

## Safety and Wellbeing Quarter 3 Report 2025 (July - September)

---

### Purpose

This report presents key Safety & Wellbeing indicators for Q3 2025 (July – September), as agreed with the Chief People Officer (CPO). The indicators provide a useful snapshot of Safety & Wellbeing performance at both the University-wide and Portfolio levels (where data is available). While the current data set includes a mix of lead and lag indicators, there is ongoing work required to strengthen the suite of measures to better align with leading best practice.

To enable timely action and continuous improvement, data is recorded and reported to management on a monthly basis. This quarterly report offers a broader analysis of emerging trends and risks. An annual summary report will be provided at the end of the calendar year.

### Executive Summary

Quarter 3 continued to build on the strong progress made in safety reporting and system enhancements. Key achievements are outlined below.

- A new, more detailed incident and hazard trend report was rolled out to Campus WHS Committees during Quarter 3, providing each committee with a consistent view of local incident trends, open and closed incidents and corrective actions whilst ensuring privacy is maintained. These reports are generated directly from Riskware and tailored to each campus to support data driven discussions and prioritisation of actions. The new format will continue to be developed in consultation with HSRs and committee members and will be adjusted to ensure it continues to meet local needs.
- The Safety & Wellbeing shared drive was reviewed and subsequently restructured with access restricted to improve data security, accessibility, and version control as a result of this review. This work ensures critical information such as injury claims, audit documentation, training records and risk registers are properly managed and accessible to authorised users only.
- Development and testing of the new Inspection Module has progressed with the formation of a Project Control Group, embedding a consistent process for site and campus inspections across ACU. This will enable more structured testing, improved reporting and easier tracking of corrective actions.
- Closure of EY audit actions progressed with the first two items scheduled for completion in September 2025 being approved and closed by EY.
- The Safety & Wellbeing Communication & Engagement Plan was finalised to enhance the visibility and understanding of safety initiatives across the university. The plan supports consistent messaging, closes out audit findings, and promotes regular communication of safety and wellbeing information. The purpose of this plan is to provide a structured and coordinated approach to how safety and wellbeing messages are communicated, what platform is used to communicate and who is responsible. The plan also ensures that key safety and wellbeing programs, such as National Safe Work Month and other university-wide initiatives, are effectively promoted and communicated to all staff and stakeholders.

- The Safety & Wellbeing Viva Engage Portal was launched to provide a central communication channel for staff and students to access safety updates, wellbeing initiatives, and educational resources, improving engagement and awareness across campuses. The purpose of the portal is to create a dynamic and interactive platform that supports timely communication, promotes participation in key programs, and fosters a culture of shared responsibility for safety and wellbeing. The benefits include greater visibility of initiatives, improved access to tools and support services, and enhanced connection between the Safety & Wellbeing team and the wider university community.

### **Safety Metrics**

In line with updated guidance from Safe Work Australia, ACU will continue reporting on Workers Compensation Injury Frequency Rate (WCIFR) as a key health and safety performance indicator along with Lost Time Injury Frequency Rate (LTIFR).

Unlike LTIFR, WCIFR includes both lost-time and medical-only claims, providing a more comprehensive picture of injury trends and workplace risks.

ACU commenced calculating our WCIFR in Q2. At the end of Q2 2025, the WCIFR was 3.47. At the end of Q3 2025, the WCIFR is slightly reduced to 3.42. Noting that the advice provided from Work Safe Australia is that this metric requires long-term measurement to ensure accuracy.

In both WCIFR and LTIFR, the dataset does not cover all work-related injuries and illnesses that occurred during this period. This is because not all staff members will necessarily make a claim for workers' compensation.

#### **1. Regulatory Activity**

There were no notifiable incidents reported during the period

##### **1.1 Provisional Improvement Notices (PIN's)**

In May 2025, a Provisional Improvement Notice (PIN) was issued internally within the University by a Health and Safety Representative (HSR) from the Faculty of Law and Business Designated Work Group. The PIN raised concerns about psychosocial hazards associated with the Research Workload Allocation (RWA) process and specified a two-week compliance timeframe.

On 21 August 2025, the HSR formally advised that they considered ACU to have complied with the PINs, and confirmed that the PINs were withdrawn. This outcome reflects the effectiveness of the collaborative approach between the University, HSRs, and WorkSafe Victoria in achieving compliance and resolving the matter constructively.

