity or more than one recalling entity.

Where there is an unsafe gas appliance, it is in the best interests of all concerned that recall action is initiated quickly and voluntarily in all jurisdictions that the appliances have been sold in to minimise risk of harm to consumers. In addition to preserving public safety, timely recalls can reduce potential legal exposure, costs and the need for the relevant Regulator to pursue enforcement actions that may have serious financial implications for the recalling entity.

Failure of a company to conduct a mandatory recall (even if the company is placed in liquidation) could result in individual officers of the company facing further legal actions, fines and /or imprisonment in some jurisdictions.

2.2 When to undertake a recall.

A recall should be undertaken when the appliance is known to be, or reasonably suspected to become, unsafe. There is no requirement for any incident or injury to occur to indicate an appliance is unsafe before a recall is triggered. It can be deemed to be unsafe by reason of its design or a manufacturing fault that could lead to a failure in an unsafe manner causing an explosion hazard, fire hazard, mechanical hazard, burn hazard or other hazards to the user.

Compliance to relevant Australian Safety Standards is not always a guarantee that an appliance is safe. It is possible that the relevant standard may be deficient in relation to the appliances and the risk that occurs as it may not address new emerging technology within the appliance that introduces a previously unforeseen risk. Recalls can result from a manufacturing problem or a batch issue (that cannot be detected by testing of the appliance at the time of introduction into the market). A safety issue with an appliance may also arise due to a reliability or robustness problems that may only become apparent over time.

Evidence of unsafe appliances may come from incidents reported to the recalling entity from end users or from investigations by gas safety regulators, evidence of non-compliance during quality control testing, independent check-testing by gas safety regulators showing unsafe or non-compliance to relevant standards, information from tradesman who install the equipment, evidence of the appliances involvement in fires, risk analysis after similar appliances have caused safety issues, reports of component failure in other appliances, and where the component is also within the appliances being reviewed from information supplied by other regulatory agencies.

The decision to conduct a recall should not be dependent on the number of incidents, but rather the risk identified from one or more incidents or assessment of the appliance or information of non-compliance and the harm that could occur to persons or property from the appliances. There may be many incidents and no clear understanding of their cause. However, even where there is no clear cause or a fully identified fault if incidents are occurring, a recall should still be considered to ensure that risks are mitigated. A 'one-off' event may be sufficient to require a recall. It will require effective examination and investigation of the circumstances of failure to identify if the failure is a true 'one-off' event. For example, adequate sampling of other manufactured appliance would need to show the fault is not consistently appearing and the event was truly a one-off.

Testing or analyses that suggest only a very low proportion of appliances are failing out of many thousands or hundreds of thousands of appliances sold does not mean that it will not be necessary to conduct a recall. A single sample of an unsafe appliance can cause fire, destruction or death.

2.3 Good business practices

From their experience in overseeing recalls, gas safety regulators offer the following advice to all importers, manufacturers, responsible suppliers, suppliers, distributors, wholesalers, retailers (including on-line seller), traders and installers as prospective recalling entities:

- It is highly recommended to consider the use of recall insurance to ensure capacity to meet financial obligations to conduct recalls.
- Recalling entities should also have quality control systems
 - I. Ongoing inspection and testing of appliance batches with a comparison to original tested samples. *Appliance substitution is common in some industries and importers may be caught unaware and need to recall unsafe appliances.*
 - II. Batch identification and serial numbers. *This can limit the scope of any prospective recall to any identified affected batch or serial number range.*

- III. Effective investigative, recording and reporting processing of complaints about unsafe samples; *these details will be asked for by the Home Regulator*
- IV. Technically competent persons within the company or access to such persons for advice on gas safety matters

3. REGULATORY AGENCIES INVOLVED

3.1 The Australian Competition and Consumer Commission and your obligations.

The Australian Competition & Consumer Commission (ACCC) as a Commonwealth Government agency is the national agency that administers the Australian Consumer Law (ACL) and has certain legislative powers relating to consumer product recalls within Australia.

