

Work Health and Safety and Wellbeing

Quarter 3 Report 2024 - July to September

Purpose

This report outlines Australian Catholic University Work Health Safety and Wellbeing (WHS & Wellbeing) performance for the period of 1 July to 30 September. Based on SafeWork Australia's guide Measuring and Reporting on Work Health and Safety this report should assist ACU officers to exercise due diligence under the model Work Health and Safety Act (model WHS Act). It also provides guidance and information to other stakeholders to ensure ACU's WHS and Wellbeing considerations are integrated seamlessly into the overall Safety and Wellbeing Plan.

WHS & Wellbeing Lag Indicators:

Record and reports of past events that measure a ACU's health and safety performance are derived from reactive monitoring that involves reporting and investigating specific incidents and events to identify weaknesses in a system.

1. Regulatory Activity

1.1 Provisional Improvement Notices (PINS):

Zero Notifiable incidents reported, and zero provisional improvement notices received within the reporting period.

1.2 PIN State Insurance Regulatory Authority (SIRA) Regulatory Compliance.

Issued 26 June 2024: Contravention of *Section 52 of Workplace Injury Management and Workers Compensation Act 1998*.

Action Closed Wednesday 21 August 2024:

- ACU Recovery at Work Plan is compliant,
- Evidence supplied to the regulator of consultation and communication with staff and unions.
- Recovery at Work Training designed and issued to all staff for mandatory completion.

2.0 Workers Compensation

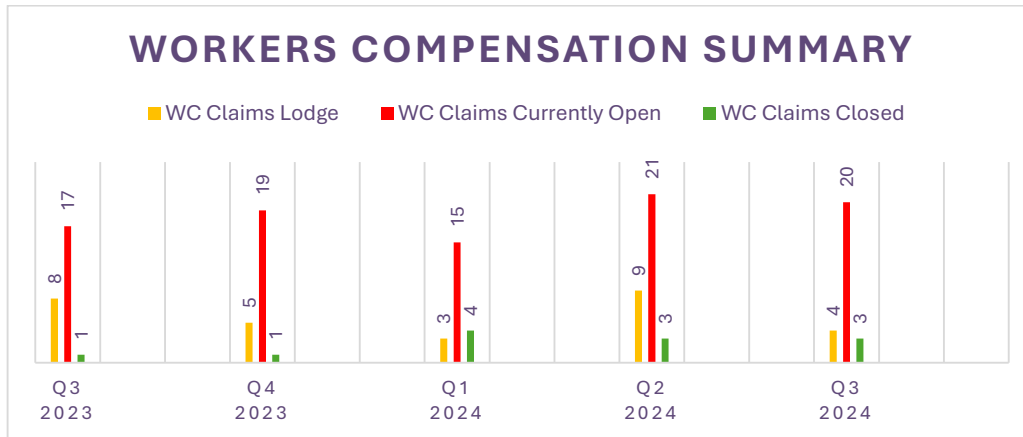
Graph 1 depicts ACU's performance related to worker's compensation and return to work includes a rolling YTD summary and a status breakdown for the reporting period, including new claims.

2.1 Workers Compensation claims

Q3 2024 shows:

- A decrease in of 1 new claim when compared with Q3 2023.
- There has been 5 less new workers compensation claims when compared to Qtr. 2 2024 figures of 9.
- Workers' compensation claims that are open and active have decreased when compared with Qtr. 2 2024.
- There has been an increase of 3 open and active claims when compared to Q3 2023.
- Close out of workers compensation claims has increased from 1 case Q3 2023 to 3 cases in Q3 2024.
- When compared with Q2 2024 the close out rate has stayed the same.

Graph 1 – Workers Compensation Summary Q3 2023 – Q3 2024



Action:

- RTW Coordination will be conducting end of year claim review with ACU Workers Compensation Insurers.
- Discuss strategies to close out claims over 2 years old.