Current Status (as at October 2025)

- Monitoring continues through the Faculty of Law and Business Designated Work Group and the Safety & Wellbeing Committee to ensure ongoing psychosocial risk management.
- The matter is considered resolved and compliant, with no further regulatory action expected.

##### **2.0 Workers' Compensation Summary**

At the end of Q3 2025, there are 23 current active workers' compensation claims. There are 11 claims submitted for psychological injury and illness. In addition, 5 claims originally submitted for a physical injury

or illness have developed a secondary psychological injury or illness related that is now compensable under their claim.

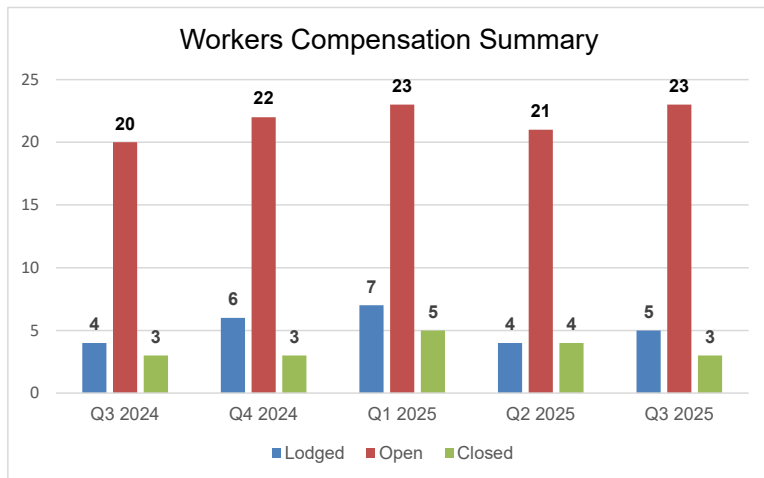
3 workers' compensation claims were closed in Quarter 3 2025.

### 2.1 Workers Compensation Claims

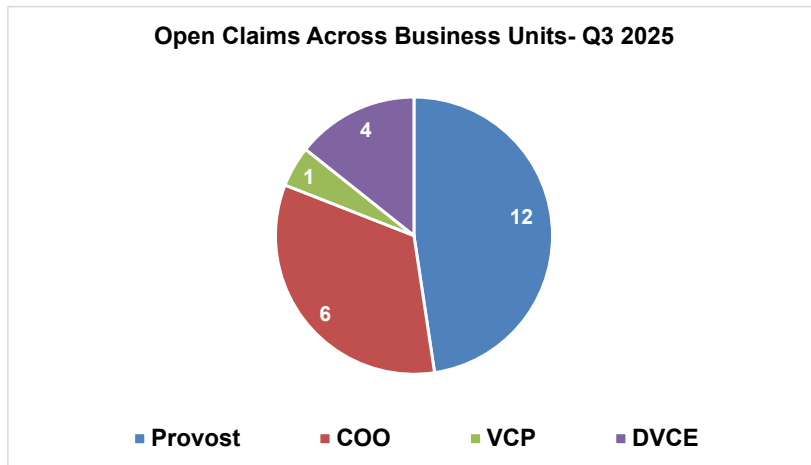
Quarter 3 resulted in the following -

- Open worker compensation claims have increased from Q3 2024 (20) compared to Q3 2025 (23)
- 5 workers' compensation claims were submitted in Q3 2025
- 3 of the claims submitted resulted in a physical injury
- 2 of the claims submitted resulted in a psychological injury
- 3 claims were closed in Quarter 3
- 2 claims submitted resulted in lost time

**Graph 1 depicts ACU's performance related to worker's compensation and return to work, which includes a status breakdown of the last year for submitted open and closed claims.**



**Graph 2 – Provides a representation of the number of open workers compensation claims across the business units**



**2.3 Safety Metrics**

**2.4 Lost Time Injuries (LTIs)**

LTI is an injury which has resulted in the worker missing the next shift or days' work because of the injury. In Quarter 3 2025, 2 lost time injuries were reported however only 1 will be included in LTIFR data for this quarter, until the claim is approved for the second LTI as explained in 2.6.

**2.5 Medical Treatment Only Claims (MTIs)**

MTIs are when a staff member is injured and requires medical treatment but has not lost any time. In Quarter 3, 3 medical treatment injuries were reported.