Gas safety of appliances, however, is regulated within State and Territory legislation and is overseen by gas safety regulators in the various States and Territories – see section 3.2.

While individual states and territories control gas product safety, recalling entities in Australia must comply with ACL requirements for reporting to the ACCC any deaths or serious injuries reported as being caused by goods they supplied. For further information visit the Product Safety Australia website:

www.productsafety.gov.au/content/index.phtml/tag/MandatoryReporting

Once recall action has begun, the supplier must notify the appropriate Commonwealth Minister within two days. This requirement can be met by notifying the ACCC. This notification to the ACCC is independent of any other action with a state based gas safety regulator. Notification is to be made to the Parliamentary Secretary to the Federal Treasurer (the Minister) in writing to:-

C/o Product Safety Branch
Australian Competition & Consumer Commission
GPO Box 3131
CANBERRA ACT 2301

Alternatively your notification can be emailed to: recalls@recalls.gov.au and for more information visit: <http://www.recalls.gov.au/content/index.phtml/itemId/952488>

3.2 Australian gas safety regulators and your obligations

Within Australia, each State and Territory regulator administers separate gas safety legislation and enforceable powers independently. This means that there may be some slight differences between each of the regulators concerning what actions they may require for a recall. Each jurisdiction is bound to apply their own respective legislation and may require other certain actions/information. Each State and Territory has the same desired outcome – that unsafe gas appliances are removed from the marketplace before injury to persons or damage to property occurs.

This guide has been produced to support a uniform approach to requirements for a recall so as to assist recalling entities in meeting the requirements of all jurisdictions when conducting a recall.

All States and Territories require that action be taken to remove all appliances and stipulate that a recall is not completed until all appliances are accounted for.

While each State and Territory may have different legislative requirements, the conduct of a voluntary recall for all of Australia, or for all the jurisdictions where the appliance was sold, is encouraged. This will help reduce the likelihood of additional actions being taken against a company by each State and Territory to ensure safety within their jurisdiction.

Many State and Territory regulators have legislative powers to mandate a recall. The gas safety regulators also work co-operatively with the ACCC and State and Territory ACL regulators who have additional mandatory recall powers. This combination of actions ensures that where a voluntary recall of unsafe appliances is unsatisfactory, there are appropriate powers that can be exercised to mandate a recall of the unsafe appliances.

To assist companies in dealing with the State and Territory regulators (to reduce reporting requirements, or ‘approvals’ process work, the regulators have agreed that one regulator can act on behalf of all regulators when a company is conducting a voluntary recall and taking action in accordance with the recall guide – see section 4 on **Home Regulator** for more information.



A recalling entity will need to contact the Home Regulator to inform them of the recall and discuss the proposed actions

3.3 New Zealand gas safety regulator and obligations

Australian gas safety regulators and the New Zealand gas safety regulator work co-operatively to ensure the effective recall of unsafe appliances that may have been sold in both jurisdictions. To this end, the New Zealand regulator subscribes to the GTRC agreement of 'Home Regulator' for appliances sold in New Zealand and in Australian jurisdictions.

3.4 Certifying Assessment Bodies (CABs) and their role in a recall.

The recall guidelines do not apply to a CAB who has certified and approved a gas appliance for sale. CABs may act as an intermedium to assist to the recalling entity in establishing if a gas appliance is unsafe or defective and provide technical assistance in establishing whether there is a means in which a gas appliance may be subject to an approved modification or other means which may form part of a recall provision.

4 The Home Regulator

As previously mentioned, within Australia, each State and Territory administers separate gas safety legislation and enforceable powers independently; however, all jurisdictions have the same common goal of ensuring unsafe gas appliances are removed and to that end, this recall guide is produced to ensure recalling entities understand the common requirements when a recall is conducted. To assist recalling entities conducting a recall in accordance with these guidelines the State and Territory gas safety regulators have agreed that one regulator, to be known as the Home Regulator, can act on behalf of all regulators in relation to reporting of recall actions and consideration of any further actions that may be necessary for the recalling entity to conduct.

