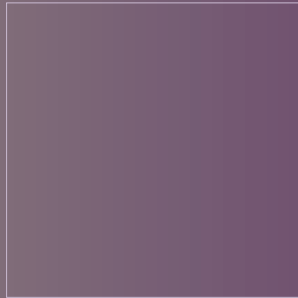
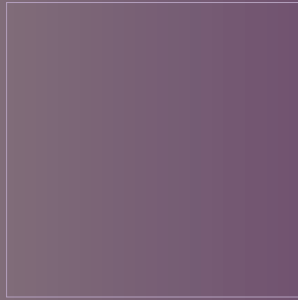




**Australian Government**  
**Safety, Rehabilitation and  
Compensation Commission**



# Safety Rehabilitation and Compensation Commission (SRCC) Annual Report 2007 - 2008



Safety Rehabilitation and  
Compensation Commission (SRCC)  
Annual Report  
2007 - 2008

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# Letter of transmission to the Minister



GPO Box 9905  
Canberra ACT 2601

The Hon. Julia Gillard MP  
Deputy Prime Minister  
Minister for Employment and Workplace Relations  
Parliament House  
CANBERRA ACT 2600

Dear Deputy Prime Minister

I have pleasure in submitting the annual report of the Safety, Rehabilitation and Compensation Commission for the financial year ending 30 June 2008.

This report is provided to you in accordance with the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act) and the *Occupational Health and Safety Act 1991* (OHS Act).

Section 89S of the SRC Act provides that the Chairman must give the Minister, for presentation to the Parliament, a report of the Commission's activities during the financial year. In addition, section 75 of the OHS Act requires the annual report of the Commission to contain a report on the operation of the OHS Act and the regulations. Following its tabling in Parliament, the report will be placed on the Commission's web site at [www.srcc.gov.au](http://www.srcc.gov.au).

In presenting you with this report on the Commission's activities throughout 2007-08, I would like to take this opportunity to express my appreciation to my fellow Commissioners and to Comcare staff for the contribution that they have made towards meeting our objectives.

Yours sincerely

A handwritten signature in black ink, appearing to read 'L E Taylor'.

L E Taylor  
Chairman

5 September 2008

# Chairman's report

It gives me great pleasure to report to the Hon. Julia Gillard, MP, Minister for Employment and Workplace Relations, and the Australian Parliament on the work of the Safety, Rehabilitation and Compensation Commission for the year ending 30 June 2008.

This has been a significant year for the Commonwealth occupational health and safety, rehabilitation and workers' compensation scheme (Comcare scheme) and the Commission, with the Government announcing separate reviews of the Comcare scheme and of OHS legislation in the State, Territory and Commonwealth jurisdictions. The results of the two reviews will have a significant impact on operations of the Commission in the years ahead. Against this background, the Commission adopted a business-as-usual approach and continued to discharge its statutory responsibilities of regulating OHS and workers' compensation in the Commonwealth jurisdiction.

On 23 January 2008, the Minister announced the terms of reference for the review of the Comcare scheme. The purpose of the review was to ensure that the Comcare scheme is a suitable OHS and workers' compensation system for licensees and their employees. The Commission made a submission to the review. The submission provided a background to the Commission and Comcare scheme, an explanation of the features of the scheme and an analysis of the operations of the scheme with reference to the review's terms of reference. The Commission also took the opportunity of the review submission to suggest a number of possible enhancements to the scheme. The possible enhancements to the scheme were designed to ensure that the scheme has the best possible approach to ensure healthy and safe workplaces for workers.

The Commission noted in its submission to the review that the Comcare scheme offers employers and employees in the jurisdiction an integrated and cost-effective approach to injury prevention, rehabilitation and workers' compensation that is nationally consistent. It has fewer workplace injuries, higher safety standards, generous compensation arrangements and better





return-to-work outcomes for injured employees than any other Australian scheme.

The Commission waits with interest on the outcome of the review. In the interim, the Commission continued to perform its statutory functions.

In my report last year, I commented on legislative changes that came into effect during the year. Amendments to the *Occupational Health and Safety Act 1991* (OHS Act) in particular had a significant impact on the Commission as the amendments extended the regulatory oversight of the Commission for occupational health and safety matters to all licensees in the scheme. The Commission is continuing to work closely with Comcare to ensure that the Comcare scheme has the appropriate legislative framework in place to ensure the safety of all workers covered by the scheme.

Major OHS regulatory framework activities for 2007- 08 involved the development of regulations and codes of practice. The Commission agreed to proposals for changes to the *OHS (Safety Standards) Regulations 1991* in regard to the Defence Special Licence for Plant, Manual Handling to implement the new National Standard and new provisions concerning lifts.

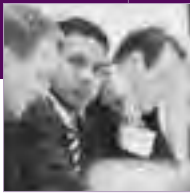
During 2007- 08, the Commission agreed to a new *Occupational Health and Safety Code of Practice 2008*. The *OHS Code 2008* provides comprehensive and uniform guidance to assist duty holders in discharging their duties under the OHS Act. The *OHS Code 2008* is a compilation of codes into the one document and replaces all previous codes. New codes were developed to

reflect the diversity of industries and occupations in the jurisdiction and the nature of risks encountered. New codes cover: diving work, spray painting, abrasive blasting and cash-in-transit.

Recognising the importance that consultation between employers and employees plays in ensuring safety outcomes, the Commission issued guidance material for employers in the jurisdiction on training for health and safety representatives and has commenced work on the development of guidance to better articulate what consultation means.

In regard to licensee matters, the Commission noted the decision of the Minister on 11 December 2007 to place a moratorium on new applications from private sector corporations wanting to join the Comcare scheme, pending the outcome of the Comcare review. In announcing the moratorium, the Minister stated that those corporations that had already been declared eligible to apply for a licence would not be affected by the moratorium and would continue to have their applications for licences assessed by the Commission. The Commission assessed a number of self-insurance applications in accordance with the statutory requirements.

During 2007- 08, the Commission granted licences to nine corporations. Licences were granted to Border Express Pty Ltd, Commonwealth Bank of Australia Ltd, Avanteos Pty Ltd, Commonwealth Insurance Limited, Commonwealth Securities Limited, Colonial Services Pty Limited, Colonial First State Property Management Pty Ltd, TNT Australia Pty Ltd and



Transpacific Industries Pty Ltd. The Commission also agreed to licence renewals for John Holland Group Pty Ltd, John Holland Rail Pty Ltd, John Holland Pty Ltd, National Australia Bank Limited, National Wealth Management Services Limited and K&S Freighters Pty Ltd. Licence applications from BIS Industries Limited and Fleetmaster Services Pty Ltd were also considered by the Commission during 2007- 08 but decisions on whether to grant licences to these corporations were deferred until 2008 - 09.

With the granting of a self-insurance license to Transpacific Industries Pty Ltd, 27 entities are now licenced to self-insure under the SRC Act.

In keeping with the scheme's objective of 'Australia's safest workplaces', the Commission has in place a number of activities to closely monitor the prevention, rehabilitation and claims – management performance of both the licensees and the premium payers.

Licensees are required to participate in a Licensee Improvement Program (LIP) which allocates each licensee to a level of regulatory oversight based on the licensees' performance. Licensees new to the scheme and licensees in the last year of their licence are subject to the maximum level of regulatory oversight, which involves external audits in prevention, rehabilitation and claims management. Licensees can move to higher tiers in the program based on an annual evaluation of performance. The Commission considers an annual report on each licensee's performance under the program and approves the tier status of each licensee for the coming year. Further details on the program and licensees' performance can be found in the Licensing section of this report.

A continuing key priority of the Commission is improved safety and injury-management performance in the jurisdiction. To this end the Commission has established a number of key performance indicators (Commission Indicators) in the areas of injury prevention, rehabilitation and claims management, designed to drive continuous improvement. The Commission Indicators are based on the National OHS Strategy but the Commission has gone further than the strategy by incorporating both injury and disease in the injury prevention target and by adopting a zero target for injury fatalities as an aspirational goal.

In terms of the National Strategy, I am pleased to be able to report that the Comcare scheme is on target to achieve the strategy target for serious injury claims. The Strategy calls for a 20 per cent reduction in the incidence of serious injuries from the base period to 2006 - 07. The scheme exceeded the target with a reduction of 26.6 per cent being recorded.

In conjunction with the Commission Indicators, the Commission sets annual performance targets for each licensee, and Comcare and the scheme as a whole. The performance targets are designed to drive continuous improvement while ensuring that the quality of outcomes is not unduly compromised.

During 2007- 08, the scheme achieved good results against the indicator targets. For injury prevention, the scheme was within the target range for injury and disease claims incidence and frequency indicators; however, the scheme failed to achieve its target of zero injury fatalities. For rehabilitation, the scheme achieved all of



its performance targets, while mixed results were achieved for performance against claims management targets. It is with deep regret that I have to report that seven injury fatalities were recorded by the scheme during 2007- 08. Details of scheme performance and the performance of individual licensees are contained in the Scheme Trends and Performance section and Appendix 1 of this report.

The Commission also encourages best practice in injury prevention and rehabilitation by conducting an annual Safety Awards program. The Commission's Safety Awards are designed to feed into the national Safe Work Australia Awards conducted by the Australian Safety and Compensation Council. The Commission's Safety Award winners for 2007 were announced at a gala dinner in October 2007 and I would like to congratulate the winners of each category and express my satisfaction in the high quality of the award submissions received. It is particularly pleasing to note that the winner of the Commission's award for best individual contribution to health and safety, Capt Sharryn Batt, went on to win the national award in this category. I am appreciative of the Commission members and Comcare staff who assisted in the 2007 safety award process. Further details of the winners of each category can be found in the Safety Awards section of this report.

The Commission held four regular meetings and a number of ad hoc teleconferences to discuss specific issues during 2007- 08. A particular focus for the Commission during 2007- 08 was the Commission's governance arrangements. The Commission considered a

number of initiatives designed to ensure that the governance arrangements for the Commission accord with best practice. Other matters before the Commission during the year included: reviews of the self-insurance conditions of licence and performance standards and measures, accreditation of health and safety representatives' training courses, reports on safety campaigns, and licence and regulatory fees.

The Commission undertook a number of initiatives to improve the transparency and accountability of its decision-making processes during the year. To this end the Commission publishes guidelines on the process for its consideration of license applications. The guidelines establish a mechanism for interested parties to make submissions to the Commission in respect of license applications. In addition, the Commission issues media releases announcing its decisions in regard to licence applications after each meeting. During 2007- 08 I also reintroduced the practice of informing the Minister of the outcomes of Commission meetings.

Finally I would like to thank all of my fellow Commissioners and staff of Comcare for their professional support, guidance and assistance throughout this past year. I would like to pay a special tribute to three retiring Commissioners, Ms Sharelle Herrington, Mr Graham Rodda and Lt Gen. Ken Gillespie, for their valuable contribution to the Commission and their achievements in advancing the cause of occupational health and safety.

Les Taylor  
**Chairman**

# Commission overview



The Safety, Rehabilitation and Compensation Commission (the Commission) is established under the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act). The Commission is a statutory body with regulatory functions in relation to Comcare and other authorities which determine workers' compensation claims under the Commonwealth scheme. The Commission also has regulatory functions under the *Occupational Health and Safety Act 1991* (OHS Act).

The SRC Act also establishes Comcare which has its own regulatory functions as well as claims management functions.

While the Commission and Comcare each have regulatory roles, most of the regulatory functions in relation to workers' compensation and occupational health and safety for Commonwealth employees rest with the Commission.

The Commission is required to produce an annual report under both the SRC Act and the OHS Act. The Commission does not employ its own staff. Under section 72A of the SRC Act, Comcare provides the Commission with such secretariat support, assistance and resources as are reasonably required to enable it to perform its functions. As the Commission does not have its own budget, financial statements are not included in this report.

Please refer to the *Comcare Annual Report 2007-08* for details of Comcare's staffing profile, financial expenditure and other related matters.

## Ministers served during 2007-08

The Hon. Julia Gillard MP  
Minister for Employment and Workplace Relations

The Hon. Joe Hockey MP  
Minister for Employment and Workplace Relations

## Objective

The Safety, Rehabilitation and Compensation Commission (SRCC) seeks improvement in occupational health and safety, rehabilitation and workers' compensation in the Commonwealth jurisdiction by:

- setting targets to improve health and safety standards in workplaces
- monitoring performance in relation to occupational health and safety, rehabilitation and compensation
- providing advice to the Minister on issues relating to improving occupational health and safety, rehabilitation and workers' compensation.

## Responsible Minister

The Commission operates within the Education, Employment and Workplace Relations portfolio, reporting to the Minister for Employment and Workplace Relations. The Minister has the power to give directions to the Commission about the performance of its functions or the exercise of its powers under both the SRC Act and the OHS Act. The Minister has issued directions to the Commission in relation to its licensing functions under Part VIII of the SRC Act. These directions contain record keeping and reporting requirements which are detailed at Appendix 8.

## Role

The Commission administers the regulatory functions of the SRC Act and the OHS Act, other than those functions ascribed to Comcare. The SRC Act establishes the workers' compensation scheme covering Commonwealth employees and the employees of licensed entities. The scheme is characterised by an integrated and cost-effective approach to injury prevention, workers' compensation and occupational rehabilitation.

The OHS Act complements the SRC Act, providing a regulatory framework aimed at reducing occupational injury and disease. This framework includes advisory and enforcement functions, and a system of penalties and sanctions.

## Principles of regulation

The Commission has adopted the following principles of regulation:

- a systems-based approach directed to the attainment of desired outcomes, rather than meeting specified process requirements
- flexibility to achieve outcomes, including an integrated approach to OHS, rehabilitation and claims management
- less reliance on regulatory prescription
- recognition of the requirement for compliance with legislative provisions
- risk management
- management accountability for performance outcomes
- employee consultation
- continuous improvement.

## Functions

The Commission has a number of general and specific functions conferred on it by the SRC Act, and the OHS Act.

Under the SRC Act the Commission has the following functions and powers:

- to ensure that, as far as practicable, there is equity of outcomes resulting from administrative practices and procedures used by Comcare and a licensee in the performance of their respective functions
- to advise the Minister about anything relating to the operation of the Act or to the Commission's functions and powers
- to grant a licence to self-insure to an eligible applicant, to determine the scope of the licence, to vary the scope of a licence or extend its term, to suspend or revoke a licence and to determine the amount of the licence fee
- to act as a review body for premium and regulatory contributions.

Some of the main functions and powers conferred under the OHS Act are:

- to ensure that the obligations imposed under the Act are complied with
- to advise employers, employees and contractors on occupational health and safety matters
- to collect, interpret and report information relating to the occupational health and safety of employees
- to formulate policies and strategies relating to the occupational health and safety of employees
- to advise the Minister on the most effective means of giving effect to the objects of the Act, the making of regulations and the approval of codes of practice

- to accredit occupational health and safety training courses for health and safety representatives
- to liaise with other bodies concerned with occupational health and safety
- to issue directions on the conduct of elections for health and safety representatives.

Under section 89(R) of the SRC Act the Commission has the power to delegate any of its functions and powers to a member of the Commission. The Commission has delegated a number of functions and powers under the SRC Act, the OHS Act and the *Occupational Health and Safety (Safety Standards) Regulations 1994* (OHS(SS) Regulations) to the Comcare CEO.

## Business planning

The Commission adopts an annual Business Plan to give effect to the Commission's strategic objectives articulated in the triennial Strategic Plan. Key result areas and objectives in the Business Plan are derived from the Commission's functions under the SRC and OHS Acts. Details of the Commission's performance against key result areas and objectives are included on page 13 of this report.



## Membership

The SRC Act provides for the Commission to have 11 members. Each member is appointed by the Governor-General. Members other than the Chairman and Comcare's Chief Executive Officer (CEO) may appoint a deputy, subject to the Minister's approval. A member, other than Comcare's CEO, holds office on a part-time basis for a term, not longer than three years, specified in the instrument of appointment. Members are eligible for reappointment.

Mr Les Taylor, former Chief Solicitor and General Counsel, Commonwealth Bank of Australia, was appointed as Chairman of the Commission on 25 August 2003.

The Commission had the following other members at 30 June 2008:

- the CEO of Comcare (Mr Martin Dolan)
- two members nominated by the Australian Council of Trade Unions (ACTU) – (Ms Sue Powell, Industrial Officer, Community and Public Sector Union and Mr Burt Blackburne, Divisional Assistant Secretary, Communications Electrical Plumbing Union)
- a member who represents the licensees – (Mr Graham Rawstron, formerly Head of Personnel, Reserve Bank of Australia)
- a member who represents the Commonwealth and Commonwealth authorities – (Ms Sandra Parker, Group Manager, Workplace Relations Policy Group, Department of Education, Employment and Workplace Relations)
- a member who represents the Australian Safety and Compensation Council (ASCC) – (Ms Flora Carapellucci, Assistant Secretary, National Occupational Health and Safety Workers' Compensation Policy Branch, Office of the Australian Safety and Compensation Council, Department of Education, Employment and Workplace Relations)
- a member who represents the interests of members and former members of the Defence Force – (vacant)
- two members with qualifications or experience relevant to the Commission's functions, or the exercise of its powers – (Mr Stephen Somogyi and Mr Craig Bosworth)
- a member who represents the interests of the Australian Capital Territory public sector employers – (Mr Donald McCallum).

During 2007- 08, the following also served on the Commission:

- Lt Gen. Ken Gillespie AO DSC CSM (then Vice Chief of the Defence Force)
- Mr Graham Rodda (then Deputy National President, Community and Public Sector Union)
- Ms Sharelle Herrington (then Assistant Secretary, Communications Electrical Plumbing Union).

The contributions of Lt Gen. Gillespie, Mr Rodda and Ms Herrington are gratefully acknowledged.

## Operation of the Commission

The Commission is required to hold at least three meetings per calendar year. Five members constitute a quorum, as long as the following are present:

- at least one member nominated by the ACTU
- the member representing licensees
- the member representing the Commonwealth and Commonwealth authorities (other than licensed authorities).

Details of Commissioners' attendance at regular meetings are as follows:

Table 1: Meeting attendance

Commissioners	Commission meetings			
	Eligible to attend	Attended	Attended teleconference	Attended by deputy
Les Taylor (Chairman)	6	4	1	
Burt Blackburne (appointed 5 March 2008)	3	1	0	1
Craig Bosworth	6	3	0	
Flora Carapellucci	6	4	1	
Martin Dolan	6	4	2	
Ken Gillespie (resigned 22 April 2008)	5	1	0	2
Sharelle Herrington (resigned 24 August 2007)	0			
Donald McCallum	6	3	2	1
Sandra Parker	6	2	1	3
Sue Powell (appointed 26 May 2008 )	1	1		
Graham Rawstron	6	4	2	
Graham Rodda (resigned 25 May 2008)	5	3	2	
Stephen Somogyi	6	4	1	

The Commission held four regular meetings, on 19 September and 12 December 2007 and 19 March and 18 June 2007, and 2 teleconference meetings on 28 February and 21 April 2008.

## Decision making

Decisions made by the Commission under an Act are not subject to review by the Administrative Appeals Tribunal (AAT). They are, however, subject to review under the *Administrative Decisions (Judicial Review) Act 1977*.

## Specific reporting requirements

Information about specific reporting requirements referred to in other legislation is included at Appendix 3 of this report.



Les Taylor  
*Chairman*



Burt Blackburne



Craig Bosworth



Flora Carapellucci



Martin Dolan



Donald McCallum



Sue Powell



Graham Rawstron



Melissa Ryan



Steve Somogyi

# Scheme trends and performance

The SRC Act provides workers' compensation coverage for employees of the Commonwealth public sector, Commonwealth authorities, government business enterprises, employees of the ACT Government and certain corporations declared eligible by the Minister. These eligible corporations can apply to the Commission under the SRC Act to self-insure and/or manage their workers' liabilities within the framework of the scheme.

There are some differences between coverage of the OHS Act and the SRC Act. For instance, members of the Australian Defence Force (ADF) are covered by the OHS Act but not the SRC Act. ACT public sector employees are covered by the SRC Act but not the OHS Act.

The following corporations and authorities were licensees in 2007-08.

- Asciano (formerly Pacific National (ACT) Limited) (Asciano)
- Australian air Express Pty Ltd (AaE)
- Australian Postal Corporation (Australia Post)
- Avanteos Pty Ltd (Avanteos)
- Border Express Pty Ltd (Border Express)
- Chubb Security Services Limited (Chubb)
- Colonial First State Property Management Pty Ltd (CFSPM)
- Colonial Services Pty Ltd (Colonial Services)
- Commonwealth Bank of Australia (CBA)
- Commonwealth Insurance Limited (CommInsure)
- Commonwealth Securities Limited (CommSec)
- CSL Limited (CSL)
- John Holland Group Pty Ltd (John Holland Group)
- John Holland Pty Ltd (John Holland)
- John Holland Rail Pty Ltd (John Holland Rail)
- K&S Freighters Pty Ltd (K&S Freighters)
- Linfox Armaguard Pty Ltd (Linfox Armaguard)
- Linfox Australia Pty Ltd (Linfox Australia)
- National Australia Bank Limited (NAB)
- National Wealth Management Services Limited (National Wealth Management)
- Optus Administration Pty Ltd (Optus)
- Reserve Bank of Australia (RAB)
- Telstra Corporation Ltd (Telstra)
- Thales Australia (formerly ADI Limited) (Thales)
- Visionstream Pty Ltd (Visionstream).

