

Appendix B: Workplace health and safety

Health and wellbeing strategies

Our health and wellbeing strategies this year included:

- maintaining access to our independent employee assistance program, used by 12.6 per cent of staff, compared to the industry average of 6.6 per cent
- requiring all staff to complete online training modules on workplace health and safety, ergonomics and appropriate behaviour
- reimbursing the cost of influenza vaccines to help our team to stay healthy over winter
- encouraging staff to make use of our Better Normal principles to maintain a healthy work-life balance.

WorkCover claims

| Claims and rate | 2019–20 | 2020–21 | 2021–22 | 2022–23 |
|--|---------|----------|-----------|---------|
| Number of standard claims* | 1 | 1 | 1 | - |
| Number of lost claims** | - | 1 | 1 | - |
| Rate of standard claims per 100 full-time equivalent staff | 0.57 | 0.57 | 0.56 | - |
| Average cost of claims | \$7,795 | \$33,558 | \$181,204 | - |

*Standard claims are those that have exceeded the employer excess or are registered as a standard claim.

**A lost-time claim is a claim with one or more days compensated by the Victorian WorkCover Authority (after employer excess) at 30 June 2023. They are a subset of standard claims.

Source: PSC Insurance.

Workplace health and safety 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 per cent |
| All reported incidents and accidents are followed up within 24 hours and closed as soon as is practicable | 100 per cent |
| Return-to-work plans are in place as soon as is practicable, and regularly monitored until complete | Not applicable as no return-to-work plans were required this year |
| A report on the number of claims and costs is provided to the operational management group as required | Reported as required |

Source: VAGO.