

APPENDIX B

Workplace health and safety

Our commitment to workplace health and safety continued in 2019–20. We continued to provide mandatory appropriate behaviour training for all staff and engaged a consultant to provide support to staff on setting up an ergonomic workstation.

We shut our office in response to the COVID-19 pandemic with staff requiring approval from senior management to enter the building. Staff working from home have been supplied with all of the necessary materials to continue their role, and our HR team has run a range of health and wellbeing initiatives to support staff through this challenging time.

In 2019–20, there were nine workplace health and safety incidents reported—eight fewer than in 2018–19. The incident rate per 100 full-time equivalent staff in 2019–20 was 5.18 per cent, compared to 10.95 in 2018–19. There was one standard WorkCover claim lodged in 2019–20, as shown in Figure B1.

FIGURE B1: **WorkCover claims**

Claims and rate	2016–17	2017–18	2018–19	2019–20
Number of standard claims ^(a)	1	2	1	1
Rate per 100 full-time equivalent staff	0.53	1.12	0.64	0.57

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 2020.

Source: Data supplied by the Victorian WorkCover Authority.

In 2019–20, there were no lost-time claims, as shown in Figure B2.

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

Lost time and cost	2016–17	2017–18	2018–19	2019–20
Number of lost-time claims ^(a)	-	1	-	-
Average cost of claims ^(b)	\$725	\$20 421	\$10 377	\$7 795

(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 2020. They are a subset of standardised claims.

(b) Based on claims reported between 1 July 2019 and 30 June 2020. 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.

During 2019–20, our Health and Safety Committee:

- quickly mobilised staff to enable working from home during the COVID-19 pandemic
- considered the nature of injuries and incidents that occurred during the year, including identifying hazard management strategies
- organised workplace inspections of the office to identify hazards and agree on solutions to remove or minimise them
- promoted wellbeing events to all staff
- rolled out regular webinar series and newsletters focused on mental health and wellbeing during the pandemic
- paid for flu vaccinations for staff
- conducted pulse checks to assess wellbeing
- developed a COVIDSafe plan to prioritise a safe return to the office

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 as well as on commencing working from home during the COVID-19 pandemic. Ergonomic assessments and HR support were arranged with employees if there were still concerns after the module was completed. During the COVID-19 pandemic, 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	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	100 per cent
A report on the number of claims and costs is provided to the Operational Management Group as required	Reported as required
Health and Safety Committee meets quarterly	Four meetings were held in 2019–20, which meets the requirements of the <i>Occupational Health and Safety Act 2004</i> .

Source: VAGO.