The licence for Border Express commenced on 1 January 2008 and licences for Avanteos, CBA, CFSPM, Colonial Services, CommInsure and CommSec commenced on 31 March 2008.

At its June 2008 meeting, the Commission also granted self-insurance licences to TNT Australia Pty Ltd and Transpacific Industries Pty Ltd. These licences have a commencement date of 1 July 2008.

## Scheme profile

Table 2 provides information on claims activity and costs during 2007-08 under the SRC Act for Comcare and licensed self-insurers (licensees). Information for the previous year (2006-07) is also provided for comparison.

Employee numbers are based on the estimated average number of full time equivalent (FTE) employees for the financial year. The commencement of eight new licensees during the year has impacted on the scheme, with an increase in FTE employees of 11 per cent since 2006-07.

## Commission Indicators

The Commission has developed a set of key performance indicators (the Commission Indicators) to encourage continuous improvement in achieving lower rates of injury (prevention), better return-to-work outcomes (rehabilitation), efficient management of claims and efficient scheme administration.

The Commission Indicators provide a platform for benchmarking outcomes across the jurisdiction as well as enabling the Commission to compare year to year outcomes to identify any areas where performance is not meeting expectations.

Assessment of licensees' performance against the Commission Indicators is part of the Commission's licence compliance evaluation process. Comcare also reports against the Commission Indicators in respect of its own performance and that of premium payers (includes Australian and ACT Government employers).



The Commission evaluates licensees' performance on an ongoing basis, with reports on performance being considered by the Commission twice yearly. Performance results against the Commission Indicators are used in making decisions on licence renewals, and in determining the licence compliance audit and management systems reporting requirements of licensees. The Commission also uses performance results to inform its business plan and activities.

Each year the Commission sets targets against its performance indicators, with control limits above and below the targets. Performance reaching these limits will be the trigger for positive recognition or remedial action by the Commission.

Table 3 reports the performance of the scheme against the Commission Indicators and targets for 2007-08. Information on the performance of individual licensees against selected Commission Indicators is provided in Appendix 1.

## National OHS strategy targets

The *National OHS Strategy 2002 - 2012* sets two national targets as a step towards achieving its national vision of Australian workplaces free from death, injury and disease. The first national target seeks a reduction in the incidence of work-related fatalities with a reduction of at least 20 per cent by 30 June 2012. The second national target seeks to reduce the incidence of workplace injury by at least 40 per cent by 30 June 2012.

The Commission adopted the National OHS Strategy targets and agreed to extend both targets. The Commission extended the National OHS Strategy target requiring a 40 per cent reduction in the incidence of workplace injury by 30 June 2012 to include work-related disease. It also set a zero target for work-related fatalities.

Over the six years to 30 June 2008, the scheme has achieved a 33 per cent reduction in incidence of injury and disease claims reaching one week or more of incapacity, reporting 8.3 claims per 1000 FTE employees during 2007-08. This exceeds the rate of reduction required to meet the performance target, which implies that a 24 per cent reduction should be achieved by 30 June 2008.

Seven work-related injury fatalities were recorded in the scheme in 2007-08.

## National Return-to-Work Monitor

Each year, Comcare and licensees participate in a national survey of return-to-work outcomes. The National Return-to-Work Monitor (RTW Monitor) benchmarks rehabilitation outcomes and compares the performance of the premium paying agencies and licensees.

The survey is conducted by an independent research company in May and November each year. The sample of employees is drawn from those employees who lodged a compensation claim seven to nine months previously and who have spent at least 10 days away from the workplace on compensation. The results of the survey are used to target areas of rehabilitation management for improvement.

The rehabilitation performance of the scheme is measured through the Commission Indicators and the Return-to-Work Monitor. Table 4 reports key results from the 2007-08 RTW Monitor for premium payers and licensees.



Table 2: Scheme profile – SRC Act

	2006 - 07			2007 - 08*			Scheme % change 2006 - 07 to 2007 - 08
	Comcare/ premium paying agencies	Licensees	Scheme	Comcare/ premium paying agencies	Licensees	Scheme	
Full-time equivalent (FTE) employees	194 013	95 878	289 891	202 598	120 627	323 225	11%
Claims received	6 111	5 329	11 440	4 366	5 094	9 460	-17%
Claims accepted	5 072	4 458	9 530	3 385	4 233	7 618	-20%
Claims accepted per 1000 FTE employees	26.1	46.5	32.9	16.7	35.1	23.6	-28%
Reconsiderations decided	1 179	1 209	2 388	1 434	1 192	2 626	10%
Administrative Appeals Tribunal appeals received	520	637	1157	616	539	1 155	0%

\* Excludes Avanteos, Commonwealth Bank of Australia, Colonial First State Property Management Pty Ltd, Colonial Services, CommInsure and CommSec—licences for these entities commenced on 31 March 2008.

Table 3: Scheme performance against Commission Indicators

Commission Indicator		2006 - 07			2007 - 08*			Scheme, target range 2007 - 08
		Comcare/ premium paying agencies	Licencees	Scheme	Comcare/ premium paying agencies	Licencees	Scheme	
<b>Prevention indicators</b>								
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	11.0	11.8	11.3	7.5	9.5	8.3	7.5 - 11.2
	Non-commuting							
	Commuting	1.9	1.5	1.8	0.3	0.1	0.2	n/a
PI.2	Incidence of death claims per 100 000 FTE employees	1.5	2.1	1.7	2.0	2.5	2.2	Set at Zero
	Injury							
	Disease	2.1	2.1	2.1	4.9	1.7	3.7	n/a
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	0.5	0.0	0.3	0.5	0.0	0.3	n/a
	Non-commuting	8.0	9.4	8.5	5.3	7.7	6.2	6.4 - 9.5
	Commuting	1.7	1.4	1.6	0.2	0.1	0.2	n/a
<b>Claims management indicators</b>								
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	17	11	14	29	10	17	8 - 18
	Injury							
	Disease	60	22	50	67	23	49	37 - 47
CI.2	Percentage of new claims determined	84%	95%	89%	82%	94%	88%	90 - 100%
CI.3	Average time taken in calendar days to decide reconsideration requests (from date of receipt)	38	36	37	24	23	23	26 - 36
	Injury							
	Disease	40	37	39	29	22	27	32 - 42
<b>Rehabilitation indicators<sup>^</sup></b>								
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan	59%	83%	67%	57%	89%	70%	62 - 72%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees	6.1	4.8	5.7	4.4	3.8	4.2	3.7 - 5.6
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees	4.3	2.7	3.8	3.2	2.0	2.8	2.5 - 3.8
<b>Scheme administration indicators</b>								
SI.1	Outstanding liabilities for workers' compensation as at 30 June (\$M)	1589	345	1934	1690	341	2031	n/a

\* Excludes Avanteos, CBA, CFSPM, Colonial Services, CommInsure and CommSec—licences for these entities commenced on 31 March 2008.

<sup>^</sup> The Commission agreed in March 2008 to discontinue Commission Indicator RI.1

Table 4: Return-to-Work Monitor outcomes

Performance outcome	2006 - 07			2007 - 08		
	Premium paying employers	Licensees	Scheme	Premium paying employers	Licensees	Scheme
Employees who had returned to work at some point since injury (%)	92	96	93	90	99	93
Employees who were still working at time of interview (%)	85	87	86	84	94	87
Employees who had returned to work with their original employer (%)	93	97	94	96	97	96
Employees who had returned to work to their original duties (%)	78	68	76	78	71	75
Employees with a RTW plan (%)	68	90	74	74	92	80
Employees involved in the development of their RTW plan (%)	89	83	87	87	87	87
Employees who found RTW plan helpful (%)	77	79	77	78	82	79

# Occupational health and safety



The *Occupational Health and Safety Act 1991* (OHS Act) and associated regulations and codes of practice provide a legal basis for the protection of the health and safety of employees of the Commonwealth, Commonwealth authorities and non-Commonwealth licensees. The OHS Act imposes responsibilities on employers, employees, manufacturers and suppliers of plant and substances and persons erecting or installing plant in a workplace. The OHS Act also establishes a framework for consultative workplace arrangements and a civil and criminal enforcement regime.

An estimated 343 069 full-time equivalent (FTE) employees were covered by the OHS Act as at 30 June 2007.

## National Occupational Health and Safety Strategy

In May 2002 the Workplace Relations Ministers' Council endorsed the *National OHS Strategy 2002 - 2012*, encompassing the targets discussed in the Scheme Trends and Performance section of this report and the following five national priorities:

- reduce high incidence/severity risks
- improve the capacity of business operators and workers to manage OHS effectively
- prevent occupational disease more effectively
- eliminate hazards at the design stage
- strengthen the capacity of Government to influence OHS outcomes.

The Commission and Comcare are undertaking a range of projects to implement the strategy in the Commonwealth OHS jurisdiction. Full details of these projects are provided in Comcare's annual report 2007- 08.



## Regulations, codes of practice and guidance material

Schedule 1B of the *OHS (Safety Standards) Regulations 1994* (SS Regulations) was amended in September 2007 to allow the Australian Defence Organisation (ADO) to seek an exemption for the use of chrysotile in parts or components of plant that are mission critical and for which there is no reasonable alternative. This was amended in September 2007 to change the date when this exemption ceases from 31 December 2007 to 31 December 2010.

In response to the evolving nature of the jurisdiction, changes to the OHS Act regarding the application of state and territory OHS-related laws and developments in the national OHS framework, the Commission considered a number of proposals for changes to the regulations. It agreed to the development of new parts or revisions to the SS Regulations in regard to the following matters:

- amendments to Part 4: Plant in regard to Defence Special Licence Provisions to streamline the provisions and improve workability
- amendments to Part 5: Manual Handling to implement the new National Standard for Manual Tasks
- new provisions to place certain duties on employers in regard to lifts.

This followed consultation with the jurisdiction.

Work continued in relation to new regulations on management of asbestos in-situ and the revision of Part 2 of the SS Regulations to implement the National Standard for Licensing Persons Performing High Risk Work.

### Review of approved codes of practice

Following completion of a comprehensive review of all codes of practice, the new *OHS Code 2008* was declared (see Appendix 2 for details). It replaces all previous approved codes of practice and consolidates codes into one document. The new Code incorporates most of the previous codes which were revised and updated and takes a consistent risk-management approach in all parts with appropriate cross-referencing. Material that was previously included as part of a code but was considered to be more appropriate as guidance material was not included in the new Code. The Code includes five new codes covering risk management, abrasive blasting, spray painting, occupational diving and cash in transit. Eight codes were revoked and not replaced as the issues were already covered in alternative relevant legislative frameworks or were considered more appropriate as guidance material.

### Guidance material

Following consultation with employers and unions in the jurisdiction and accredited HSR training providers, the Commission issued guidance material for employers in the jurisdiction on training for health and safety representatives (HSRs) on 19 March 2008. This guidance is intended to complement the legislative requirements by providing information on what the Commission considers to be a best practice approach to supporting HSRs to obtain training so they can fulfil their role effectively.

The Commission also recognised the key role that consultation plays in the OHS Act and commenced work on developing guidance to articulate what consultation means.

## Implementing the regulations – notifications and licencing

Appendix 4 provides detailed information on the exercise by the Commission of its functions and powers under the SS Regulations. The following provides an overview.

### Part 4: Plant

During 2007-08, 127 new licences were granted, 125 licences were renewed and 68 licence variations were processed.

### Part 8: Dangerous goods

181 notifications were received of dangerous goods, pipelines transporting dangerous goods and explosives.

### Part 9: Major Hazard Facilities (MHFs)

Of 70 notifications of potential MHFs, 25 were immediately classified as a MHF as required under the regulations. Following assessments of the remaining 45 facilities, including on-site assessments of nine of the facilities, no further facilities were classified as MHFs. The Commission notified an employer in control of two facilities that those facilities were potential major hazard facilities. Following assessment of these facilities, they were not classified as MHFs.

Two facilities which have bridging licences had the expiry dates of their licences extended to bring them into line with the expiry dates of their former licences issued by the Victorian Workcover Authority. Comcare is monitoring compliance with the conditions of the bridging licence for each facility. The period for preparing a safety report and lodging a licence application was extended for nine facilities.

### Schedule 1B: Defence chrysotile exemptions

The Commission considered two applications from the Australian Defence Organisation (ADO) for exemptions in relation to the use of chrysotile for mission-critical items where there are no known suitable non-chrysotile alternatives. ADO notified the Commission that exemptions were no longer required for 139 items and 81 new items were identified. The Commission placed conditions on the majority of the exemptions granted, requiring Defence to provide further evidence of steps taken to identify reasonable non-chrysotile alternatives. It also cancelled the exemptions for 13 items for inconsistencies with Part 6 of the OHS (SS) Regulations.

This culminated in a reduction in the number of exemptions held by the ADO. As at 30 June 2008, the ADO held certificates of exemption for 209 items, a reduction of 29 per cent since June 2007. In April 2008, the Commission reported to the ASCC on the progress of Defence in meeting their legislative obligations in regards to the management of chrysotile. This report noted the reduction in the number of items with exemptions and highlighted the progress made in continuing towards the elimination in the use of products containing chrysotile by 2010.

## Accreditation of health and safety representatives training courses

During 2006 - 07 and 2007- 08, there was increasing interest from training providers in developing Health and Safety Representatives (HSR) training courses for the Commonwealth jurisdiction. As a result, six new HSR training courses and three new HSR bridging courses were accredited. Two existing HSR training courses were reaccredited. As at 30 June 2008, there were 16 full courses and five bridging courses accredited.

A list of accredited providers of training for health and safety representatives as at 30 June 2008 is provided at Appendix 9.



## Compliance and enforcement

### Investigations and notifications

There were 5 963 notifications of dangerous occurrences and accidents during 2007- 08. More information is at Appendix 4.

Comcare has responsibility for conducting investigations to determine compliance with the OHS Act and may do so on its own initiative or in response to a direction from the Commission.

There are two types of investigations – reactive and proactive. A reactive or proactive investigation conducted by Comcare focuses on the OHS management systems in place to assess employers' actions to meet their duties of care. A reactive investigation may be undertaken in response to an incident. The OHS Act requires employers to notify certain incidents to Comcare. Such incidents include those that resulted in a death, serious personal injury, incapacity, or a dangerous occurrence that could have resulted in these outcomes. Notifications are a key trigger for reactive investigations.

A proactive investigation is generally scheduled in advance as part of an annual targeted compliance program. Comcare conducts targeted investigations of a range of an organisation's OHS policies and practices to assess their compliance with specific duties under the OHS Act and Regulations.

During 2007- 08, Comcare's targeted investigation program focused on three areas of compliance: workplace bullying; working at heights; and conditions of plant licencing within the ADO.

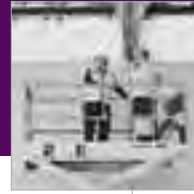
**Workplace bullying** – 28 workplaces were investigated across 14 organisations. A key issue identified as a result of the targeted investigations is that workplace bullying incidents are not being notified to Comcare under section 68 of the OHS Act.

It was evident that in some of the organisations investigated that bullying behaviour in the workplace was viewed as an equity/diversity or conduct issue and not an OHS matter. This means that despite any internal investigation of an alleged bullying incident, it is possible that the matter may be resolved purely as a Code of Conduct issue and therefore ultimately Comcare is not informed.

A number of organisations investigated also cited confusion over legislative definitions surrounding the notification processes as a reason for failing to notify incidents of bullying. Specifically, most of the organisations stated that apart from an incapacity resulting in workers' compensation, it was unclear at what point an incident of workplace bullying should be notified to Comcare.

These investigations indicate that employers need to consider more effective processes for training and passing on information to ensure that internal policies and procedures are understood and followed by employees and contractors.

In most organisations investigated, the overall OHS management systems with regard to the prevention of bullying appeared to be comprehensive in detail; however the methods chosen to promote them were not always effective, and in some cases they are not fully supported by the culture of the organisation.



**Working at heights** – investigations were conducted at eight John Holland construction sites to assess compliance with Part 13 – Falls from 2 metres or more – of the *Occupational Health and Safety (Safety Standards) Regulations 1994*. These investigations were undertaken as part of the Heads of Workplace Safety Authorities campaign on falls in construction.

The investigations revealed that John Holland was achieving compliance with the legislation in relation to working at heights at all eight of the workplaces that were visited. In summary, it has broad organisational policy/procedures as well as region-specific and site-specific policy/procedures pertaining to working at heights. Hazards associated with working at heights were identified and controlled by applying control measures using the hierarchy of controls.

Information, training and/or instruction is provided to employees and contractors on its policies/procedures regarding working at heights, including use of particular equipment (e.g. fixed/portable ladders). Investigators also identified appropriate procedures in place to respond to emergencies that may arise as a result of a fall from heights.

**ADO special plant licence** – Comcare investigated compliance by the Department of Defence and the Australian Defence Force with the special conditions of plant licencing arrangements. Five Defence sites across four states were visited by investigators to assess compliance. While the ADO performed well regarding the performance of plant maintenance inspections, systems for registering plant design and systems for recording plant and how it is used, the investigation identified some shortcomings regarding records of maintenance

and auditing of systems of registration. The findings of the investigation are currently being discussed with the ADO.

Another aspect of Comcare's annual proactive compliance assurance program is review investigations. Review investigations assess the effectiveness of an organisation's actions in addressing recommendations from previous investigations. Review investigations provide a framework for ongoing compliance monitoring, ensuring higher and more durable rates of compliance. They also serve as a credible deterrence mechanism.

During 2007-08, a total of 353 investigations were commenced. This included 269 reactive investigations and 84 proactive investigations.

Not all requests for investigations or incidents notified to Comcare result in a formal investigation. In a number of cases, Comcare will make a range of enquiries in order to inform a decision about whether or not an investigation is warranted. In 2007-08, a total of 666 such matters were resolved to Comcare's satisfaction through informal processes, without the need for a formal investigation.

Pursuant to subsection 53(4) of the OHS Act, 63 requests were made to employers to provide Comcare with particulars of actions taken as a result of conclusions or recommendations contained in a report of investigation.

More information on actions taken such as issue of improvement or prohibition notices, and appeals against investigator decisions are at Appendix 4.

## Enforcement

In 2007-08 Comcare instituted civil proceedings against the Australian Defence Force (ADF) and Post Logistics Australasia Pty Ltd (Post Logistics) for breaches of section 16(1) of the OHS Act. These proceedings have been commenced following investigations by Comcare that detected failures by both of these entities to take all reasonably practicable steps to protect the health and safety of their employees. Both of these proceedings are still ongoing.

In the 2007-08 financial year, Comcare accepted two Enforceable Undertakings (EU). They were from Defence and the Australian Postal Corporation (APC) following investigations into workplace accidents concerning these two entities. Comcare's investigations revealed that both Defence and the APC had failed in their duty of care to their employees. The EUs offered by these two entities are legally enforceable commitments to undertake an agreed course of action and were accepted by Comcare as an alternative to Comcare pursuing civil proceedings. Comcare continues to monitor the progress of these EUs.



# Workers' compensation

The Commission is committed to supporting the provision of the SRC Act's integrated and fair compensation benefits with prompt, fair and efficient handling of claims within the SRC Act's workers' compensation framework. It also aims to ensure that, as far as practicable, there is equity of outcomes resulting from administrative practices and procedures used by Comcare and the licensees (the determining authorities).

In support of this, the Commission monitors the performance of determining authorities against a suite of performance measures and targets, the Commission Indicators, which involve a number of claims management indicators (see Table 3: Scheme performance against Commission Indicators). These indicators provide a platform for benchmarking outcomes across the jurisdiction as well as enabling the Commission to compare year-to-year performance to identify any areas where performance is not meeting expectations.

In its submission to the Minister's review of the Comcare Scheme, the Commission affirmed the integrity of the workers' compensation component of the scheme by outlining its benefit structure. That provides for:

- incapacity payments at 100 per cent of pre-injury earnings for 45 weeks, after which they are paid at 75 per cent
  - payment of incapacity benefits until retirement age
  - payment of lump sum to dependent partner in event of death
  - payment of weekly benefit for dependent children in event of death
  - ongoing access to medical and other treatment for the life of the claim
  - provision for household services and attendant care assistance
- payment of lump sum benefit for non-economic loss associated with permanent impairment in addition to weekly incapacity benefits
  - liability for compensation for disease claims can be accepted on the basis of the incidence of the disease in specific workplaces (clusters) without the need to establish a connection between the workplace and the disease.

