



Annual Report
2001-2002



Safety, Rehabilitation
and Compensation
Commission

Annual Report

2001-2002



Safety, Rehabilitation
and Compensation
Commission

Commission members at 30 June 2002

Mr Peter Wilson, Chairman
Mr David Barker
Ms Sharelle Herrington
Mr Barry Leahy
Mr John Lloyd
Mr Bill Mansfield
Mr Richard Moss, PSM
Ms Elizabeth Percival, AM
Rear Admiral Russ Shalders, CSC
Mr Stephen Somogyi
Mr Robin Stewart-Crompton

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This annual report of the Safety, Rehabilitation and Compensation Commission is available at the following web site address: <http://www.comcare.gov.au>.

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Safety, Rehabilitation & Compensation Commission

The Hon Tony Abbott MP
Minister for Employment and Workplace Relations
Parliament House
CANBERRA ACT 2600

Dear Minister

I have pleasure in submitting the annual report of the Safety, Rehabilitation and Compensation Commission for the financial year ending 30 June 2002.

This report is in accordance with the *Safety, Rehabilitation and Compensation Act 1988* (the SRC Act) and the *Occupational Health and Safety (Commonwealth Employment) Act 1991* (the OHS(CE) 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(CE) Act requires the annual report of the Commission to contain a report on the operation of the OHS(CE) Act and the regulations. Following its tabling in parliament, the report will be placed on Comcare's web site at <http://www.comcare.gov.au>.

In presenting you with this report on the Commission's activities throughout 2001 - 2002, 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 that reads "Peter Wilson".

Peter Wilson
Chairman

23 September 2002

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The Commission's objective

The Commission's objective is to foster continuous improvement in occupational health and safety and workers' compensation in the Commonwealth jurisdiction by

- seeking to ensure the health, safety and welfare of Commonwealth employees in the workplace
- providing adequate and appropriate compensation benefits, with a strong emphasis on return to work, including through rehabilitation, for employees who are injured in the course of, or as a result of, employment in the Commonwealth jurisdiction
- providing advice to the Minister on issues relating to improving occupational health and safety, rehabilitation and workers' compensation.

Principles of regulation

The Commission's principles of regulation are

- 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.

Chairman's report



Peter Wilson

This past year has been challenging, with the Commission making some important changes to support its objective of continuous improvement. In last year's report I flagged as particular priorities the enhancement of scheme and agency performance, compliance, and implementation of legislative reforms — subject to their passage. These priorities are linked by the common threads of accountability and responsibility — and have been the focus of considerable attention by the Commission.

Performance evaluation

The Commission has regularly reviewed the performance of all determining authorities under the Commonwealth scheme against a range of performance indicators. At the scheme level over the last year, there have been improvements in prevention, claims management and rehabilitation performance. However, there are variations in individual performance that point to areas for improvement.

Further performance indicators were developed, including those which provide information on outstanding liability and premium rates.

For premium paying agencies, the Commission decided that premium information over a number of years was a good indicator of the effectiveness of managing workers' compensation liability over time. Changes to the legislation during the year gave Comcare the responsibility for determining premiums. The Commission's role is to set premium guidelines governing the determination of premiums. As an accountability measure, the Commission endorsed the publication in Comcare's annual report of premium information for premium paying agencies with 100 or more full time equivalent employees.

As part of its role, the Commission also considered the performance of all licensed self insurers through its licence compliance evaluation program. This evaluation includes prudential conditions, reporting against the Commission's performance measures and audits of performance. It also requires provision by each licensee of a Management Systems Review and Improvement Program (MSRIP) report which is designed to improve overall performance. Comcare and the Military Compensation and Rehabilitation Service, as determining authorities, also provide a MSRIP report on their operations.



The Commission carefully considers all such reports when determining licence matters. To reinforce accountability and responsibility the Commission has also invited senior executives from selected licensees to make personal presentations to the Commission on aspects of their organisation's performance. This approach is likely to continue.

Perhaps the most challenging task undertaken by the Commission this financial year was a review of prudential conditions to apply to licence holders. The new conditions are based on the standards promulgated by the Australian Prudential Regulation Authority (APRA) for the general insurance industry. The review's objective was to ensure that prudential arrangements were in place that, as far as possible, guaranteed licence holders would be able to meet their obligations under the SRC Act regardless of broader financial difficulties.

Consideration was given to other indicators or benchmarks of success for the scheme as a whole. The Comparative Performance Monitoring (CPM) report provides details of the scheme and allows for comparison with other schemes in Australia and New Zealand. The latest report (4th edition, for 2000–2001 performance) demonstrates that the Commonwealth scheme continues to perform highly, with one of the lowest incidence and frequency rates of injury. However, there are emerging issues that need to be addressed, especially the fact that the duration of claims is increasing.

The CPM report draws on the National Return to Work Monitor data to benchmark rehabilitation outcomes. The 2001–2002 Monitor report highlighted a trend towards a lower return to work rate across Australia. The Monitor report indicates that this trend extends to the Commonwealth jurisdiction, although the Commonwealth durable return to work rate remains higher than that of any other Australian jurisdiction.

Legislative reform

During the year, significant amendments to the SRC Act came into force. The *Safety, Rehabilitation and Compensation and Other Legislation Amendment Act 2001* received royal assent on 1 October 2001. These legislative changes have now been implemented and details are provided elsewhere in this report. In June 2002, the *Occupational Health and Safety (Commonwealth Employment) Amendment (Employee Involvement and Compliance) Bill 2002* was introduced into parliament.

In response to a decision of the Workplace Relations Ministers' Council, the Commission approved a proposal for an early phase out of the use of chrysotile (white) asbestos. Changes are to be made to regulations to give effect to a total prohibition, proposed to come into force from no later than December 2003.

Safety awards

The Commission also recognised positive OHS achievements by agencies through its safety awards. Following their introduction last year, these awards are now a significant event in the Commission's calendar. The Commission this year again considered a range of applications and a variety of OHS solutions. The Workplace Safety Innovative Solutions Award was presented by the Hon Tony Abbott MP, Minister for Employment and Workplace Relations, to the Australian Customs Service (Border Search Training Centre) for the innovative approaches it has taken in training programs.

Future priorities

Regular review of strategic and business planning is critical to long term success. Part of that process for the past year resulted in the establishment of priority areas for the coming year — implementing the National OHS Strategy, OHS leadership and accountability, improved rehabilitation and return to work outcomes, reduction of disputation in the handling of workers' compensation claims, further enhancing scheme and agency performance and addressing further legislative reform outcomes.

Implementation of the National OHS Strategy will be an underpinning feature of the Commission's work for the years ahead. This strategy sets national targets for the reduction of workplace deaths and injuries over the next decade. Complementing this is the Commission's support for prevention initiatives aimed at enhancing managers' capability to influence OHS outcomes.

The past year has been a rewarding one and the future promises further challenges to ensure that we continue to be one of the best performing OHS and workers' compensation jurisdictions in Australia.

Finally I would like to thank my fellow Commissioners, the Chief Executive Officer and staff of Comcare for their professional support and assistance throughout this past year.

Peter Wilson

Chairman



Structure of the report

This report is structured in the following way.

A summary of the Commission's achievements for the year can be found within the **Chairman's report**.

The section titled **Commission overview** provides a profile of the Commission including its role, functions, program structure and membership. This section also provides reports against issues such as legislation enacted during the year. It also refers to matters for which there are specific legislative reporting requirements.

An overview of the Commonwealth scheme is provided within the section titled **Scheme trends and performance**. This section provides details of organisations and employees covered by the SRC Act, statistical data for 2001–2002 and trend data for the Commonwealth scheme. Details of the Commission's performance indicators for prevention, rehabilitation and claims management are also included in this section.

To increase management accountability for outcomes, this report publishes the performance of individual licensees and the larger Comcare premium payers for selected key indicators.

The section titled **Occupational health and safety** details achievements and performance in relation to occupational health and safety (OHS) program activities. This section outlines key strategies and major achievements in relation to OHS as well as providing details of the regulatory and advisory activities undertaken by the Commission.

The section on **Workers' compensation** provides details of policy advice issued to determining authorities during the year and progress on regulatory reform.

The **Rehabilitation/Return to work** section provides information on work undertaken to influence the behaviour of key stakeholders in the return to work process with a view to improving rehabilitation performance.

The **Scheme Funding** section provides information on premiums for 2001–2002. Future information is provided in the Comcare annual report.

The **Licensing** section provides details of major achievements throughout the year, the licensing arrangements under the SRC Act and a list of current licence holders.

The section titled **Licensees' and other determining authorities' comments** includes comments from those organisations on their key activities and achievements for 2001–2002.

The report includes eight appendices covering changes to legislation, reporting requirements under other legislation, general and prudential conditions of licence and performance standards, statutory reporting requirements under the SRC and OHS(CE) Acts, and a list of accredited providers of training for health and safety representatives.

Enquiries

Further information on the content of this report is available by contacting the Secretariat, Comcare on (02) 6275 0081.

This report and further information on the Commission is available on the Comcare web site <http://www.comcare.gov.au>.



Commission overview

Introduction

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 (Commonwealth Employment) Act 1991* (OHS(CE) 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(CE) Act but does not employ its own staff. Under section 72A of the SRC Act, Comcare provides the Commission with such secretarial support, assistance and resources as are required to enable it to perform its functions. The Commission does not have its own budget, therefore financial statements are not included within this report.

Please refer to the 2001–2002 Comcare annual report for details of Comcare's staffing profile, financial expenditure and other related matters.

Responsible Minister

The Commission operates within the 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(CE) Act. As at 30 June 2002, the Minister had issued one set of Ministerial directions. These directions came into force from 1 April 2002. Details are contained in **Appendix 1**. Reporting requirements concerned with those directions can be found in **Appendix 7**.

Role

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

The OHS(CE) 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.

Functions

The major functions of the Commission are to

- provide advice to the Minister in relation to the SRC Act and the OHS(CE) Act
- develop and implement policy to allow Commonwealth authorities and eligible corporations to self-insure or manage their own claims under licence
- provide strategic direction for occupational health and safety in the Commonwealth jurisdiction and ensure compliance with the OHS(CE) Act
- develop general policy direction for scheme administrators on the operation of the SRC Act
- ensure, as far as practicable, consistency in the administrative practices and procedures used by scheme administrators
- act as a review body for premiums and regulatory contributions.

Membership

During the year, changes to the SRC Act resulted in the Commission increasing from ten to eleven 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.

The Chairman of the Commission, Mr Peter Wilson, is Executive General Manager, Amcor Ltd, where he is responsible for global employee policies and practices, as well as its operating risk management programs.

The Commission has the following other members

- the CEO of Comcare (Mr Barry Leahy)
- two people nominated by the Australian Council of Trade Unions (ACTU) (Mr Bill Mansfield, Assistant Secretary, (ACTU) and Ms Sharelle Herrington, Divisional Assistant Secretary, Communications Division, Communication, Electrical, Electronic & Energy, Information, Postal, Plumbing and Allied Services Union of Australia (CEPU))
- a person who represents the licensees (Mr David Barker, Group Manager, Human Resources, Australian Postal Corporation)
- a person who represents the Commonwealth and Commonwealth authorities (Mr John Lloyd, Deputy Secretary, Department of Employment and Workplace Relations)
- the Chief Executive of the National Occupational Health and Safety Commission (NOHSC) (Mr Robin Stewart-Crompton)
- a person who represents the interests of members and former members of the Defence Force (Rear Admiral Russ Shalders, CSC). Major General Simon Willis CSC, served on the Commission in this capacity for part of the year
- a person who represents the interests of the Australian Capital Territory public sector employers (Mr Richard Moss PSM, Commissioner for Public Administration, Chief Minister's Department). Prior to the changes to the legislation and his appointment during the year, Mr Moss was able to attend as an observer
- two persons with qualifications or experience relevant to the Commission's functions, or the exercise of its powers (Ms Elizabeth Percival AM and Mr Stephen Somogyi).

