

Appendix C:

Workplace health and safety

Health and wellbeing strategies

Our health and wellbeing strategies this year included:

- maintaining access to our independent employee assistance program, with a 16 per cent annual staff utilisation rate, compared to the industry average of 10.3 per cent
- updating and modernising our mandatory appropriate behaviour e-learning
- using People Matter Survey insights to inform wellbeing, inclusion and psychosocial safety initiatives
- a focus on leadership development to strengthen people leadership, employee experience and organisational wellbeing
- 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
- celebrating diversity days of significance throughout the year
- undertaking a psychosocial safety risk assessment.

Figure C1: WorkCover claims

Claims and rate	2021–22	2022–23	2023–24	2024–25	2025–26
Number of standard claims*	1	-	-	-	-
Number of lost claims**	1	-	-	-	-
Rate of standard claims per 100 FTE staff	0.56	-	-	-	-
Average cost of claims	\$33,558	-	-	-	-

Note: *Standard claims are claims that have exceeded the employer excess or are registered as a standard claim. **A lost-time claim is a claim with one of more days compensated by the Victorian WorkCover Authority (after employer excess) at 30 June 2026. They are a subset of standard claims.

Source: Employers Mutual Limited.

Source: VAGO.

Figure C2: 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 setup' online module and the offer of an in-person assessment with an ergonomic specialist on commencement. All employees were provided with the necessary products and equipment to enable effective remote work
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	Not applicable because no return-to-work plans were required this year
A report on the number of claims and costs is provided to OMG as required	Reported as required
Source: VAGO.	