The Commission also highlighted the no-fault nature of the scheme where there is a reduced role for common law remedies and lump sum payouts. It submitted that while common law remedies may seem attractive at first glance, they can often involve the injured worker in costly and prolonged litigation with an uncertain outcome. The Commission communicated its view that in the vast majority of cases, ongoing incapacity payments and defined benefit payments for non-economic loss provide a superior overall benefit to the injured worker. It submitted that common law remedies with an emphasis on one large payment after a long and protracted period of litigation do little to encourage the injured worker to return-to-work.

The Commission also submitted that, to remove any possible doubts as to the level of benefits available under the Comcare scheme, consideration should be given to raising the level of death benefits payable under the SRC Act as well as reviewing the level of permanent impairment benefits payable under the SRC Act.

## Policy advice

Under the auspices of the Commission, Comcare provides advice to the determining authorities on ways of improving compensation and injury management systems while maintaining equity, accountability and the integrity of the workers' compensation scheme. In 2007-08, Comcare issued policy advice in the following areas:

Routine advices;

- Average Weekly Ordinary Time Earnings Full-time Adults (AWOTEFA) updates under subsections 19(5)
- indexation of benefits under section 13
- indexation of Normal Weekly Earnings (NWE) under subsections 8(9B) and 8(9F)
- Life Tables 2004 - 2006 for redemption calculations
- rate of weekly interest on the lump sum under sections 21 and 21A
- kilometre rate under subsection 16(6).

Advices based on changes to the SRC Act by the *Safety, Rehabilitation and Compensation and Other Legislation Amendment Act 2007*;

- amendments to 'injury' and 'disease' provisions of the Act
- amendments to journey and recess provisions
- amendment to the application of the definition of suitable employment
- amendment to section 8 indexation
- amendment to the maximum funeral benefit payable
- amendments to the way post retirement weekly payments are calculated including the deemed rate of weekly interest on a superannuation lump sum amount.

Comcare continued to consult with determining authorities on matters affecting the jurisdiction through the Licensees Comcare Consultative Forum (LCCF) as well as consulting with lawyers active in the scheme through the Comcare Consultative Liaison Committee (CCLC). During 2007-08, four LCCF meetings and three CCLC meetings were held.

## Legislative change

While the *Safety, Rehabilitation and Compensation and Other Legislation Amendment Act 2007* was passed in the previous year and most of the amending provisions coming into effect on 13 April 2007, Comcare continued to explain the effects of the amendments to scheme employers and stakeholders during the reporting year.

Appendix 2 outlines legislative instruments made during the year.

# Rehabilitation and return-to-work

The SRC Act scheme places a strong emphasis on rehabilitation and achieving an early and safe return-to-work by injured workers.

This is achieved by:

- placing rehabilitation and return-to-work responsibilities directly on the employer who has a duty to provide an injured worker with suitable employment
- providing direct powers to employers to assist and work with the employee to achieve a return-to-work outcome through appropriate rehabilitation programs.

The return-to-work outcomes achieved by the SRC Act scheme are consistently high and better than the outcomes achieved by any other Australian workers' compensation scheme. Return-to-work outcomes can be measured by the incidence of long-term claims (the lower the incidence, the better the outcome) or by the percentage of injured workers returning to work (the higher the rate, the better outcome). On both measures, the Comcare scheme outperforms all other Australian schemes.

In terms of long-term claims, the Comcare scheme recorded the lowest incidence rate of any Australian scheme for the latest period that comparable data is available<sup>1</sup>. In 2006 - 07, the Comcare scheme recorded an incidence rate of 2.6 claims per 1000 FTE for serious claims reaching 12 weeks duration compared with the Australian average of 3.4. The Comcare scheme rate was lower than the rate for any other jurisdiction.



<sup>1</sup> Workplace Relations Ministers' Council, *Comparative Performance Monitoring Report*, Ninth Edition October 2007, Office of the Australian Safety and Compensation Council, Canberra, p7.

The Return-to-Work Monitor measures return-to-work outcomes for most Australian jurisdictions by means of a sample survey of injured workers<sup>2</sup>. For 2007- 2008, the Comcare scheme recorded a return-to-work rate of 93 per cent, higher than the national average of 85 per cent and higher than any other Australian jurisdiction. In terms of durable return-to-work (where the injured worker is still at work at the time of the survey), the Comcare scheme recorded a rate of 84 per cent, higher than the Australian average of 75 per cent and again higher than any other Australian jurisdiction.

Emphasising the employer's role in the return-to-work process in the scheme, the Comcare scheme also has the highest rate of injured employees who return-to-work with the same employer. The Comcare scheme recorded a rate of 96 per cent, higher than the Australian average of 82 per cent and the highest rate of any Australian jurisdiction.

In the three return-to-work measures from the Return-to-Work Monitor outlined above, licensees in the Comcare scheme have a better outcome than premium payers in the scheme:

- the return-to-work rate for licensees is 99 per cent compared to 90 per cent for premium payers
- the durable return-to-work rate for licensees is 90 per cent compared to 84 per cent for premium payers
- the rate of injured workers who return-to-work with the same employer is 97 per cent for licensees compared to 96 per cent for premium payers.

The Commission believes that the Comcare scheme has effective return-to-work outcomes and that these outcomes are as good or better than any other state or territory scheme, even though the workers' compensation benefit structure provides for ongoing benefits payments for the duration of an injury without punitive reductions in the level of payments over time.

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2 Heads of Workers' Compensation Authorities, *2007- 08 Australian and New Zealand Return-to-Work Monitor*.

# Licensing

Under Part VIII of the SRC Act, certain Commonwealth authorities and eligible corporations may apply for a licence to self-insure their workers' compensation liabilities and/or manage compensation claims.

## Eligibility and applications

The Minister is able to declare certain corporations eligible to apply to the Commission for a licence. Section 100 of the SRC Act enables the Minister to consider for declaration a corporation that:

- is, but is about to cease to be, a Commonwealth authority
- was previously a Commonwealth authority
- is carrying on business in competition with a Commonwealth authority or with another corporation that was previously a Commonwealth authority.

In 2007-08, the Minister declared the following companies to be eligible corporations for the purposes of section 100 of the SRC Act:

- Border Express (BEX)
- BIS Industries (BIS)
- Commonwealth Bank of Australia (CBA) and five of its subsidiaries:
  - Avanteos Pty Ltd
  - Colonial First State Property Management Pty Ltd
  - Commonwealth Insurance Limited
  - Commonwealth Securities Limited
- Fleetmaster Services Pty Ltd (Fleetmaster)
- Lindsay Brothers Management Pty Ltd (Lindsay Brothers)
- Medibank Private Ltd
- TNT Australia Pty Ltd (TNT)
- Transpacific Industries Pty Ltd (TPI).

Lindsay Brothers and Medibank Private have not proceeded with an application for licence.



## Self-insurance licence application

Following the Minister's declaration, the corporation can make an application to self-insure under the SRC Act and the applicant must supply detailed information in relation to its structure, financial details, insurance arrangements, and OHS, rehabilitation management and claims management systems.

The principal officer of the applicant must also provide undertakings that the applicant will comply with the SRC Act, licence conditions, and any Commission guidelines and will pay licence fees determined by the Commission.

## Consideration of application

The Commission assesses the applicant's capacity to meet applicable licence conditions. Subsection 104(2) of the SRC Act requires that before granting a licence the Commission must be satisfied of the following:

- the applicant has sufficient resources to fulfil the responsibilities imposed on it under the licence
- the applicant has the capacity to ensure that claims will be managed in accordance with standards set by the Commission for the management of claims
- the grant of the licence will not be contrary to the interests of the employees of the licensee whose affairs fall within the scope of the licence
- the applicant has the capacity to meet the standards set by the Commission for the rehabilitation and occupational health and safety of its employees.

When granting a licence, the Commission may apply appropriate conditions in addition to those set out in the SRC Act.

## Licence applications, variations and extensions

The Commission granted licences to:

- Chubb Security Services Ltd commencing 1 July 2007
- Border Express Pty Ltd commencing 1 January 2008
- Commonwealth Bank of Australia commencing 31 March 2008 including
  - Avanteos Pty Ltd
  - Colonial First State Property Management Pty Ltd
  - Colonial Services Pty Ltd
  - Commonwealth Insurance Limited
  - Commonwealth Securities Limited
- TNT Australia Pty Ltd commencing on 1 July 2008
- Transpacific Industries Pty Ltd commencing on 1 July 2008.

During 2007- 08, the Commission granted four-year licence extensions to John Holland Group Pty Ltd, John Holland Pty Ltd, John Holland Rail Pty Ltd, K&S Freighters Pty Ltd, National Australia Bank and National Wealth Management Services.

Table 5 summarises licence types, licensees and expiry dates at 30 June 2008.

Table 5: Licence types, licensees and expiry dates (as at 30 June 2008)

Licence type	Features	Licensee (expiry date)	Claims management arrangements
Part VIII			
Corporation	Self-insurance Self-claims management (with capacity to arrange for a 3rd party claims manager)	Asciano Services Pty Ltd (formerly known as Pacific National (ACT) Limited) (30/06/2009)	In house with claims review performed by Australia Post
		Australian air Express Pty Ltd (30/06/2009)	CGU Self Insurance Services
		Border Express Pty Ltd (30/06/2010)	In house with claims review performed by Monahan and Rowell
		Chubb Security Services Limited (30/06/2009)	CGU Self Insurance Services
		Commonwealth Bank of Australia (30/06/2010)	Commonwealth Bank of Australia
		Avanteos Pty Ltd (30/06/2010)	Commonwealth Bank of Australia
		Colonial First State Property Management Pty Ltd (30/06/2010)	Commonwealth Bank of Australia
		Colonial Service Pty Ltd (30/06/2010)	Commonwealth Bank of Australia
		Commonwealth Insurance Limited (30/06/2010)	Commonwealth Bank of Australia
		Commonwealth Securities Limited (30/06/2010)	Commonwealth Bank of Australia
		CSL Limited (30/6/2011)	CGU Self Insurance Services
		John Holland Group Pty Ltd (30/06/2012)	Self Insurance Services Australia
		John Holland Pty Ltd (30/06/2012)	Self Insurance Services Australia
		John Holland Rail Pty Ltd (30/06/2012)	Self Insurance Services Australia
		K & S Freighters Pty Limited (30/06/2012)	CGU Self Insurance Services
		Linfox Australia Pty Ltd (30/06/2011)	CGU Self Insurance Services
		Linfox Armaguard Pty Ltd (30/06/2011)	CGU Self Insurance Services
		National Australia Bank Ltd (30/06/2012)	National Australia Bank Ltd
		National Wealth Management Services Limited (30/06/2012)	National Australia Bank Ltd
		Optus Administration Pty Limited (30/6/2011)	CGU Self Insurance Services
Telstra Corporation Limited (30/6/2010)	Allianz Australia Insurance Ltd		
Thales (formerly known as ADI Limited) (30/06/2009)	In house, with claims review function performed by Australia Post		
TNT Australia Pty Ltd (30/06/2010)	Allianz Australia Insurance Ltd		
Transpacific Industries Pty Ltd (30/06/2010)	CGU Self Insurance Services		
Visionstream Pty Ltd (30/6/2011)	CGU Self Insurance Services		
Commonwealth Authority	Self-insurance	Australian Postal Corporation (30/6/2010)	In house
	Self-claims management	Reserve Bank of Australia (30/6/2011)	In house with claims review performed by Australia Post

## Licence conditions and performance standards of licence

The Commission expects licensees to continuously improve their occupational health and safety, rehabilitation and claims management performance outcomes, to comply with licence conditions and to meet performance standards of licence.

Conditions of licence require compliance with the SRC Act and relevant laws and regulations regarding health and safety. A licensee is subject to audits and evaluations and is required to meet financial, prudential, and performance reporting requirements as part of the conditions of licence.

Performance standards of licence require licensees to develop and implement effective management systems for prevention, rehabilitation and claims management, and to work towards the attainment of outcome-based performance goals.

In 2007, a working group comprised of representatives from Comcare and licensees reviewed the *Performance Standards and Measures for Licensees*. The outcomes of the review included the introduction of Corporate Governance arrangements to strengthen expectations of executive engagement and alignment of the standards with amendments made to the OHS Act in March 2007. The Commission endorsed the revised standards and measures in December 2007, and as a consequence the audit tools for Claims and Rehabilitation Management Systems were also updated.

The National Self-Insurance Working Group, under the auspices of the Heads of Workers' Compensation Authorities (HWCA), developed a national OHS audit tool for self-insurers. Comcare tailored the tool to Australian Government requirements and the *National Self Insurer OHS Audit Tool – Commonwealth Government* (NAT C'th) was endorsed for implementation by the Commission September 2007. An implementation review of the new tool is scheduled for September 2008.

Through the process of restructure, acquisition or merger, licensees bring new employees under their licence. The Commission introduced a new condition of licence to ensure that new employees are appropriately informed of the change to their workers' compensation scheme and OHS jurisdiction.

All existing licenses were re-gazetted on 25 June 2008 to incorporate the revised performance standards and measures and new condition of licence.

Provided at Appendix 5 is a sample Part VIII licence. Appendix 6 details the performance standards and measures for licensees and Appendix 7 outlines the prudential conditions of licence.

## The Licensee Improvement Program and the tier model

The Licensee Improvement Program (LIP) examines any significant variations in the licensees' prudential profile, results of internal and external audits in prevention, rehabilitation and claims management and performance against Commission indicators. At the end of March of each year, licensees are required to provide an annual LIP report. This report is certified by senior management of the licensee. It identifies material changes to the licensee's prevention, rehabilitation and claims management systems and provides a statement of management achievements against the licensee's management objectives, targets for the year under review and goals for the coming year. The LIP report documents and evaluates the licensee's performance against the Commission's performance measures. It also summarises the outcomes of audits of the licensee's prevention, rehabilitation and claims management functions and details of corrective actions. The report concludes with the licensee's request for tier level in each of these functions for the coming year.

The outcomes of the LIP and the annual LIP report form the basis for the Commission's consideration of relevant licence extensions, calculation of the licence fees, and for determining the following year's level of regulatory oversight applicable to each licensee using the tier model.

The Commission's tier model is designed to allow the level, intensity and nature of regulatory oversight to be determined having regard to each licensee's performance outcomes and relative maturity. The tier model comprises three levels and each licensee is given a tier ranking for each of its prevention, rehabilitation and claims management functions. External audits are performed for those functions in the first tier, desktop audits for the second tier and licensee

self-audit status applies to the third tier. There are specific instances when external audits are required to be conducted, regardless of the tier level of a licensee or its performances. These include a new licensee in the first year of its licence, any licensee in the last year of its current licence or a change in the licensee's claims management provider.

As part of the LIP, licensees are required to report against Commission Indicators. This requires licensees to provide key performance outcome measures against prevention, rehabilitation, claims management and scheme administration indicators. The Commission also sets performance targets against a number of these indicators, namely incidence and frequency of injury, timeliness and quality of claims management decisions and rehabilitation and return-to-work rates including those which incorporate the National OHS Strategy targets (i.e. incidence of injuries resulting in five or more days compensation and incidence of fatalities caused by traumatic injury).

The LIP also imposes certain prudential obligations on licensees. These include licensees providing a liability report describing current and predicted outstanding workers' compensation liability. This information is used to calculate the Bank Guarantee amount and licensees also provide the Bank Guarantee plus a reinsurance policy, yearly accounts and financial statements. The licensees are also subject to ongoing financial monitoring which comprises a regime of continuous monitoring through media and rating agencies and annual desktop reviews of licensees' financial statements.

## Premiums and regulatory contributions

Premium payers and licensees are required to pay a combination of premiums, licensee fees and regulatory contributions under the SRC Act and the OHS Act. Premium payers pay a workers' compensation insurance premium and OHS regulatory contribution, while licensees pay a licensee fee and OHS regulatory contribution.

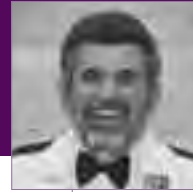
For premium payers, the SRC Act requires Comcare to determine agency premiums and OHS regulatory contributions. The Act allows the head of an agency to ask the Commission to review a premium or regulatory contribution. In 2007-08, no agency requested the Commission to review a premium or regulatory contribution. Details of the premium rates paid by the premium payers employing 100 or more employees are given in the *Comcare Annual Report 2007-08*.

Licence fees and OHS regulatory contributions for licensees are determined by the Commission. The licence fee consists of a fixed base amount, a licensee specific amount based on the level of regulatory oversight and an amount based on the licensees' number of full time equivalent employees. OHS regulatory contributions were based on a notional premium calculation in 2007-08.

In June 2008, the Commission endorsed a revised pricing methodology to apply to the OHS regulatory component of the licence fee. The new methodology is based on three components – a base component, a risk related amount and an amount based on the size of the entity. The new methodology overcomes shortcomings identified in the notional premium methodology. The new methodology applies to fees for 2008-09.



# Annual safety awards



The SRCC Safety Awards are designed to recognise excellence in occupational health and safety, rehabilitation and return-to-work. They are open to individuals, companies and agencies operating within the Commonwealth occupational health and safety and workers' compensation jurisdiction.

The 2007 SRCC Safety Awards were presented on 24 October 2007. The number of nominations received in 2007 was 43.

The 2007 SRCC Safety Award winners were as follows:

## Category 1: Public Sector Leadership Award for Injury Prevention and Management

### Winner:

Department of Health and Ageing – *Better Practice, Better People, Better Premiums*

## Category 2: Best Workplace Health and Safety Management System

### Winner

John Holland Group – *OHS & R Manual*

### High Commendation

National Australia Bank – *Star Safety*

### Commendation

Commonwealth Science and Industrial Research Organisation – *Musculoskeletal Management Strategy*

## Category 3: Best Solution to an Identified Workplace Health and Safety Issue

### Winner

Department of Defence, Royal Australian Navy, Amphibious and Afloat Support Group – *The RAN Boarding Ladder*

### High Commendation

Australian Taxation Office – *Psychological Wellbeing Initiative*

### Commendation

Australian Bureau of Statistics, Dispatch and Collection Unit – *Power of OHS Culture*

## Category 4: Best Individual Contribution to Health and Safety

### Winner

Captain Sharryn Batt, Department of Defence, Army, Special Air Service Regiment, WA – *Inorganic Lead Awareness Package*

### High Commendation

Matthew Olding, Linfox Armaguard Pty Ltd – *The modification of equipment associated with a common task leading to a substantial reduction in manual handling that has the potential to positively impact our business*

## Category 5: Best Rehabilitation and Return-to-Work

### Winner

SingTel Optus – *Best Practice Rehabilitation and Return-to-Work at Optus*

### High Commendation

Centrelink, Area Hunter – *Leadership Commitment to Rehabilitation and Return-to-Work.*

## 2008 Safety Awards

The closing date for nominations for the 2008 Safety Awards was 18 June 2008. The Commission Secretariat received a total of 46 nominations for the 2008 Awards. The Award categories for 2008 are as follows:

- Category 1 – Leadership Award for Injury Prevention and Management
- Category 2 – Best Workplace Health and Safety Management System
- Category 3 – Best Solution to an Identified Workplace Health and Safety Issue
- Category 4 – Best Individual Contribution to Health and Safety
- Category 5 – Rehabilitation and Return-to-Work Award.

The winners of the 2008 SRCC Safety Awards will be announced at Comcare's National Conference dinner to be held on 23 October 2008.

Details of winners of the 2007 Awards and information about the 2008 Awards is available on the Commission's website at: [www.comcare.gov.au/src\\_commission](http://www.comcare.gov.au/src_commission)



## Appendices

# Licensees' and other determining authorities' comments and performance information

Licensees and other determining authorities have provided the following comments on key activities and achievements for 2007-08. Comments are reported here only for licensees that have held a licence for the full year 1 July 2007 to 30 June 2008. Each licensee's comments are presented alongside a summary of its claims activity and performance against key Commission Indicators for the financial year.

## Australian air Express Pty Limited

The prime function of Australian air Express (AaE) is to move freight from one location to another. Each piece of freight comes into human contact several times along this journey. This is especially so during the task of transporting driver run freight from the Materials Handling System into vans so drivers may load vehicles and commence their delivery runs in the fastest possible time. Historically, this task was highly manual involving significant double handling by personnel.

In 2004, AaE devised a national business strategy titled 'Building our Future,' to revolutionise the way we do business for our customers and to build our competitive position through a comprehensive programme of facilities redevelopment and process improvements. At the centre of this strategy was the development of new, state-of-the-art Domestic Freight Handling Centres, incorporating market leading technology such as bar coding and automated-sortation equipment. After approximately 4 years of development the new state-of-the-art freight handling system went live in Melbourne in June

2008 and significantly reduces the level of manual handling risk associated with handling freight.

Environmental Health and Safety (EHS) personnel have been intimately involved in the design and implementation phases of the new Domestic Freight Handling Centres and with the system going live in Melbourne in June, a significant amount of consultation work was undertaken to ensure that safe work systems were in place prior to the system going live.

AaE is committed to continuous improvement in prevention and injury management aimed at reducing the human and financial cost associated with workplace injuries and has continued to improve its prevention injury management strategies. Of significance is the strong leadership by the Chief Executive Officer and respective Executive General Managers in monitoring all lost time injuries.

