

WORKSAFE TASMANIA STRATEGIC PLAN 2013-2018 RESULTS FOR THE 2104-15 REPORTING PERIOD



INTRODUCTION

WorkSafe Tasmania has developed a Strategic Plan outlining its priorities and strategic focus to drive improvement in workplace health, safety, rehabilitation and compensation for the period 2013-2018.

The Strategic Plan identifies five priority areas, which were identified following analysis of a range of indicators including lost time injury rates, fatality data and return to work rates.

The Strategic plan sets out tangible goals to achieve safer and healthier workplaces, work with the community to make workplace safety an important issue, and to ensure the Tasmanian workers compensation scheme is fair and sustainable.

Each priority area has a range of performance targets which WorkSafe Tasmania will strive to achieve within the five year period of the plan.

Outlined below is a summary of results for the 2014-15 reporting period as WorkSafe Tasmania move toward the 2018 strategic plan targets.

STRATEGIC PRIORITY I: REDUCE DEATH, INJURY AND DISEASE

(FOCUS ON TARGETED INDUSTRIES TO REDUCE THE NUMBER OF WORKPLACE DEATHS, INJURIES AND DISEASE)

Across Tasmania, there is significant diversity in the type of work people do and the industries they do this work in. Consequently there is great variety in the kinds of health and safety risks that workers face; and in the type of frequency rates of work-related injuries and illnesses.

Four priority industries - Manufacturing, Construction, Retail and Health Care and Social Assistance – were identified as requiring specific focus and assistance on the basis of the number of work related deaths, injuries and injury frequency rates.

As injury rates and the number of work related deaths change, so too will the industries that are targeted.

WorkSafe Tasmania set aggressive injury reduction targets for the five year period of the plan. Targets for reductions in the injury frequency rates for the Manufacturing industry were met. Whilst results against targets for the Construction, Retail and Health Care and Social Assistance industries were mixed and yearly targets not met, the results do show a quarter on quarter improvement in the injury figures and reflect the overall continued improvement in workplace injury figures.

WorkSafe Tasmania has implemented a range of project and programs for 2015-16 which will see a greater focus in these poorer performing industries including a comprehensive targeted industry sector compliance program.

Focusing on a targeted and intelligence-led approach the Industry Safety team has employed segmentation techniques to identify appropriate compliance targets for intervention. Determined by our strategic priority areas and poor safety performance(s) over the preceding 12-36 months field-based education, compliance and enforcement activities are being undertaken with a specific focus on a high-visibility pro-active approach.

The analysis is focused on enforcement districts then municipalities determined by the number of claims and LTIFR for 2014-15 and three years prior.

The development of *Operational Standards*, derived from the objects and intent of the *Work Health and Safety Act 2012*, are being modeled on best-practice inspection and investigation standards. These standards outline the way in which WorkSafe Tasmania Inspectors will undertake their work. So we may continue to develop a professional and credible Inspectorate that receives the respect of the Tasmanian Community by providing transparency in the discharge of compliance and enforcement activities.

Measure	Indicator	Strategic Plan Target	Baseline	Current Status				2014 15 Actual
				Q1	Q2	Q3	Q4	
SP I: Reduce death, injury and disease (Focus on targeted industries to reduce the number of workplace deaths, injuries and disease)								
Lost time injury frequency rates (per million hours worked) by industry	Reduced lost time injury rate of targeted industry groups	15% reduction	11.9 Manufacturing	9.3	9.2	8.5	8.5	8.5
			10.0 Construction	11.7	11.5	10.6	10.0	10.0
			5.9 Retail	6.5	6.4	6.1	5.9	5.9
			16.4 Health (2012-13)	13.2	13.8	14.1	13.2	13.2
Serious injury frequency rate (claims with 1 or more weeks lost time per million hours worked) by industry	Reduced serious injury frequency rate of targeted industry groups	15% reduction	10.3 Manufacturing	8.0	7.9	7.3	7.5	7.5
			8.5 Construction	10.7	10.5	9.1	9.1	9.1
			4.7 Retail	4.5	5.1	4.8	4.6	4.6
			13.7 Health (2012-13)	11.8	12.2	12.5	11.5	11.5
Severe injury frequency rate (claims with 12 or more weeks lost time per million hours worked) by industry	Reduced severe injury frequency rate of targeted industry groups	15% reduction	2.1 Manufacturing	1.0	1.3	1.2	1.4	1.4
			2.6 Construction	3.4	3.8	2.9	2.8	2.8
			1.3 Retail	1.6	1.4	1.3	1.2	1.2
			3.5 Health (2012-13)	2.4	2.8	3.3	3.1	3.1
5 year rolling average for the number of work related deaths	Reduced number of work related deaths	20% reduction	6.8 (2008-2009 to 2012-2013)	6.0	6.0	6.0	6.2	6.2