A Home Regulator is the State or Territory regulator that is designated as the single point of contact for all State and Territory gas safety regulators for a supplier who is

undertaking a recall after its notification to the ACCC. The Home Regulator will liaise and negotiate with the other State and Territory regulators relating to a recall.

In this guide the Home Regulator is best defined as the being the state regulator who the recalling entity will liaise with when undertaking an gas safety recall. While a recalling entity may contact any regulator initially, gas safety regulators will determine who the best regulator is to be the Home Regulator and this will be determined by agreement of regulators. The Home Regulator may be determined by any of the following:

- a) *Where the appliance has been issued with a certificate by a state based gas safety regulator, then the regulator who issued that certificate may request to be the Home Regulator; or*
- b) *Where no such certificate has been issued, then the regulator in the state in which the gas safety incident occurred may request to be the Home Regulator; or*
- c) *Where no incident has occurred and a preventative recall is required, then the state where the recalling entity's head office is located may request to be designated as the Home Regulator; or*
- d) *Where the appliance has been sold in a particular jurisdiction, or several jurisdictions, a regulator of a jurisdiction where the appliance has been sold, and chosen by the recalling entity to liaise with for the conducting of the recall, may be designated as the Home Regulator.*

A list containing the gas safety regulators for each State and Territory along with their contact details can be found at section 6.

5. A recall is required – What do I do now?

Once the decision is made to undertake a recall, and the ACCC has been notified, and a Home Regulator identified, there are several important steps that must occur. The Home Regulator is your main point of contact when planning, implementing and

monitoring your recall. These following steps are the minimum requirements of the Home Regulator:

- ▶ Planning the recall and information exchange with the Home Regulator.
- ▶ Preparing the draft recall notice.
- ▶ Preparing proposed advertising of the recall including a media schedule.
- ▶ Undertaking the recall actions.
- ▶ Reporting and ongoing reporting requirements.
- ▶ Reviewing the effectiveness of the recall.
- ▶ Adjusting actions to improve recall outcomes.

5.1 Planning the recall and information exchange with the Home Regulator and the ACCC.

The ACCC has certain reporting requirements for a recall – see the ACCC Consumer Product Safety Recall Guidelines for more information: www.recalls.gov.au. The gas safety regulators will also require certain information that will be discussed with the respective Home Regulator with this guide being the expected minimum requirements.

Where the product is or may have been supplied into New Zealand, the recall should be actioned simultaneously in New Zealand.

In order for gas safety regulators to have confidence that the most effective recall is being undertaken, the Home Regulator will require information so that your recall is tailored to best suit the marketplace. Some of the information required will be:

- ▶ Details of the exact type of gas appliance including
 - brand or trade names
 - model numbers
 - batches (if relevant), manufacturing dates or other methods of determining the appliances affected.
- ▶ The known fault and its expected consequences.
- ▶ How the fault came to notice.

- ▶ Details of known incidents involving the appliances.
- ▶ Cause of the fault. For example design defect, manufacturing process failure, poor workmanship or reliability and robustness problems.
- ▶ The details of the manufacturer and importer, including responsible supplier registration details (if any).
- ▶ Number of units manufactured and sold.
- ▶ Number of units identified as having the fault and how this number was determined.
- ▶ Where the appliance was manufactured or imported from.
- ▶ When and where the appliance was sold to wholesalers and retailers.
- ▶ Details of 'on sellers' you have supplied with the appliance.
- ▶ The geographic sales distribution of the appliance (including breakdown of sales by State and Territory, and New Zealand if applicable).
- ▶ Other known outlets selling the same appliance or any similar appliances that may have the same fault.

The Home Regulator will supply relevant information to all other gas safety regulators.