It is important to acknowledge the contribution of Major General Simon Willis CSC, who left the Commission during the financial year.



Mr Peter Wilson, Chairman of the Safety, Rehabilitation and Compensation Commission welcoming the Hon Tony Abbott MP, Minister for Employment and Workplace Relations to the 2002 Commission Safety Awards.

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).

In 2001–2002 the Commission held six meetings. Details of Commissioners' attendance are shown below.

Table 1: Meeting attendance

COMMISSIONERS	COMMISSION MEETINGS		
	Eligible to Attend	Attended	Attended by Deputy
Peter Wilson (Chairman)	6	6	
Barry Leahy	6	6	
Bill Mansfield	6	6	
Sharelle Herrington	6	5	
David Barker	6	5	1
John Lloyd	6	5	1
Robin Stewart-Crompton	6	6	
Russ Shalders CSC	4	1	1
Richard Moss PSM	1	1	
Elizabeth Percival AM	6	5	
Stephen Somogyi	6	6	

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*.

Legislative reform

For details of all legislative changes during the year see **Appendix 1**.

Specific reporting requirements

Information about specific reporting requirements referred to in other legislation is included at **Appendix 2** of this report.



Scheme trends and performance

Introduction

The SRC Act provides workers' compensation coverage for employees of the Commonwealth public sector, Commonwealth authorities, government business enterprises, employees of the ACT Government, members of the Australian Defence Force (ADF) and certain other corporations declared by the Minister. Coverage is through payment of a premium or approved self insurance arrangements under the SRC Act.

Self insurance arrangements, under a licence issued by the Commission, cover the following corporations and authorities

- ADI Limited (ADI)
- Australian air Express Pty Ltd (AaE)
- Australian Postal Corporation (Australia Post)
- CSL Limited (CSL)
- JRH Biosciences Pty Ltd (JRH) — formerly Filtron Pty Ltd
- Network Design and Construction Limited (NDC)
- Pacific National (ACT) Limited (PNL) — formerly trading as National Rail Corporation Limited
- Reserve Bank of Australia (RBA)
- Telstra Corporation Ltd (Telstra)
- Visionstream Pty Ltd (Visionstream).

Scheme level trends

The following table provides information on claims activity and costs during the year. This information has been provided by Comcare, the licensees and the ADF. Employee numbers are based on estimated full time equivalent (FTE) numbers as at 30 June 2002. Scheme totals are compared to totals last year (2000–2001).

Scheme performance measurement

One of the Commission's key strategies in driving the scheme towards achieving lower rates of injury, better return to work outcomes, improved management of claims and lower costs of administration is its system of outcome focused performance indicators (the Commission Indicators).

Table 2: Scheme level statistics 2001–2002

	EXPENDITURE									
	Employees (FTE)	Claims Received	Claims Accepted	Claims Accepted per 100 employees	Reconsiderations received	AAT appeals received	Payments and benefits to employee (\$m)	Medical and other (inc rehabilitation) (\$m)	Legal, admin, regulatory costs (\$m)	Total (\$m)
Comcare	169,257	6,377	5,403	3.19	1,639	818	131.83	39.23	48.31	219.37
ADF	54,515	6,408	4,742	8.70	1,565	296	106.31	20.91	17.33	144.55
Telstra	34,351	2,077	1,896	5.52	678	292	21.9	9.17	14.69	45.76
Aust Post	32,983	3,701	2,982	9.04	1,041	509	17.64	10.07	13.71	41.42
NDC	5,175	168	165	3.19	14	20	1.08	0.58	0.84	2.5
ADI	2,570	182	168	6.54	60	36	1.05	0.67	1.18	2.9
AaE	1,321	111	108	8.18	14	4	0.48	0.35	0.24	1.07
CSL/JRH Biosciences	1,498	35	28	1.87	4	2	0.21**	0.12**	0.23**	0.56**
Visionstream	383	21	20	5.22	8	5	0.26	0.10	0.19	0.55
RBA	782	20	21*	2.69	1	0	0.12	0.02	0.26	0.4
PNL	1,200	95	78	6.50	8	3	0.28	0.06	0.16	0.5
Totals	304,035	19,195	15,611	5.13	5,032	1,985	280.95	81.16	96.91	459.02
2000 – 2001 Totals	309,069	19,317	15,777	5.10	4,594	1,810	269.55	76.87	96.19	442.61
% Increase (Decrease)	-1.63%	-0.63%	-1.05%	0.59%	9.53%	9.67%	4.23%	5.58%	0.75%	3.71%

* results in excess of claims received are possible due to processing of backlogs

** CSL/JRH Biosciences expenditure figures included in Comcare figures



Introduced in July 1999, these indicators encompass key outcome performance measures in prevention, rehabilitation, claims management and scheme administration. They apply to licensees as part of the licence compliance evaluation program. Comcare and the ADF also report to the Commission against the Commission Indicators.

The Commission evaluates the Commission Indicator performance of the licensees, Comcare and the ADF on an ongoing basis. Results against Commission Indicators are used in making decisions regarding 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.

During the year, the Commission endorsed the National OHS Strategy targets for the scheme incorporating them into its indicators. The strategy seeks to achieve at least a 40% reduction in incidence of injury and at least a 20% reduction in fatalities, both over the next 10 years. The Commission will monitor the performance of the scheme and individual authorities against the OHS targets throughout the life of the strategy.

Comparative Performance Monitoring

The scheme's participation in the Workplace Relations Ministers' Council's Comparative Performance Monitoring (CPM) report provides further details of the performance of the scheme and scheme trends over time. CPM allows comparison of the performance of the Commonwealth scheme with other schemes in Australia and New Zealand on a standardised basis. An electronic copy of this report is available at www.workplace.gov.au. A further source of performance comparison is the NOHSC Online Statistics Interactive (NOSI) database available at www.nohsc.gov.au/Statistics. This site is particularly valuable in comparing performance within like industries.

The latest CPM report (4th edition) which reports performance up to 2000–2001 demonstrates that the Commonwealth's occupational health and safety and workers' compensation scheme performs highly. The Commonwealth has one of the lowest incidence and frequency rates of compensated workplace injury across all measures, particularly the critical 6 and 12 week or more measures. However, workers' compensation costs are increasing for employees who remain off work for these longer periods of time. The average cost of these claims is increasing.

The Commonwealth's average premium rate is the lowest overall in Australia and when standardised to reflect industry mix, is the second lowest. The insured (Comcare) part of the scheme remains fully funded with assets exceeding liabilities. It delivers a high proportion of total benefits direct to injured employees and has reduced its proportion of administration costs over the four years covered by the CPM report.

Publication of performance measures

This report includes performance information about licensees, Comcare, the ADF and fifteen of the larger premium paying agencies. The Commission has also invited agencies to publish such performance information in their own annual reports.

Table 3 details the performance of the determining authorities (Comcare, the ADF and licensees) against key Commission Indicators. The scheme aggregate result is included at the bottom of the table together with the aggregate result from last year (2000–2001).

Overall, prevention performance for the incidence of injuries with 5 days or more lost time per 1,000 employees (P1) has improved, with some deterioration in the lost time injury (claims) frequency rate (P4). Performance against the two rehabilitation indicators also improved overall, although there was some deterioration by individual authorities.

Table 4 details the performance of the fifteen largest premium paying agencies (in order of employee numbers) against those Commission Indicators where performance is attributable to the agency (rather than Comcare, which manages its claims). Last year's performance is also provided to track year-to-year comparisons.

As with the performance of the determining authorities reported above, there is a significant variation in performance between agencies, and in some cases year-to-year performance. Some of this variation, particularly in the 'P' (prevention) indicators, may be explained by the industry-risk profile of the agency. Claims timeliness performance (C6) and return to work participation performance (R1) is much less influenced by industry type.

National Return to Work Monitor

The National Return to Work Monitor benchmarks rehabilitation outcomes and provides inter-jurisdictional comparison of results. Surveys of injured employees are 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 eight to nine months previously and who have spent at least ten days away from the workplace on compensation — that is complex cases. The 2001–2002 national report highlights a trend towards a lower return to work rate across Australia. This will be a focus of attention. In respect of Comcare's performance, the report highlights the following

- 89% of employees achieved a return to work at some time following injury, compared to a national average of 83% (in last year's result Comcare achieved a 93% return against the Australian average of 84%)
- 82% of employees returned to work and had remained at work (national average of 73%). In last year's result Comcare achieved 85% against the national average of 74%.

Table 3: 2000–2001 and 2001–2002 Selected Commission Indicators, achievement by determining authorities against targets

AGENCY	P1 INCIDENCE OF INJURIES WITH:				P4 Lost time injury (claims) frequency rate (LTIFR)	C1 Average time taken in calendar days to determine new claims (from date of receipt)	R1 % of claims with 10 or more days incapacity with a RTW plan	R2 Quality of RTW — % achieving RTW on case closure	SA2 Administration Costs per claim			
	5 or more days lost time per 1,000 employees	30 or more days lost time per 1,000 employees	60 or more days lost time per 1,000 employees	2000- 2001					2000- 2001			
Comcare	2000- 2001*	2001- 2002	2001- 2002#	2001- 2002	2000- 2001	2000- 2001	2000- 2001	2000- 2001	2000- 2001	2001- 2002		
	14.03	13.88	5.85	3.94	11.45	21	19	58%	78%	81%	\$1,351	\$1,453
Telstra	6.25	10.45	4.25	2.88	10.14	22	18	59%	76%	91%	\$1,201	\$1,248
Aust Post	33.13	17.49	5.61	6.67	17.83	13	12	N/A	94%	94%	\$1,511	\$1,427
NDC	8.05	9.86	6.57	3.09	7.26	18	14	103%**	42%	83%	\$1,019	\$1,541
ADI	7.52	8.95	3.50	1.95	7.03	12	14	91%	93%	100%	\$1,252	\$1,368
AaE	40.09	28.77	3.79	2.27	42.84	7	9	38%	83%	100%	\$687	\$1,261
Reserve Bank	8.81	6.39	0 cases	0 cases	8.51	16	13	0 cases	100%	0 cases	\$4,395	\$4,331
Visionstream	13.40	0 cases	0 cases	0 cases	11.23	6	2	133%**	100%	100%	\$696	\$1,680
Pacific National	##	27.50	6.67	5.83	##	##	11	57%	##	71%	##	\$1,247
ADF##		Not applicable			13.86	135	147	Not applicable	74%	66%	\$1,050	\$765
Aggregate Scheme Performance	14.98	13.86	5.55	4.10	11.69	19	17	55%	84%	88%	\$1,348	\$1,413

NA Data not available

* Scheme Performance for 2000–2001 differs from last year's Annual Report due to new reporting methodology