**2.6 Lost Time Injury Frequency Rate (LTIFR)**

LTIFR is the number of lost time injuries occurring in a workplace per 1 million hours worked. For example, an LTIFR of 7 shows that 7 lost time injuries occur every 1 million hours worked.

LTIFR (Lost Time Injury Frequency Rate) is recorded based on the date the injury occurred, not the date it was reported, or the claim was lodged. An incident is only included in LTIFR calculations once the claim has been accepted, and it is confirmed that the injury resulted in one or more full shifts of lost time. LTIFR figures may be retrospectively amended to reflect accepted claims from previous periods or to remove cases where claims were subsequently rejected or reclassified. This ensures the accuracy and integrity of reported safety performance data in line with WHS best practice and reporting standards.

### 2.7 Workers Compensation Injury Frequency Rate (WCIFR)

WCIFR is the number of workers compensation claims lodged per 1 million hours worked. For example, a WCIFR of 7 shows that 7 workers compensation claims have been lodged for every 1 million hours worked.

Workers' Compensation Injury Frequency Rate (WCIFR) rolling data can only be calculated and reported once a full 12 months of data has been recorded. This is because the rolling WCIFR is based on the total number of accepted worker compensation claims over a continuous 12-month period, relative to the average number of employees during that same timeframe. Until 12 months of data is available, only point-in-time (e.g. monthly or quarterly) WCIFR can be reported. Rolling data will be introduced once sufficient data is collected to ensure accurate and meaningful trend analysis.

**Table 1 captures recorded lost-time injuries each month, medical treatment only claims each month, LTIFR rolling figure for ACU overall and the WCIFR for ACU overall.**

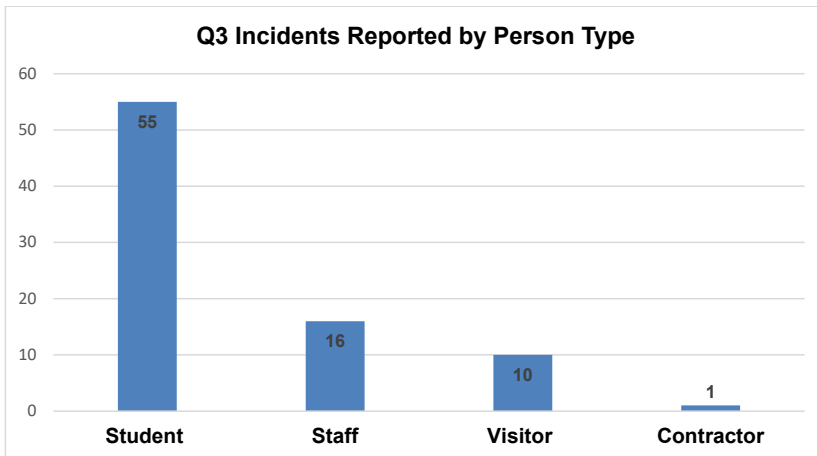
	Quarter 4 2024			Quarter 1 2025			Quarter 2 2025			Quarter 3 2025		
	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25
LTI Claims	0	2	1	2	1	2	0	1	1	0	0	1
MTI Claims	0	1	0	0	0	0	1	0	1	2	1	0
ACU Overall LTIFR	3.34	3.78	3.47	3.47	3.76	4.35	3.91	4.05	4.02	4.02	3.16	3.45
ACU Overall WCIFR	0.00	10.65	3.76	14.5	4.30	7.33	2.52	0.00	10.3	7.42	3.47	3.32

### 3.0 Incidents and Hazard Reports

#### 3.1 Total Incidents

In Quarter 3, 82 incidents were submitted into Riskware. 55 (67%) incidents were reported by students, 16 (20%) were reported by staff members and 10 (12%) incidents were reported by visitors and there was 1 (1%) contractor incident reported.