It is critical to identify who might be affected by the unsafe appliances. The Home Regulator will expect a formal analysis determining who the end-user of the appliances are. The results of this will affect all aspects of the recall, in particular the scope and type of advertising required, and to determine how to trace the appliances and their owners. Examples include demographics and geographical location, where would they regularly go to shop, what type of newspaper, trade magazine, social media would they be likely to use; are they skilled in the use of the appliance or not; are they a tradesperson or child.

Once this exchange of information has been carried out, the recalling entity in consultation with the Home Regulator will customise a recall notice. In further planning of a recall the Home Regulator will ask that the following is canvassed:

- ▶ You should advise any on-sellers (wholesalers and retailers), which can be contacted, to immediately stop further sales and quarantine affected stock. Recalling entities should also have in place adequate administrative measures

to be able to trace the appliance, including batch marking, date coding and proper use of model number codes.

- ▶ A recall for gas appliances usually entails a refund of the appliance but other options are possible including a rework of the appliance (fixing the problem) or replacement with a similar type. Where replacement or 'rework' of appliances cannot be readily identified, replacement or reworked appliances should be suitably marked to enable identification. The reworking cure should be verified as an adequate fix to the defect or problem so as to ensure it will not cause a knock-on effect of safety problems that will need to be addressed in future recalls. The certificate issued for the appliance should be updated to include the modification and reworks made. If no certificate is required, the recalling entity should ensure its technical files are updated with adequate reports to show the appliance is gas safe after the modification/rework.
- ▶ Declaration or evidence of destruction of recalled gas appliances where rework is not possible
- ▶ Talk to your insurance provider. It may be possible to get insurance coverage against the cost of a recall. Check whether your insurance policy covers these costs.

5.2 Preparing a Recall Notice

Preparation of a recall notice is mandatory and should be approved by the Home Regulator before use. The notice itself must be in a prescribed format as set out in this document. A blank template document is available at www.recalls.gov.au/content/index.phtml/itemId/952922 or can be emailed to you by the Home Regulator. Again, your Home Regulator will assist in the construction of the notice.

See the Trading Standards New Zealand website for notices for New Zealand:

<https://www.consumerprotection.govt.nz/tradingstandards/product-safety/product-recalls/>

The recall notice must:

- ▶ Contain the prominent heading 'GAS SAFETY RECALL' in red characters with

minimum 16 point bold font size.

- ▶ Contain a picture of the appliance.
- ▶ Identify the appliance brand, and model and batch if relevant.
- ▶ Identify the fault.
- ▶ Identify the risk (e.g. Risk of explosion or fire).
- ▶ Identify where and when the appliance was sold.
- ▶ The format should contain headings such as Product Description, Hazard and Action Required.
- ▶ The hazard should be identified as either 'RISK OF EXPLOSION' or 'RISK OF FIRE' or 'RISK OF xxx' (where xxx is replaced by the risk – e.g. radiation, burn, mechanical injury or similar) with the font to be at least bold 10 point sans serif type font. Other text in the notice to be at least 10 point sans serif type font
- ▶ Advise the actions to be taken (e.g. cease use immediately and return to place of purchase).
- ▶ Identify the legal entity responsible for the recalled appliance (usually includes Pty Ltd and / or ABN/ARN).
- ▶ Provide an Australian contact through telephone, email for further information or website form.
- ▶ Contain the footnote "See www.recalls.gov.au for Australian appliance recall information" in bold 14 point font size.
- ▶ Be in the standard format using a red hatched border with a safety triangle in the upper left-hand corner. If being published in a newspaper, the advertisement should be at least a minimum size of 10 X 12 cm on the printed page.
- ▶ The notice must not include the words "voluntary recall" or use phrases to lessen the importance of the matter, such as, "on rare occasions" or a "small possibility of".



