

Safety and Wellbeing Quarter 4 Report 2025 (October - December)

Purpose

This report presents key Safety & Wellbeing indicators for Q4 2025 (October – December), 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).

To enable timely action and continuous improvement, data is recorded and reported to management monthly. 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 4 continued to build on the strong progress made in safety reporting and system enhancements. Key achievements are outlined below.

- There was a strong focus on recruitment in Q4. A new Return to Work Consultant (Mary Nguyen) commenced to support our Injury Management and Wellbeing Consultant (Rebecca Gilmore) Mary has a strong background in claims management and insurance. Matthew Diaz (WHS Officer) was recruited to replace Mia Zwarts on parental leave. Matthew has a tertiary, safety, and facility management background and will be providing safety services to the Brisbane, Melbourne and Ballarat campuses. Alex Neilson has also commenced as the Staff Safety and Wellbeing Consultant with a focus. Her role will focus on the new National Code for prevention of Gender Based Violence.
- Following development and testing of the new Riskware Inspection Module, the module is now ready to go live. This module will ensure a consistent process for site and campus inspections across ACU and will enable structured testing, improved reporting and efficient tracking of action items.
- Closure of EY audit actions progressed with four more action items completed in Q4 2025 being approved and closed by EY. Only two action items remain open and will be finalised and closed in June 2026.
- On the 1st of November our Victorian workers' compensation agent changed from Gallagher Bassett to Allianz. The purpose of this change was due to ongoing and repeated service delivery concerns. While this change does not present immediate financial savings, it is expected that a shift to a more responsive insurer will lead to improved claims management, faster resolution times, and reduced claim costs over time.
- Improved visibility of safety on the ACU website was achieved with the creation of the "Safety at ACU" link in the header of the site. Due to the new National Code for Gender Based Violence, it was important to provide easily visible access to safety information in the event of distress or emergency. The page is now live on the ACU website.

ARC Actions (ARC 2025/020)

This action was raised as part of Audit and Risk Committee meeting of November 14.

HSW Report, 3rd Quarter, Reported Mechanism of Injury section, top reason for injury categorised as 'unspecified mechanisms of injury or other' provide clarity against this category with a view to the Committee being advised if remedial action is required.

In the HSW Report, the "Reported Mechanism of Injury" category "Unspecified mechanisms of injury or other" is a catch-all used when the incident report does not contain enough detail to confidently assign a

specific mechanism (for example manual handling, slip/trip/fall, contact with object, psychosocial, etc.), or where the mechanism genuinely does not align to existing categories.

For clarity, to the Committee, we will:

- Extract and review the underlying incident narratives for each record coded to this category in Q4.
- Reclassify those incidents into standard mechanism categories where possible.
- Identify common themes driving the use of “unspecified” (for example incomplete reporting fields, or limitations in the current available selections).
- Report back a breakdown showing: number reclassified, number remaining genuinely “other”, and the main reasons for residual “unspecified”.

Remedial action may be required if the review shows the category is being driven by preventable factors such as poor data quality or inconsistent classification. If so, proposed actions would include targeted reporter guidance, mandatory fields or prompts in the reporting system and updating the category list to better reflect common mechanisms.

1. Regulatory Activity

There were no notifiable incidents reported during the period

1.1 Provisional Improvement Notices (PIN’s)

No Provisional Improvement Notices raised during the period

2.0 Workers’ Compensation Summary

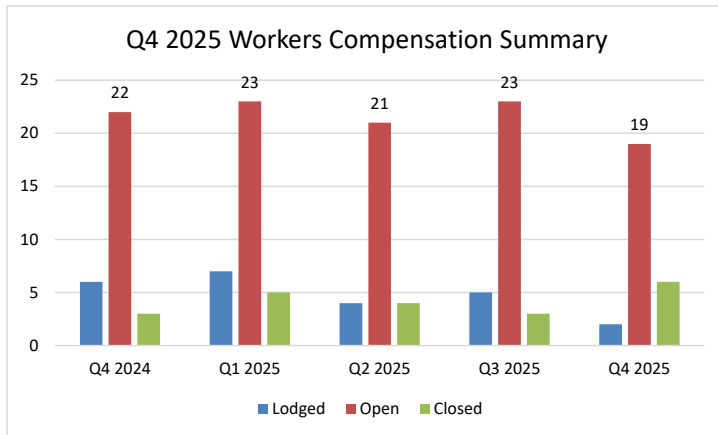
At the end of Q4 2025, there are 19 current active workers’ compensation claims. There are 13 claims submitted for psychological injury and illness.

