

## APPENDIX B

# Workplace health and safety

Our vision is to build an environment where the physical and mental wellbeing of all staff is our priority. We aspire to be an exemplar in safety and wellbeing across the public sector and provide a mentally safe, supportive and respectful workplace.

Over the last 12 months, we have delivered:

- mandatory appropriate behaviour training for all staff (currently 88 per cent of all staff completed)
- mandatory online training modules for all staff on appropriate behaviour and workplace health and safety, including ergonomic assessments
- a range of valuable health and wellbeing services including free influenza vaccinations for staff and access to our free virtual live yoga and meditation sessions in September
- a comprehensive COVIDSafe plan to prioritise a safe return to the office for those who choose to return to working in the office
- an Employee Assistance Program with a customer satisfaction of 89 per cent and a utilisation rate of 16.5 per cent (up from 12 per cent in the previous year)
- continual reviews of our occupational health and safety policies and procedures
- our Lunch n' Learn program to share our learnings from external training and development and we have also become involved in similar sessions being run across other jurisdictional audit offices
- monthly online seminars offered by Converge, our Employee Assistance Program. These well attended seminars cover a broad range of mental and physical wellness topics.

Staff have continued to choose to work where they are most productive, with the majority continuing to work from home. We have continued to supply all staff with our standard desks, monitors and chairs to promote a safe and productive work environment. We also provide additional equipment to staff in individual circumstances to best suit their needs and work.

To ensure all staff are effectively supported in the workplace, early intervention and injury management continues to be a key focus with targeted wellbeing support for staff.

FIGURE B1: **WorkCover claims**

Claims and rate	2018–19	2019–20	2020–21	2021-22
Number of standard claims*	1	1	1	1
Rate per 100 full-time equivalent staff	0.64	0.57	0.57	0.56

Note: (a) Standard claims are those that have exceeded the employer excess or are registered as a standard claim and are open with no payments as at 30 June 2022.

Source: Data supplied by the Victorian WorkCover Authority.

In 2021-22 there was one lost-time claim, as shown in Figure B2.

FIGURE B2: **Lost time and average cost of claims**

Lost time and cost	2018–19	2019–20	2020–21	2021-22
Number of lost-time claims <sup>(a)</sup>	–	–	1	1
Average cost of claims <sup>(b)</sup>	\$10 337	\$7 795	\$33 558	\$184,204

Note: (a) A lost-time claim is one with one or more days compensated by the Victorian WorkCover Authority (after employer excess) as at 30 June 2022. They are a subset of standardised claims.

(b) Based on claims reported between 1 July 2021 and 30 June 2022. Claims include employer and Victorian WorkCover Authority payments to date, plus an estimate of outstanding claims costs (further costs as calculated by the Victorian WorkCover Authority’s statistical case estimate model).

Source: Data supplied by the Victorian WorkCover Authority.

Our performance against our workplace health and safety performance indicators is shown in Figure B3.

FIGURE B3: **Workplace health and safety performance against indicators**

Performance indicator	Performance
All new and existing staff are offered ergonomic assessments and required products are sourced and purchased	All employees were provided with access to a ‘Safe Workstation Set-up’ online module on commencement all employees were provided with the necessary products and equipment to enable effective work from home
All claims received are lodged with WorkCover within 10 working days for physical injury claims or 3 days for mental injury claims	100%
All reported incidents and accidents are followed up within 24 hours and closed as soon as is practicable	100%
Return-to-work plans are in place as soon as is practicable, and regularly monitored until complete	100%
A report on the number of claims and costs is provided to the operational management group as required	Reported as required