STRATEGIC PRIORITY 2: TARGET HIGH CONSEQUENCE ACTIVITIES

(FOCUS ON TARGETED INDUSTRIES AND ACTIVITIES WITH HIGH CONSEQUENCE INCIDENTS)

There is a variety of activities and industries in Tasmanian workplaces where there is potential for serious consequences if things go wrong. These areas do not normally manifest themselves in high workers compensation or other incident statistics but require vigilance by the regulator to ensure that the risk is appropriately managed.

This strategic priority focusses on the Mining, Agriculture, Forestry and Fishing Industries as identified by WorkSafe Tasmania as the highest consequence activity/risk industries.

The results for 2014-15 are based on the downward trend on the number of field based activities. Field based activities in mines were reduced by the two complex fatal investigations undertaken in relation to the Mt Lyell operations during the year. Recruitment for an additional mines inspector was successful in the latter half of the year, ensuring an increase in field activities for 2015-16.

The apparent poor performance for 2014-15 is indicative of an organisation in transition with significant organisational structural changes being implemented.

SP 2: Target high consequence activities (Focus on targeted industries and activities with high consequence incidents)								
Completed field compliance programs in targeted areas	% of completed field compliance programs in targeted areas	95%	83%	Nil programs scheduled for completion in first quarter	Nil programs scheduled for completion in second quarter	Nil programs scheduled for completion in third quarter	Nil programs scheduled for completion in the fourth quarter	Nil
Perceived effectiveness of compliance programs	Increase in the perceived effectiveness of compliance programs	10% increase	88%	Annual reporting - May 2015				94%
Compliance level demonstrated through targeted audits	Increase in the compliance level through targeted audits	5% increase	39%	42%	42%	30%	30%	36%

STRATEGIC PRIORITY 3: BEING A RESPONSIVE REGULATOR

WorkSafe Tasmania and the WorkCover Tasmania Board (the Board) have regulatory functions that need to be exercised appropriately. The way we exercise our regulatory functions is critical to being an effective regulator.

This strategy provides WorkSafe Tasmania and the Board with information about how it is perceived by its stakeholders and aims to ensure that stakeholders are more likely to take steps to comply with legislation if they have confidence in the actions of the regulator and its representatives.

The reasons for unfavorable results in the area of WorkCover Tasmania Board consistency and impartiality are not immediately evident. A very small sample of survey respondents may have skewed the results. Regardless, WorkSafe Tasmania plans to seek feedback from stakeholders with the view of increasing engagement. WorkSafe Tasmania is also developing an improved regime for surveying and reporting against these measures.

Results measuring insurers, self-insurer and service provider compliance with standards is also below the desired level. WorkSafe Tasmania's regulation and audit program routinely monitors the organisations and individuals working within the workers compensation scheme for compliance with obligations and standards as set out by the legislation and compliance. Compliance with key obligations and standards relating to work health and safety and claims and injury management is generally high. These results are more of a reflection of the current administrative arrangements with the regulator and not an indication of poor compliance.

WorkSafe Tasmania will continue to work with scheme participants to ensure higher compliance rates with regard to data returns and submission of periodic paperwork. The Government recently released a consultation paper seeking feedback on proposed amendments to various components of the *Workers Rehabilitation and Compensation Act 1988*. The proposed amendments focus on opportunities to reduce unnecessary administrative burden on workers compensation scheme participants.