The recalling entity must submit the draft notice and publication schedule to the Home Regulator for approval before it is published. The template below is available on

request to your Home Regulator or at

www.recalls.gov.au/content/index.phtml/itemId/952922

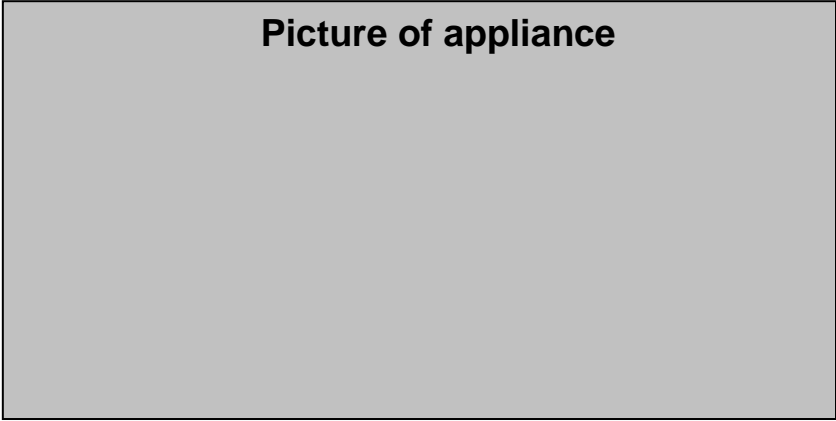
A sample of the notice and required fields is contained on the following page.



GAS SAFETY RECALL

Description of appliance

Brand name and model number(s)



Picture of appliance

Product description:

Identification marks and description to identify appliance brand, and model (and batch if relevant)

Make comment that other models not affected if applicable

Explain when & where units sold

Hazard: (Risk of fire, Explosion, other)

Identify the actual gas safety risk and/or fire risk using simple terms and language

Action Required:

Explain what the customer has to do – disconnect from supply, cease use immediately, do not use, who to contact, return/destroy/obtain replacement/obtain refund etc.

Name and contact details for entity responsible for the recall (... Pty Ltd).

Telephone: XXXXX XXXX, email addresses, website etc.

**See www.recalls.gov.au for
Australian Product Recall Information**

5.3 Prepare advertising (media schedule)

The recalling entity should determine the most appropriate recall methods in consultation with the Home Regulator.

Effective advertising of a recall is the most reliable way in which a recalling entity can alert consumers of a recalled appliance and remove it from the marketplace.

Advertising does not diminish a recalling entity's responsibility to attempt to recover all faulty appliances by other means and is not the end of the recall process.



One key principle is that a recall notice should be advertised in the same publications and in the same way as used in the original promotion of the recalled appliance.

Other advertising methods that should be used for the recall, where appropriate, include:

- ▶ Direct mail to consumers using sales records.
- ▶ Letterbox drops to known areas of sales.
- ▶ Sales brochures and customer catalogues.
- ▶ Specialist trade magazines/Industry Organisation Journals.
- ▶ Demographic group targeted magazines.
- ▶ Point of sale advertising in-store.
- ▶ Listing notice on company website.
- ▶ Newspaper advertising.
- ▶ Television advertising.
- ▶ Google adverts and internet advertising.
- ▶ Social media releases including Twitter, Facebook and YouTube channel advertising.
- ▶ Other internet based community and business network sites.
- ▶ Email to customer lists.
- ▶ Recalls.gov.au - this is automatic upon notifying the ACCC.
- ▶ Notify service and spare parts agencies.

5.4 Newspaper advertising

The Home Regulator may require a recall advertisement to be published in a newspaper or similar publication. Such advertising would be required to be prominent and usually within the first five pages of the newspaper. If advertising is required, the advertisement must appear in at least the publications listed below, however additional regional or specific advertising may be sought.