** Results over 100% are possible due to processing catch-up

Not measured in 2000–2001

Pacific National was not a licensed determining authority in 2000–2001

ADF not included in Aggregate Scheme Performance figures

Table 4: 2000–2001 and 2001–2002 Selected Commission Indicators, achievement by large premium paying agencies against targets

AGENCY	P1 Incidence of injuries with:			P4 Lost time injury (claims) frequency rate (LTIFR)	C6 Average time taken (in calendar days) from date of injury to claim lodgement with Comcare		RT* % of claims with 10 or more days incapacity with a RTW plan	R2 Quality of RTW — % achieving RTW on case closure				
	5 or more days lost time per 1,000 employees		30 or more days lost time per 1,000 employees		60 or more days lost time per 1,000 employees			2000- 2001	2001- 2002			
	2000- 2001	2001- 2002	2001- 2002#		2002#	2000- 2001		2001- 2002	2000- 2001	2001- 2002		
Centrelink	13.46	16.07	6.93	4.76	9.84	11.31	69	82	48%	63%	63%	85%
Australian Taxation Office	8.91	10.94	5.08	3.37	8.31	9.31	66	56	38%	58%	82%	86%
Dept of Defence (civilian)	10.73	10.31	4.27	2.78	9.65	9.71	92	82	44%	49%	78%	71%
Commonwealth Scientific & Industrial Research Organisation	10.44	10.44	2.73	1.45	8.93	9.95	48	52	38%	40%	86%	83%
Dept of Family & Community Services	9.41	8.09	2.29	1.58	6.91	7.23	82	72	63%	57%	71%	71%
Australian Customs Service	17.46	17.02	4.02	1.89	16.36	16.58	42	53	65%	44%	90%	94%
Australian Broadcasting Corporation	9.58	8.81	3.57	1.43	8.92	7.70	58	61	17%	35%	92%	71%
Health Insurance Commission	17.70	17.32	6.88	4.59	14.16	11.87	49	56	87%	64%	77%	83%
Dept of Immigration & Multicultural & Indigenous Affairs	8.09	8.73	4.11	2.31	8.07	8.87	90	74	40%	63%	85%	91%
Dept of Foreign Affairs & Trade	4.15	5.70	3.00	2.10	3.09	4.11	64	103	17%	18%	100%	50%
Australian Bureau of Statistics	14.04	34.03	7.60	4.56	11.46	27.64	49	54	93%	41%	92%	94%
Australian National University	8.57	9.07	4.07	3.44	6.04	6.68	45	55	76%	67%	91%	79%
Dept of Health & Ageing	15.37	13.86	7.87	6.61	11.43	11.22	63	57	83%	109%*	95%	80%
Airservices Australia	14.69	13.24	4.41	1.70	11.53	10.61	49	34	29%	20%	56%	100%
Dept of Agriculture, Fisheries & Forestry	25.31	27.74	7.37	3.51	21.11	23.47	64	63	21%	38%	78%	82%
Aggregate of all other Comcare premium paying agencies**	16.44	15.05	7.02	5.03	13.55	12.39	61	64	49%	74%	73%	79%
Aggregate of all Comcare agencies	14.03	13.88	5.85	3.94	11.82	11.45	64	65	50%	58%	78%	81%

* results over 100% possible – catch-up of RTW plans from previous period

** includes the ACT Government

not reported in 2000–2001



These results suggest that the Commonwealth's approach to rehabilitation management is effective in comparison to other schemes. However, the time taken for injured employees to return to work is increasing. Consequently Comcare is working with agencies to reduce the duration of claims. A variety of strategies are being employed, including the development of an audit tool to identify and target specific areas for improvement within an agency.

Safety awards

The Commission began its awards process in 2000 to publicly acknowledge achievements in occupational health and safety. Applications were invited in November 2001 for two categories of award

- Workplace safety leadership
- Workplace safety innovative solutions.

The Commission agreed upon award winners at its June 2002 meeting. Awards were presented by the Minister for Employment and Workplace Relations, the Hon Tony Abbott MP on 10 July 2002 at a function attended by over 100 senior managers from a wide range of Commonwealth organisations.

Awards

The award winners were

Workplace safety leadership

Highly commended: Australia Post Transport Branch SA for its use of an OHS management system.

Highly commended: Royal Australian Mint for its OHS management plan.

Workplace safety innovative solutions

Winner: Australian Customs Service for its innovative changes and enhancements to safety equipment and procedures at the Border Search Training Centre.

Highly commended: Australian Quarantine and Inspection Service for its response to a critical incident — the anthrax scare.

Highly commended: Australia Post Delivery Business Unit Victoria for the development of an OHS calendar.

Encouragement: Geoscience Australia for its new sampling procedure that reduced the need for, and risk of exposure to chemicals.

Encouragement: Department of Defence (Defence Safety Management Agency) for its 'Plan to arrive alive' campaign, focusing on road deaths among service personnel.

Encouragement: Australia Post Adelaide Business Centre SA for its improvements to reduce the risk of manual handling injuries.

Further information

Summaries of this year's applications are on Comcare's web site at www.comcare.gov.au. Applications for the next awards will be called early in 2003.



Commission Safety Awards winners: L to R: Major Gary Skews, Department of Defence (Defence Safety Management Agency), Mr John Cahill, Australian Quarantine and Inspection Service, Mr Peter Morris, Australia Post Transport Branch South Australia, Ms Amanda Sutton, Australia Post Business Delivery Centre Adelaide, the Hon Tony Abbott MP, Mr Frank Malkoun, Australian Customs Service, Mr Anton Grodeck, Australia Post Delivery Business Unit Victoria, Mr John Pyke, Geoscience Australia, Mr Graeme Moffatt, Royal Australian Mint (not shown).



Occupational health and safety

Introduction

The OHS(CE) Act, with its framework of regulations and codes of practice, provides coverage for all Commonwealth employees, including employees of Commonwealth authorities, and members of the ADF but excludes employees of the ACT Government. There were 279,198 employees covered by the Commonwealth occupational health and safety scheme in 2001–2002.

In broad terms the legislation requires employers to take all reasonably practicable steps to protect the health, safety and welfare of their employees. The OHS(CE) Act encourages a cooperative, consultative approach to the management of occupational health and safety by providing for the establishment of specific workplace arrangements underpinned by effective communication between employers and employees.

National OHS Strategy

In May 2002, the Workplace Relations Ministers' Council (WRMC) endorsed a National OHS Strategy (2002–2012). The Strategy builds on the existing National OHS Improvement Framework and identifies 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 strategy also features the following targets

- sustain a significant continual reduction in the incidence of work-related fatalities with a reduction of at least 20% by 30 June 2012 (and with a reduction of 10% being achieved by 30 June 2007)
- reduce the incidence of workplace injury by at least 40% by 30 June 2012 (with a reduction of at least 20% being achieved by 30 June 2007).

The Commission will continue to focus its activity towards achievement of these priorities and targets in the Commonwealth jurisdiction.

Legislative reform

On 26 June 2002, the *Occupational Health and Safety (Commonwealth Employment) Amendment (Employee Involvement and Compliance) Bill 2002* was introduced into parliament. The reforms in this Bill focus on two key areas to improve OHS outcomes for Commonwealth employees

- improving employee involvement in OHS and providing for a more direct relationship between employers and employees so that workplaces can develop arrangements that take account of the specific needs of their enterprise
- introducing enhanced and innovative compliance measures and ensuring that there is a strong and effective enforcement regime in place.

For details of other legislative changes, refer to **Appendix 1**.

Regulations and codes of practice

Work continued on the development of regulations for the storage and handling of dangerous goods and on major hazard facilities. Once the development of regulations for dangerous goods and major hazard facilities is completed, regulations will be developed for the storage and handling of explosives. This is a large, complex package of regulations and drafting is expected to be completed in the coming year.

The WRMC has agreed to a national ban on the importation and use of all forms of asbestos, to be implemented by 31 December 2003. To implement this decision the Commission has approved an approach to give effect to the prohibition of chrysotile (white asbestos) in the Commonwealth jurisdiction.

During the year, the Commission considered and agreed to amend the plant regulations for hired scheduled plant.

The proposed amendments will include an exemption from the requirement to register an item of hired plant if the item is already registered in a state or territory.

OHS guidance material

In March 2002 two new booklets were released to help employers prevent injuries arising from slips, trips and falls at work.

The 'Slips Trips and Falls Managers' Guide' is designed to assist managers and supervisors to understand issues in relation to the prevention of slips, trips and falls and support Commonwealth agencies' prevention activities. The companion booklet, 'Guide to Preventing Slips, Trips and Falls', gives practical advice and strategies to help staff of Commonwealth agencies recognise, assess and control slip, trip and fall hazards.



The Commission approved the 'Guide to Incident Notification and Reporting' which was released in November 2001. This supersedes Comcare's 'Reporting Guidelines', and the pocket information booklet 'How to Report Accidents and Dangerous Occurrences to Comcare Australia and to your Employer'.

A fact sheet was issued in January 2002 entitled 'OHS Risks of Electrically Powered Equipment in the Workplace'. A discussion paper on Electrical Safety was circulated in March 2002, followed by a document outlining a framework for proposed regulations. Comments received from the jurisdiction will be used to develop the regulations in this area.

Prevention program

One of the Commission's goals is to promote prevention as the primary means of reducing human and financial costs of work related injury in Commonwealth employment.

The Commission's Prevention Strategic Plan 2000–2003 contains strategies to address the following key result areas

- Commonwealth agencies adopt mechanisms to increase the accountability for, and capability of, senior and line managers for OHS outcomes
- Commonwealth agencies adopt mechanisms to integrate OHS into daily work practices
- Commonwealth agencies reflect best practice in the performance and outcomes of OHS.

The outcome sought is safe and healthy Commonwealth workplaces in which

- managers and employees recognise and acknowledge their respective responsibilities and accountability for occupational health and safety
- occupational health and safety is an integral component of management systems and daily work practices
- Commonwealth employers achieve a standard of best practice in OHS.

During the year, the Commission endorsed its Prevention Program for the period from January 2002 to June 2003. The program includes

- development of guidance material on OHS in call centres. The project team includes representatives of employer and employee groups and is expected to report in 2002–2003
- assisting agencies to measure and benchmark their OHS performance and to develop strategies to continuously improve that performance including the development of model occupational health and safety positive performance indicators (PPIs)
- assisting agencies to develop and implement effective Occupational Health and Safety Management Systems.

Regulation and enforcement

The OHS(CE) Act provides, amongst other things, for investigations of OHS issues and incidents. The purpose of these investigations is to ensure that

- serious matters are given appropriate consideration
- the Commission is informed of issues arising from such investigations and can ensure that action is taken in workplaces to secure the future health and safety of employees and others
- instances of non-compliance are identified and dealt with as appropriate under the legislation.

During the year, investigations were undertaken in accordance with subsection 41(3) of the OHS(CE) Act, of the policies and practices (OHS management systems) and their implementation in each agency investigated. The investigations utilised a modified version of the Victorian Workcover Authority's SafetyMap tool adapted for the OHS(CE) Act to test these OHS policies and practices. Following each investigation, a detailed report outlining findings and recommendations for action was provided to the organisation concerned.

In addition investigations were conducted at Commonwealth workplaces to follow-up the implementation of recommendations made as a result of similar investigations conducted in previous years.