**Graph 3 Source of Incident Reported Q2 2025**



### 3.2 Reported Mechanism of Injury

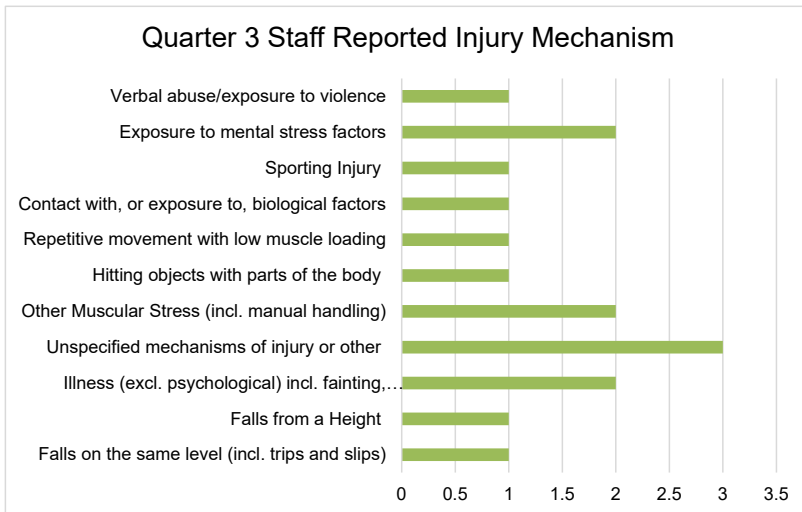
The top three mechanisms of injury reported by staff in Q3 2025 are –

- Unspecified mechanisms of injury or other
- Exposure to mental stress factors
- Illness (excl. psychological), incl. fainting, pains in chest, heart palpitations

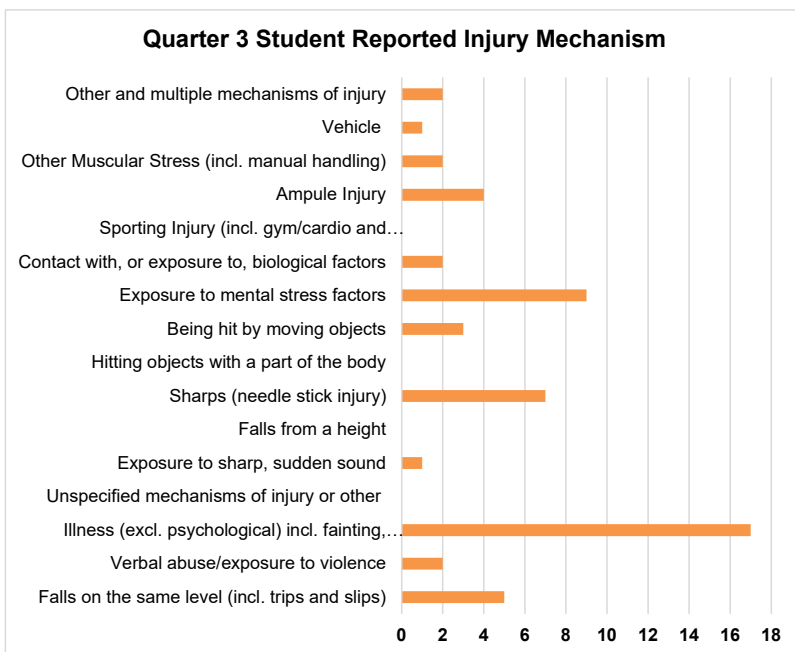
The top three mechanisms of injury reported by students in Q3 2025 are –

- Illness (excl. psychological), incl. fainting, pains in chest, heart palpitations
- Exposure to mental stress factors
- Sharps / Needlestick

Graph 4 outlines the mechanism of injury reported by staff in Q3 2025



Graph 5 outlines the mechanism of injury reported by students in Q3 2025



### 3.3 Open Incidents and Hazards

In Quarter 3, 82 reports were submitted into Riskware. Of the 82 reports submitted into Riskware in Quarter 3 only 22 remain open and still require an action plan.

15 hazard reports were submitted into Riskware. Of the 15 hazards, 14 reports were submitted by staff members and 1 was submitted by a student. 10 of these reports are now closed with a complete action plan. The remaining 5 required further action prior to being closed.

**Table 2 provides an overview of the incident and hazard reports submitted across Quarter 3 along with the numbers of open**

Business Unit	COO	DVCE	DVCRE	Provost	VP	VCP	Total
Completed Hazard Reports	3	2	0	10	0	0	15
Completed Incident Reports	4	4	0	74	0	0	82
Open Hazard Reports	2	0	0	5	0	0	7
Open Incident Reports	2	1	0	33	0	0	36

### 4.0 Ongoing Safety & Wellbeing Projects

#### 4.1 WHS Risk Register Project

The Senior Safety & Wellbeing Risk Manager has built on the desk top review undertaken in partnership with KPMG and progressed the development of the draft Risk Registers. All field work was completed in this quarter, with site visits and online workshops held in Brisbane with People & Capability, Student Administration, and Student Experience teams, in Melbourne with Property and Facilities, and at Strathfield with the Faculty of Arts and Humanities.