<p>FOR NEW SOUTH WALES</p> <ul style="list-style-type: none"> • Sydney Morning Herald • Telegraph • Illawarra Mercury • Newcastle Herald • Canberra Times. 	<p>FOR VICTORIA</p> <ul style="list-style-type: none"> • Herald Sun and • Age.
<p>FOR QUEENSLAND</p> <ul style="list-style-type: none"> • The Courier Mail • The Sunday Mail • The Sunshine Coast Daily • Townsville Bulletin • Rockhampton Morning Bulletin • The Daily Mercury • Gympie Times • The Toowoomba Chronicle • The Queensland Times • The North West Star • News Mail and • The Gladstone Observer. <p><i>There are also 12 suburban Brisbane newspapers that can also be utilised.</i></p> <p><i>(NOTE: Queensland does not have one paper that effectively covers all regional areas)</i></p>	<p>FOR TASMANIA</p> <ul style="list-style-type: none"> • The Mercury • The Advocate and • The Examiner.
	<p>FOR NORTHERN TERRITORY</p> <ul style="list-style-type: none"> • Northern Territory News and • Centralian Advocate.
	<p>FOR WESTERN AUSTRALIA</p> <ul style="list-style-type: none"> • The West Australian.
<p>FOR SOUTH AUSTRALIA</p> <ul style="list-style-type: none"> • The Advertiser and • The Sunday Mail. 	

5.5 Reporting and ongoing reporting

The Home Regulator will stipulate the initial reporting requirements of the recall once it has been approved for advertising. The ACCC has reporting requirements in common with the Home Regulator. Reporting of the recall's progress may vary depending on the appliance and also the gas safety incident. Reporting of the recall's progress allows the Home Regulator to monitor the return rate.

Continual reporting will allow the recalling entity and Home Regulator to amend the advertising schedule if required to try and increase the coverage and effectiveness in the marketplace. Further and additional advertising may be required.

Regular reporting should include:

- ▶ The number of unsold units returned by retailers.
- ▶ The number of units sold to consumers.
- ▶ The number of units returned by consumers as a result of the recall or the number of units remedied or accounted for as disposed.

Information should be given on a state-by-state (and New Zealand if applicable) breakdown basis and supplied in accordance with the format in this guide. Further information may also be requested from time-to-time.

A regulator may decide no further reporting is required. However, a recall is on-going until all appliances are accounted for.

6. Australian State and Territory regulators and New Zealand Regulator

<i>Victoria</i>	
Energy Safe Victoria PO Box 262 Collins St West, VIC 8007	Phone: 1800 652 563 Email: info@esv.vic.gov.au

<i>Queensland</i>	
Department of Natural Resources, Mines and Energy PO BOX 15216 CITY EAST QLD 4002	Phone: 07 5459 6189 Email: gassafe@dnrm.qld.gov.au

<i>Western Australia</i>	
EnergySafety Building & Energy Locked Bag 14 CLOISTERS SQUARE WA 6850	Department of Mines, Industry Regulation and Safety Phone: (08) 6251 1900 Email: energysafety@dmirs.wa.gov.au

<i>Tasmania</i>	
Gas Standards and Safety PO Box 56 Rosny Park TAS 7018	Consumer, Building and Occupational Services Phone: 1300 654 499 Email: cbosinfo@justice.tas.gov.au

<i>South Australia</i>	
Office of the Technical Regulator	
GPO Box 320	Phone: (08) 8226 5863
Adelaide SA 5001	Email: trevor.tucker@sa.gov.au

<i>Australian Capital Territory</i>	
Access Canberra	Construction, Environment and Workplace Protection
GPO Box 158	Phone: (02) 6207 0517
Canberra ACT 2601	Email: gasadmin@act.gov.au

<i>Northern Territory</i>	
NT WorkSafe	
GPO Box 1722	Phone: 1800 019 115
Darwin, NT 0801	Email: ntworksafe@nt.gov.au

<i>New South Wales</i>	
NSW Fair Trading	Energy & Utilities Unit
Office of Finance and Services	Phone: 02 9895 0722
PO Box 972	Fax: 02 9895 9917
Parramatta NSW 2124	Email: gassafety@finance.nsw.gov.au

<i>New Zealand</i>	
Energy Safety, WorkSafe NZ	
PO Box 165	Phone: +64 4 897 7699
Wellington 6140 New Zealand	Email: info@energysafety.govt.nz