Under subsections 41(1) and (2) of the OHS(CE) Act, investigations are also undertaken of fatalities, serious injuries to employees and dangerous occurrences and of other areas of possible non-compliance with duties imposed by the Act. Fatalities, serious injuries and dangerous occurrences are usually identified through statutory notification whilst other issues may be identified by health and safety representatives, involved unions or other interested parties. Not every notification or enquiry leads to an investigation. An investigation report is provided to the employer following an investigation with recommendations for improvement.

A total of 169 investigations were completed in the period. Some of these investigations were commenced in 2000–2001 whilst some investigations commenced in 2001–2002 were not complete as at 30 June 2002. A total of 134 investigations were commenced in 2001–2002.

During the year a large number of issues raised with Comcare were satisfactorily resolved without the need for a formal investigation. Each of these issues was assessed by Comcare and enquiries made with the parties involved. During the year 460 such issues were raised and resolved in this way.



OHS self audit

The Commission continued in 2001–2002 to offer agencies the opportunity to self-audit their OHS performance. Agencies approved to self-audit must be able to demonstrate commitment to OHS and have well developed OHS management systems.

In 2001–2002 the Commission approved self-audit status for Note Printing Australia for a period of two years to 30 June 2004.

Agencies holding self-audit status until 30 June 2003 are Telstra, Australia Post, the Australian Nuclear Science and Technology Organisation and the Royal Australian Mint.

Accreditation of HSR training courses

The Commission renewed accreditation of two health and safety representative (HSR) training courses under subsection 12(1) of the OHS(CE) Act during 2001–2002. No new courses were accredited during the reporting period. The total number of accredited HSR training courses stands at eleven. See **Appendix 8** for a list of accredited providers of HSR training courses.

A review of the effectiveness of HSR training courses accredited under the SRC Act commenced in November 2001. The review will

- determine the effectiveness of the current HSR training against the Commission's guidelines
- identify areas where improvement and/or change is required
- provide a baseline to test future HSR training.

A final report of the review, together with an implementation strategy, will be completed during 2002–2003.

Statutory reporting requirements

Refer to **Appendix 3** for this information.

Future directions

Preventing work related injuries and diseases in Commonwealth employment will be a key focus for the Commission in 2002–2003. The Commission will continue to look for ways to ensure that employers are provided with the assistance they need to do this and are accountable for their performance in this area.

Workers' compensation

Introduction

The Commission is committed to providing adequate compensation benefits, with prompt, fair and efficient handling of claims within the Commonwealth workers' compensation scheme.

Under the auspices of the Commission, Comcare provides policy advice on workers' compensation matters to all determining authorities. In 2001–2002 Comcare issued policy advice in the following areas

- implementation of amendments to the SRC Act
- determination of normal weekly earnings in a changed remuneration environment
- incapacity payments to claimants receiving superannuation benefits
- claims management privacy.

In 2001–2002 Comcare also convened three Jurisdictional Consultative Group meetings with determining authorities to discuss policy directions and other workers' compensation matters.

Legislative reform

The *Safety, Rehabilitation and Compensation and Other Legislation Amendment Act 2001* (SRCOLA Act) received royal assent on 1 October 2001. Some of its major effects were to streamline licensing arrangements, refine standards for rehabilitation providers, alter the scheme funding arrangements and make changes to some compensation entitlements.

For further information on legislation, including regulations and declarations, refer to **Appendix 1**.

Issuing of guidelines

As part of its approach to improving dispute resolution mechanisms, the Commission approved guidelines to govern all actions by determining authorities in settling disputed workers' compensation claims before the AAT. The Commission approved these guidelines under section 73A of the SRC Act and the Chairman issued them to all determining authorities. The guidelines are binding on all determining authorities and applied on and from 1 January 2002.



The Commission also issued guidelines to govern the calculation of premiums and regulatory contributions under the new regime following the amendment of the SRC Act affecting these issues.

Communicating with professionals

The Commission recognises the importance of the work of professionals such as doctors, other health professionals and lawyers in managing workers' compensation matters. Accordingly, it has requested that Comcare develop programs to educate and inform professionals about the Commonwealth workers' compensation framework. Acting in conjunction with State and Territory Law Societies, Comcare has successfully run seminars in the ACT, Victoria, Queensland, SA and NSW for lawyers. Comcare intends running these information seminars in other States and Territories, including country areas.

In 2001 Comcare consulted with general practitioners in Canberra about a proposed program on the Commonwealth workers' compensation system for health professionals. The concept was well received. When finalised, the program will be available on Comcare's web site and in booklet form. Following the evaluation of these programs the Commission will consider the provision of programs to other professionals.

Future directions

The Commission will continue to foster improvement in the Commonwealth workers' compensation scheme. In particular in 2002 – 2003 the Commission intends to focus attention on improving dispute resolution mechanisms.

Rehabilitation/return to work

Introduction

The SRC Act emphasises the mutual responsibilities of employers and employees in achieving expeditious, safe and durable return to work outcomes.

Under the SRC Act, rehabilitation authorities (ie employers including those licensed to self-insure and/or self administer claims) are responsible for determining access to rehabilitation assessments and a rehabilitation program. Employees are required to actively participate in the development and implementation of their return to work programs.

Effective occupational rehabilitation is a managed process combining early intervention with appropriate, adequate and timely services based on the assessed needs of the individual. The aim of occupational rehabilitation is to ensure that individuals resume their pre injury employment status as soon as possible following injury. This is the best possible outcome for both employees and employers.

Improving return to work performance

The Commission has been increasingly concerned at the time it is taking for injured employees to be returned to work. Comcare is working with the jurisdiction to improve rehabilitation performance and reduce the duration of claims. Comcare has developed a comprehensive strategy to address these issues.

Refocussing claims management arrangements: Comcare's new internal structure will provide a framework that actively promotes early intervention with agencies. This includes additional resources for expert rehabilitation advice and identification of higher risk claims for management by multi-disciplinary teams.

Improving agency injury management systems: Comcare has commenced the development of an integrated audit tool to measure the adequacy of prevention and injury management systems in agencies. This tool will be used to assist agencies to develop an action plan for improvement.

Improving performance of approved rehabilitation providers: The implementation of the amendments to the SRC Act included the gazettal in March 2002 of instruments relating to the quality assurance program for rehabilitation providers. Comcare developed new criteria and revised operational standards for initial approval and reapproval of rehabilitation program providers.

The Commission recognises that approved rehabilitation providers play a critical role in enabling the objectives of occupational rehabilitation to be achieved. By 30 September 2002 Comcare will have assessed all approved rehabilitation providers for ongoing approval against the new criteria and standards. Copies of the criteria and standards can be downloaded from Comcare's web page. www.comcare.gov.au.



Scheme funding

Except for the ADF and licensed self insurers, the costs of claims for workers' compensation for injuries sustained after 30 June 1989 are funded through annual premiums. Under the SRC Act, the Commission set premiums for 2001–2002 and earlier years.

The ACT Government requested a review of its 2001–2002 premium. The review found an error in the consultant actuary's estimate of the premium pool needed for the ACT public sector. The review also found that the consultant actuary had repeated the error in estimating the premium pool for Commonwealth agencies. To correct the error the Commission

- reduced the 2001–2002 premium rate for the ACT public sector from 3.52 per cent of payroll to 3.36 per cent of payroll
- reduced the 2001–2002 premium rate for the Commonwealth sector from 1.02 per cent of payroll to 1.00 per cent of payroll.

The SRCOLA Act moved the authority for setting 2002–2003 and future premiums from the Commission to Comcare. The SRCOLA Act gave the Commission the responsibility of preparing and issuing guidelines for the determination of premiums. The Commission issued such guidelines on 20 December 2001.

For details of 2002–2003 premiums see the Comcare annual report.

Licensing

Introduction

Under the SRC Act, certain Commonwealth authorities and eligible corporations may apply to the Commission for a licence to self-insure their workers' compensation liabilities and/or manage claims. The Commission considers applicants against criteria designed to assess their capacity to meet applicable licence conditions. When granting a licence, the Commission may apply appropriate conditions in addition to those prescribed within the SRC Act.

Eligibility and applications

The Minister is able to declare corporations as being eligible to apply to the Commission for a licence. The SRC Act enables the Minister to consider for declaration

- Commonwealth authorities about to be sold
- former Commonwealth authorities
- corporations that are carrying on a business in competition with a Commonwealth authority or with a corporation which was previously a Commonwealth authority.

During 2001–2002 no such declarations of eligibility were made.

Commonwealth authorities or corporations declared to be eligible may apply to the Commission for a licence. In making an application, the principal officer of the Commonwealth authority or corporation must supply detailed information in relation to its structure, financial details, insurance arrangements, and the existing arrangements for prevention, rehabilitation and workers' compensation of its employees.

Before granting a licence the Commission must be satisfied that

- (a) the applicant has sufficient resources to fulfil the responsibilities imposed on it under the licence
- (b) 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
- (c) 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
- (d) the applicant has the capacity to meet the standards set by the Commission for the rehabilitation and occupational health and safety of its employees.



AaE, an existing licensee, applied to the Commission for a licence under the new Part VIII of the SRC Act — its licence under Part VIII B was due to expire on 30 June 2002. No other licence applications were received by the Commission from corporations or from Commonwealth authorities during 2001–2002. The Commission extended the licence of AaE at its June 2002 meeting.

Existing licence types and new licences

During the year amendments to the licensing provisions of the SRC Act were made as a result of the SRCOLA Act, proclaimed on 1 April 2002. These amendments saw Parts VIII A and VIII B of the Act repealed and replaced by a new Part VIII together with applicable regulations and Ministerial directions. The new Part VIII contains transitional provisions preserving the existing licence classes and conditions for current licensees until licence expiry.

The aim of the amendments was to streamline the SRC Act's complex and prescriptive licensing requirements, while closely paralleling existing arrangements. The five categories of licence have now been replaced with a single generic licence that provides scope for both self-insurance and claims management. The substantive limitations and requirements currently imposed on licensees continue, with Ministerial directions providing general guidance to the Commission to ensure that there will be no extension of the present scope of licences for any particular category of licensee.

Following licence expiry, existing licensees may apply for a new licence under the new Part VIII.

Table 5 on the following page summarises the existing licence types, licensees and expiry dates.

Licence variation

At its June 2002 meeting the Commission agreed to vary, from 1 July 2002, all existing licences to be consistent with the form of the new licence requirements, but without adding to or taking away from existing requirements. The varied licences would set out the relevant period, scope and applicable conditions of licence in a clearer way than the existing form of licence.

Prudential conditions of licence variation

The Commission also agreed to vary the prudential conditions of all existing licences from 1 July 2002. This followed a major review of the existing prudential conditions during the year.