As with previous years, manual handling, hazard identification and risk assessment management have continued to be key priorities for the



organisation with all risk assessments being reviewed during the past twelve months. A key focus during 2007- 08 was attaining a shift in the safety culture associated with manual handling activities. This was achieved by various workshops involving employees including the leadership group.

Internal audits conducted into AaE's Claims Management and Return-to-Work Management Systems found AaE to be compliant with the SRC Act and having appropriate systems in place to meet its conditions of licence.

AaE considers that its ongoing focus on safety systems, internal and external indicators and the commitment to safety awareness is reflected in the improving prevention and return-to-work performance. AaE further believes that with improved auto-sortation equipment and strong leadership there will be continued and sustained improvement against all indicators.

Table A1: 1

AaE			2006 - 07	2007 - 08
Claims activity				
FTE employees			1 370	1 524
Claims received			58	53
Claims accepted			48	49
Claims accepted per 1000 FTE employees			35.0	32.2
Reconsideration requests decided			12	13
Administrative Appeals Tribunal appeals received			8	6
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	24.1	24.9
		Commuting	1.5	0.7
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	16.0	14.9
		Commuting	1.2	0.3
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	12	17
		Disease	27	22
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		81%	97%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		13.9	11.2
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		12.4	5.2

## Asciano

During 2007- 08, Asciano Services Limited (previously known as PNL ACT) has continued the strong focus on improving the efficiency in which claims and rehabilitation of injured employees is managed, and also ensuring that our employees can enjoy a safer and healthy workplace.

Key achievements include:

- the appointment of a new Workers Compensation Manager with very strong and valuable experience in self insurance to assist in expanding the knowledge base of the current Injury Management Unit and to manage all departmental resources more effectively. The Executive Management of Asciano continues to recognise the benefits of true management of self insurance claims by likeminded staff within the organisation;
- our Company has demonstrated another very good year against the Comcare performance indicators, due in the main to the continuous improvement in claims management by our dedicated self insurance staff, closer liaison with the business divisions, and the continued rollout of a new safety cultural change program which is intended to be expanded further within the business. Five of the nine indicators demonstrate a continued reduction, showing the efforts made by our staff with early intervention and return-to-work:
  - PI.1 Claims within one weeks lost time reduced by 21.3 per cent
  - PI.3 Claims with one day lost time reduced by 3.8 per cent
  - RI.2 Claims with two weeks or more with RTW Plans reduced by 38 per cent
- CI.3 Reconsideration process has also reduced by 37.8 per cent for injury and 16.7 per cent for disease
- PI.2 Importantly, no death claims reported.
- the integration of our rehabilitation to case claims management facilitates and important holistic approach to caring for our workers by one dedicated Claims Administrator, creating stronger contact and communication with our injured workers removing the virtual office methodology – *‘every claim is one of our own people!’*
- the levels of safety performance for the Asciano Services Limited business continued to improve over the last financial year with a Lost Time Injury Frequency Rate (LTIFR) of 7.5 as at the end of June 08. This represents a 6.25% improvement over the previous year. It has been noted that those parts of the Pacific National business which are currently under our Comcare umbrella have performed better than any other Asciano business in other jurisdictions.

Initiatives the Company is currently working towards include:

- the advocacy of continued education for our Injury Management Unit staff, with the organisation financially supporting their professional development with the newly released Certificate IV in Workers Compensation and Personal Injury in the coming year
- the development and implementation of a robust and comprehensive internal audit and review program to supplement our ongoing quest for continuous improvement.

Table A1: 2

Asciano			2006 - 07	2007 - 08
Claims activity				
FTE employees			1 748	1 811
Claims received			181	199
Claims accepted			165	192
Claims accepted per 1000 FTE employees			94.4	106.0
Reconsideration requests decided			6	13
Administrative Appeals Tribunal appeals received			np	np
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	18.3	14.4
		Commuting	0.0	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	15.9	15.3
		Commuting	0.0	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	9	9
		Disease	22	25
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		116%	78%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		5.1	5.5
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		5.7	2.2

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## Australian Postal Corporation

Australia Post's continued focus on improving injury prevention and management at the strategic and operational levels resulted in improved performance against a range of key performance indicators including total injury claims, lost time injury claims, incapacity duration and claims management processing. In addition a high level of compliance with legislative and regulatory requirements was identified through Australia Post's internal audit program.

Key initiatives undertaken during the year included:

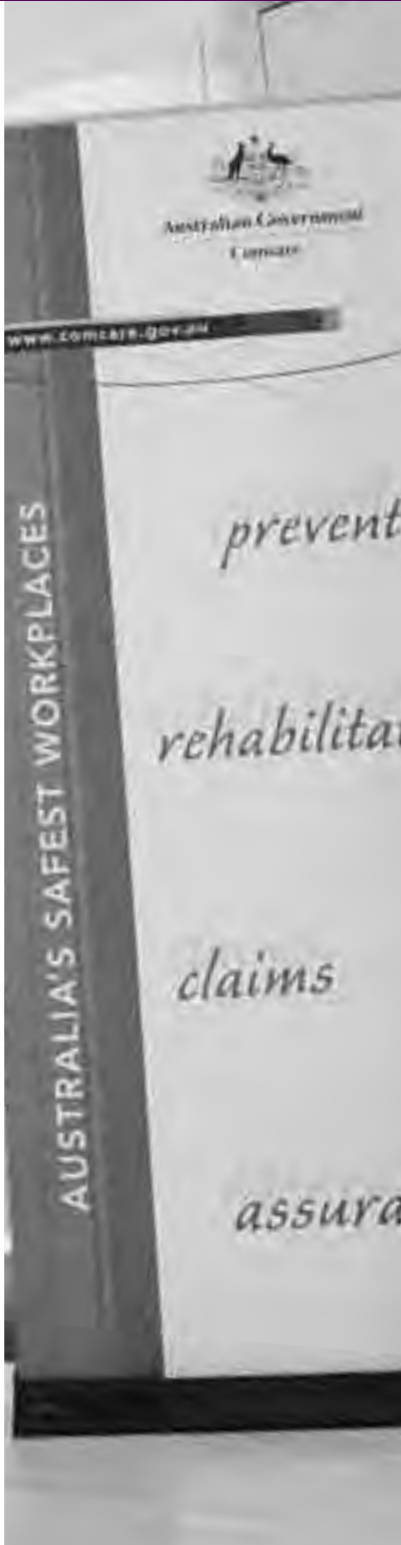
- continued implementation of the Australia Post National OHS Plan which focuses on high risk injury types and incorporates performance targets across the business
- implemented the Australia Post Solar (UV) Protection Policy and Procedures that details an approach for the protection, so far as is practicable, for our outdoor workers from the harmful effects of solar UV
- continued an internal publicity campaign to raise awareness of employee health and well-being issues to assist managers and employees to address these issues in their workplace
- implemented the Australia Post Motorcycle Pre-Ride Inspection Program which provides standardised arrangements for motorcycle inspection and maintenance
- entered into an Enforceable Undertaking with Comcare in relation to an alleged failure by Australia Post to observe its duties under the *Occupational Health and Safety Act 1991*
- continued to consolidate the implementation of centres of excellence for the management of permanent impairment, reconsideration and litigated claims
- expanded the internal quality assurance program to specifically address national consistency in rehabilitation management
- implemented national business plans for the management of claims and rehabilitation which incorporate key improvement initiatives and performance objectives
- reviewed and updated injury prevention and management policies and procedures to ensure ongoing applicability with legislation, case law and jurisdictional requirements.

Australia Post has implemented an effective continuous improvement framework aimed at improving prevention, claims management and rehabilitation practices. This framework together with the key initiatives undertaken during the year has contributed to the improved performance achieved during 2007-08.



Table A1: 3

Australia Post			2006 - 07	2007- 08
Claims activity				
FTE employees			31 257	33 011
Claims received			2 777	2 448
Claims accepted			2 281	1 921
Claims accepted per 1000 FTE employees			73.0	58.2
Reconsideration requests decided			809	791
Administrative Appeals Tribunal appeals received			360	322
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	17.0	15.5
		Commuting	2.3	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	13.3	12.7
		Commuting	2.0	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	11	11
		Disease	17	18
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		87%	88%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		6.7	5.8
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		3.7	2.8



## Comcare

Comcare services reflect an integrated and cost-effective approach to injury prevention, occupational rehabilitation and workers' compensation. Comcare workers' compensation insurance in 2007-08 covered persons employed by the Commonwealth, Commonwealth authorities and the ACT Government.

As a determining authority, Comcare's claim and injury management operations support Comcare's broader objectives by providing claim management, rehabilitation advice, return-to-work assistance and best practice information to support the safety and rehabilitation of employees and delivery of compensation services.

As a group of premium paying agencies, over 200 government organisations, supported by Comcare, achieved positive performance across all prevention and rehabilitation Commission indicator targets in 2007-08. Incidence of claims with significant lost time reduced and agencies were assisted to meet performance targets to implement timely return-to-work plans on complex lost time claims.

Comcare maintained and supplied critical management reporting to premium paying agencies through Comcare's Customer Information System (CIS), a secure web-based tool supplying cost, claim and rehabilitation data and performance on individual agency claims, cost centre and whole of organisational performance.

Comcare maintained a focus on quality decision making with a higher affirmation rate of disputes and a quicker turnaround on reconsideration requests with a 38 per cent improvement (to 24 days) on reconsideration requests.

Whilst achieving all other claim processing, lost time and rehabilitation indicators Comcare did not meet its new claim processing time targets for 2007-08. Through 2008-09 Comcare has begun to introduce a new business model to reduce the time taken to determine new claims. Whilst disease claims exceeded the target

range (54 days) by 13 days, cases incurring significant time off work were identified by the Prevention and Injury Management Services (PIMS) pre determination and agencies contacted to offer expert advice on early intervention.

During 2007- 08 Comcare also:

- maintained a Complaints Reporting Unit and positive engagement with the Commonwealth Ombudsman. Notwithstanding implementation of new compensation legislation, Comcare received 24 new enquiries from the Commonwealth Ombudsman's Office during 2007- 08, matching the experience of 2006 - 07. During the year findings of administrative deficiency reduced to one event from two in the previous year
- significantly increased the level of external training courses delivered to employers and their case management staff
- continued to develop and implement partnership agreements with large employers
- enhanced the PIMS Help-Desk for agency assistance with specific enquiries concerning work-related injury and illness.

Further information regarding Comcare's key activities and achievements for 2007- 08 are detailed in its Annual Report available at: [www.comcare.gov.au](http://www.comcare.gov.au)

Information on Comcare's claims activity and performance against the Commission Indicators in 2007- 08 is reported in Tables 2 and 3 of this report.



## Chubb Security Services Limited

Chubb Security Services Ltd (Chubb) provides cash logistic solutions to a wide range of customers throughout Australia and is part of the Fire and Security Division of the United Technologies Group (UTC).

The safety management system was reviewed and updated to align with the UTC system in 2003 and has been continually improved in the business, with primary focus on:

- strong safety, leadership and communication structures
- risk management processes
- internal and external auditing of systems
- workplace inspections
- targeted training programs.

A number of initiatives have been implemented to not only raise the safety profile but to maintain the strong focus on safety within the business. These initiatives included:

- management accountability for safety performance, with performance targets being linked to improvement in safety performance
- setting challenging safety targets and cascading these targets to all levels of the organisation and individuals
- planning specific activities to meet these targets
- tracking performance against these targets monthly to identify areas of improvement or those areas that require specific focus
- completion of comprehensive safety and security risk assessments at each service location, prior to the commencement of work

- ensuring deficiencies from workplace safety inspections are captured and tracked through site hazard registers
- standardising hazard register templates at all levels of the business and reviewing these monthly
- review of risks by escalating high-risk hazards for review at the next level of the organisation on a monthly basis
- ensuring management hold monthly safety meetings at branch; state and national level, with agendas and minutes, allowing flow up of issues and feedback on progress to flow back down to branches
- training managers and supervisors in risk management principles
- specialised training for armoured vehicle operators based on the risk associated with their work activities
- training managers and supervisors in the requirements of the Injury Management system
- implementing key performance indicators for all managers and supervisors in line with compliance to the Injury Management system
- internal reviews of the Injury Management system to track compliance to the system and implement corrective actions to address identified deficiencies.

Prior to entering the Comcare, scheme a full review of the Commonwealth legislation was undertaken to ensure compliance to the Commonwealth OHS Act and Regulations. This resulted in the business safety management system being updated to meet the requirements of the Commonwealth legislation.

Comcare has subsequently undertaken claims management, rehabilitation and OH&S audits of Chubb in June 2008 resulting in scores of 89 per cent for both the initial OH&S and rehabilitation audits and 90 per cent for the initial claims management audit.

Chubb continues to focus on developing accountability and implementing systems, in consultation with employees, which will enable us to meet our health and safety objectives of reducing incidents and injuries and changing the safety culture of the business.

Table A1: 4

Chubb			2006 - 07	2007- 08
Claims activity				
FTE employees			N/A	1 029
Claims received			N/A	103
Claims accepted			N/A	99
Claims accepted per 1000 FTE employees			N/A	96.3
Reconsideration requests decided			N/A	np
Administrative Appeals Tribunal appeals received			N/A	np
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	N/A	39.9
		Commuting	N/A	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	N/A	29.8
		Commuting	N/A	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	N/A	3
		Disease	N/A	10
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		N/A	91%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		N/A	20.4
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		N/A	4.9

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## CSL Limited

Health, Safety, Environmental (HS&E) management is an integral element of CSL's overall HS&E program. It plays an important role in ensuring that adequate controls exist to mitigate any potential HS&E issues that may impact on the company's ability to achieve its business objectives.

Each CSL site has a responsibility to ensure that its activities minimise the impact of its operations on the community and the environment and CSL is committed to achieving a step change in HS&E performance, through engagement and active involvement of all areas of the business and personnel.

CSL has redefined its HS&E Strategy at functional and departmental levels and has taken into consideration inputs from key personnel across the business and has provided the Australian businesses with a clear structure and direction to manage health and safety issues.

CSL has introduced a range of initiatives designed to improve performance against Commission indicators for injury prevention and management.

At the Parkville site an external HS&E consultant was appointed to review Health and Safety operations with a view to making recommendations and suggestions for further improvement.

The review will focus on the following key objectives:

- review of the new HS&E strategy and associated planned activities
- review of the HS&E structure at Parkville
- review of HS&E polices and procedures
- review of injury claims and rehabilitation management process
- review of third party providers and relationships.

Both CSL Melbourne sites are currently certified by Lloyds Register Quality Assurance (LRQA) to the requirements of AS 4801 HS&E Management Systems and following surveillance auditing, currently have on-going certification. Lloyds Register Quality Assurance Auditors have also had the opportunity to review CSL's Parkville HS&E strategy and have given their endorsement indicating that our strategic foundations were sound and we should move with confidence to implementation.

Some of the achievements by the Company over the last twelve months include:

- recertification at the Parkville and Broadmeadows sites by Lloyds Register Quality Assurance (LRQA) to the requirements of AS 4801 HS&E Management Systems
- increased awareness by all executive staff who have received a formal briefing as to the requirements of the OH&S Act 1991 and their responsibilities under this Act
- manual handling and ergonomic risk assessments completed with the view of profiling functional area risks



- completion of a project at the Broadmeadows facility to eliminate manual handling in an operational process which through the Risk Assessment process had been identified as having a potential for causing manual handling injuries
- initiation of a capital works project to review and implement modifications / replacement of production machines to meet AS4024.1 *Safeguarding of Machinery*
- implementation of a Fatigue Management Program for all 12 hour rotating shift personnel, which includes a fatigue room, health screening, access to a dietician and a sleep expert.

The CSL Board is provided with regular reports on HS&E activities from all parts of the organisation. The structure now in place will also support and drive continuous improvement and change the HS&E management focus beyond compliance.

Table A1: 5

CSL			2006 - 07	2007 - 08
Claims activity				
FTE employees			1 587	1 555
Claims received			44	34
Claims accepted			43	31
Claims accepted per 1000 FTE employees			27.1	19.9
Reconsideration requests decided			np	np
Administrative Appeals Tribunal appeals received			np	np
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	10.7	16.1
		Commuting	1.9	1.3
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	9.6	11.6
		Commuting	2.4	0.7
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	6	5
		Disease	20	2
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		69%	100%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		4.4	5.1
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		1.3	3.9

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## John Holland Group Pty Ltd, John Holland Pty Ltd and John Holland Rail Pty Ltd

To achieve its 'No Harm' vision, John Holland continues to be proactive in health and safety innovation and remains committed to achieving significant improvement in our own OHS and Workers' Compensation performance and in improving the performance of the industry.

Over the past year John Holland has continued with the successful implementation of our Occupational Health and Safety and Rehabilitation Strategy.

The strategy focuses on five fundamental areas:

- leadership and commitment
- OHS and WC systems
- training, skills and knowledge
- industry, influence and improvement
- mandating approach.

Risk management is at the core of John Holland's health and safety processes. The identification, analysis and control of hazards/risks from design, plant/equipment and planning through to task activity are critical to preventing incidents and injuries. John Holland continues to develop its systems with a specific focus on its activities in terms of the risks they pose.

A key focus for John Holland is to continue to develop and improve on its Occupational Health and Safety Management Systems (OHSMS). This includes ensuring compliance with legislative requirements in all jurisdictions as well adopting 'best practice' processes.

A review of OHSMS requirements has resulted in the development of tools which provide guidance whilst aligning measurement against Commonwealth and other OHSMS compliance criteria. Risk Management, plant usage and Contractor management feature prominently in the review.

John Holland's Passport to Safety Excellence Program (PSEP) which is an accredited 'Certificate IV in Safety Leadership (OHS Construction)' continues to underpin safety improvements across the Group. Phase II of the program is currently being developing for our wider workforce and subcontractors and will include the learning's from the successful PSEP Program.

We have maintained our strong emphasis on rehabilitation and return-to-work. Our early intervention program continues to provide support to employees in the area of rehabilitation and return-to-work for both work related and non work related injuries.

John Holland's greatest asset is its people. In late 2007 we conducted a survey of all employees who lodged a Workers' Compensation claim under our self-insurance system. The survey provided valuable feedback and has resulted in a number of initiatives to improve our service delivery to our employees.



In response to this specific feedback from our employees, all self-insurance documentation has been reviewed and is being simplified and produced in languages other than English. In addition, current work is being conducted to develop a self-insurance internet portal which will enhance employee's ability to access information about self insurance. The internet portal will also be made available to medical and rehabilitation providers, enabling access to information, electronic lodgement of reports, certificates and invoices and enabling quicker processing of payment for their services.

From an auditing perspective, we have enhanced our self auditing program to ensure opportunities for improvement are identified at earlier stages in both our claims management and rehabilitation management.

We will continue to conduct surveys of our employees and implement our self audit program to ensure that further opportunities to improve our management of self insurance are identified and maximised.

Table A1: 6

John Holland Group			2006 - 07	2007 - 08
Claims activity				
FTE employees			N/A	2 601
Claims received			N/A	75
Claims accepted			N/A	67
Claims accepted per 1000 FTE employees			N/A	25.8
Reconsideration requests decided			N/A	np
Administrative Appeals Tribunal appeals received			N/A	0
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	N/A	2.7
		Commuting	N/A	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	N/A	2.2
		Commuting	N/A	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	N/A	5
		Disease	N/A	16
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		N/A	80%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		N/A	0.8
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		N/A	0.4

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).



Table A1: 7

John Holland			2006 - 07	2007 - 08
Claims activity				
FTE employees			N/A	1 411
Claims received			N/A	240
Claims accepted			N/A	228
Claims accepted per 1000 FTE employees			N/A	161.6
Reconsideration requests decided			N/A	np
Administrative Appeals Tribunal appeals received			N/A	np
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	N/A	12.1
		Commuting	N/A	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	N/A	6.3
		Commuting	N/A	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	N/A	3
		Disease	N/A	12
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		N/A	33%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		N/A	3.5
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		N/A	2.1

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).



Table A1: 8

John Holland Rail			2006 - 07	2007 - 08
Claims activity				
FTE employees			N/A	402
Claims received			N/A	107
Claims accepted			N/A	104
Claims accepted per 1000 FTE employees			N/A	258.7
Reconsideration requests decided			N/A	np
Administrative Appeals Tribunal appeals received			N/A	0
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	N/A	17.4
		Commuting	N/A	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	N/A	10.6
		Commuting	N/A	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	N/A	5
		Disease	N/A	7
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		N/A	40%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		N/A	10.0
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		N/A	2.5

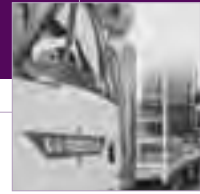
Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## K&S Freighters Pty Ltd

K&S Freighters has continued to perform strongly in the areas of workplace injury prevention, rehabilitation and claims management during the second year of its licence, and remains committed to continuous improvement in the workplace safety culture across the organisation. This improvement in performance was evidenced by the outcomes of the Comcare audits earlier in the year on prevention, rehabilitation and claims management.