2.1 Workers Compensation Claims

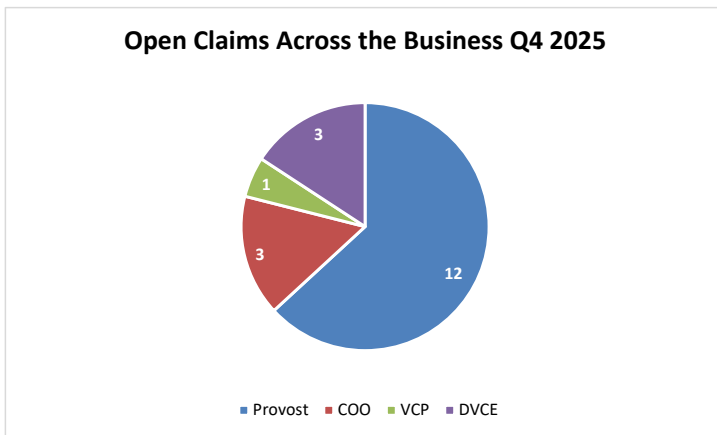
Quarter 4 resulted in the following -

- Open worker compensation claims have decreased from Q4 2024 (22) compared to Q4 2025 (19)
- 2 claims were submitted in Quarter 4. One of these claims has been accepted, however, the second has only been accepted for provisional liability
- 1 claim submitted resulted in a physical injury
- 1 claim submitted resulted in a psychological injury
- 6 claims were closed in Quarter 4
- 1 claim 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)

In Quarter 4 2025, 1 lost time injury was reported, however this will not be included in the Q4 data as only provisional liability for this claim has been accepted. The LTIFR for ACU Overall at the end of Q4 2025 is 2.56 against the tertiary sector benchmark of 2.5.

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 4, 1 medical treatment claim was 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.

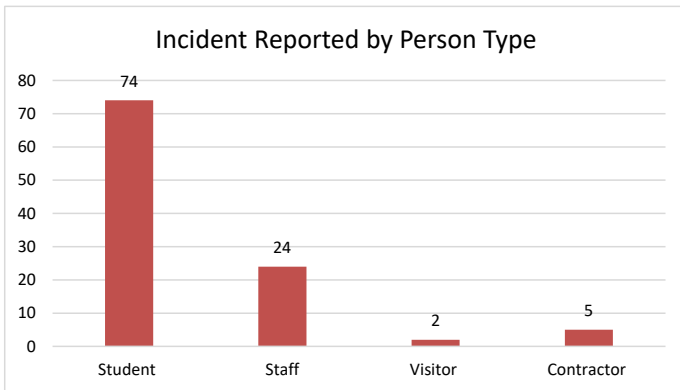
	Quarter 1 2025			Quarter 2 2025			Quarter 3 2025			Quarter 4 2025		
	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25
LTI Claims	2	1	2	0	1	1	0	0	1	0	0	0
MTI Claims	0	0	0	1	0	1	2	1	0	0	1	0
ACU Overall LTIFR	3.47	3.76	4.35	3.91	4.05	4.02	4.02	3.16	3.45	3.15	2.85	2.56
ACU Overall WCIFR	14.5	4.30	7.33	2.52	0.00	10.3	7.42	3.47	3.32	2.26	3.32	0.00

3.0 Incidents and Hazard Reports

3.1 Total Incidents

In Quarter 4, 105 incidents were submitted into Riskware. 74 (70%) incidents were reported by students, 24 (22%) were reported by staff members, 2 (1%) incidents were reported by visitors and there were 5 incidents reported by contractors (7%) contractor incident reported.

Graph 3 Source of Incident Reported Q4 2025



3.2 Reported Mechanism of Injury

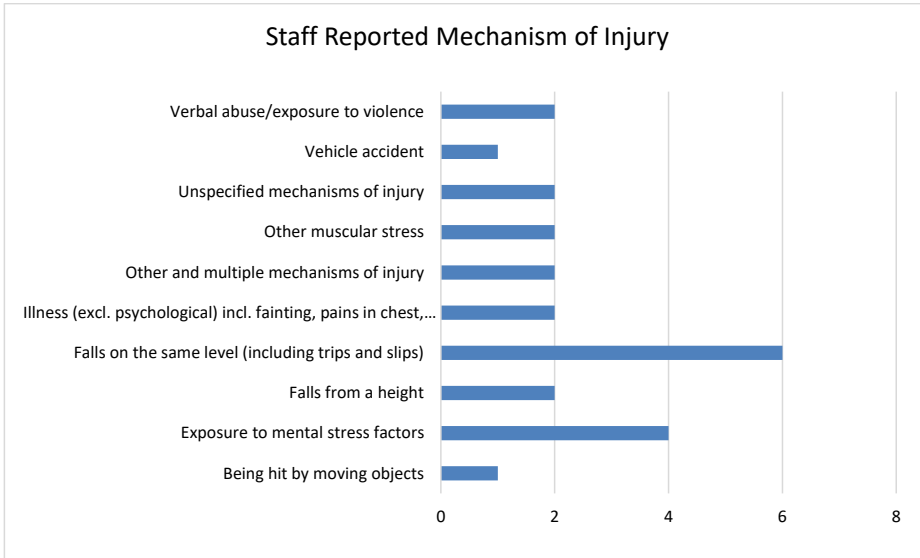
The top three mechanisms of injury reported by staff in Q4 2025 are –