Table 5: Licence types, licensees and expiry dates

LICENCE TYPE	FEATURES	LICENSEE (expiry date)	CLAIMS MANAGEMENT ARRANGEMENTS
Class A (corporations)	<ul style="list-style-type: none"> • Self Insurance • Claims management by Comcare subsidiary 	<ul style="list-style-type: none"> • CSL Limited (30/6/2004) • JRH Biosciences Pty Ltd (30/6/2004) 	Comcare subsidiary (QWL Pty Ltd) Comcare subsidiary (QWL Pty Ltd)
Class B (corporations)	<ul style="list-style-type: none"> • Self Insurance • Self-claims management (with capacity to arrange for a 3rd party claims manager) 	<ul style="list-style-type: none"> • ADI Limited (31/12/2002) • Australian air Express Pty Ltd (31/12/2002) • Network Design and Construction Limited (30/6/2003) • Pacific National (ACT) Limited (formerly trading as NRC Ltd) (31/12/2002) • Telstra Corporation Limited (30/6/2003) • Visionstream Pty Ltd (30/6/2004) 	In house, with claims review function by Comcare GIO General Ltd QWL Pty Ltd QWL Pty Ltd GIO General Ltd GIO General Ltd
Class 1 (Commonwealth Authority)	<ul style="list-style-type: none"> • Self Insurance • Claims management by Comcare 	There are no Class 1 licensees	
Class 2 (Commonwealth Authority)	<ul style="list-style-type: none"> • Insured through Comcare • Self-claims management 	There are no Class 2 licensees	

Continued next page

Table 5 (continued)

LICENCE TYPE	FEATURES	LICENSEE (expiry date)	CLAIMS MANAGEMENT ARRANGEMENTS
Class 3 (Commonwealth Authority)	<ul style="list-style-type: none"> • Self Insurance • Self-claims management 	<ul style="list-style-type: none"> • Australian Postal Corporation (30/6/2003) 	In house
		<ul style="list-style-type: none"> • Reserve Bank of Australia (30/6/2004) 	In house

The Commission sought to model its prudential conditions of licence on the Australian Prudential Regulation Authority’s (APRA) applicable new prudential requirements for the general insurance industry following recent amendments to the *Insurance Act 1973*.

The new prudential conditions are at **Appendix 5**. They seek

- certification by the principal officer of the corporation
- a more reliable and consistent estimation of liability
- an increase to the required level of provisions (to be phased in)
- a higher level of bank guarantee
- greater security of bank guarantees.

Licence conditions and performance standards of licence

The Commission expects licensees to seek ongoing improvements in their occupational health and safety, rehabilitation and claims management performance, 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 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.

Evaluating licence compliance

The Commission reviews the performance of each licensee against its performance outcomes and its conditions of licence through its yearly licence compliance evaluation program. This requires evidence of compliance with prudential conditions, reporting against the Commission's performance measures and participation in audits conducted by Comcare. It also requires provision of a report designed to improve overall performance through regular review of prevention, rehabilitation and claims management systems. This is called a Management Systems Review and Improvement Program (MSRIP) report.

To demonstrate performance, the MSRIP report requires an objective evaluation of the licensee's success in achieving positive and measurable outcomes against the broad objectives of the legislation and against the performance standards of its licence. Comcare and the MCRS, as determining authorities, also provide the Commission with MSRIP reports relating to their relevant operations.

MSRIP reporting for licensees can be conducted externally by Comcare — generally in the year prior to licence expiry, in the first year for a new licensee, or if there have been performance issues.

In 2001–2002 ADI, Australia Post, NDC, RBA, Telstra and Visionstream were accorded MSRIP self assessment and reporting status, with Comcare providing external assessment and MSRIP reporting for AaE and PNL.

Performance standards for licensees are at **Appendix 6**.

Performance indicators

The Commission has been measuring the performance outcomes of licensees and other determining authorities against a set of scheme performance indicators from 1 July 1999. The Commission Indicators allow reporting by determining authorities and licensees on their prevention, rehabilitation and claims management performance outcomes, as well as the cost efficiency of the scheme for each determining authority (for more details see **Scheme Trends and Performance**).



Licensees' and other determining authorities' comments

Licensees and other determining authorities have provided the following comments on key activities and achievements for 2001–2002.

ADI Limited

“2001–2002 has been a particularly challenging year within ADI as implementation of new policies and procedures to bring about cultural change continues. In addition, factors in several business units, including significant changes to management structure and redundancies, appear to have impacted on some results. Conversely, in business units where the change process is more advanced there has been a dramatic improvement in measures such as number of man-hours worked without any lost time incidents.

Injury prevention

The past 12 months has seen the introduction of the first draft of the OHS manual, in particular the OHS Management Framework section of the manual. Once fully implemented, these documents will support the common approach to OHS management in ADI, whilst continuing to promote the cultural change required.

One of our major hazard facilities in Victoria has been extensively involved with the Victorian Workcover Authority in the preparation of our safety case for the licensing of hazardous facilities. The initial HAZID (Hazard Identification) program took 168 working days to complete, comprised some 65 separate workshop programs and was completed in November 2001, 10 weeks ahead of the revised schedule.

In line with ADI's mission to achieve a 'total injury free' workplace the following are the most noticeable OHS achievements during 2001–2002

- introduced general OHS induction
- established the OHS Shared Services Unit
- all major facilities have achieved at least the initial level standard of SafetyMAP
- Job Safety Analysis (including training) introduced
- completed first draft of OHS framework
- completed first draft of ADI OHS manual.

Injury management

Following extensive consultation with employees and their representatives the new Injury Management, Rehabilitation and Compensation Policy, Procedures and Guidelines were introduced in November 2001. Several issues, particularly in relation to the role of the treating doctor and ADI's management of non-work related injury and illness, remain the subject of ongoing consultation.

The most noticeable achievements in this area for the past 12 months include

- ADI's licence renewal until December 2002 and maintenance of its self-audit status following Comcare's audit in September 2001
- reinforcement and support of the practice of early intervention in the management of injuries which has continued to influence the reduction in lost time
- the reinforcement and the continuation of bi-annual file reviews, which has further strengthened our pro-active claims management practices
- a reduction of 15% in the number of open claims
- a further 15% reduction in the estimated valuation of ADI's outstanding claims liability."

Australian air Express Pty Ltd

"Major initiatives and achievements 2001–2002

Australian air Express (AaE) has invested heavily in the implementation of OHS, claims and rehabilitation management systems. A significant investment in our internal and external resources, together with a strong OHS drive by the Chief Executive down through the organisation has impacted on AaE achieving improved results and a positive OHS culture.

Prevention

AaE's prevention activities achieved a reduction in accepted claims from 136 to 108, a 20% reduction for the financial year, despite the demise of Ansett, which increased workload threefold for a number of months. In this environment AaE also achieved a reduction in the P4 indicator from 42.8 to 33.7, being a 20% reduction.

AaE OHS Implementation Program

AaE developed in conjunction with Noel Arnold & Associates an AaE OHS Implementation Program, which was rolled out to each state. The aim of this implementation program was to improve and fully develop the AaE Management System. The program centred on training all levels of management in AaE's OHS procedures and coaching managers to take ownership of OHS.



Outcomes are substantiated by evidentiary improvement in our SRC Commission indicators, and Comcare external audit and internal audits during this financial year.

AaE Continuous Improvement Program

AaE have developed and implemented in conjunction with the OHS consultants an AaE Continuous Improvement Program. Stage 1 of the continuous improvement program has been base line audits conducted by external OHS consultants in all states. The primary goal is validation of the status of the implementation program and follow up of these audits at 6 monthly intervals to evaluate the level of progress against the previous assessment and test other risk profiles ie hazard management, manual handling, plant, culture/PPI/KPI.

Rehabilitation

AaE's commitment to and investment in rehabilitation through early intervention and effective case management is demonstrated by its performance against the SRCC's Performance Indicators — 83% of employees with more than 10 days incapacity are on a return to work plan. This represents an improved performance of 54% compared to 2000–2001 and AaE returned 100% of injured employees to work, which clearly identifies the commitment of AaE's management to the return to work policy.

SRC Act and licence requirements saw AaE case managers undertake Comcare case manager training, which resulted in the 2001–2002 performance improvement in rehabilitation.

AaE continues to raise the profile of rehabilitation and claims management through quarterly rehabilitation and claims meetings and monthly reporting to all states.

Claims management

AaE's claims manager — GIO — continues to demonstrate effective management with 85% of claims accepted within 24 hours. AaE's claims manager exceeds all SRC Commission performance indicators. GIO and AaE have improved claims management for employees by developing AaE tools which ensure determinations can be made within timeframes.”

Australian Defence Force

“Activities and Achievements

A number of initiatives were implemented during the year to further increase Defence's leadership focus on safety and to improve safety performance and the development of a safety culture across the Australian Defence Force. These included

- the Defence Committee endorsed implementation of a Safety Governance System with a set of safety performance requirements that effectively link safety to strategic governance. The system addresses all aspects of Defence business that affect safety, regardless of the organisational structure that is responsible for it
- consistent with the Defence enterprise risk management model, the Defence Safety Management Agency (DSMA) led the development and implementation of safety risk management across the Defence organisation. This process provides a methodology that builds on existing areas of expertise and provides a common approach for the identification, assessment and treatment of safety risks
- the launch of the Defence Safety Manual (SafetyMan) at the *Defence — Serious About Safety* Conference in May 2002. The three day event was attended by approximately a thousand service and civilian personnel
- completion of a Memorandum of Understanding between the Defence Materiel Organisation and the National Occupational Health and Safety Commission (NOHSC) to introduce into project management the benefits of NOHSC research into safety in design and procurement
- implementation of Defence's radiation safety policy which is supported by a dedicated unit within the DSMA.

The Military Compensation and Rehabilitation Service (MCRS), located within the Department of Veterans' Affairs (DVA), has operational responsibility for the delivery of compensation and rehabilitation services to ADF members in accordance with the terms of a Service Level Agreement between Defence and DVA. In 2001–2002, the MCRS sought to further improve its service delivery through initiatives such as

- providing additional resources to support the training and development of MCRS staff through national workshops, general claims management training and the delivery of specific courses to meet the needs of client groups
- further enhancement of the MCRS' quality assurance program with the introduction of QUASARS, a sampling, assessment and reporting tool developed to improve QA examinations. QUASARS provides DVA with a comprehensive, national overview of MCRS work practices through a high level of reporting functionality covering all aspects of the compensation process
- major system improvements which included moving all suppliers to Electronic Funds Transfer and amendments to the DEFCARE decision support and recording systems to accommodate amendments to the SRC Act

- 
- continued growth of the Transition Management Service (TMS) which was established in 2000–2001 to provide services for ADF members facing medical discharge. Almost 800 ADF members received TMS’ assistance in 2001–2002 with civilian employment options, compensation, superannuation, financial planning, transition adjustment, health insurance and community support arrangements.”

Australian Postal Corporation

“Key Activities and Achievements 2001–2002

Injury Prevention

- implemented an updated *Australia Post Occupational Health and Safety Policy* to reflect our Corporate Safety Values and duty of care to contractors
- implemented the *Australia Post National OHS Plan 2001–2002 to 2003–2004* outlining national objectives and strategies to achieve safety excellence with a theme of a “zero injury culture”
- reinforced safe work behaviours focussing on manual handling, motorcycle and load shifting operations
- continued to incorporate safety requirements into the design of all new facilities, equipment, products and work practices
- introduced the DuPont-based *Australia Post Advanced Safety Observation and Feedback Program* to reinforce senior manager safety leadership and participation in safety improvement
- continued the application of the *Australia Post OHS Management System Quality Assurance Program* to promote continuous improvement in injury prevention.