Some of the other key achievements in the 2007-08 period include:

- a 43 per cent improvement in the lost time injury rate in 2007-08 as opposed to the previous financial year
- a lost time injury frequency rate of 9 for the end of the Financial Year of 2007-08, the first time in K&S history that the LTIFR has reached single figures
- the restructuring of resources of OHS&E Department to include a second OHS&E Advisor in Victoria (area of largest operation) and implementation of a dedicated Return-to-Work Coordinator in each state, reporting directly to the National Injury Manager
- the development and delivery of national consolidated training for all Return-to-Work co-ordinators for every state
- gathering the Senior Executive Management team together to review the OHS&E Plan in October 2007 for strategic direction and ratification of the plan for 2008. This forum will occur on an annual basis and is scheduled again this year in October
- successful internal and external audits on Claims and Rehabilitation conducted in December 2007 and February 2008 which found 100 per cent achievement against the audit criteria and no corrective actions
- further focus on customer sites that include hazard identification and risk assessments for safer operation. This will also be a major focus in 2008-09
- the implementation of the Heavy Vehicle Driver Fatigue Reform throughout the business in 2008
- a continued focus on monthly safety themes by Executive OHS&E Committee for high risk activities that heavily concentrate on the manual handling issues in the transport industry
- the development and roll-out of K&S Return-to-Work Home Packs to all business areas of K&S to further deliver safety training to injured employees and to reduce the frequency of lost time injuries
- the 'K&S Early Intervention Program' model being chosen as a finalist in 2008 SRCC Safety Awards
- K&S in partnership with CGU having developed an Incident module within the existing database to track progress of corrective actions arising from Incident Notification and Investigation
- the 2007-08 *Safety Programs Guide* compliance target of over 90 per cent having been reached by the end of the financial year
- the delivery of management, supervisor and employee training on Incident Investigation, Injury Management, Early Intervention Program and Workers' Compensation and Rehabilitation to new company acquisition.



K&S has continued to raise the profile of injury prevention and robust injury management within the organisation. K&S is confident that this continued focus on our prevention and management systems will strengthen our business, provide greater customer relations and lead to further improvements in our overall safety culture in 2008 - 09.

Table A1: 9

K&S Freighters		2006 - 07	2007- 08	
Claims activity				
FTE employees		1 219	1 640	
Claims received		88	86	
Claims accepted		73	70	
Claims accepted per 1000 FTE employees		59.9	42.7	
Reconsideration requests decided		np	np	
Administrative Appeals Tribunal appeals received		0	0	
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	36.9	26.8
		Commuting	0.8	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	21.6	18.1
		Commuting	0.4	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	8	13
		Disease	24	24
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan	58%	80%	
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees	18.0	14.6	
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees	9.8	10.4	

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## Linfox Armaguard Pty Ltd

Linfox Armaguard Pty Ltd (Armaguard) has continued its strong emphasis on injury prevention and injury management during FY08 with the 'TAKE RESPONSIBILITY' program initiated in 2006 - 07, complemented in 2007- 08 by our behavioural based safety program LEAD.

Additional prevention initiatives have included:

- engineering solutions to reduce manual handling
- process reengineering to eliminate double handling and manual handling
- upgraded incident reporting, investigation and analysis
- new safety training programs
- introduction of a new safety handbook for employees
- refreshed safety focussed training for management
- enhanced training specifically for 'Road Crew'
- fatigue management and awareness
- sun safe awareness
- launch of the Armaguard Health Benefits plan
- reintroduction and reinforcement of our Diversity policy
- training for Health and Safety Representatives (HSRs)
- enhanced safety communication and information sharing between branches
- safety recognition program.

Safety leadership and ongoing integration of safety into daily operating systems continues to be a priority to reduce risk and injuries.

In reviewing overall safety performance, Armaguard have demonstrated substantial reductions in injuries and incidents in 2007- 08 including:

- 50 per cent reduction in LITFR
- 21 per cent reduction in claimable injuries.

Armaguard will continue its focus on program improvement across all three functions.



Table A1: 10

Linfox Armaguard			2006 - 07	2007- 08
Claims activity				
FTE employees			2 953	2 622
Claims received			209	150
Claims accepted			198	139
Claims accepted per 1000 FTE employees			67.1	53.0
Reconsideration requests decided			6	6
Administrative Appeals Tribunal appeals received			np	np
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	22.0	22.9
		Commuting	1.7	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	21.9	19.0
		Commuting	1.3	0.2
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	9	8
		Disease	20	13
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		69%	88%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		7.5	7.6
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		2.4	3.4

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## Linfox Australia Pty Ltd

Linfox Australia Pty Ltd (Linfox Logistics) provides supply chain solutions to a wide range of customers throughout Australia, New Zealand and Asia. In July 2006, our Board and Leadership Team endorsed our safety strategic plan for 2006 to 2010. It includes our safety brand 'Vision Zero' and focuses on three key areas:

- strong leadership
- safe behaviour
- continuous improvement of OHS management systems.

A number of key activities established under 'Vision Zero' have continued, complemented by new and expanded initiatives to maintain focus on safety within the organisation. New initiatives included:

- restructuring of our training group to more closely align with safety and compliance
- Stop for Safety II - in July 2007 we stopped to discuss our most important reasons for workplace safety
- introduction of a motor vehicle accident frequency rate (MVAFR)
- development of safety strategies by our risk networks for driver fatigue; awareness campaigns for slips and trips; working at heights and load restraints
- Peak Season safety campaign to intensify the safety focus during our busiest period
- introduction of the 'I-Appraise' audit tool.

**Leadership** activities that have been maintained and/or expanded included:

- holding management accountable for safety performance
- central safety governance committee (at executive level)
- training our front line leaders to influence behaviour and visibly demonstrate genuine concern for our people.

**Behaviour** focussed activities maintained and/or expanded included:

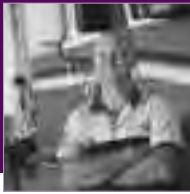
- stopping for safety (over 13500 people across 10 countries stopped for one hour to discuss safety)
- safety observation programs
- continuation of 'risk networks' to involve our people in the solutions to manage major risks.

**OHS Management System** improvement activities maintained and/or expanded included:

- implementing the Linfox OHS Standards
- maintaining our AS4801 accreditation.

Continuous improvement in safety is demonstrated by:

- Asia Pacific lost time injury frequency rate (LTIFR) reduced by 35 per cent
- PI.1 Indicator – claims with one week lost time reduced by 26 per cent
- PI.3 Indicator – claims with one day lost time reduced by 37 per cent.



In addition to the above, the Australian Logistics Council adopted our Vision Zero brand at their Safety Summit held in October 2007. We also won industry awards for our safety strategy in Victoria and New Zealand.

Whilst we are extremely proud of our performance to date, we are committed to achieving our Vision Zero.

Table A1: 11

Linfox Australia			2006 - 07	2007- 08
Claims activity				
FTE employees			3 621	4 316
Claims received			380	418
Claims accepted			358	371
Claims accepted per 1000 FTE employees			98.9	86.0
Reconsideration requests decided			np	16
Administrative Appeals Tribunal appeals received			np	8
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	39.5	29.2
		Commuting	0.8	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	37.2	23.5
		Commuting	0.7	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	7	5
		Disease	30	18
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		72%	90%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		14.9	12.7
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		8.0	7.0

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## National Australia Bank Limited and National Wealth Management Services Limited

National Australia Bank (NAB) is a financial services organisation with more than 1 000 workplaces Australia-wide. NAB has 25 000 employees and consists of a number of specialist business divisions such as Retail Banking, Business and Private and National Wealth Management Services Limited trading as MLC. They share a common vision to help customers fulfil their aspirations.

National Australia Bank Limited (NAB) and National Wealth Management Services Limited (NWMS) commenced as self insurers on 13 April 2007. In this first full reporting period NAB/NWMS has undertaken a significant number of activities to align with the regulatory framework reinforcing our journey of continuous improvement.

Major achievements over the last twelve months include the:

- restructure of the internal management of prevention, injury management and workers compensation. The functions were combined into one new team – Safety, Rehabilitation and Compensation (SRC)
- development of an updated direction setting strategy 2008 - 11
- continued roll out of **starsafety** to all business units
- launch of new on-line health and safety training packages. Training is customised to meet the requirements of participants at each level within the organisation – senior leaders, people leaders and employees
- promotion of a mental health awareness campaign '*Demystifying mental health*'. NAB actively supported *beyondblue*, to raise awareness of depression and decrease the stigma associated with it, as well as anxiety and substance abuse. NAB TV screened commercials on depression and related issues throughout mental health month. Awareness material was also made available to customers via our retail branch network
- free voluntary flu vaccinations offered to all employees in the Australian region. Over 6500 employees were vaccinated as part of the program
- NAB participated in the Global Corporate Challenge (GCC). The GCC event is a 125 day virtual walk around the world where teams record their daily steps on-line. The walk challenges participants to become fitter and healthier in a fun team environment. NAB received the Silver Boot award for 'Most Active Company' in the 2007 GCC. A total of 175 teams took part, taking a total of 1 362 673 144 steps, covering 872 111km
- **starsafety** evaluations rolled out in the Retail Banking business to assess level of health and safety implementation. This also provided the opportunity to coach managers and employees on the effectiveness of **starsafety**
- movement of claims management to an in-house model to better align with taking ownership and accountability for claims management

- implementation of an improved early intervention program where proactive management of injuries is completed by an in-house team and third party provider. The program extends early intervention support to employees with non work related injury or illness
- NAB received a 'high commendation' award for best occupational health and safety management system from the SRCC in October 2007
- Comcare completed two external system audits covering prevention, rehabilitation and claims management.





Table A1: 12

National Australia Bank			2006 - 07	2007 - 08
Claims activity				
FTE employees			N/A	20 103
Claims received			N/A	135
Claims accepted			N/A	94
Claims accepted per 1000 FTE employees			N/A	4.7
Reconsideration requests decided			N/A	16
Administrative Appeals Tribunal appeals received			N/A	np
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	N/A	1.9
		Commuting	N/A	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	N/A	1.4
		Commuting	N/A	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	N/A	22
		Disease	N/A	55
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		N/A	79%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		N/A	0.5
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		N/A	0.3

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).



Table A1: 13

National Wealth Management Services			2006 - 07	2007 - 08
Claims activity				
FTE employees			N/A	2 818
Claims received			N/A	np
Claims accepted			N/A	np
Claims accepted per 1000 FTE employees			N/A	np
Reconsideration requests decided			N/A	0
Administrative Appeals Tribunal appeals received			N/A	0
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	N/A	0.4
		Commuting	N/A	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	N/A	0.4
		Commuting	N/A	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	N/A	13
		Disease	N/A	49
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		N/A	100%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		N/A	0.4
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		N/A	0.0

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## Optus Administration Pty Ltd

The main objective of the Optus Health, Safety and Compensation System is to ensure programs are developed to meet legislative/self insurance licence conditions, and ensure continuous improvement strategies are adopted across the organisation enabling best practice in Health and Safety Management. It is with pride that the Optus Corporate Health, Safety and Compensation team have adopted a slogan of 'Caring, not just Compliance'.

The key activities for the reporting period have included:

- a commitment to review each phase of its operation relating to Prevention, Rehabilitation and Workers' Compensation during 2007- 08. This culminated in the production of an overarching document titled 'The Health, Safety and Compensation System – Corporate Program'
- successful transition to the Commonwealth OH&S Act from March 2007. In line with this legislative change, there has been a review of all policies and consultation structures across the organisation to ensure compliance and the development of the company Health and Safety Management Arrangements
- relocation to a new campus in North Ryde from July to October 2007 accommodating 6500 Optus staff in six low-rise office buildings. A healthy-living program was extended across the campus, which included risk assessments for all hazard areas and development of the site emergency management system, onsite gymnasium and associated programs, visitor and contractor inductions, site loading docks, transport safety, and a range of other site specific initiatives to ensure a successful campus start up. Optus was the recipient of several environmental awards relating to the campus in 2008 including the Facility Management Association of Australia – Environmental Achievement Award 2008
- rollout of Optus Health Expos nationally, providing a range of screening tests, skin checks, healthy cooking, health provider information, flu vaccinations and corporate sport programs nationally
- a review of the contractor OH&S management system and upgraded procurement processes to ensure compliance with the Building and Construction Industry Code and the OHS Accreditation Scheme.



2007- 08 brought to a conclusion a vast education program of all people managers throughout the organisation. Training was developed and rolled out in a joint exercise between Optus and Comcare. The program commenced late in 2005 - 06 and continued over the following two financial years. The early stages of the education program saw a concentration on rehabilitation and claims management policies and procedures with specific identification of role responsibilities. The later training involved a program to educate all people managers on OH&S legislation, duty of care and compliance requirements as well as system changes eg incident notification.

Optus is pleased with performance across the full range of Commission Indicators in 2007- 08 for prevention, claims management and rehabilitation and notes that performance is better than both scheme and licensees performance for the majority of indicators. This result is particularly pleasing given Optus relocated 6500 employees to its new purpose-built headquarters in Macquarie Park from July to October 2007, resulting in significant changes to work practices and processes. Optus also takes pride in its rehabilitation performance being better in all categories for the past two years when compared to scheme and licensees performance. Optus was the recipient at the SRCC Safety Awards in 2007 for its rehabilitation and RTW practices.

Table A1: 14

Optus			2006 - 07	2007 - 08
Claims activity				
FTE employees			8 805	9 037
Claims received			169	112
Claims accepted			136	82
Claims accepted per 1000 FTE employees			15.4	9.1
Reconsideration requests decided			25	25
Administrative Appeals Tribunal appeals received			13	13
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	3.4	2.9
		Commuting	1.9	0.4
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	2.5	2.2
		Commuting	2.0	0.2
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	5	3
		Disease	23	27
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		88%	94%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		1.5	1.3
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		0.9	0.6

## Reserve Bank of Australia

During the period 2007- 08 the Reserve Bank of Australia (RBA) continued to enhance its internal OH&S management systems. Policies and procedures relating to rehabilitation, claims management and OH&S were discussed at departmental OH&S meetings and disseminated to the Health and Safety Committee (HSC) and staff generally.

In accordance with the transitional provisions of the revised OH&S legislation, a new HSC was established and had its first meeting in September 2007. Following the review of designated work groups during the reconstitution of the OH&S Committee, the Victorian Facilities Manager was appointed as a Management Representative for Melbourne-based staff.

Draft Health and Safety Management Arrangements (HSMA) were prepared during the reporting period; staff consultation will occur prior to their introduction in September 2008. Alongside the introduction of the new HSMA, the Bank's significantly improved OH&S Plan for 2008 - 2011 will also be implemented.

OH&S activities have centered on maintaining effective OH&S inspections and hazard assessments. Critical incident training, similar to that provided for Head Office staff, was undertaken for managers at the Bank's business resumption site. This training has been incorporated into the OH&S Training Plan for designated areas.

Another key initiative has been the enhancement of the Bank's Health and Wellbeing Program, introduced in 2007. Under this initiative seminars were provided for staff on healthy lifestyle topics and for managers and supervisors on the psychological wellbeing of staff.

The Bank also reviewed its policy on sporting claims. Sporting associations that represent the Bank in accredited competitions may receive endorsement by the Bank for workers' compensation after the completion of the relevant hazard assessment and attendance at fitness awareness training.

Two RBA sites were chosen for OH&S audits during the period, with the Bank testing its OH&S Management Systems using all criteria in the revised Audit Methodology. The independent auditor viewed the draft HSMA and found no major issues. Action plans were compiled and updated during the period. The Bank was found, via independent audits, to be materially compliant with relevant legislation and its conditions of licence with a high achievement in each of the three functions of OH&S, claims management and rehabilitation.

Table A1: 15

Reserve Bank			2006 - 07	2007- 08
Claims activity				
FTE employees			868	868
Claims received			24	11
Claims accepted			24	9
Claims accepted per 1000 FTE employees			27.7	10.4
Reconsideration requests decided			0	0
Administrative Appeals Tribunal appeals received			0	0
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	6.9	4.6
		Commuting	4.6	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	7.6	4.4
		Commuting	3.2	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	4	7
		Disease	no cases	10
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		25%	200%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		2.3	1.2
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		0.0	1.2

## Telstra Corporation Limited

We are Australia's leading telecommunications and information services company, with one of the best known brands in the country. We offer a full range of services and compete in all telecommunications markets throughout Australia, providing more than 9.6 million Australian fixed line and more than 9.3 million mobile services, including 3.3 million 3G services. One of our major strengths in providing integrated telecommunications services is our vast geographical coverage through both our fixed and mobile network infrastructure. This network and systems infrastructure underpins the carriage and termination of the majority of Australia's domestic and international voice and data telephony traffic.

A self insurer prior to the introduction of the Safety, Rehabilitation and Compensation Act, 1988 (the SRC Act), Telstra has continued to hold a self insurance licence under the provisions of the SRC Act since 1988. Our current licence extends to 30th June 2010.

Telstra has in place a system of corporate governance practices designed to provide appropriate levels of disclosure and accountability. This involves full oversight of all prevention, rehabilitation and compensation activities by Telstra's Board of Directors and Telstra's Centre of Expertise in Health, Safety and Environment.

Telstra maintains a comprehensive injury management system covering both rehabilitation and claims management functions. The injury management process is well established across the organisation and accessible to all staff via the Telstra intranet. Telstra's web-based interface allows managers to access current information to enable them to effectively manage claims and rehabilitation activities and ensure the best possible care for injured employees.

Telstra's performance has significantly improved across the majority of Commission targets over the last 12 months. We have met all eleven of our Commission Indicator targets for 2007- 08 and exceeded the target range for nine of these. Given our demonstrated level of commitment and implementation of the continuous improvement program Telstra anticipate further improvements across all Targets in the forthcoming reporting period.

Further information on the safety, rehabilitation and compensation performance of Telstra can be found at: [www.telstra.com.au/abouttelstra/csr](http://www.telstra.com.au/abouttelstra/csr)

Telstra implemented a number of key activities during 2007- 08 including:

### Prevention

- published a HSE strategy and 3 year plan
- created a Health and Wellbeing group and began delivering holistic physiological and psychological interventions
- formed a Telstra OHS Committee
- conducted a review of current DWG HSC and HSR arrangements
- relaunched the employee assistance program (EAP)
- expanded our mental health and resilience resources to include online videos
- implemented field computing to operative communication technicians.

## Claims and rehabilitation

- completed a comprehensive review and redesign of Telstra's intranet to consolidate and simplify rehabilitation processes and enable easy access to employees to key information
- implemented a suitable employment program to assist ex-Telstra employee's who are recipients of incapacity payments to return to the workforce
- delivered a comprehensive Injury Management Training program to line managers and HSE consultants resulting in the strategic alignment and engagement of line of business and the broader HSE community.

Table A1: 16

Telstra		2006 - 07	2007 - 08	
Claims activity				
FTE employees		32 501	31 712	
Claims received		1 043	735	
Claims accepted		873	623	
Claims accepted per 1000 FTE employees		26.9	19.6	
Reconsideration requests decided		335	290	
Administrative Appeals Tribunal appeals received		244	176	
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	6.1	4.9
		Commuting	1.1	0.3
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	4.7	3.7
		Commuting	1.1	0.1
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	13	13
		Disease	32	32
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan	90%	102%	
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees	3.0	2.1	
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees	1.8	1.6	

## Thales Australia (formerly known as ADI Limited)

Thales remains on a very strong path of improving overall Health Safety and Environment (HSE) performance and consolidating its HSE resources. HSE is a priority demonstrated, actioned and resourced in the organisation from the top down. The Board and Executive Leadership Team have continued to increase their understanding and involvement in HSE to ensure management oversight, direction and the provision of appropriate resources to support HSE.

Thales' solid HSE performance is reflected in the recent Commission Indicator results. 50 per cent of the indicators actually exceeded the target range in a positive manner, three others were close to exceeding the target range in a positive manner and only two of the indicators fell outside of the target range.

During the 2007-08 period many activities have taken place to improve the management and performance for HSE. At a company level the organisation has continued to streamline its organisational structure. The HSE team has aligned with the new organisation structure and through a workshop process created a stronger network, shared vision and consistent HSE improvement strategy, plan and objectives. The outcome is now a consistent approach to HSE across all sites as well as greater transparency regarding the allocation and availability of HSE resources. A key component was the inclusion of the Health Promotion, Injury Management and Workers Compensation team into the HSE structure. This group have now been renamed as 'Claims and Fitness for Work' and refocussed to more clearly align with prevention, treatment and rehabilitation for injuries.

The HSE team has had complete access to the Executive Leadership Team at Thales and has taken advantage of our internal communications team to ensure that frequent information and key messages are communicated to the organisation regarding HSE. This has significantly raised HSE awareness, and increased the profile of the HSE Team particularly with respect to contacts for hazard and incident reporting and issue resolution. Another key focus has been an early intervention and care model so that when an employee has been injured we provide immediate attention and escalation to ensure they get the best treatment and understand all of their options and obligations.

As part of the early intervention and care model, the claims team has ensured that greater focus has been placed on return-to-work plans, even for the more minor injuries. This takes a longer term view on ensuring proper recovery at the time of injury and greater awareness and involvement from the employee and their supervisors.