- Falls on the same level (including trips and slips)
- Exposure to mental stress factors
- Illness (excl. psychological), incl. fainting, pains in chest, heart palpitations

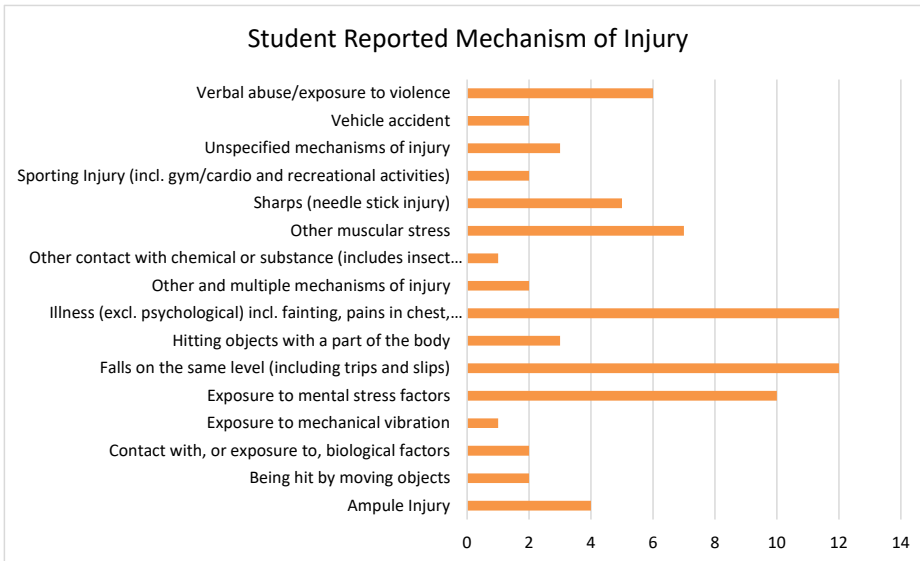
The top three mechanisms of injury reported by students in Q4 2025 are –

- Falls on the same level (including trips and slips)
- Illness (excl. psychological), incl. fainting, pains in chest, heart palpitations
- Exposure to mental stress factors

Graph 4 outlines the mechanism of injury reported by staff in Q4 2025



Graph 5 outlines the mechanism of injury reported by students in Q4 2025



3.3 Open Incidents and Hazards

In Quarter 4, 105 incident reports were submitted to Riskware. Of the 105 reports submitted into Riskware in Quarter 4 only 15 remain open and still require an action plan.

14 hazard reports were submitted into Riskware. Of the 14 hazards, 9 action plans have been completed and 5 remain open.

Table 2 provides an overview of the incident and hazard reports submitted across Quarter 4 along with the numbers of open

Business Unit	Deputy Vice-Chancellor (Corporate)	Deputy Vice-Chancellor (Catholic Mission)	Deputy Vice-Chancellor (Education)	Deputy Vice-Chancellor (Research and Enterprise)	Provost	Vice-Chancellor and President	Total
Completed Hazard Reports	5	0	1	0	8	0	14
Completed Incident Reports	9	3	8	1	83	1	105
Open Hazard Reports	3	0	0	0	2	0	5
Open Incident Reports	1	0	0	0	14	0	15

4.0 Ongoing Safety & Wellbeing Projects

4.1 WHS Risk Register Project

The KPMG Risk Register Project is moving into its final phase. During Q4, the pilot risk assessment workshops concluded, and the draft risk register, risk management procedure and learning module were completed and provided to the Senior Safety & Wellbeing Risk Manager for review.

These documents have now been reviewed by the Health and Safety Representatives as part of our consultation process.

Feedback from this consultation will be returned to KPMG to make necessary updates and changes along with feedback from the Safety & Wellbeing Team.