Injury Management

- reduced the valuation of outstanding workers’ compensation claim liabilities by \$3.1 million
- implemented a revised national Injury Management (Early intervention) Program incorporating the views of Comcare, unions and internal stakeholders
- revised the RTW Legislative Application Principles to enhance the quality of decision making and to further clarify the procedural application and documentation between Injury Management (Early Intervention) and SRC Act RTW

- enhanced the Injury Management Compliance and Improvement Program to reflect the more technical focus on compliance as demonstrated by the Evaluation and Analysis Group, Comcare. The program scope was also broadened to specifically include the systematic evaluation and auditing of disputed workers' compensation claims
- introduced a Workers' Compensation Premium and Performance Monitoring System to ensure managers' continuing focus on injury prevention and management
- achieved improved or continued good performance against all of the SRCC's claims management performance indicators
- established a Workers' Compensation Legal Panel to reduce costs, improve consistency and more effectively manage disputed workers' compensation claims. A review of the management of disputed workers' compensation claims by external consultants was also conducted
- commenced participation in the Return to Work Monitor employee survey, which will provide further information upon which to refine and improve rehabilitation management systems
- provided all employees with a new induction kit to assist employees understand Australia Post's values, objectives and commitments and which included specific sections on injury prevention and management."

Comcare

"Comcare's injury management services

Comcare provides injury management services to Commonwealth and ACT Government employers and injured employees around Australia. This part of the Commonwealth jurisdiction covers 169,257 employees, employed by more than 170 Commonwealth agencies and the ACT Government. The authority for these services is the Safety, Rehabilitation and Compensation (SRC) Act 1988.

Comcare's Operations

Comcare's major focus in 2001–2002 has been on improving injury management practices and processes and in managing the Commonwealth's overall workers' compensation liability effectively. It has continued to work with customer agencies to reduce the frequency, severity and cost of claims and to ensure that where injury occurs at work, the employee had access to the most appropriate treatment and return to work plans.



The major challenge in 2001–2002 and 2002–2003

The major challenge faced by Comcare and its customer agencies in 2001–2002 and 2002–2003 is dealing with significant premium increases for a number of Commonwealth agencies. Overall, the average premium rate for the Commonwealth increased by 13%.

At an average rate of 1.13% of the wage and salary bill, the rate is still very competitive compared to other jurisdictions but the trends underlying the increase require immediate action to ensure that the price rises are contained.

Our response

This need to manage the trends has meant a significant refocus in our organisational priorities. All areas of Comcare are working on improvement and premium reduction strategies. The major focus of these is

- reducing duration — that is, the amount of time injured workers are out of the workplace
- reducing medical and legal costs
- analysing and working on the major areas of pressure within the Commonwealth — types of injury, specific customers, specific workforce trends or the impact of other more general economic and social factors.

All areas of Comcare are working on improvement strategies and the range of premium reduction strategies mentioned in the Comcare Annual Report.

The emphasis is on developing and implementing

- early intervention strategies — designed to ensure that injured employees receive appropriate treatment, case management and information as quickly as possible
- active return to work and rehabilitation management strategies — designed to ensure that Comcare, the employing agency and all others involved are working towards getting the injured worker back into the workforce as quickly as possible
- active high cost and high risk claims management strategies — designed to focus effort on the claims with the greatest impact on the injured worker and the costs of the workers' compensation scheme as a whole
- customer specific strategies aimed at reducing liabilities — designed to work with individual agencies to develop appropriately targeted strategies and systems for injury management. These also include a range of other joint activities aiming to improve occupational health and safety and workers' compensation

- policy, systems, quality assurance, learning and development and a range of other support services for the claims teams and Comcare as a whole
- active claims review and management of pre-premium and other older claims — designed to ensure that claims management practices are appropriate for dealing with older claims and to ensure that all reviews and other management interventions are tailored to the claim, its type and history.”

Network Design and Construction Limited

“During the year, NDC was impacted significantly by the slump in the telecommunications industry which resulted in NDC having to retrench about 30% of the workforce.

Notwithstanding the significant disruption that retrenchments of this order causes, NDC’s OHS performance continued to improve finishing the 2001–2002 year on 7.3 Lost Time Injury Frequency Rate (LTIFR) against 7.7 for 2000–2001. This result reflects the trend of an increasing number of LTI’s resulting in compensation claims, and is believed to be related to the current uncertain working environment in NDC.

2001–2002 also saw improvement in all the claims indicators compared to 2000–2001, except for C3 (time taken to determine new claims). This deteriorated from 65 days to 70 days due to a small number of claims being lodged by employees significantly after the date of injury.”

Reserve Bank of Australia

“The Reserve Bank of Australia has held a Class 3 licence since 1996. Since then, the number of OHS incidents in the Bank has fallen some 42%. This is partly due to downsizing and contracting out some functions but is also a reflection of a greater awareness by staff of OHS issues, particularly hazard management. Over the past two years, hazard assessments have been progressively completed for all areas of the Bank and staff have an increased understanding of hazard reporting arrangements. Of the 75 incidents reported in 2001–2002, only 35 occurred “at work” and of the 15 claims for workers’ compensation, only two involved “at work” incidents. Neither required the implementation of a formal return to work plan.

The Bank’s Management Systems Review and Improvement Program Report for 2001–2002 again identified a satisfactory level of effectiveness in systems for managing health and safety in the workplace, rehabilitation and compensation. In part this reflects the resources that are able to be focussed, because of the low number of claims, on pro-active prevention strategies and early intervention return to work programs. A number of areas for improvement were also identified. During the year a review of the Bank’s OHS Plan was commenced. Principal



aims are to provide enhanced training arrangements for staff and visitors and more readily available OHS information, particularly in relation to legislative requirements. The workplace Health and Safety Committee at the Bank's Head Office in Sydney continued to monitor incidents and claims and take an active role in hazard management, including OHS aspects during the building consolidation works in progress during the year."

Telstra Corporation Limited

"Key Activities and Achievements 2001–2002

At Telstra we are committed to providing a safe workplace, one that is free from injury or disease. With continuous enhancements in the integrated arms of prevention, claims management and return to work, we strive to ensure that accidents and any resultant suffering are minimised. It is this commitment that has made us leaders in the health and safety sphere.

Keeping our people safe

We continue to improve Telstra Care, our comprehensive health and safety management system, that was introduced in 1997. Telstra Care provides a robust framework and the necessary tools for our managers and employees to manage the hazards in their work activities. Importantly, should an incident occur we strive to minimise any impact on our people and the company, and learn from what we find.

Leadership

Telstra expects its leaders to be committed to providing an injury and disease-free workplace.

A key example of our commitment is our Leadership in Safety Program that all of our senior and middle managers attend.

The interactive session fosters awareness of health and safety issues and provides information and skills on being a safety leader. This is part of a wide range of health and safety training courses available for all of our people.

Measuring performance

Telstra is continually measuring and auditing its safety performance. Managers conduct self assessments to determine their compliance with the Telstra Care Standards and the effectiveness of the health and safety measures they provide. In addition, through 2001–2002, Telstra Care conducted an extensive program of more than 100 external audits to provide managers with feedback on possible improvements in order to address their issues.

Working with other organisations

Outside of the company, Telstra has had a long association with a number of organisations, including the National Safety Council of Australia. Telstra is proud to be a major sponsor for the NSCA Safety Awards of Excellence, made to organisations that have contributed to better OHS in Australia.

Implementing initiatives

Prevention initiatives in the past year have included

- enhancement and consolidation of our hazard management processes to ensure that goods and services brought into the company do not pose a threat to our people, property, contractors or the public
- conversion of a number of face-to-face health and safety training courses to provide an on-line option to promote flexibility in attendance
- ensuring that our people who are employed overseas, either in short term capacities or longer term placements are able to carry out their work activities safely in environments that contain new or unusual hazards
- expansion of our safety database for products approved for use in Telstra eg chemicals and machinery. The safety data provides a practical source of health, safety and environment information about products used in Telstra
- development of web-based information to promote personal health and wellbeing, community health and public health issues.

Being there: reducing the impact

The results of our strong prevention program are reflected in our statistics. The number of Lost Time Incidents and the Lost Time Injury Frequency Rate has been steadily reducing in Telstra for the last few years. We are hurting less of our people each year, and each year we get closer to our goal of zero injury and disease. When our people do get hurt, the severity is less, and we continue to improve in helping our people come back to work earlier.



Claims management and return to work

We have undertaken a comprehensive review of our workers' compensation and rehabilitation functions. There have been changes to the claims management processes including closer lines of communication between the claims management provider and Telstra managers.

The review also resulted in a change to return to work providers. Strategies such as regular workshops have been adopted to foster a close working relationship with the company and to provide feedback on their performance.

Telstra has recently created and refined an overall compensation and rehabilitation audit methodology. In addition to measuring the regulatory requirements of compensation and return to work companies, the audits evaluate the management systems of the providers with a view to continuous improvement of these functions.

To allow managers to effectively manage their claims and rehabilitation activities, a web-based interface has been developed so that up-to-date information on active cases is available for decision making. The ready availability of user-friendly information on the Intranet plus on-line learning modules has enhanced the skills and capabilities of our managers in the effective management of injured workers.”

Visionstream Pty Ltd

“Key Activities and Achievements

Prevention

- 38% improvement in Lost Time Injury Frequency Rate
- implementation of positive performance indicators in health, safety and environment reporting
- introduction of risk management focus with largely sub contracted workforce
- enhancement of Subcontractor in Induction Program
- implementation of company intranet with strong focus on health, safety and environment. The intranet contains links to legislation and a library of Job Safety Analyses, Inspection & Test Plans and Safety/Environmental Alerts
- commitment and resources to upgrade our certification from SafetyMap Initial Level to AS 4801 Safety Management System by the end of 2002.

Claims Management and Rehabilitation

Visionstream have an efficient and effective claims management and rehabilitation process. Visionstream's claims manager GIO provided a very rapid turnover time determining all claims within 2 days of receipt (on average).

Quarterly claims management meetings are held between Visionstream, GIO, local case managers, the rehabilitation provider and legal counsel to plan strategies for the management of each claim. This has resulted in the successful closure of most long-term claims in the past 18 months.

Visionstream's rehabilitation procedures were developed and implemented through a training course for all case managers in June. This means that case managers are all operating to standard procedures, and from a common understanding of the requirements of the SRC Act, with respect to rehabilitation.”



Appendix 1 — Progress with legislative reform

SRC Act

The *Safety, Rehabilitation and Compensation and Other Legislation Amendment Act 2001* (the SRCOLA Act) received royal assent on 1 October 2001. The SRCOLA Act amended the SRC Act by

- enabling compensation payments to ex employees to be updated by reference to a prescribed index
- clarifying that there is no entitlement under the SRC Act to a lump sum payment for non-economic loss for a permanent impairment occurring prior to 1 December 1988 except where a claim has been lodged before the introduction of this amendment (7 December 2000)
- clarifying provisions relating to the calculation of compensation
- enabling all employees to receive weekly compensation payments beyond the age of 65 for a maximum period of 104 weeks if they are injured after the age of 63
- ensuring that persons providing rehabilitation services meet acceptable standards through a range of measures
- ensuring that dependants of deceased employees are not barred from taking action at common law
- improving access to compensation for permanent impairment for hearing loss
- streamlining the existing complex licensing arrangements
- amending provisions relating to premiums and regulatory contributions
- amending various technical and miscellaneous provisions
- including as a member of the Commission a member nominated by the Chief Minister of the ACT to represent the interests of ACT public sector employers.

SRC Act and OHS(CE) Act and regulations — penalty provisions

Since the Criminal Code was enacted in 1995 all Commonwealth legislation with criminal provisions has been gradually amended to modernise and standardise the criminal law across the Commonwealth. In line with this, amendments were made to the penalty provisions in both the SRC Act and the OHS(CE) Act. In addition penalty provisions in both the Occupational Health and Safety (Commonwealth Employment) Regulations and the Occupational Health and Safety (Commonwealth Employment)(National Standards) Regulations 1991 were amended with effect from 15 December 2001.