The visits and workshops gathered information on hazards, risk and risk controls. The information has been applied to the project deliverables including draft organisational-unit risk registers, critical risk controls documentation, a risk management training package and a methodology to maintain and update both organisational risk registers and safety and wellbeing elements of CARM.

The deliverables will undergo further consultation with staff and be finalised in Q4.

#### 5.0 Riskware Upgrade Project

The **Riskware Inspection Program** continues to progress as a key module of our overall Riskware upgrade, aimed at strengthening proactive risk management, assurance, and visibility of safety performance across all campuses.

The program is governed by the Riskware Inspection Project Control Group (PCG), chaired by the National Manager, Safety and Wellbeing. The PCG oversees testing and continuous improvement of the inspection software,

Membership includes representation from:

- Safety and Wellbeing Team,
- Property & Facilities,
- Campus based WHS Committees,
- Health and Safety Representatives (HSRs) and
- Campus Deans

### **Technology and Resourcing**

To enable mobile inspection capability, iPads have been deployed across all ACU campuses. Each campus now has access to dedicated devices configured with the Riskware mobile platform, allowing WHS team members, Facilities staff, and the PCG to conduct inspections efficiently in the field.

This digital inspection process allows for:

- Immediate recording and upload of findings
- Photographic evidence integration
- Real-time action allocation and tracking
- Improved consistency and auditability across inspection records

### **Consultation and Engagement**

Development of the inspection program will require ongoing engagement and consultation with the PCG and WHS Team.

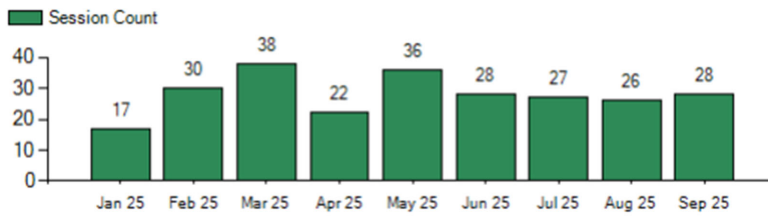
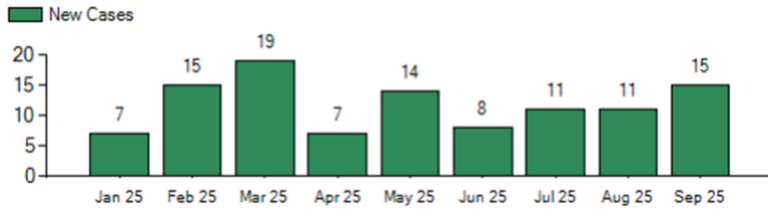
Key outcomes of this consultation include:

- Tailored inspection templates for diverse work environments (e.g. offices, teaching spaces, research areas, workshops)
- Integration of psychosocial hazard prompts alongside physical hazard categories
- Clear guidance on inspection frequency and reporting expectations
- Strengthened collaboration between HSRs, Facilities, and Safety & Wellbeing teams

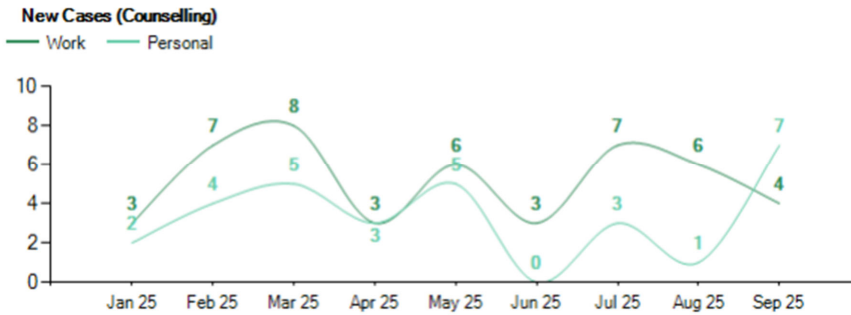
## **6.0 Employee Assistance Program (EAP)**

ACU's staff utilisation rate of EAP at the end of Q3 2025 was reported as 5.84% (increased from 4.17% last quarter with an average rate of 1.59 sessions).

**Graph 6** below provides data across Jan 2025 to Sept 2025 highlighting numbers of new cases each month, total session counts each month, and clinical data related to engagement of counselling for personal reasons compared to work related reasons.