SP 3: Be a responsive regulator (Develop and strengthen capability and performance of the regulator)					
Stakeholders report that the regulator is consistent and impartial in its approach	% of stakeholders that report the regulator is consistent and impartial in its approach	90%	(2013-14) Consistency: 53% WCT Board 56% WorkSafe	Annual reporting- May 2015	WorkSafe data not available
			Impartiality: 46% WCT Board 45% WorkSafe		WCT Board Consistency: 40% Impartiality: 40%

Regulator decisions that are affirmed	% of regulator decisions that are affirmed	80%	98.7%	100%	96%	99%	100%	98.7%
Representatives of PCBUs and HSRs that have implemented safety improvements as a result of interactions with the regulator	% of representatives of PCBUs & HSRs that have implemented safety improvements as a result of interactions with the regulator	80%	86%	Annual reporting - May 2015				97%
Proactive inspections in targeted industries	% of proactive inspections in targeted industries	90%	78%	77%	67%	80%	75%	74.7%
Insurers, self-insurers and service providers comply with the appropriate standards	% of insurers, self-insurers and service providers that comply with the appropriate standards	98%	Insurers	51%	68%	65%	57%	57%
			Workplace Rehabilitation Providers	80%	25%	26%	56%	56%
Workers compensation claimants who report that the process was open and honest	% of workers compensation claimants that report the process was open and honest	85%	83% (2012-13)	Annual reporting – November 2015				Data not available

STRATEGIC PRIORITY 4: ENGAGE WITH THE COMMUNITY

(INFLUENCE THE COMMUNITY'S ATTITUDES AND VALUES TOWARDS WORK HEALTH AND SAFETY TO EMPOWER A CHANGE TO POSITIVE BEHAVIOUR)

This strategy assists WorkSafe Tasmania to identify the activities that best facilitate community engagement, awareness and understanding of work health and safety in order that resources are appropriately allocated and targeted to areas of greatest impact. It assists in the identification of emerging work health and safety issues and the development of practical approaches for addressing these issues.

Overall the results indicate that WorkSafe Tasmania are meeting its expectations as it moves towards the 2018 targets and will continue to undertake activities such as the annual coordination and delivery of WorkSafe Tasmania Month and the WorkSafe Tasmania Awards Program and various community awareness activities.

SP 4: Engage with the community <i>(Influence the community's attitudes and values towards work health and safety to empower a change to positive behaviours)</i>					
Community awareness of work health and safety	Community's work health and safety awareness rate	90% awareness rate	84.9% (2013-14)	Annual reporting – June 2015	88.4%
Community understanding of work health and safety	Increase in the community's understanding of work health and safety	10% increase	81.3% (2013-14)	Annual reporting – June 2015	82.9%
Community engagement for work health and safety	Increase in the community's engagement with work health and safety	10% increase	66.8% (2013-14)	Annual reporting – June 2015	65.6%

STRATEGIC PRIORITY 5: ENSURE COMPENSATION SCHEMES ARE FAIR AND SUSTAINABLE

(ENSURE THAT COMPENSATION SCHEMES ARE FAIR, AFFORDABLE, SUSTAINABLE AND ADMINISTRATIVELY EFFECTIVE AND EFFICIENT)

This strategy will ensure that the key indicators of the compensation schemes are monitored to:

- Ensure the operation of the workers compensation and asbestos compensation schemes remain within sustainable and affordable ranges
- Identify and address legislative and regulatory deficiencies in order to ensure the schemes remain administratively effective and operate efficiently, and that the schemes continue to satisfy scheme objectives
- Ensure that when workers are injured at work, fair and appropriate compensation is received.

At the time of publication, the results for some measures were incomplete due to the timing of data being available.

SP 5: Ensure compensation schemes are fair and sustainable (Ensure that compensation schemes are fair, affordable, sustainable and administratively effective and efficient)								
Key scheme indicators operate within sustainable ranges	Key scheme indicators do not exceed agreed sustainable ranges	95%	86%	86%	86%	86%	86%	86%
Average premium rate paid by employers	WorkCover levy as % of premium remains within agreed range	1.75%-2.25%	1.91% (2012-13)	Annual reporting				Data not available
Workers compensation claimants that believe the system treated them fairly	% of workers compensation claimants that believe the system treated them fairly	80%	71% (2013-14)	Annual reporting				Data not available
% of compensation that is paid to workers (workers compensation scheme)	% of scheme payments that directly benefit workers	45%	44.7% (2011-12)	Annual reporting				Data not available
Claims processed within specified timelines (asbestos compensation scheme)	Legislative timelines satisfied	95%	N/A	100%	100%	100%	100%	100%
Return to work rates (workers compensation scheme)	Return to work rates and durable return to work rates	95%	86% RTW 76% DRTW (2013-14)	Annual reporting				Data not available