Once approved, the deliverables will need to be communicated, and we will commence the risk workshops with the remainder of the University to create a University Wide Safety Risk Assessment.

5.0 Riskware Upgrade Project

The **Riskware Inspection Module** has undergone review and testing by the Riskware Inspection Project Control Group (PCG), chaired by the National Manager, Safety and Wellbeing. The module is now ready to go live, and formal inspections will commence in February 2026.

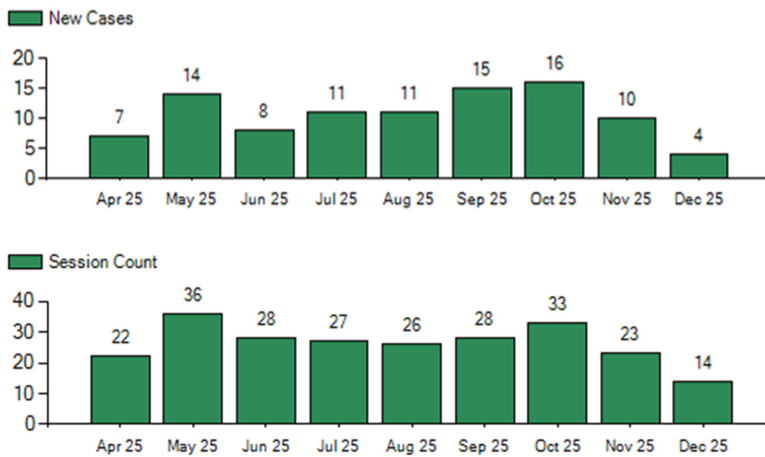
IPADs are now available on every campus to facilitate these inspections, and a Safety and Wellbeing inspection schedule for each campus has been created.

The **Riskware Risk Management Module** will commence in Q1 2026. The risk registers created by KPMG, once finalised, will be uploaded into Riskware. Following this, individual risk assessments will be able to be conducted by the Safety and Wellbeing Team and individual faculties.

6.0 Employee Assistance Program (EAP)

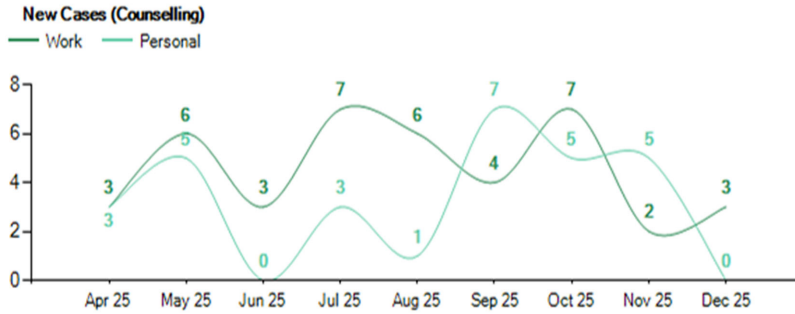
ACU's staff utilisation rate of EAP at the end of Q4 2025 was reported as 4.47% (decreased from 5.84% last quarter with an average rate of 1.69 sessions).

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



Primary Division (Counselling)	New Cases	Total Cases	Sessions
Melbourne Campus	9	14	28
North Sydney Campus	7	8	10
Strathfield Campus	3	7	13
Brisbane Campus	4	7	12
Blacktown Campus / Adelaide / Virtual	1	1	1
Ballarat Campus	1	1	1
Canberra Campus	1	1	1

Graph 7 below provides data across April 2025 to December 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"	Completed	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 Complete and closed by EY
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	Completed	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 Complete and closed by EY
Use the BBRA to inform the development of the organisational unit WHS Risk Registers, starting with selected	In progress	The estimated completion date of the risk registers based on the 3 pilot organisational units will be 30 September 2025.	June 2026

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Schools/Directorates on a pilot basis		The estimated completion of all risk registers is 30 June 2026	
<p>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</p> <p>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 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>	In progress	<p>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</p> <p>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</p> <p>We have reviewed the WHS 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>	June 2026
Implement a training schedule for each organisational unit	In progress	As above	June 2026
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	Completed	<p>The procedure is completed and will be recommunicated as part of the communication and engagement plan.</p> <p>The estimated completion date is 30 September 2025.</p>	<p>September 2026</p> <p>Complete and closed by EY</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>Completed</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>Complete and closed by EY</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 & Engagement Plan has been completed and reviewed by Safety & Wellbeing Team. It is now being reviewed by the Internal Comms team</p>	<p>September 2025</p> <p>Complete and closed by EY</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>Completed</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> <p>Complete and closed by EY</p>