3.0 Staff Lost Time

3.1 Lost Time Injuries (LTI’s)

LTI is an injury which has resulted in the worker missing the next shift or days’ work because of the injury. During the reporting period, three LTI were report. Table one shows that ACU’s LTI’s have decreased by 4 when compared to Qtr. 2-2024.

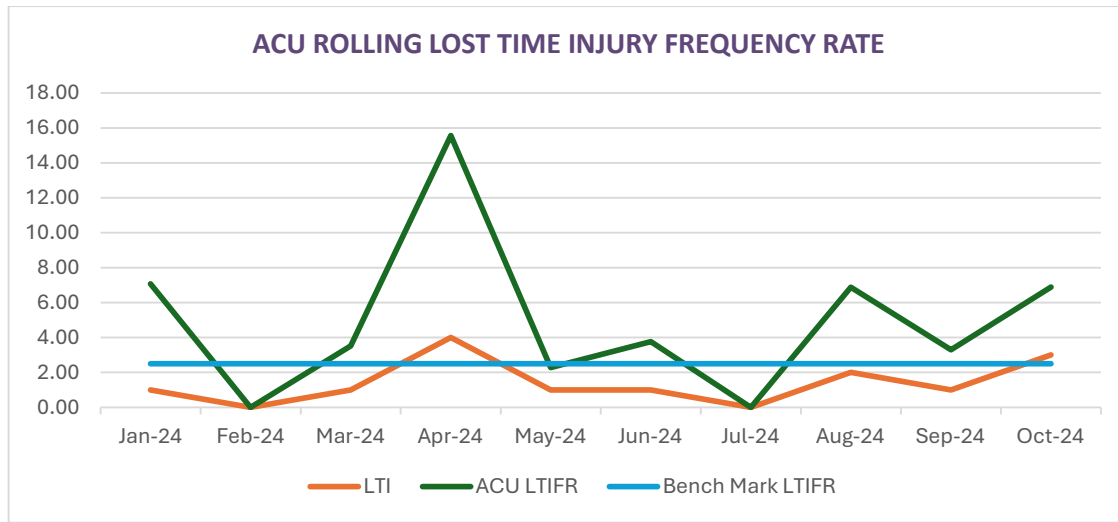
Table 1- LTI’s and LTIFR (Qtr-1 to Qtr-3 2024)

	Qtr-1			Qtr-2			Qtr-3		
	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24
LTI	1.00	0.00	1.00	4.00	1.00	1.00	0.00	2.00	1.00
ACU LTIFR	7.07	0.00	3.52	15.56	2.28	3.76	0.00	6.88	3.29

3.2 Lost Time Injury Frequency Rate (LTIFR)

LTIFRs are useful for drawing conclusions about factors that contribute to lost productivity and offers an opportunity for organisations opportunities to improve their preventative injury management plan. The LTIFR measures the number of lost-time injuries per million hours worked during a single financial year. Graph 2 below depicts Rolling LTIFR and LTI, which shows a significant reduction in LTIFR Qtr 3 2024 of 6.88 when compared to LTIFR Qtr 2 2024. This is due to the significant reduction of lost time injuries within the reporting period.

Graph 2- ACU Rolling LTI and LTIFR vs Sector Benchmark LTIFR



3.3 ACU’s LTIFR vs LTIFR Sector Benchmark Education and Training Industry

In September 2023, Safe Work Australia implemented improvements to the estimates of the working population used to calculate injury rates from *the National Dataset for Compensation-based Statistics (NDS)*. Graph 3 below measures ACU’s LTIFR at 6.89 when compared with LTIFR of 2.5 for organisations within the tertiary education sector. This means that there is an opportunity for improvement by 4.39.

Graph – 3 ACU’s LTIFR vs Tertiary Education Benchmark for Q3 2024*



* Comparative Performance Monitoring (CPM) 24th edition indicators
The CPM comprises of 23 Work Health and Safety and Workers’ Compensation measurement indicators spread over 6 sections.