Graph 7 below provides data across October 2024 to June 2025 highlighting the number of new counselling cases that are work related or personal in nature.



## 7.0 Ernst & Young Audit Actions

**Table 3 relates to the operational action plan which outlines issues and gaps that were identified by Ernst & Young following an audit in 2023**

Action Item	Progress	Comment	Date for Completion
Develop a "Broad Brush Risk Assessment (BBRA)" Register of WHS risks at an ACU level, including risk ratings, and develop an associated "Library of Controls"	In progress	The draft risk register in partnership with KPMG is complete  The consultation phases with staff that inform the final risk registers, the library of risk controls and critical risk controls, were completed August 2025	October 2025
Expand upon the current externally facilitated "limited-run" training in WHS risk management by creating an ACU-tailored WHS risk assessment training course(s) in conjunction with the external provider, to be delivered on a regularly by ACU staff	In progress	The estimated completion of the training design will be developed and approved by 31 October 2025  Training will be conducted by 31 December 2025	December 2025
Use the BBRA to inform the development of the organisational unit WHS Risk Registers, starting with selected Schools/Directorates on a pilot basis	In progress	The estimated completion date of the risk registers based on the 3 pilot organisational units will be 30 September 2025.  The estimated completion of all risk registers is 30 June 2026	June 2026
3.2 Review or explore options to co-develop training modules for risk assessment and incident investigations with external providers that is tailored to ACU's unique operating environment  Develop, re-develop or source WHS training as required by the Training Needs Analysis and with input from the Organisational Development team, which address the	In progress	There is a significant amount of work involved across these initiatives, particularly in ensuring that any training developed or sourced is fit for purpose and tailored to ACU's diverse needs  This includes exploring external partnerships for co-developing risk assessment and incident investigation training, aligning training development with the Training Needs Analysis, tracking completion and competency, and establishing reporting mechanisms  We have reviewed the WHS	June 2026

Commented [AM1]: Bullet point should be numbered 7.0. I'm not able to change the bullet point

Commented [AT1R2]: Rectified

<p>diverse specific needs across ACU's broad operations</p> <p>3.3. Develop and implement, with the support of Learning and Development, an improved process for tracking WHS training completion as well as for assessing competency</p> <p>3.4. Implement a reporting process(es) to management for training completion, potentially as a lead indicator in an updated suite of safety and wellbeing metrics</p>		<p>training module and integrated the Recovery at Work module which is currently with Learning and Development for completion, and we aim to have these initiatives fully implemented by June 2026</p>	
<p>Implement a training schedule for each organisational unit</p>	<p>In progress</p>	<p>As above</p>	<p>June 2026</p>
<p>Launch the ACU WHSMS Corrective Actions Procedure once approved, supported by a communication and training plan, outlining the connection between WHS Inspections, Service Central and riskware</p>	<p>In progress</p>	<p>The procedure is completed and will be recomunicated as part of the communication and engagement plan.</p> <p>The estimated completion date is 30 September 2025.</p>	<p>September 2026</p> <p><b>Complete and closed by EY</b></p>
<p>Consider how to best monitor the conversion of items raised in WHS Checklists for action to riskware corrective actions and implement the agreed process.</p>	<p>In Progress</p>	<p>The riskware WHS inspection module is currently being built and has commenced testing in August 2025.</p> <p>Monitoring of items raised in WHS inspection checklists to riskware should be completed by 31 December 2025</p>	<p>December 2025</p>
<p>Recommend improvements to WHS communication across ACU as part of an enhanced WHS Communication and Engagement Plan 2023/202</p>	<p>Completed</p>	<p>Draft Communication &amp; Engagement Plan has been completed and reviewed by Safety &amp; Wellbeing Team. It is now being reviewed by the Internal Comms team</p>	<p>September 2025</p> <p><b>Complete and closed by EY</b></p>

<p>Undertake a formal review of policies, procedures, and processes for communication of and training in WHSMS requirements to staff and students, including due diligence requirements for Officers of the University (under WHS legislation)</p>	<p>In Progress</p>	<p>A formal review of policies, procedures, and processes for communicating and delivering training on WHSMS requirements and including due diligence obligations for Officers under WHS legislation is scheduled to commence shortly</p> <p>This is contingent on completion of the Communication and Engagement Plan</p> <p>We are targeting completion of this review by 31 December 2025</p>	<p>December 2025</p>
--	--------------------	--	----------------------