

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, which was used by 16.5 per cent of staff, compared to the industry average of 5 to 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
- overhauling our health and safety and workplace behaviour policies and procedures to clarify expectations, address information gaps and simplify access to essential information.

Figure C1: WorkCover claims

Claims and rate	2020–21	2021–22	2022–23	2023–24
Number of standard claims*	1	1	-	-
Number of lost claims**	1	1	-	-
Rate of standard claims per 100 FTE staff	0.57	0.56	-	-
Average cost of claims	\$7,795	\$33,558	-	-

*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 2024. They are a subset of standard claims.

Source: Employers Mutual Limited.

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