Actions Required:

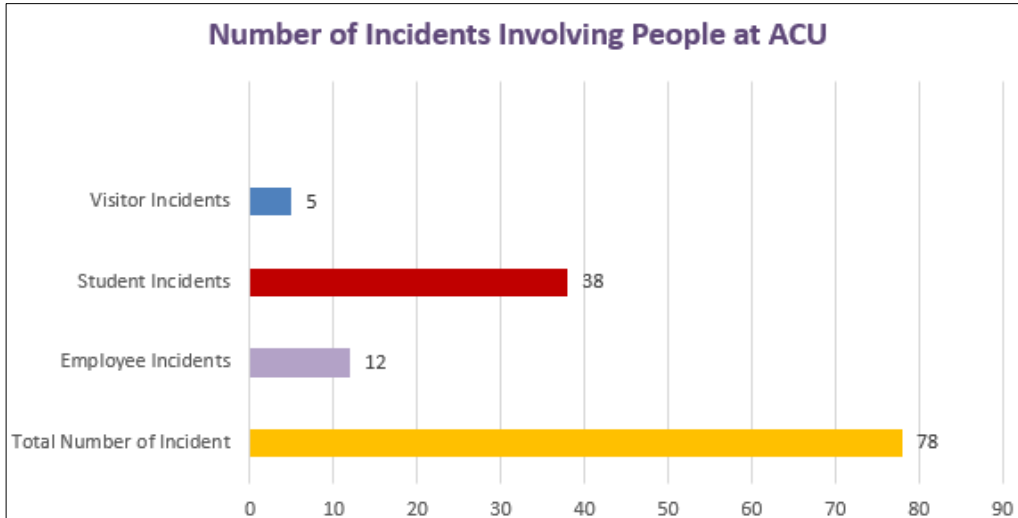
- LTIFR should be reported annually end of Quarter 4.
- Training managers in early intervention process and welfare checking.
- RiskWare reporting timelines to improve to allow the Safety and Wellbeing team to reach out to staff member and manager upon notification.

4.0 Incident and Hazard Report.

4.1 Total Incidents.

Of the 78 incidents lodged during the Quarter 3 2024, 38 incidents involved students, and 12 incidents involved staff. It is anticipated that due to the inclusion of security and facility reports Qtr 4 2024 total number of incidents reported will significantly increase, this will allow for a more robust risk management, campus profile and ultimately improved risk registers across ACU.

Graph 4- Source of Incident Reported Q3 2024



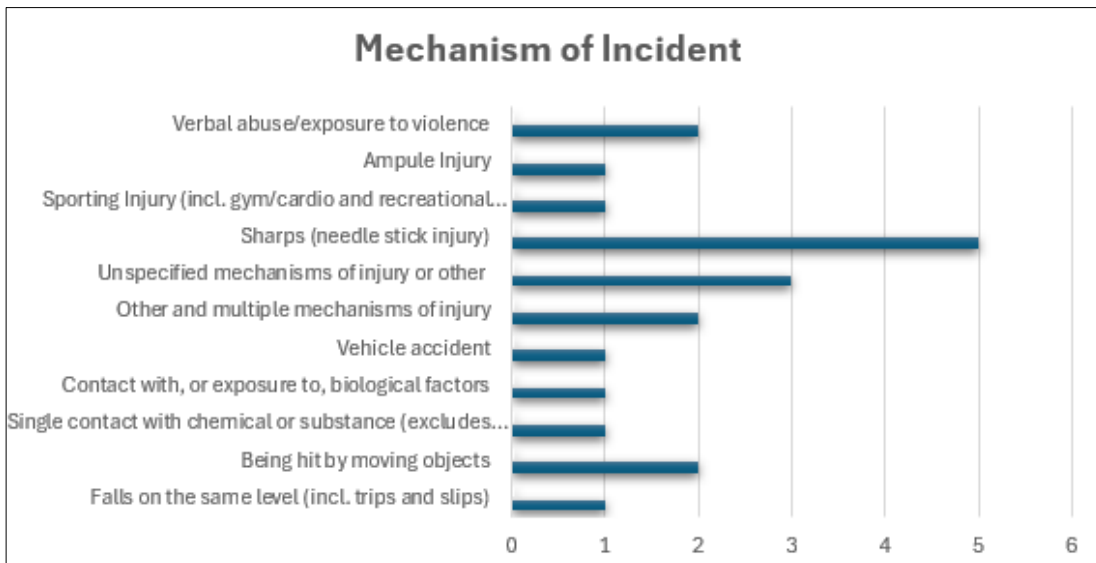
Actions Required:

- Risk assessment required to review physical location of the incidents for common themes.
- Review the number of incidents that are reported as Critical Incidents.
- Improve risk management and reporting process within RiskWare.

4.2 Mechanisms of Incident

Of the 78 reported incidents 20 have resulted in injury, with 3 attributed to the Faculty of Arts and Education and 17 attributed to the Faculty of Health Sciences. The resultant cause of injury are 5 needle stick, 2 being hit by moving objects and 2 related to violence and aggression.

Graph 4- Mechanism of Incident by Injury



Actions Required:

- Review in detail the reports to establish what activities or training is required for staff and students to prevent these injuries.
- Trend analysis over the past 4 Quarters to offer month by month rolling data.
- Initiate discussions with new WHS Risk Specialist and RTW Coordinator in order to plan a proactively approach by faculties and units to investigating and mitigate reoccurring incidents.
- Psychosocial Risk Consultant to engage with faculties and units to review psychosocial hazards in the workplace.

4.3 Hazards and Open incidents

Table 2 – Hazards by Units Q3 2024

Location	COO	DVC Education	DVCRE	Provost	VP	VCP	Total
Hazards	3	1	0	7	0	0	11
Incidents Open	6	4	1	14	0	0	25

Actions Required:

- Engage with Security and Facilities and Campus Deans to review all action items open and track them to closure were reasonably practicable.
- Review RiskWare reports to report on total days open.
- Train users on how to close out and track actions.

4.3 Corrective Actions EY Audit Executive Summary

Table 3 relates to operational tactical corrective action plan which outlines a set addressing issues and gaps in business operations and processes that could negatively impact the ACU. It describes the approach for resolving an issue that interferes with reaching company goals. These audit actions are the responsibility of ACU’s National Manager Safety and Wellbeing to complete, with the Chief Operating Officer as the accountable executive and Chief Operating Officer as the executive sponsor.

Table 3- EY Audit Action Progress.

Action Item	Progress	Comment/Update
Safety and Wellbeing team resourcing.	In progress (April 2025)	<ul style="list-style-type: none"> • Back fill required for vacant HEW 8 positions. • Allocation of resources approved. • Recruitment activities and team capacity reviewed
RiskWare Incident management system	In Progress Dec 2025	<ul style="list-style-type: none"> • Safety Systems and the host service provider are assessing the software coding bandwidth and activation. • Safety Systems and Assurance Consultant onboarded Nov 2024
An internal audit Safety Management System	In Progress (July 2025)	<ul style="list-style-type: none"> • Part of EY audit finding to update policies and procedures. • Project plan based on gap analysis ISO 45001, 14001 and 9001in progress. • Safety Reporting and recording of performance data is being investigated. • Safety Management System Audit schedule to be created.
WHS & Wellbeing Operational Risks Review	Not Started (December 2025)	<ul style="list-style-type: none"> • Risk register reviews for all Campuses and faculties. • Determine Top 5 risks at ACU.

Action Item	Progress	Comment/Update
		<ul style="list-style-type: none"> KPMG to begin in November. Recruitment for WHS Risk Specialist is underway.
Mental Health and Wellbeing	Not Started (December 2025)	<ul style="list-style-type: none"> Create Psychosocial Risk Register. Recruitment for Psychosocial Risk Specialist is underway. To include Code of Practices, Positive Duty, Gender Based Violence.
Training and Certification	Not Started (July 2025)	<ul style="list-style-type: none"> Create WHS&W training matrix. Review and improve current training in line with legislative requirements.
Communication and Consultation	In Progress (July 2025)	<ul style="list-style-type: none"> Dependant on the Completion of the Safety Management System review.