Thales continues to strive for improved results through the consolidation of its structure, HSE resources and systems going forward with even greater attention, focus and awareness of HSE and the prevention of incidents and care for any employee who is injured.

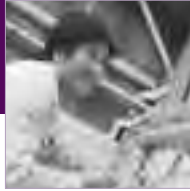


Table A1: 17

Thales			2006 - 07	2007- 08
Claims activity				
FTE employees			2 748	3 219
Claims received			160	129
Claims accepted			142	100
Claims accepted per 1000 FTE employees			51.7	31.1
Reconsideration requests decided			np	np
Administrative Appeals Tribunal appeals received			np	np
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	9.1	5.3
		Commuting	1.5	0.0
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	9.9	5.6
		Commuting	0.8	0.0
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	14	5
		Disease	31	51
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		78%	88%
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		3.3	0.9
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		1.1	0.6

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## Visionstream Pty Ltd

Visionstream continues to strive to achieve our vision of 'Zero Harm' and to put 'Safety and Health above all else' in our business. We believe that this vision and value will allow us to achieve a measurable improvement in our performance.

In 2007-08 Visionstream focused on expanding and entrenching Safety and Health into our workplace culture. All Senior Managers in the Company and their direct reports are now required to visit workplaces and worksites with our Field Managers to review and assess the workplace from an OH&S perspective. They are also required to develop and submit a 'Personal Commitment Statement' to the Company detailing what health and safety meant to them and what they were going to do to foster it in their workplaces.

This past year has again seen a number of positive outcomes for the Company in an environment where we increased the number of employees by 25 per cent to cope with our growing business. Specifically we would highlight:

- achieved or bettered the targets set for all positive performance indicators
- achieved Zero LTIFR for our employees
- maintained a LFIFR of 0 across our business for the last 30 months
- expanded the number of online OH&S training modules to eight.

Visionstream is a finalist in the Comcare Safety Awards in the 'Leadership in Injury Prevention and Management' category. In addition one of our Safety Coordinators is a finalist in the 'Managing Directors Award for Individual Excellence' in the Excellence Awards of our Parent Company, Leighton Contractors.

Visionstream believes our strong performance is a result of our continued focus on systems, internal and external indicators and our commitment to awareness and positive outcomes.



Table A1: 18

Visionstream			2006 - 07	2007- 08
Claims activity				
FTE employees			441	627
Claims received			9	10
Claims accepted			6	8
Claims accepted per 1000 FTE employees			13.6	12.8
Reconsideration requests decided			np	np
Administrative Appeals Tribunal appeals received			np	0
Commission Indicator performance				
PI.1	Incidence of claims resulting in 1 week or more lost time per 1000 FTE employees	Non-commuting	0.0	0.0
		Commuting	0.0	1.6
PI.3	Frequency of claims resulting in 1 day or more lost time per 1 000 000 hours worked	Non-commuting	0.0	0.9
		Commuting	0.0	0.9
CI.1	Average time taken in calendar days to determine new claims (from date of receipt)	Injury	7	7
		Disease	no cases	43
RI.2	Percentage of claims with 2 weeks or more lost time with a return-to-work plan		no cases	no cases
RI.3	Incidence of claims resulting in 6 weeks or more lost time per 1000 FTE employees		0.0	0.0
RI.4	Incidence of claims resulting in 12 weeks or more lost time per 1000 FTE employees		0.0	0.0

Claims activity outcomes denoted as 'np' are not publishable. These results are based on less than six records (claims, reconsiderations or appeals).

## Legislative instruments

### Declarations and Notices under the Safety, Rehabilitation and Compensation Act 1988 (SRC Act)

The following legislative instruments, by section of the SRC Act, were made during the reporting period and include ministerial declarations, guidelines and notices issued by Comcare:

### Declarations of eligible corporations under s.100 of the SRC Act

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#### **Legislative Instrument – F2007L02423 (Self Insurance Licence Eligibility)**

Number: No. 2 of 2007

Brief Description: This notice declares that under the provisions of section 100 of the *Safety, Rehabilitation and Compensation Act 1988*, Medibank Private Limited is eligible to be granted a licence under Part VIII of the Act. Medibank Private is, but is about to cease to be, a Commonwealth authority.

Classification: Notices

Date Registered: 07/08/2007

Date of Making: 18/07/2007

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#### **Legislative Instrument – F2007L04172 (Self Insurance Licence Eligibility)**

Number: No. 3 of 2007

Brief Description: This notice declares that under the provisions of section 100 of the *Safety, Rehabilitation and Compensation Act 1988* (the Act), Border Express Pty Ltd is eligible to be granted a licence under Part VIII of the Act. The corporation is carrying on business in competition with a Commonwealth authority or with another corporation that was previously a Commonwealth authority.

Classification: Notices

Date Registered: 07/08/2007

Date of Making: 18/07/2007

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**Legislative Instrument – F2007L04165**  
**(Self Insurance Licence Eligibility)**

Number: No. 4 of 2007

Brief Description: This notice declares that the Commonwealth Bank of Australia is eligible to be granted a licence under Part VIII of the *Safety, Rehabilitation and Compensation Act 1988*.

Classification: Notices

Date Registered: 23/10/2007

Date of Making: 16/10/2007

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**Legislative Instrument – F2007L04180**  
**(Self Insurance Licence Eligibility)**

Number: No. 5 of 2007

Brief Description: This notice declares that five subsidiary corporations of the Commonwealth Bank of Australia, namely Commonwealth Securities Limited, Colonial Services Pty Ltd, Commonwealth Insurance Ltd, Colonial First State Property Management Pty Ltd and Avanteos Pty Ltd, are each eligible to be granted a licence under Part VIII of the *Safety, Rehabilitation and Compensation Act 1988*.

Classification: Notices

Date Registered: 23/10/2007

Date of Making: 16/10/2007

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**Legislative Instrument – F2007L04178**  
**(Self Insurance Licence Eligibility)**

Number: No. 6 of 2007

Brief Description: This notice declares that TNT Australia Pty Ltd is eligible to be granted a licence under Part VIII of the *Safety, Rehabilitation and Compensation Act 1988*.

Classification: Notices

Date Registered: 23/10/2007

Date of Making: 16/10/2007

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**Legislative Instrument – F2007L04177**  
**(Self Insurance Licence Eligibility)**

Number: No. 7 of 2007

Brief Description: This notice declares that BIS Industries Limited is eligible to be granted a licence under Part VIII of the *Safety, Rehabilitation and Compensation Act 1988*.

Classification: Notices

Date Registered: 23/10/2007

Date of Making: 16/10/2007

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**Legislative Instrument – F2007L04176**  
**(Self Insurance Licence Eligibility)**

Number: No. 9 of 2007

Brief Description: This notice declares that Lindsay Brothers Management Pty Ltd (ACN 010 571 954) is eligible to be granted a licence under Part VIII of the *Safety, Rehabilitation and Compensation Act 1988*.

Classification: Notices

Date Registered: 23/10/2007

Date of Making: 16/10/2007

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**Legislative Instrument – F2007L04175**  
**(Self Insurance Licence Eligibility)**

Number: No. 10 of 2007

Brief Description: This notice declares that Fleetmaster Services Pty Ltd (ABN 57 106 648 293) is eligible to be granted a licence under Part VIII of the *Safety, Rehabilitation and Compensation Act 1988*.

Classification: Notices

Date Registered: 23/10/2007

Date of Making: 16/10/2007



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**Legislative Instrument – F2007L04172**  
**(Self Insurance Licence Eligibility)**

Number: No. 11 of 2007

Brief Description: This notice declares that Transpacific Industries Pty Ltd (ACN 010 745 383) is eligible to be granted a licence under Part VIII of the *Safety, Rehabilitation and Compensation Act 1988*.

Classification: Notices

Date Registered: 23/10/2007

Date of Making: 16/10/2007

## Notices

### Safety, Rehabilitation and Compensation (definition of employee) notice 2007 (3)

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#### Legislative Instrument – F2007L03807

Number:	No. 3 of 2007
Brief Description:	This notice provides workers' compensation coverage for persons, other than the Australian Government employees, who are members of the Wildfire Expert Response Team travelling to Greece to provide assistance in response to the wildfires that burnt throughout Greece from August 2007.
Classification:	Notices
Date Registered:	21/09/2007
Date of Making:	19/09/2007
Tabled HR:	12/02/2008
Tabled Senate:	12/02/2008
Administering Department:	DEWR

### Safety, Rehabilitation and Compensation (definition of employee) notice 2008 (1)

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#### Legislative Instrument – F2008L01552

Number:	No. 1 of 2008
Brief Description:	This Notice declares that members of the Urban Search and Rescue Team sent in response to the May 2008 earthquake in Sichuan, China are employees under the <i>Safety, Rehabilitation and Compensation Act 1998</i> .
Classification:	Notices
Date Registered:	15/05/2008
Date of Making:	14/05/2008
Tabled HR:	26/05/2008
Tabled Senate:	16/06/2008
Administering Department:	DEEWR

## Safety, Rehabilitation and Compensation (weekly interest on the lump sum) notice 2008 (2)

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### Legislative Instrument – F2008L02336

Number: No. 2 of 2008

Brief Description: This notice specifies the rate of weekly interest on the lump sum to be used in calculating compensation in respect of incapacity for work resulting from an injury payable under section 21 and 21A of the *Safety, Rehabilitation and Compensation Act 1988*.

Classification: Notices

Date Registered: 29/06/2008

Date of Making: 06/06/2008

Administering  
Department: DEEWR

## Safety, Rehabilitation and Compensation (specified rate per kilometre) notice 2008 (3)

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### Legislative Instrument – F2008L02335

Number: No. 3 of 2008

Brief Description: This notice specifies the cents per kilometre for travel expenses payable under section 16 of the *Safety, Rehabilitation and Compensation Act 1988*.

Classification: Notices

Date Registered: 29/06/2008

Date of Making: 06/06/2008

Administering  
Department: DEEWR

## Safety, Rehabilitation and Compensation Amendment Regulations 2008 (no. 1)

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### Legislative Instrument – F2008L01678

Number:	SLI 2008 No. 87
Brief Description:	These Regulations amend the Safety, Rehabilitation and Compensation Regulations 2002 to provide a statutory framework governing how Comcare may use money received after calling in a bank or other guarantee where there is a licence suspension or revocation by the Safety, Rehabilitation and Compensation Commission.
Classification:	Regulations
Date Registered:	03/06/2008
Date of Making:	30/05/2008
Tabled HR:	04/06/2008
Tabled Senate:	16/06/2008
Administering Department:	DEEWR

## Safety, Rehabilitation and Compensation Amendment Regulations 2008 (no. 2)

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### Legislative Instrument – F2008L02212

Number:	SLI 2008 No. 126
Brief Description:	These Regulations amend the Safety, Rehabilitation and Compensation Regulations 2002 to prescribe the Wage Price Index as the index used to be used in the calculation of an injured employee's Normal Weekly Earnings, where the person has left the employment, or, in the case of a current employee, where no other provision may be used to increase their Normal Weekly Earnings.
Classification:	Regulations
Date Registered:	26/06/2008
Date of Making:	14/06/2008
Administering Department:	DEEWR



## Declarations and Notices under the *Occupational Health and Safety Act (OHS Act) 1991*

The following legislative instruments were registered during the reporting period and include amendments to the Regulations made under section 82 of the OHS Act and a Code of Practice made under section 70 of the OHS Act:

### Legislative Instruments Occupational health and safety (safety standards) amendment regulations 2007 (no. 1)

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#### **Legislative Instrument – F2007L03833**

Number:	SLI 2007 No. 305
Brief Description:	These Regulations amend the Occupational Health and Safety (Safety Standards) Regulations 1994 to firstly extend the time for which the Australian Defence Organisation has an exemption for the use of chrysotile, a form of asbestos, in mission critical items as there is no reasonable alternative and secondly to correct some typographical errors.
Classification:	Regulations
Date Registered:	28/09/2007
Date of Making:	26/09/2007
Tabled HR:	12/02/2008
Tabled Senate:	12/02/2008
Administering Department:	DEEWR

## Reporting requirements in other legislation

The Commission is established under the SRC Act. The Commission is a statutory body with regulatory functions under the SRC Act and OHS Act and reports to the Minister for Employment and Workplace Relations.

The Commission does not have a separate budget or its own staff. Under section 72A of the SRC Act, Comcare provides the Commission with secretariat support, assistance and resources as required to enable it to perform its functions.

As a result, the following requirements do not apply to the Commission's own activities:

- occupational health and safety (section 74 of the OHS Act)
- advertising and market research (section 311A of the *Commonwealth Electoral Act 1918*).

The Commission's activities have no ecological impact and therefore there is no report on ecologically sustainable development and environmental performance under section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*.

In relation to the *Freedom of Information Act 1982* and in particular the requirements of section 8, readers should refer to the 'Commission Overview' section of this report for information about the Commission's role and responsibilities. As administrative and other support is provided by Comcare, all documents that may be the subject of a request under the FOI Act would be handled by Comcare. Requests or enquiries should be addressed to the FOI Officer in Comcare who can be reached at GPO Box 9905 Canberra ACT 2601 or by telephone on 1300 366 979.

## Appendix 4

# Statutory reporting requirements under the OHS Act

## Directions by the Minister

The Minister for Employment and Workplace Relations did not issue any directions to the Commission concerning its functions and the exercise of its powers under subsection 12(2) of the OHS Act during 2007-08.

## Notifications

Table A4: 1 – Notifications of dangerous occurrences and accidents under s. 68

	2004 - 05	2005 - 06	2006 - 07	2007 - 08
Total notifications	6 122	5 908	6 184	5 963
Deaths	35*	16	18	22
Serious Personal Injury	1 095	1 029	880	1 162
Employee Incapacity	103	94	68	118
Dangerous Occurrence	4 889	4 769	5 218	4 661

\*Variation from previous year's report due to notifications for incidents with multiples fatalities being recorded as single fatality

## Investigations and notices

Table A4: 2 – Number of investigations commenced

In 2007-08, 269 reactive investigations and 84 proactive investigations commenced.

	2004 - 05	2005 - 06	2006 - 07	2007 - 08
Total investigations	139	171	252	353

Table A4: 3 – Instances notified under s. 44 and directions given under s. 45

	2004 - 05	2005 - 06	2006 - 07	2007 - 08
Notices issued under s44 <sup>1</sup>	7	3	3	9
Directions given under s45 <sup>2</sup>	14	17	13	18

1 Section 44 refers to an investigator exercising a power to take possession of plant, take samples of substances etc during an investigation.

2 Section 45 refers to an investigator issuing a 'Do not disturb' notice – that is, exercising a power to direct that a workplace not be disturbed pending or during an investigation.

Table A4: 3 – Number of notices issued under s. 46-47 and Number of ss 53(4) Requests

	2004 - 05	2005 - 06	2006 - 07	2007 - 08
Notices issued under s46 <sup>1</sup>	10	14	6	19
Notices issued under s47 <sup>2</sup>	14	31	38	18
Subsection 53(4) requests <sup>3</sup>	138	77	137	63

1 Section 46 refers to prohibition notices issued by investigators.

2 Section 47 refers to improvement notices issued by investigators.

3 Subsection 53(4) refers to requests for employers to provide to the Commission particulars of actions taken as a result of conclusions or recommendations contained in a report of investigation.

## Appeals against investigators' decisions

During the year there were two appeals instituted under section 48 of the OHS Act against investigators' decisions.

An appeal against the decision of a Comcare investigator was lodged in the Australian Industrial Relations Commission (AIRC) by a Health and Safety Representative (HSR) employed by Centrelink. The HSR was dissatisfied with the decision of a Comcare investigator to cancel a Provisional Improvement Notice (PIN) that had been issued by a HSR to Centrelink. The appeal was set down for hearing by the AIRC but was subsequently withdrawn by the HSR before the hearing could take place.

Proceedings have been commenced against Comcare and against the Safety Rehabilitation and Compensation Commission (SRCC) by Telstra Corporation (Telstra) following an investigation by Comcare into an incident concerning a Telstra communication pit. Telstra is challenging Comcare's jurisdiction to investigate certain matters concerning its pit operations and is seeking judicial review of a report of investigation issued by Comcare's investigator in relation to his investigation and the decision by Comcare and the SRCC to accept the report. This proceeding is still ongoing.

## Plant licences

Division 10 of Part 4 – Plant, of the Occupational Health and Safety (Safety Standards) Regulations 1994 (the Safety Standard regulations) requires that the Commission report to the Minister under section 75 of the OHS Act particulars of any licences granted by the Commission under Division 8 of the plant regulations. The following information concerns general plant licences other than the Defence Special Licence:

Table A4: 4 – Plant Licences granted (new)

The data represented in the table below includes a large number of new licences granted to non-Commonwealth licensees who became covered by the OHS Act on 14 March 2007.

AGENCY	Boiler	Pressure vessel	Tower crane	Building maintenance unit	Amusement structure	Truck mounted boom	Mobile crane SWL greater than 10	TOTAL
ANSTO	1	1	0	0	0	0	0	2
ANU	0	1	0	0	0	0	0	1
APC	0	12	0	0	0	0	0	12
ASA	0	3	0	0	0	0	0	3
Asciano	0	0	0	0	0	0	13	13
Chubb	0	2	0	0	0	0	0	2
CSIRO	3	32	0	1	0	0	0	36
CSL	0	5	0	0	0	0	0	5
DOFFA	0	1	0	0	0	0	0	1
Geoscience	0	1	0	0	0	0	0	1
JHPL	1	4	0	0	0	0	33	38
Thales	0	13	0	0	0	0	0	13
<b>TOTAL</b>	<b>5</b>	<b>75</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>46</b>	<b>127</b>

Table A4: 5 – Plant licences granted (renewals)

AGENCY	Boiler	Pressure vessel	Tower crane	Building maintenance unit	Amusement structure	Truck mounted boom	Mobile crane SWL greater than 10	TOTAL
ABC	0	1	0	0	0	0	0	1
AG'S	0	3	0	0	0	0	0	3
AIMS	2	0	0	0	0	0	0	2
ANSTO	4	4	0	0	0	0	0	8
ANU	4	18	0	0	0	0	0	22
APC	0	2	0	0	0	0	0	2
ASA	0	1	0	0	0	0	0	1
ASC	0	7	0	0	0	0	0	7
ASC-EPL	0	0	0	0	0	0	3	3
CSIRO	10	54	0	0	0	0	0	64
DITR	0	1	0	0	0	0	0	1
DITRDLG	0	2	0	0	0	0	2	4
RBA	0	1	0	0	0	0	0	1
Telstra	0	5	0	0	0	0	0	5
TGA-DoHA	0	1	0	0	0	0	0	1
<b>TOTAL</b>	<b>20</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>125</b>

Table A4: 6 – Plant licences granted (variations)

AGENCY	Boiler	Pressure vessel	Tower crane	Building maintenance unit	Amusement structure	Truck mounted boom	Mobile crane SWL greater than 10	TOTAL
ABC	0	1	0	0	0	0	0	1
AMC	0	2	0	0	0	0	0	2
ANSTO	1	0	0	0	0	0	0	1
APC	0	3	0	0	0	0	0	3
Asciano	0	0	0	0	0	0	2	2
BOM	0	1	0	0	0	0	0	1
CSIRO	1	27	0	1	0	0	0	29
CSL	0	6	0	0	0	0	0	6
DEWHA	0	1	0	0	0	0	0	1
DITRDLG	0	0	1	0	0	0	0	1
JHPL	0	2	0	0	0	0	10	12
Linfox	0	1	0	0	0	0	1	2
RAM	2	2	0	0	0	0	0	4
Testra	0	0	0	0	0	0	1	1
Thales	1	1	0	0	0	0	0	2
<b>TOTAL</b>	<b>5</b>	<b>47</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>68</b>

Table A4: 7 – Commission OHS safety standards regulations functions and powers delegated – storage and handling of dangerous goods – regulations 8.44, 8.44C, 8.66 – acknowledgement of receipt of notifications in relation to manifest quantities, pipelines and explosives

Agency	Manifest (8.44)	Pipelines (8.66)	Explosives (8.44C)
Asciano Services Pty Ltd	2	0	3
Australian Customs Service	0	0	6
Border Express Pty Ltd	1	0	0
CSL Limited	2	0	0
Defence Employing Authority	123	13	N/A
John Holland Group Pty Ltd	1	0	1
Linfox Australia	7	0	0
Note Printing Australia Ltd	1	0	0
Telstra Corporation Ltd	2	0	0
Thales Australia Limited	1	0	18
Totals	140	13	28

## Commission OHS safety standards regulations functions and powers delegated Major Hazard Facilities

Table A4: 8 – Regulation 9.05 identify potential Major Hazard Facility

Times exercised	In relation to
2	Linfox – Greystanes
	Linfox – Scoresby

Table A4: 9 – Regulation 9.07 consider notification and 9.09 notify decision on classification of facility