Regulations — supporting SRCOLA changes

On 27 March 2002 the Executive Council approved regulations to implement amendments made to the SRC Act in Schedule 2 to the SRCOLA Act. The regulations prescribe a number of matters essentially to streamline licensing arrangements, to introduce new approval processes for rehabilitation providers and to clarify provisions relating to compensation.

These Regulations repeal the Safety, Rehabilitation and Compensation Regulations 1990 (the 1990 Regulations), but replicate all provisions of those Regulations (except for one redundant provision). This approach was taken as a matter of drafting style, to make the Regulations more readable by avoiding complex renumbering.

The SRCOLA Act received royal assent on 1 October 2001. The Regulations implement this Act by prescribing

- additional categories of health professionals who can provide “medical treatment” as defined in the SRC Act to enable the costs of such treatment to be reimbursed to the claimant without the need for referral by a medical practitioner (Regulation 17)
- an index for determining the appropriate amount of compensation for ex-employees in relation to increases in normal weekly earnings. There are also provisions for the method for calculating the increase in normal weekly earnings (Part 2 of the Regulations)
- the renewal periods for approval as a rehabilitation program provider, as well as the fees for applications for initial approval and renewal of that approval (Part 3 of the Regulations)
- a “prescribed day” for the annual date by which information must be provided to Comcare for estimating salary and wages to be paid to employees during the next financial year (Regulation 19)
- the form for an application for a licence, as well as the required particulars of the applicant, and other information and documents which must be contained in or accompany licence applications (Part 4 of the Regulations)
- the consequences of revocation of a licence and suspension of a licence (Part 5 of the Regulations).

A technical amendment was made concerning a provision in the repealed 1990 Regulations to delete a duplicated reference to the Commissioner of the Australian Federal Police.

The commencement date of the Regulations was 1 April 2002, except for Regulation 19 which had 1 July 2002 as its commencement date. These commencement dates mirror the relevant commencement dates under the SRCOLA Act.



Ministerial directions

Section 101 of the SRC Act, which was inserted by the SRCOLA Act, provides that the Minister's power to give directions to the Commission under section 89D extends to directions concerning any matter relating to the grant of licences issued under Part VIII of the SRC Act.

On 27 March 2002 Ministerial directions to the Commission were gazetted. The commencement date of the directions was 1 April 2002.

The Ministerial directions cover the following matters relating to the granting of licences under Part VIII of the SRC Act

- the criteria and procedures for the Commission to follow when granting licences under the Act
- the scope and conditions of licences granted by the Commission under the Act
- the criteria and procedures that the Commission must follow when suspending or revoking licences
- notices to be given by the Commission on granting, varying, suspending and revoking licenses
- record keeping and reporting requirements for the Commission.

The Ministerial directions operate in conjunction with the new legislative provisions dealing with licences in the SRC Act. The directions retain most limitations and restrictions on licences under the previous licensing provisions in the SRC Act which have not been included in the new streamlined provisions.

Declarations under both Acts — volunteers

Subsection 5(6) of the SRC Act provides for the Minister to declare classes of persons who engage in activities at the request or direction, or for the benefit of the Commonwealth or a Commonwealth authority to be employed by the Commonwealth for the purposes of the Act. Subsection 9(5) of the OHS(CE) Act contains an identical requirement.

The Minister made declarations in 2001–2002 with respect to volunteers assisting in the administration of the Commonwealth Heads of Government Meeting (CHOGM), persons holding honorary rank in and representatives of philanthropic organisations working with the ADF, and volunteers in the Sydney Harbour Federation Trust.

Other declarations — Commonwealth authority

The Minister may also declare a body corporate in which the Commonwealth holds a controlling or substantial interest to be a “Commonwealth authority” for the purposes of the definition at subsection 4(1) of the SRC Act. The effect of such a declaration is that the employees of the body corporate receive workers’ compensation coverage under the provisions of the SRC Act.

National Rail Corporation Ltd, now trading as Pacific National (ACT) Limited (PNL), had previously been declared to be such an authority. The Minister revoked this declaration with effect from 1 July 2001. Since that date PNL has held a self-insurance licence under the SRC Act.

Other declarations — rate per kilometre

Subsection 16(6) of the SRC Act provides that employees who use their own motor vehicles are liable for compensation when travelling more than 50 kilometres to obtain medical treatment for their compensable injuries. On and from 1 July 2001, the Minister declared that for the purposes of subsection 16(6) of the SRC Act the rate per kilometre is 42 cents.



Appendix 2 — 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 the OHS(CE) 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 secretarial 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(CE) Act)
- freedom of information (section 8 of the *Freedom of Information Act 1982*)
- 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*.

Readers should refer to the 2001–2002 Comcare annual report for this information.

Appendix 3 — Statutory reporting requirements under the OHS(CE) Act

Directions

As at 30 June 2002, the Minister for Employment and Workplace Relations had not issued a direction to the Commission under subsection 12(2) of the OHS(CE) Act.

Appeals

During the year, three appeals under section 48 of the OHS(CE) Act were instituted against investigators' decisions.

Plant licences

Division 10 of Part 4 — Plant, of the *Occupational Health and Safety (Commonwealth Employment) (National Standards) Regulations 1994* — (the OHS(CE)(NS) Regulations) requires that the Commission report to the Minister under section 75 of the OHS(CE) Act particulars of any licences granted by the Commission under Division 8 of the plant regulations.

The information being reported this year is more detailed than in previous years, and is intended to provide more information on the plant licences within the Commonwealth.

Table 6: Plant licences granted

AGENCY	1 Boiler	2 Pressure vessel	3 Tower crane	4 Building maintenance unit	5 Amusement structure	6 Truck mounted boom	7 Mobile crane	TOTAL
Airservices Australia	1	4						5
ANU	1	12						13
Christmas Island Power Authority		7						7
CSIRO	1	12		1				14
National Gallery		2						2
National Museum	2							2

Continued next page



Table 6 (continued)

AGENCY	1 Boiler	2 Pressure vessel	3 Tower crane	4 Building maintenance unit	5 Amusement structure	6 Truck mounted boom	7 Mobile crane	TOTAL
National Rail							2	2
NDC		1						1
Telstra							1	1
TOTAL:								47

Table 7: Plant licences granted (renewals)

AGENCY	1 Boiler	2 Pressure vessel	3 Tower crane	4 Building maintenance unit	5 Amusement structure	6 Truck mounted boom	7 Mobile crane	TOTAL
Anglo Australian Observatory				4				4
ANU		3						3
High Court				4				4
Port of Christmas Island			1					1
Reserve Bank		11		2				13
Royal Australian Mint	2	12						14
Snowy Mountains Hydro Electric Authority							2	2
Telstra							4	4
TOTAL:								45

Notes: The types of plant are determined by Schedule 6 to the OHS(CE)(NS) Regulations
 All licences are for a 4 year period, as per sub paragraph 4.43(1)(a)(iv) or 4.43(2)(a)(ii) of the regulations
 All licences granted identify the conditions of licence from paragraphs 4.45(1)(a) – (d) as well as
 4.45(3)(a) – (c) of the regulations.

Table 8: Number of investigations commenced

	98–99	99–00	00–01	01–02
Total investigations	216	239	230	134

Note: Data in this table for 2000–2001 has been revised as a result of review of records and improvements to data management systems.

Table 9: Instances notified under s44 and directions given under s45

	98–99	99–00	00–01	01–02
Notices issued under s44 ¹	5	2	0	1
Directions given under s45 ²	8	2	1	11

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

2 Section 45 refers to occasions on which an investigator has issued a ‘Do not disturb’ notice — that is, exercised a power to direct that a workplace not be disturbed pending or during an investigation.

Table 10: Number of notices issued under s46-47 and number of s53(4) requests

	98–99	99–00	00–01	01–02
Notices issued under s46-47 ¹	36	9	14	8
Section 53(4) requests ²	112	89	158	136

1 Section 46 refers to prohibition notices and section 47 refers to improvement notices. Both are issued by investigators.

2 Subsection 53(4) is a power to request employers to provide to the Commission particulars of actions taken as a result of conclusions or recommendations contained in a report of investigation.

Note: Data in this table for 2000–2001 has been revised as a result of a review of records and improvements to data management systems.

Table 11: Notification and reporting of dangerous occurrences and accidents under s68

	98–99	99–00	00–01	01–02
Notifications	4,599	3,599	4,231	4,139
Reports	1,303	N/A	N/A	N/A

Note: The OHS(CE) regulations specify criteria for notifying accidents and dangerous occurrences to the Commission. From 1 January 1999, separate reports were no longer required.



Appendix 4 — General conditions of licence

General Conditions

1. The Licensee is subject to the conditions set out in subsection 108H (1) of the SRC Act which provides as follows

“108H.(1) A licence is subject to:

- (a) a condition that the corporation and any person acting on its behalf will comply with the requirements of this Act (including any directions given by the Commission) that are applicable to it; and
 - (b) without limiting the generality of paragraph (a), a condition that the corporation will pay any fees referred to in section 108Q that are applicable to it; and
 - (c) a condition that the corporation will obtain such bank or other guarantees or other securities as the Commission directs for the due discharge of the corporation’s liability in respect of claims, or particular classes of claims, under this Act or in respect of so much of that liability as exceeds a specified amount; and
 - (d) a condition that the corporation will comply with all the requirements of any applicable laws of the Commonwealth, of a State or of a Territory with respect to the safety, health and rehabilitation of employees.”
2. The licence is also subject to the following conditions and, where the context permits, Licensee includes the Claims Manager.

Privacy Requirements

3. The Licensee must comply with the requirements of the *Privacy Act 1988* (Cth) as are applicable to the Licensee.
4. The Licensee must have regard to guidelines issued by the Privacy Commissioner under the *Privacy Act 1988* (Cth), but must comply with any such guidelines dealing with covert surveillance of employees.

Audits

5. 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.

Failure to comply with conditions or change in circumstances

6. The Licensee must notify Comcare in writing immediately that it becomes aware

- (a) that the Licensee has not complied with, or is likely not to comply with, a condition of this licence or
- (b) of any event that may materially impact upon its suitability to hold a licence, including its capacity to meet its liabilities under the SRC Act or
- (c) of any material change to its legal structure, ownership or control.

Information and reporting requirements

- 7. On written request of the Commission, the Licensee must give to the Commission, within the timeframe and in such a form and at the place as specified in the request, such information relating to the Licensee's operations under the SRC Act as is specified in the request.

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

Specific Conditions

For licensees who have a third party Claims Manager

Claims Manager

- 8. The Licensee is responsible for ensuring that the Claims Manager complies with the conditions in this licence.
- 9. 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) permit the Licensee to conduct at least an annual audit of the Claims Manager's performance ("**Performance Audits**") in accordance with audit methodology approved by the Commission or as otherwise required by the Commission
 - (f) provide the Licensee with reasonable access to the Claims Manager's records, premises and personnel to enable the Licensee to carry out Performance Audits

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- (g) 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 or in relation to the SRC Act and
 - (h) 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.