Action Required:

- Create a project plan to include milestones for updates.
- Change expected completion dates and review current progress with EY.
- Recruitment activity to be completed November 2024 for Risk and Psychosocial Risk Professional.
- Increase the Safety and Wellbeing team resources to improve capability and ensure successful closure of the Action Items.

Lead Indicators

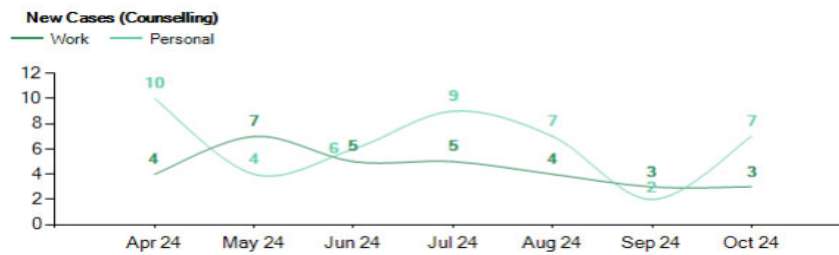
Leading indicators are proactive and preventive measures that can shed light about the effectiveness of safety and health activities and reveal potential problems in a Work Health Safety and Wellbeing programs.

5.0 Employee Assistance Program (EAP) *

5.1 EAP Staff Utilisation

ACU's staff utilisation rate of EAP is currently 7.65 % with an average rate of 1.35 sessions. This section of the report provides clinical insight into the reasons that clients have engaged with EAP Counselling. The chart highlights whether clients accessed for workplace or personal issues, with a breakdown of presenting concerns in the following tables.

Table 3- EAP Qtr. 2 – Qtr. 3 2024 Data



Personal Presenting Concerns	New Cases	Total Cases	Percentage
Mental Health – Anxiety	2	3	23%
Mental Health – Excessive Stress	1	2	15%
Grief & Loss – Death	1	2	15%
Work Conflict – Manager	2	2	15%
Mental Health – General Wellbeing	0	1	8%
Personal Relationship – Partner	1	1	8%
Personal Relationship – Family	1	1	8%
Personal Relationship – D&FV	1	1	8%

Workplace Presenting Concerns	New Cases	Total Cases	Percentage
Work Role – Limited Opportunity/Progression	0	1	50%
Work Change – Restructure	1	1	50%

* Data source ACU's EAP provide monthly report 2024

Action Required:

- To improve promotion of EAP and increase utilisation rates a review of the current contract with Acacia is due end of November.
- Review the accessibility to trained psychologists in response to critical incidents.
- Promote staff and managers self-help training tools.

6.0 Training*

Table 4 below highlights that since January 2024, 6705 staff enrolled and completed WHS and Wellbeing related training.

Training by subject matter	Staff number of course completion		
	Academic	Professional	Grand Total
Induction	2300	3445	5745
Discrimination, Harassment and Bullying	5	20	25
Managing Risk	799	1197	1996
Work Health and Safety	496	794	1290
Recovery at Work	204	395	599
Wellbeing	32	75	107
Hidden Disabilities Sunflower	32	75	107
Grand Total	2683	4022	6705

*In 2025 Safety and Wellbeing will begin to report on enrolled vs completion rates

Action Required:

- As part of Safety and Wellbeing plan audit actions training matrix is required.
- Legislative mapping of training is currently underway.

Compliance

7.0 Audit WHS&W Action Management Items

Attached:

RECOMMENDATION:

*Prepared by Jules Smalley National Manager Safety and Wellbeing.
Contributor Rebecca Gilmore RTW Coordinator.
Endorsed by*