

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, which we transitioned to online during 2020–21. Currently 98.4 per cent of all staff have either completed this training or are signed up for a future session.
- mandatory online training modules for all staff on appropriate behaviour and workplace health and safety, including ergonomic assessments
- an annual series of wellbeing webinars, supporting employees to prioritise their mental health during the COVID-19 pandemic
- a range of valuable health and wellbeing services including free influenza vaccinations for staff, fitness and nutritional information through our monthly wellbeing newsletter, access to our free virtual gym and 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 88 per cent and a utilisation rate of 12 per cent of the workforce, four per cent higher than our comparison group
- continual reviews of our occupational health and safety policies and procedures.

Staff have continued to choose to work where they are most productive, with the majority continuing to work from home. We supplied all staff with adequate equipment during 2020–21 and are in the process of rolling out standard desks, monitors, chairs and additional equipment to all staff for their ongoing needs.

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. In 2020–21, there was one workplace health and safety incident reported, eight fewer than in 2019–20, as shown in Figure B1. The incident rate per 100 full-time equivalent staff in 2020–21 was 0.57 per cent, compared to 5.18 per cent in 2019–20.

FIGURE B1: **WorkCover claims**

Claims and rate	2017–18	2018–19	2019–20	2020–21
Number of standard claims*	2	1	1	1
Rate per 100 full-time equivalent staff	1.12	0.64	0.57	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 2021.

Source: Data supplied by the Victorian WorkCover Authority.

In 2020-21 there was one lost-time claims, as shown in Figure B2.

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

Lost time and cost	2017–18	2018–19	2019–20	2020–21
Number of lost-time claims claims(a)	1	-	-	1
Average cost of claims (b)	\$20 421	\$10 337	\$7 795	\$33 558

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 2021. They are a subset of standardised claims.

(b) Based on claims reported between 1 July 2020 and 30 June 2021. 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 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 require	Reported as required