Times exercised	In relation to
70	ANU – MOCVD Laboratory
	Thales – Mulwala Facility
	Thales – Benalla Facility
	ANSTO – Lucas Heights – OPAL
	ANSTO – Lucas Heights – HIFAR
	ANSTO – Lucas Heights – Waste Operations and Technology Development
	ANSTO – Lucas Heights – Fuel Management
	ANSTO – Lucas Heights – MOATA
	ANSTO – Lucas Heights – Radiopharmaceuticals and Industrials
	Defence – Proof and Experimental (P&E) Range – Graytown
	Thales / Defence Explosives Ordnance (EO) Depot – Two Fold Bay (Eden)
	Thales / Defence Explosives Ordnance (EO) Depot – Myambat
	Thales / Defence Explosives Ordnance (EO) Depot – Jennings
	Thales / Defence Explosives Ordnance (EO) Depot – Darwin
	Thales / Defence Explosives Ordnance (EO) Depot – Orchard Hills
	Thales / Defence Explosives Ordnance (EO) Depot – MT Stuart
	Thales / Defence Explosives Ordnance (EO) Depot – Garbutt
	Thales / Defence Explosives Ordnance (EO) Depot – Albatross
	Thales / Defence Explosives Ordnance (EO) Depot – Williamtown
	Thales / Defence Explosives Ordnance (EO) Depot – Edinburgh
	Thales / Defence Explosives Ordnance (EO) Depot – Amberley
	Thales / Defence Explosives Ordnance (EO) Depot – Fort Direction
	Thales / Defence Explosives Ordnance (EO) Depot – Building D7 HMAS Stirling
	CSIRO – Animal Health
	Defence – Proof and Experimental (P&E) Range – Port Wakefield
	ANU – Research School of Physical Science – Heavy Ion Accelerator Facility
	ANU – Research School of Physical Science – Heavy Ion Implanter
	ANU – Research School of Physical Science – Rutherford Back Scatter Laboratory
	CSIRO – Minerals – Lucas Heights
	CSIRO – Minerals – Clayton Victoria
	ANSTO – Lucas Heights – 3 MV Van de Graaf
	ANSTO – Lucas Heights – Radiopharmaceuticals Research Institute (RRI)
	ANSTO – Lucas Heights – 2MV Tandem STAR
	ANSTO – Lucas Heights – ANTARES
	ANSTO – Lucas Heights – Radiotracer Facility
	ANSTO – Lucas Heights – Ore Processing Operations
	ANSTO – Lucas Heights – SSDL

Table A4: 9 – Regulation 9.07 consider notification and 9.09 notify decision on classification of facility

Times exercised	In relation to
	ANSTO – Lucas Heights – GATRI
	ANSTO – Lucas Heights – Gamma Irradiation Suite (GIS)
	ANSTO – Lucas Heights – Actinide Suite
	ANSTO – Lucas Heights – Materials Fabrication Bay
	ANSTO – National Medical Cyclotron (Royal Prince Alfred Hospital – Camperdown)
	ARPANSA – Yallambie – Linear Accelerator
	ARPANSA – Yallambie – Teletherapy Laboratory
	RAAF Base Learmonth
	RAAF Base Scherger
	RAAF Base Tindal
	RAAF Base Williamtown – Bulk Fuel Installation
	RAAF Woomera Explosive Storehouses
	RAN HMAS Cairns – Fuel Installation
	Thales – Benalla – Ionising Radiation Apparatus
	RAN – School of Survivability and Ship Safety – Jervis Bay
	RAN – Chowder Bay – Navel Fuelling Facility
	RAN – Garden Island – Asset Number 163 Oil Storage Tank
	Joint Logistics Unit (Victoria) – Storage
	Joint Logistics Unit (Victoria) – Radiac Calibration
	Army Malaria Institute – Physical Containment 3 Laboratory
	Defence – Woomera Radiation Waste Storage Facility
	Defence – Edinburgh Radiation Waste Storage Facility
	Thales / Defence Explosives Ordnance (EO) Depot – HMAS Cerberus
	Thales / Defence Explosive Ordnance (EO) Depot – Puckapunyal
	Stokes Hill Naval Fuel and Oil Installation – Darwin
	CSL – Broadmeadows – R&D Virology Laboratory
	CSL – Broadmeadows – Q-Fever Facility
	Australian Custom Service – Adelaide – Container Examination Facility
	Australian Custom Service – Sydney – Container Examination Facility
	Australian Custom Service – Brisbane – Container Examination Facility
	Australian Custom Service – Perth – Container Examination Facility
	Australian Custom Service – Melbourne – Container Examination Facility
	Australian Custom Service – Brisbane – Neutron Scanner Facility

Table A4: 9 – Regulation 9.08 assess whether activity at a facility could cause a major accident

Times exercised	In relation to
25	ANU-MOCVD Lab
	Thales – Mulwala
	Thales – Benalla
	ANSTO – Lucas Heights
	ANSTO – Lucas Heights
	ANSTO – Lucas Heights
	ANSTO – Lucas Heights
	ANSTO – Lucas Heights
	ANSTO – Lucas Heights
	PEE Graytown
	Thales / Defence EO Depot – Twofold Bay (Eden)
	Thales / Defence EO Depot – Myambat
	Thales / Defence EO Depot – Jennings
	Thales / Defence EO Depot – Darwin
	Thales / Defence EO Depot – Orchard Hills
	Thales / Defence EO Depot – MT Stuart
	Thales / Defence EO Depot – Garbutt
	Thales / Defence EO Depot – Albatross
	Thales / Defence EO Depot – Williamtown
	Thales / Defence EO Depot – Edinburgh
	Thales / Defence EO Depot – Amberley
	Thales / Defence EO Depot – Fort Direction
	Thales / Defence EO Depot – Building D7 HMAS Stirling
	CSIRO Animal Health
	Defence - Proof and Experimental Establishment – Port Wakefield

Table A4: 10 – Regulation 9.31 determine period when a bridging licence ends

Times exercised	In relation to
2	Thales – Point Wilson
	Thales – Mangalore

Table A4: 11 – Regulation 9.32 determine conditions of a bridging licence

Times exercised	In relation to
1	Thales – Point Wilson

Table A4: 12 – Regulation 9.47 determine/approve period for provision of safety report

Times exercised	In relation to
9	Thales/Defence EO Depot – Twofold Bay (Eden)
	Thales/Defence EO Depot – Jennings
	Thales/Defence EO Depot – Darwin
	Thales/Defence EO Depot – Garbutt
	Thales/Defence EO Depot – Williamtown
	Thales/Defence EO Depot – Fort Direction
	Thales/Defence EO Depot – Edinburgh
	Thales/Defence EO Depot – Albatross
	Thales/Defence EO Depot – Amberley

## Sample corporation licence under Part VIII of the SRC Act (with 3rd party claims management arrangement)

*Safety, Rehabilitation and Compensation Act 1988*  
*Sections 103, 108, 108B and 108D*

*Safety, Rehabilitation and Compensation Act 1988*

*Part VIII*

### **NAME OF LICENSEE**

### **NOTICE OF GRANT OF LICENCE**

#### **Notice No X of 200X**

[**Name of Licensee**, ABN 00 000 000] ('the Licensee'), is a Commonwealth authority for the purposes of Part VIII of the *Safety, Rehabilitation and Compensation Act 1988* (the SRC Act).

[**Name of Licensee**, ABN 00 000 000], was declared to be eligible to be granted a licence under Part VIII of the *Safety, Rehabilitation and Compensation Act 1988* (the SRC Act) by legislative instrument dated [Day Month 200X], registered as [F0000000] on the Federal Register of Legislative Instruments on [Day Month 200X].

The Safety, Rehabilitation and Compensation Commission (the Commission), acting under sections 103 and 104 of the SRC Act, granted a licence to [**Name of Licensee** on Day Month 200X] with a commencement date of [Day Month 200X] at 12.01am (Australian Eastern Daylight Time) and a cessation date of midnight (Australian Eastern Standard Time) on [Day Month 200X.]

The scope and conditions of the licence are as set out below in this notice.

## LICENCE

### Part 1 – Grant and Scope of Licence

*Note:* Under section 46(1) of the *Acts Interpretation Act 1901*, unless the contrary intention appears, expressions used in this instrument have the same meaning as in the *Safety, Rehabilitation and Compensation Act 1988*.

#### Eligible applicant

1. **[Name of Licensee, ABN 00 000 000]**, was declared to be eligible to be granted a licence under Part VIII of the *Safety, Rehabilitation and Compensation Act 1988* (the SRC Act) by legislative instrument dated [Day Month 200X], registered as [F0000000] on the Federal Register of Legislative Instruments on [Day Month 200X].

#### Grant of licence

The Safety, Rehabilitation and Compensation Commission (**'the Commission'**), acting under sections 103 and 104 of the SRC Act, grants a licence to the Licensee.

#### Period of licence

2. Subject to the SRC Act, this licence is for the period commencing on 12.01am **Australian Eastern Daylight Time (AEDT)** on [Day Month 200X.] and ending on midnight AEST on [Day Month 200X.] (**'the period of this licence'**).

#### Scope of licence – acceptance of liability

3. The Licensee is authorised to accept liability to pay compensation and other amounts under the SRC Act in respect of all injuries, loss or damage suffered by, or in respect of the death of, any of the employees of the Licensee where such injuries, loss, damage or death occur within the period of this licence.

*Note:* 'Employee' is defined in section 5 of the SRC Act.



## Scope of licence – management of claims

5. **Name of claims manager, ABN 00 000 000 ('the Claims Manager')], is authorised to manage, on behalf of the licensee,** claims under the SRC Act made by the employees of the Licensee who are covered by the scope of this licence so far as it relates to the Licensee's acceptance of liability in accordance with clause 4 of this licence.

*Note 1:* 'Claim' is defined in section 99 of the SRC Act.

*Note 2:* 'Manage', in relation to a claim for payment of compensation and other amounts under the SRC Act, is defined in section 99 of the SRC Act to include determinations, reconsiderations and subsequent administrative action.

## Conditions

6. This licence is granted subject to the conditions specified in Part 2.

# Part 2 – Conditions

## Definitions

7. In this part **Licensee** includes, where context permits, the **Claims Manager** and the **Reviewer**.

## General conditions

### Communication

8. The licensee, when bringing employees under its self insurance licence, must provide information to those employees regarding the *Occupational Health and Safety Act, 1991* (the OHS Act) and SRC Act prior to those employees becoming employees of the licensee.

### Directions of Commission

9. The Licensee must comply with any written directions, whether general or in respect of a particular matter or class of matters, given by the Commission to the Licensee with respect to the performance by the Licensee of its functions or the exercise of its powers under the SRC Act.

## Requirements

10. The Licensee must comply with the requirements of:
  - (a) the SRC Act, its Regulations and any applicable guidelines issued by the Commission under section 73A of the SRC Act;
  - (b) any applicable laws of the Commonwealth, States or Territories with respect to the safety, health and rehabilitation of employees, with a particular focus on the statutory requirements for genuine consultation with employees and their representatives; and
  - (c) the relevant Privacy legislation.
11. The Licensee must have regard to guidelines issued by the Privacy Commissioner under the *Privacy Act 1988* (Cth) and must comply with any such guidelines dealing with covert surveillance of employees.

## Fees

12. The Licensee must pay the licence fee notified in writing to the Licensee under section 104A of the SRC Act within one month of receiving the notification.

## Manner of managing claims

13. In managing claims, the Licensee:
  - (a) must be guided by equity, good conscience and the substantial merits of the case without regard to technicalities;
  - (b) is not required to conduct a hearing; and
  - (c) is not bound by the rules of evidence.

## Audits

14. The Licensee must co-operate with, and give reasonable assistance to, the Commission or its representatives in respect of any audits and evaluations of the Licensee to be conducted by the Commission or its representatives.
15. The Licensee must:
  - (a) conduct at least once every year a Performance Audit of the Claims Management, Rehabilitation and OHS functions, as advised to Comcare; and
  - (b) report to the Commission as required in accordance with audit methodology as approved by the Commission or as otherwise required by the Commission.



## Reviews and proceedings

16. Comcare must be informed as soon as practicable of court or tribunal proceedings in relation to a matter arising in respect of a claim managed by a licensee under the SRC Act.
17. The Licensee must not cause, or permit to be made on its behalf, any submission to a court or tribunal in relation to the interpretation of a provision of the SRC Act or associated transitional or consequential provisions that Comcare or the Commission requests the Licensee not to make.

*Note 1:* If proceedings are brought against the Licensee, subsection 108C(8) requires the Licensee to inform Comcare as soon as practicable and the court or tribunal before which the proceedings have been brought must, on application by Comcare, join Comcare as a party to the proceedings.

*Note 2:* Section 108D(1)(f) provides licences may include a condition that, in all circumstances or specified circumstances, the licensee will not cause or permit to be made on its behalf to a court or tribunal any submission that Comcare or the Commission has requested the licensee not to make.

## Failure to comply with conditions or change in circumstances

18. The Licensee must notify Comcare in writing as soon as practicable of any event or likely event that is relevant to the application of the SRC Act and the OHS Act to the Licensee, this may include but is not limited to:
  - (a) the Licensee has not complied with, or is likely to fail to comply with, a condition of this licence; or
  - (b) any change that may impact on the Licensee's capacity to meet its liabilities under the SRC Act, including change to the licensee's underlying financial position; or
  - (c) changes to its legal structure, ownership or control; or
  - (d) any significant change in its employee numbers or significant change in the risk profile of the work undertaken by its employees.

## Information and reporting requirements

19. On written request of the Commission, the Licensee must give to the Commission, within the timeframe specified in the request, such information relating to the Licensee's operations under the SRC Act or OHS Act in the form and at the place specified in the request.

*Note:* Information likely to be requested by the Commission includes information required for the Data Warehouse, the Commission's annual report, Commission Indicators, the CPM and the Return-to-Work Monitor.

## Specific Conditions

20. The Licensee must provide to the Commission, prior to commencement of the licence, written undertakings that it will not treat employees injured before the date of commencement of the licence less favourably than employees injured on or after that date as far as management of their claims and their rehabilitation is concerned.

## Claims Manager

21. The Licensee is authorised to manage claims. The licensee is to enter into and maintain a written contract with a claims manager and is responsible for ensuring the Claims Manager complies with the relevant conditions of this licence. A copy of the contract should be provided to the Commission if requested.
22. In addition to other conditions in this licence which are applicable to the Claims Manager, the Claims Manager must:
  - (a) not do, or omit to do, anything which would put the Licensee in breach of any term or condition of this licence;
  - (b) not undertake, or cause to be undertaken, any surveillance of an employee, unless it has the prior written approval of the Licensee;
  - (c) implement appropriate structures and mechanisms to ensure the consistent application of policy and procedures in respect of the management of claims;
  - (d) when requested in writing by the Commission to provide information to it, to provide the information to the Commission in the timeframe specified in the request;
  - (e) provide the Commission or its representative with unrestricted access to documents and records in the possession or control of the Claims Manager in so far as the documents relate to matters arising under the SRC Act; and
  - (f) inform the Licensee as soon as practicable after it becomes aware that the Claims Manager has done or omitted to do something which has the effect that the Licensee is, or is likely to be in breach of a term or condition of this licence.

*Note: 'Documents' and 'records' have the same meaning as in the Acts Interpretation Act 1901.*



23. The Licensee must be accountable for all claims management policies issued by the Claims Manager.
24. The Licensee must notify the Commission in writing as soon as practicable after it becomes aware that the Claims Manager has done, or omitted to do, something which has the effect that the Licensee is, or is likely to be, in breach of a term or condition of this licence.

The Licensee must ensure that each of the obligations imposed by this licence on the Claims Manager are included in the contract between the Licensee and the Claims Manager and that the Claims Manager warrants, under the contract, to comply with the conditions imposed by this licence.

### Prudential Conditions

25. The Licensee must comply with the Prudential Conditions of Licence at Attachment A.

### Performance Conditions

26. The Licensee must comply with the Performance Standards at Attachment B.

Dated the                      day of    2008.

[Name]

Chairman  
Safety, Rehabilitation and Compensation Commission

## Performance standards and measures for licensees

The Licensee's prevention, rehabilitation and claims management systems will be consistent with these Performance Standards. The degree to which the Licensee meets the Standards will be judged against the Performance Measures.

### 1. Commitment and corporate governance

Sound corporate governance is the process by which organisations are directed, controlled and held to account. The Licensee's executive will provide stewardship for its prevention, rehabilitation and claims management systems and commit adequate resources to ensure continuous improvement.

The Licensee will document its commitment to prevention, rehabilitation and claims management. This documentation will benchmark the organisation's objectives, be used to formulate strategic direction and be reviewed to ensure it remains relevant to the Licensee and strives for continuous improvement. It will be endorsed and supported at the executive level and be relevant to the organisation's overall values, vision and business objectives.

#### 1.1 Performance Standards

##### 1.1.1 The Licensee will

- (i) set the direction for its management systems through a documented commitment by senior executive
- (ii) establish systems that
  - recognise legislative obligations
  - promote the principle of continuous improvement and provide for effective prevention, rehabilitation and workers' compensation arrangements
  - promote communication of relevant information to employees
  - provide for internal and external accountability
  - put in place appropriate control structures to manage risk.

## 1.2 Performance Measures

### 1.2.1 There is evidence of

- (i) communication of senior executive commitment to sound prevention, rehabilitation and claims management systems
- (ii) the Licensee monitoring and satisfying legal requirements related to prevention, rehabilitation and workers' compensation
- (iii) continuous improvement of the management systems
- (iv) ongoing communication with employees regarding prevention, rehabilitation and workers' compensation
- (v) an audit program for the prevention, rehabilitation and claims management systems.

## 2. Planning

In consultation with relevant stakeholders the Licensee develops plans to support its management systems.

### 2.1 Performance Standards

#### 2.1.1 The Licensee's plans will

- (i) provide for legislative compliance
- (ii) include objectives, targets and performance measures,
- (iii) provide for prevention programs including hazard management
- (iv) provide for effective rehabilitation and equitable, efficient and effective claims management
- (v) provide for appropriate training requirements.

### 2.2 Performance Measures

#### 2.2.1 There is evidence that

- (i) plans address legislative and regulatory compliance
- (ii) plans identify the Licensee's core prevention, rehabilitation and claims management activities and provide direction regarding performance outcomes
- (iii) training plans are consistent with identified requirements.

## 3. Implementation

The Licensee ensures that sufficient resources and supporting mechanisms are provided to achieve its strategic plans

### 3.1 Performance standards

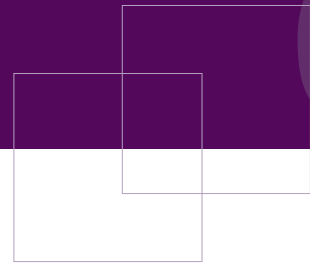
#### 3.1.1 The Licensee will

- (i) allocate adequate resources to support its programs
- (ii) implement relevant training programs
- (iii) define and communicate responsibilities to relevant stakeholders
- (iv) ensure that employees are aware of their legislative rights and obligations
- (v) maintain the relevant level of reporting, records and/or documentation to support the Licensee's programs and legislative compliance
- (vi) maintain the confidentiality of information and apply legislative requirements
- (vii) implement a hazard management process that includes identification evaluation and control
- (viii) inform employees of the status of their claims
- (ix) provide employees with a reasonable opportunity to provide information or comment when claims for ongoing liability are being assessed or reviewed
- (x) ensure timely claim determinations and reviews, which are made accurately and guided by equity, good conscience and the substantial merits of each case without regard to technicalities
- (xi) ensure consultation between all parties in regards to the prevention, claims management and rehabilitation process.

### 3.2 Performance measures

#### 3.2.1 There is evidence that

- (i) health and safety, rehabilitation and claims management plans are implemented
- (ii) incidents are investigated and appropriately documented, corrective actions implemented as required, including early assessment for rehabilitation
- (iii) employees are informed of their rights in respect of health and safety, rehabilitation and claims
- (iv) employees are kept informed of the status of their claim.



## 4. Measurement and evaluation

The Licensee measures, monitors and evaluates its performance and takes prompt corrective action when necessary.

### 4.1 Performance standards

#### 4.1.1 The Licensee will

- (i) monitor planned objectives and performance measures for core prevention, rehabilitation and claims activities
- (ii) establish an audit program to measure performance of its prevention, rehabilitation and claims management systems
- (iii) ensure that these audits are performed by competent personnel
- (iv) ensure audit outcomes are appropriately documented, actioned and reviewed at appropriate senior executive level
- (v) ensure all audits are conducted in accordance with the requirements of the Commission
- (vi) communicate to its employees on the outcomes and results of audits
- (vii) provide the Commission with reports as requested.

### 4.2 Performance measures

#### 4.2.1 There is evidence of

- (i) audits conducted by the Licensee and implementation of corrective actions
- (ii) reporting against the Licensee's own internal and the Commission's performance indicators.

## 5. Management systems review and improvement

### 5.1 Performance standards

The Licensee regularly reviews and continually improves its systems.

#### 5.1.1 The Licensee will

- (i) analyse performance outcomes against documented objectives to determine areas requiring improvement
- (ii) promote continuous improvement strategies.

### 5.2 Performance measures

#### 5.2.1 There is evidence

- (i) that the results of reviews of the Licensee's performance are used to continually improve its prevention, rehabilitation and claims management systems.

# Prudential conditions of licence

These conditions are ‘the Prudential Conditions’

## 1. Licensee certification

- 1.1 The principal officer of the Licensee must certify in writing to the Commission, by [INSERT DATE] of each financial year, that the Licensee has:
- (a) arranged, in accordance with Prudential Condition 2, for the estimation of the liability of the Licensee to pay compensation and other amounts under the SRC Act in accordance with the scope of this licence
  - (b) made, in accordance with Prudential Condition 3, provision in its accounts, in accordance with the estimates in the Liability Report required by Prudential Condition 2, for meeting its liabilities
  - (c) the capacity to meet any single claim up to the reinsurance policy retention amount (excess amount) determined in accordance with Prudential Condition 5.

## 2. Liability report

- 2.1 The Licensee must commission a written report (‘the Liability Report’) in respect of each financial year and calculated as at the end of that year.
- 2.2 The Liability Report:
- (a) must be prepared by a Fellow of the Institute of Actuaries of Australia (IAA), or any body substituted therefore, with at least five years’ post-qualification experience as an actuary in general insurance
  - (b) must be prepared by an actuary who is not an employee or a partner of the organisation which provides financial audit services to the licensee or who in any way has a material financial dependence on the auditor
  - (c) must be prepared drawing on any available expert advice and substantially using IAA professional standard P300, or any standard substituted therefore, as the basis of estimation, with any departure from this standard to be highlighted in the report
  - (d) must be addressed by the actuary to the Commission
  - (e) must be provided by the Licensee to the Commission by [INSERT DATE] of the financial year to which it relates.

2.3 The Liability Report must:

- (a) estimate the liability of the Licensee to pay compensation and other amounts under the SRC Act in accordance with the scope of this licence as follows:
    - (i) contain a recommendation for the level of provisions in the licensee's accounts which must be made to at least the 50th percentile (net central estimate)
    - (ii) contain a valuation of current outstanding liability and the projected liability in 12/18/24 months\* time.
- \*[Note: actual licence will specify: 12 months for licensees in the 6th or more year of licence; 18 months for licensees in the 4th - 5th year of licence; 24 months for licensees in the 1st - 3rd year of licence]
- (b) contain a recommendation of the maximum reinsurance policy retention amount (excess amount) referred to in Prudential Condition 5
  - (c) make an assessment of the financial capacity of the Licensee to meet amounts, from the balance sheet, up to the excess amount recommended by the actuary
  - (d) describe the arrangements for compliance with Prudential Condition 5 and provide an assessment by the actuary of whether the arrangements are appropriate to meet the Licensee's obligation under Condition 5.1.

*Note:* The Commission will have regard to the matters in (b) and (c) in determining the excess amount in accordance with Prudential Condition 5.

2.4 The Commission may at its discretion submit a Liability Report to a peer review process.

*Note:* The Commission will organise and pay for any such peer review process.

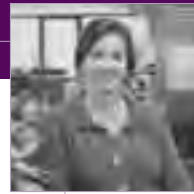
2.5 After receiving a peer review assessment of a Liability Report, the Commission may by written notice to the Licensee require a Second Liability Report by an actuary approved by the Commission.

2.6 The Commission may direct the date for provision of a Second Liability Report.

2.7 Unless the Commission directs otherwise, the licensee must pay for a Second Liability Report.

2.8 If the Commission receives a Second Liability Report, it replaces the original Liability Report; and

- (a) references in Prudential Conditions 3 - 5 to the 'Liability Report' are to be construed as references to the Second Liability Report
- (b) references in Prudential Conditions 3 - 5 to the actuary who prepares the Liability Report are to be construed as references to the actuary who prepares the Second Liability Report.



## 3. Yearly accounts

### 3.1 The Licensee must

- (a) lodge with the Commission a copy of
  - (i) any report that it is required to prepare or obtain for a financial year under Division 1 of Part 2M.3 of the *Corporations Act 2001* within 7 days after it is required to be lodged with the Australian Securities and Investments Commission or it is in fact lodged, whichever is the earlier
  - (ii) any periodic financial information regarding the affairs of the Licensed Corporation for a financial year that it is required to give to any financial market as defined in the *Corporations Act 2001* (for example, in respect of the Australian Stock Exchange this would be information that must be given under Listing Rule 4.3B) within 7 days after it is required to be given to the financial market or it is in fact given, whichever is the earlier. For the avoidance of doubt this condition does not require the Licensed Corporation to provide information that is released to the financial market pursuant to the Licensed Corporation's continuous disclosure obligations
  - (iii) if the Licensee is not required to report in accordance with Division 1 of Part 2M.3 of the *Corporations Act 2001* because its parent company is required to report in accordance with Division 1 of Part 2M.3 of the *Corporations Act 2001*, then the Licensee must provide any report that the parent company is required to prepare or obtain for a financial year under Division 1 of Part 2M.3 of the *Corporations Act 2001* within 7 days after it is required to be lodged with the Australian Securities and Investments Commission or it is in fact lodged, whichever is the earlier
  - (iv) if the Licensee (or its parent company) is not required to report in accordance with Division 1 of Part 2M.3 of the *Corporations Act 2001* and the parent company is a company not subject to the laws of Australia then the Licensee's parent company must prepare a financial report and directors' report as if it was required to comply with Division 1 of Part 2M.3 of the *Corporations Act 2001*, including having that report audited in accordance with that Part, and must give the report to the Commission within three months after the end of the Licensee's financial year
- (b) include, and identify, in any report or information referred to in Prudential Condition 3.1(a), provision for meeting the Licensee's accrued and contingent liability as at the end of the accounting period for claims made under the Act in the accounting period.

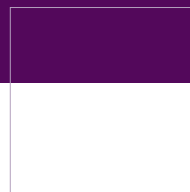
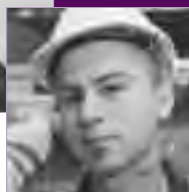
- 3.2 The provision mentioned in 3.1(b) must be consistent with a written evaluation, by an actuary, of the Licensee's current and non current liability for the accounting period and the actuary's evaluation must be lodged with the Commission.
- 3.3 The Licensee's accounts must also make provision for the Licensee to meet its accrued and contingent liability as estimated by the actuary in accordance with Prudential Conditions 2.2 and 2.3.
- 3.4 It will be sufficient compliance with Prudential Condition 3.2 if the Licensee provides the Commission with a statement at the time of lodging its accounts that the actuary's written evaluation required by this Prudential Condition is contained in the Liability Report provided to the Commission, and identifying the location of the information in that Report.
- 3.5 For the purposes of Prudential Condition 3.2, 'actuary' means the actuary who prepares the Liability Report referred to in Prudential Condition 2.1.

## 4. Bank guarantee

- 4.1 The Licensee must, for each financial year, obtain a bank guarantee for the due discharge of its liability to pay compensation and other amounts under the SRC Act in accordance with the scope of this licence.
- 4.2 The bank guarantee in respect of each financial year must be
  - (a) in the form and subject to the terms agreed in writing by the Commission and
  - (b) for an amount calculated by the actuary in accordance with Prudential Condition 4 and specified in the Liability Report for that financial year
  - (c) obtained from a bank which has a credit rating of, or equivalent to, Standard and Poor's AA group or better.
- 4.3 The Licensee must provide the original of the bank guarantee to the Commission by [INSERT DATE] of the financial year to which it relates.

For the purpose of this condition 'Balance Date' means the last day of the financial year immediately before the year to which the bank guarantee relates.

'Outstanding Claims Liabilities' includes accrued and contingent liabilities.



- 4.4 The bank guarantee must be for an amount calculated by the actuary as the greater of
- (a) the 95th percentile of Outstanding Claims Liabilities at the Balance Date and the addition of one reinsurance policy retention amount specified in Prudential Condition 5
  - (b) the 95th percentile of projected Outstanding Claims Liabilities in 12/18/24 months\* time from the Balance Date and the addition of one reinsurance policy retention amount specified in Prudential Condition 5
- subject to a minimum amount of \$2,500,000.

\*[Note: actual licence will specify: 12 months for licensees in the 6th or more year of licence; 18 months for licensees in the 4th - 5th year of licence; 24 months for licensees in the 1st - 3rd year of licence]

Note: The liability estimates are to include an allowance for the cost of administering claims and be calculated net of reinsurance recoveries.

- 4.5 In preparing the level of bank guarantee, the Licensee must direct the actuary to
- (a) calculate existing and projected estimates of outstanding claims liabilities plus costs of administering claims to the 95th percentile and to include this result in the Liability Report
  - (b) base the calculation on a full statistical analysis of data, trends and variability and according to any relevant IAA standards and guidelines on liability valuation for general insurance.

## 5. Reinsurance

- 5.1 The Licensee shall maintain an appropriate level of reinsurance to limit its liability to pay compensation and other amounts under the SRC Act in accordance with the scope of this licence for any single event in excess of an amount determined by the Commission ('excess amount').

Note: The Commission will have regard to the maximum excess amount recommended by the actuary in the Liability Report.

- 5.2 The reinsurance policy must be with an insurance company granted an authority to carry on insurance business by the Australian Prudential Regulation Authority under the *Insurance Act 1973*.
- 5.3 The Licensee must
- (a) provide a copy of the reinsurance policy to the actuary and the Commission within seven days of the issuing of the new policy
  - (b) seek the prior approval of the Commission to any reinsurance amount which is in excess of the amount previously determined by the Commission under 5.1 above.

## Record keeping and reporting requirements under the Safety, Rehabilitation and Compensation Directions

The following table provides details of the record keeping requirements outlined in the above directions and is reported as part of the requirements of section 89S of the SRC Act.

Table A8:1 Record keeping requirements under SRC Directions 2002

Applications for licences	<p>Border Express Pty Ltd          BIS Industries Ltd          Commonwealth Bank of Australia          Avanteos Pty Ltd          Colonial First State Property Management Pty Ltd          Colonial Services Pty Ltd          Commonwealth Insurance Limited          Commonwealth Securities Limited          Fleetmaster Services Pty Ltd          Medibank Private Ltd          TNT Australia Pty Ltd          Transpacific Industries Pty Ltd  <i>(see chapter on Licensing for details)</i></p>
Refusals to grant licences	Nil
Grants of licences, including the scope of the licences and the conditions to which the licences are subject	<p><b>Part VIII licences were granted to:</b></p> <ul style="list-style-type: none"> <li>• Border Express Pty Ltd (commencing 1 January 2008)</li> <li>• Commonwealth Bank of Australia (commencing 31 March 2008)</li> <li>• Avanteos Pty Ltd</li> <li>• Colonial First State Property Management Pty Ltd</li> <li>• Colonial Services Pty Ltd</li> <li>• Commonwealth Insurance Limited</li> <li>• Commonwealth Securities Limited</li> <li>• TNT Australia Pty Ltd (commencing 1 July 2008)</li> <li>• Transpacific Industries Pty Ltd (commencing 1 July 2008)</li> </ul>

	<p><b>Variations due to change in conditions of licence:</b></p> <ul style="list-style-type: none"> <li>• Asciano Services Pty Ltd</li> <li>• Australian Air Express Pty Ltd</li> <li>• Australian Postal Corporation</li> <li>• Avanteos Pty Ltd</li> <li>• Border Express Pty Ltd</li> <li>• Chubb Security Services Ltd</li> <li>• Colonial First State Property Management Pty Ltd</li> <li>• Colonial Services Pty Ltd</li> <li>• Commonwealth Bank of Australia</li> <li>• Commonwealth Insurance Ltd</li> <li>• Commonwealth Securities Ltd</li> <li>• CSL Limited</li> <li>• John Holland Group Pty Ltd</li> <li>• John Holland Pty Ltd</li> <li>• John Holland Rail Pty Ltd</li> <li>• K&amp;S Freighters Pty Ltd</li> <li>• Linfox Australia Pty Ltd</li> <li>• Linfox Armaguard Pty Ltd</li> <li>• National Australia Bank Ltd</li> <li>• National Wealth Management Services Ltd</li> <li>• Optus Administration Pty Ltd</li> <li>• Reserve Bank of Australia</li> <li>• Telstra Corporation</li> <li>• Thales Australia Limited</li> <li>• Visionstream Pty Ltd</li> </ul> <p><b>Licence extensions:</b></p> <ul style="list-style-type: none"> <li>• John Holland Group Pty Ltd</li> <li>• John Holland Pty Ltd</li> <li>• John Holland Rail Pty Ltd</li> <li>• K&amp;S Freighters Pty Ltd</li> <li>• National Australia Bank Ltd</li> <li>• National Wealth Management Services Ltd</li> </ul>
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Further information is available in the Licensing section (page 29) of this report.

## List of accredited providers of training for health and safety representatives as at 30 June 2008

### Full courses

- ACTU/TLC
- Australia Post/CEPU
- Australian Broadcasting Corporation
- Centrelink
- CPSU Shared Advantage Ltd
- CSIRO
- Greg Seberry and Associates
- Job Safety Assistance
- John Holland Group
- National Safety Council of Australia
- New Workplace Learning
- Occupational Safety and Health Associates
- Parasol
- SRC Solutions
- Telstra
- Training Transport Centre (SA).

### Bridging courses

- Comcare
- Occupational Safety and Health Associates
- National Safety Council of Australia
- Parasol
- SRC Solutions.



# Glossary

AaE	Australian air Express Pty Ltd
AAT	Administrative Appeals Tribunal
ABC	Australian Broadcasting Commission
ACTU	Australian Council of Trade Unions
ACTU/TLC	Australian Council of Trade Unions/Trades and Labour Council
ADF	Australian Defence Force
ADO	Australian Defence Organisation
AG's	Attorney General's Department
AIMS	Australian Institute of Marine Science
AMC	Australian Medical Council
ANSTO	Australian Nuclear Science and Technology Organisation
ANU	Australian National University
APC	Australian Postal Corporation
AQIS	Australian Quarantine and Inspection Services
ASA	Air Services Australia
Asciano	previously known as PNL ACT
ASCC	Australian Safety and Compensation Council
ASC-EPL	ASC Engineering Pty Ltd
AWOTEFA	Average Weekly Ordinary Time Earnings Full-time Adults
BEX	Border Express Pty Ltd
BIS	BIS Industries
BOM	Bureau of Meteorology
CAC Act	<i>Commonwealth Authorities and Companies Act 1997</i>
CBA	Commonwealth Bank of Australia
CCLC	Comcare Consultative Liaison Committee
CEO	Chief Executive Officer
CDS	Commonwealth Disability Strategy
CFSPM	Colonial First State Property Management Pty Ltd
Chubb	Chubb Security Services Ltd
Claim	Any claim for compensation, for example, the initial injury claim, claim for payment of medical expenses, or claim for incapacity benefits.
Claimant	An employee, or a dependant of a deceased employee, who makes a claim for compensation benefits in accordance with the SRC Act.
Claims management	The effective management of an injured person's claim, including registration of a claim, decision making, benefit payment and return-to-work planning. For a claim lodged with Comcare, a Comcare employee manages the claim.
Comcare scheme	The Commonwealth occupational health and safety, rehabilitation and workers' compensation scheme
CommInsure	Commonwealth Insurance Limited

Commonwealth Disability Strategy	Requirements for Commonwealth agencies to identify and remove barriers preventing people with disabilities from having access to policies, programs and services.
CommSec	Commonwealth Securities Limited
Corporate governance	The process by which agencies are directed and controlled. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control.
CPM	Comparative Performance Monitoring
CSIRO	Commonwealth Scientific and Industrial Research Organisation
CSL	CSL Limited
Customer	An organisation paying a premium for coverage of its compensation risk.
Customer Information System (CIS)	An interactive online reporting system for employing agencies.
Date of injury	Date of occurrence (injury), date first sought medical treatment, or first resulted in incapacity or impairment (disease).
DEEWR	Department of Education Employment and Workplace Relations
DEWHA	Department of the Environment, Water, Heritage and the Arts
DEWR	Department of Employment and Workplace Relations
Disease	From 13 April 2007 any ailment suffered by an employee, or the aggravation of such an ailment, that is contributed to, to a significant degree, by the employee's employment.
DITR	Department of Industry Tourism and Resource
DITRDLG	Department of Infrastructure, Transport, Regional Development and Local Government
DOFFA	Department of Finance and Administration
DOTARS	Department of Transport and Regional Services
EU	Enforceable Undertakings
FOI Act	<i>Freedom of Information Act 1982</i>
FTE	Full time equivalent, in the context of staffing levels
HIFAR	High Flux Australian Reactor
HSE	Health Safety and Environment
HSR	Health and Safety Representative
HWCA	Heads of Workers' Compensation Authorities
Impairment	The loss, the loss of use, or the damage or malfunction, of any bodily system or function or part of such system or function. A permanent impairment is one that is likely to continue indefinitely.
Incapacity	A diminished ability to earn.
Incapacity benefit	A payment made by Comcare, directly or indirectly, by way of income maintenance.

Injury	Refers to either an injury or disease. An injury can be a physical or mental injury and includes aggravation of a pre-existing ailment.
JHGPL	John Holland Group Pty Ltd
JHPL	John Holland Pty Ltd
JHRPL	John Holland Rail Pty Ltd
KRA	Key Result Area
K&S	K&S Freighters Pty Ltd
LCCF	Licensees-Comcare Consultative Forum
Liability	The effect of a determination, creating a legal obligation to pay compensation under the SRC Act
Licensed self-insurers or Licensees	A Commonwealth authority or a corporation that is a holder of a licence under Part V111 of the SRC Act
Linfox Armaguard Pty Ltd	Armaguard
Linfox Australia Pty Ltd	Linfox Logistics
LIP	Licensee Improvement Program
MHF	Major Hazard Facility
MOATA	100 kW Argonaut type reactor
MVAFR	Motor Vehicle Accident Frequency Rate
NAA	National Archives of Australia
NAB	National Australia Bank
National Self Insurer OHS Audit Tool – Commonwealth Government (NAT C'th)	The National Self-Insurance Working Group, under the auspices of the Heads of Workers' Compensation Authorities developed a national OHS audit tool for self insurers, adapted for Commonwealth use and was endorsed for implementation by the Commission in September 2007.
NGA	National Gallery of Australia
NMA	National Museum of Australia
NWE	Normal Weekly Earnings
<i>Occupational Health and Safety Act 1991 (OHS Act)</i>	Provides for the health, safety and welfare at work of employees of Australian Government departments and authorities, and licensed self-insurers.
Occupational Rehabilitation	A managed process involving early intervention with appropriate, adequate and timely services based on assessed needs, and which is aimed at maintaining injured or ill employees in, or returning them to, suitable employment.
OHS Act	<i>Occupational Health and Safety Act 1991</i>
OHS	Occupational Health and Safety
OHS Code 2008	<i>Occupational Health and Safety Code of Practice 2008</i>

Permanent Impairment Guide	A guide to assessment of the degree of permanent impairment, to assist in determining the amount of lump sum compensation payable for permanent impairment.
Provider	Person or organisation providing medical, rehabilitation or health services in relation to a work related injury or disease.
Prudential conditions	Prudential conditions of licence
RAM	Royal Australian Mint
RAN	Royal Australian Navy
RBA	Reserve Bank of Australia
RTW	Return-to-work
Return-to-work plan (RTWP)	A document detailing a claimant's rehabilitation program including return-to-work objectives, timeframes, a breakdown of proposed services and costs.
<i>Safety, Rehabilitation and Compensation Act 1988 (SRC Act)</i>	The legislation which established Comcare and defines how the workers' compensation function is to be administered for the Australian and ACT Government and a corporation that is a holder of a licence under Part V111 of the SRC Act.
<i>Safety, Rehabilitation and Compensation and Other Legislation Amendment Act 2007</i>	Legislation amending the SRC Act 1988
Safety, Rehabilitation and Compensation Commission (the Commission)	Responsible for issuing licences for self-insurance and claims management, and for various regulatory functions under the occupational health and safety legislation. Until 1992 the Commission referred to as the Commission for the Safety, Rehabilitation and Compensation of Commonwealth Employees. It reports to the Minister for Employment and Workplace Relations.
<i>Seafarers Rehabilitation and Compensation Act 1992</i>	Seafarer's Act
SRC	Safety, Rehabilitation and Compensation
SRC Act	<i>Safety, Rehabilitation and Compensation Act 1988</i>
SRC Act scheme	The Commonwealth safety, rehabilitation and workers compensation scheme
SRCC	Safety, Rehabilitation and Compensation Commission
TGA-DoHA	Therapeutic Goods Administration, Department of Health and Ageing
Thales Australia	formerly known as ADL Limited
TNT	TNT Australia Pty Ltd
TPI	Transpacific Industries Pty Ltd
Workers' compensation expenditure	Expenditure under the SRC Act. Includes expenditure on incapacity, medical and associated travel, rehabilitation costs, certain legal costs and other claim related expenses.
WR Act	<i>Workplace Relations Act 1996.</i>

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