- 10. The Licensee must
 - (a) conduct at least once every year a Performance Audit of the Claims Manager and
 - (b) within six weeks of the completion of each Performance Audit, give the Commission a written report on the Claims Manager’s performance for the period covered by the audit.
- 11. The Licensee must be accountable for all claims-management policies issued by the Claims Manager.
- 12. 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.
- 13. The Licensee must enter into and maintain a written contract with the Claims Manager and if requested to do so, give a copy of the contract to the Commission.
- 14. 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

- 15. The Licensee shall comply with the Prudential Conditions.

Performance Conditions

- 16. The Licensee shall comply with the Performance Standards.

Appendix 5 — 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 30 September 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 and
 - (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 and
 - (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 Australia (IAA), or any body substituted therefore, with at least three years’ post-qualification experience as an actuary in general insurance and
 - (b) be prepared 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 and
 - (c) must be addressed by the actuary to the Commission and
 - (d) must be provided by the Licensee to the Commission
 - (i) for the financial year 2002–2003 — by 1 July 2002, unless the Commission gives the Licensee written notice that it has extended that date to another date, which will not be later than 30 September 2002
 - (ii) in any other case and for each year after the year in which the licence is granted — on 1 July 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) provision must be made to at least the 50th percentile (net central estimate) for the 2002–2003 accounts
 - (ii) provision must be made to a level greater than the 50th percentile level of sufficiency (net central estimate) for the 2003–2004 accounts and
 - (iii) provision must be made to at least the 75th percentile level of sufficiency for the 2004–2005 accounts.
- (b) contain a calculation of each of the matters specified in Prudential Condition 4 and be in compliance with the directions of the Licensee required by Prudential Condition 4.5 and
- (c) contain a recommendation of the reinsurance policy retention amount (excess amount) referred to in Prudential Condition 5 and
- (d) 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.

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

3. Yearly accounts

3.1. This Prudential Condition applies if the Licensee is a Licensed Corporation.

3.2. The Licensee must

- (a) lodge with the Commission, within 120 days after the end of each accounting period, a copy of the accounts required under the law of the place of the Licensee's incorporation for the accounting period and
- (b) include, and identify, in those accounts 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.

3.3. The provision mentioned in 3.2(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.

3.4. 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 Condition 2.2.

- 3.5. It will be sufficient compliance with Prudential Condition 3.3 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.
- 3.6 For the purposes of Prudential Condition 3.3, "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 and
 - (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
- (a) for the financial year 2002 – 2003 — by 1 July 2002, unless the Commission gives the Licensee written notice that it has extended that date to another date, which will not be later than 30 September 2002
 - (b) in any other case — on 1 July of the financial year to which it relates.
- 4.4. The bank guarantee must be for an amount calculated by the actuary as a total of steps 1–3 below
- Step 1** — liability estimation at 75th percentile level of sufficiency, as (a+b-c) @ 75th percentile where
- (a) = the latest actuarial assessment of outstanding claims liability — at 75th percentile (no diversification discount to be applied).
 - (b) = an actuarial assessment of expected liability for new claims arising in the forthcoming year — at 75th percentile.
 - (c) = an actuarial assessment of the total amount expected to be paid on all claims during the forthcoming year — at 75th percentile.



subject to a minimum of (a) except that, for new Licensees in the first year of its licence, the minimum shall be (b).

Items (a), (b) and (c) are to include an allowance for the cost of administering claims. Items (a) and (b) are net of reinsurance recoveries.

Step 2 — add extra sufficiency for one catastrophe event (one ‘maximum event retention’) by adding equivalent of reinsurance retention (excess amount) calculated in accordance with Prudential Condition 5.

Step 3 — add counter-party risk percentage of the reinsurance retention amount according to the credit agency (equivalent to Standard and Poor’s) group rating of the reinsurer — consistent with APRA’s Guidance Note GGN 110.4.

- 4.5. In preparing the Liability Report for the purposes of Prudential Condition 2, the Licensee must direct the actuary to
 - (a) calculate Step 1 to a range of levels of sufficiency from the 75th to the 99.5th percentile level and to include this result in the actuary’s report and
 - (b) base the calculation on a full statistical analysis of data, trends and variability.

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 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 Commission within seven days of the issuing of the new policy and
 - (b) inform the Commission.

Appendix 6 — Performance standards and measures for licensees

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

1. Commitment and policy

The Licensee develops its prevention, rehabilitation and claims management policies and objectives in consultation with its employees and, where requested by any member in the undertaking, their representative organisations.

1.1 Performance Standards

1.1.1 Policies will

- (i) accept the requirement for compliance with legislation and regulations
- (ii) promote the principle of continuous improvement
- (iii) where appropriate, be integral with and relevant to the Licensee's management systems, activities and employees
- (iv) identify responsibilities and accountabilities for relevant employees
- (v) promote communication of relevant information to employees
- (vi) recognise the Licensee's duty of care to all persons in the workplace
- (vii) recognise a hazard management approach to prevention
- (viii) recognise commitment to effective rehabilitation of injured employees and
- (ix) provide for fair and equitable outcomes.

1.2 Performance Measures

1.2.1 There is evidence

- (i) of policies which confirm the Licensee's commitment to effective management of health and safety, rehabilitation and claims
- (ii) that these policies are communicated to employees
- (iii) of prevention management systems which recognise continuous improvement and which are based upon a hazard management approach

- 
- (iv) of consultation in accordance with the licence conditions and
 - (v) that management plans for rehabilitation and claims management are designed to ensure effective rehabilitation of injured employees, and equitable, efficient and effective claims management.

2 Planning

The Licensee develops plans to fulfil its policies and objectives.

2.1 Performance Standards

2.1.1 The Licensee's plans will

- (i) address compliance with relevant legislative and regulatory requirements
- (ii) identify program objectives and appropriate performance measures where relevant
- (iii) include programs to identify, evaluate and control hazards in the workplace
- (iv) provide for corrective action identified through any incident investigation process
- (v) include programs to identify the Licensee's core rehabilitation and claims management activities and to provide direction regarding performance outcomes and
- (vi) identify appropriate training requirements and include relevant training plans.

2.2 Performance Measures

2.2.1 There is evidence that

- (i) health and safety plans for each workplace are risk based and take account of employee input
- (ii) health and safety training plans for each workplace are consistent with health and safety plans and
- (iii) plans identify the Licensee's core rehabilitation and claims management activities.

3 Implementation

The Licensee demonstrates the capabilities and support mechanisms that are necessary to achieve its policies and objectives.

3.1 Performance Standards

- 3.1.1 In implementing its plans the Licensee will
- (i) allocate adequate resources to support its programs
 - (ii) implement relevant training programs
 - (iii) ensure that only rehabilitation service providers approved by Comcare under Part III of the SRC Act are utilised
 - (iv) communicate defined responsibilities to relevant employees and service providers
 - (v) implement arrangements to ensure that employees are aware of their rights and obligations under the SRC Act
 - (vi) maintain the relevant level of reporting, records and/or documentation to support the Licensee's programs and legislative compliance and to ensure an appropriate audit trail and
 - (vii) establish procedures to maintain the confidentiality of information and appropriately apply the requirements of the *Privacy Act 1988*.
- 3.1.2 In implementing its prevention plans the Licensee will implement
- (i) a hazard management process that includes identification, evaluation and control
 - (ii) a relevant prevention training program
 - (iii) programs to meet the Licensee's duty of care for all persons in the workplace and
 - (iv) programs to ensure that work-related injuries and diseases and relevant incidents are promptly reported, investigated and action taken when appropriate, including early assessment for rehabilitation.
- 3.1.3 In implementing its claims management plans the Licensee will
- (i) implement mechanisms to inform employees of the status of their claims
 - (ii) implement mechanisms to give employees a reasonable opportunity to provide information or comment when claims for ongoing liability are being assessed or reviewed

- 
- (iii) implement cost effective mechanisms for determinations and reviews in respect of claims to be made accurately and promptly and guided by equity, good conscience and the substantial merits of each case without regard to technicalities and
 - (iv) ensure consultation between persons responsible for managing claims, persons responsible for managing rehabilitation, and rehabilitation providers (as appropriate).

3.2 Performance Measures

3.2.1 There is evidence

- (i) that health and safety plans for each workplace are appropriately actioned
- (ii) that health and safety training plans are appropriately actioned
- (iii) that rehabilitation management plans are appropriately actioned
- (iv) that claims management plans are appropriately actioned
- (v) that incidents are investigated and where appropriate have fully documented incident investigation reports and where appropriate corrective action is implemented and
- (vi) of appropriate mechanisms for informing employees of their rights in respect of claims, and of the status of individual claims.

4 Measurement and evaluation

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

4.1 Performance Standards

The Licensee will

- (i) maintain and monitor planned objectives and performance measures for key elements of its programs
- (ii) conduct a program of internal audits to ensure performance of its prevention, rehabilitation and claims management systems and ensure that these audits are performed objectively by competent personnel
- (iii) ensure that the outcomes of internal audits are appropriately documented and that necessary corrective actions are identified, prioritised and implemented

- (iv) if granted self audit status, ensure all self audits are conducted in accordance with the requirements of the Commission by competent personnel
- (v) if granted self audit status, ensure that self audit reports and corrective action plans are certified at an appropriate senior executive level
- (vi) provide the Commission with accurate reports in relation to its performance in the form and at intervals as requested by the Commission and
- (vii) report to its employees on outcomes and results of audits — both internal and external.

4.2 Performance Measures

- (i) Results of self-audits conducted by the Licensee during the relevant licence period.
- (ii) Reporting against jurisdictional indicators adopted by the Commission.

5 Management systems review and improvement

The Licensee regularly reviews its prevention, rehabilitation and claims management systems, with the objective of improving its overall performance.

5.1 Performance Standards

The Licensee will

- (i) analyse the level of achievement of documented objectives and performance measures to determine areas requiring corrective or preventive action and utilise the results to promote continuous improvement strategies and
- (ii) review, at appropriate intervals, the scope and content of its policy statements and supporting policies and procedures to ensure their continued suitability and effectiveness.

5.2 Performance Measures

5.2.1 There is evidence that

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



Appendix 7 — Record keeping and reporting requirements under the *Safety, Rehabilitation and Compensation Directions 2002*

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 12: Record keeping requirements under SRC Directions 2002

Applications for licences	One
Refusals to grant licences	Nil
Grants of licences, including the scope of the licences and the conditions to which the licences are subject	The Commission varied all licences, in particular the prudential conditions of licence (see chapter on Licensing for details). It published these variations in Commonwealth of Australia Gazette No. P8, 1 July 2002. It extended AaE's licence from 1 July 2002.
Expiry of licences	AaE, 30 June 2002
Suspension of licences	Nil
Revocation of licences	Nil

Appendix 8 — List of accredited providers of training for health and safety representatives

ORGANISATION	ACCREDITED TO
ACTU/TLC	4 December 2002
Australian Broadcasting Corporation	4 December 2002
Australian Taxation Office	30 August 2002
Australia Post/CEPU (Post and Telecommunications Branch)	30 August 2002
Centrelink	4 December 2002
CEPU (NSW Telecommunications and Services Branch/TLC)	4 December 2002
CPSU Advantage Ltd	30 August 2002
CSIRO	2 April 2003
OH&S Associates (Australia) Pty Ltd	30 August 2002
SITE-SAFE Health, Safety and Risk Management Consultants Pty Ltd	2 April 2003
Telstra	5 July 2003

Acronyms

AaE	Australian air Express Pty Ltd
AAT	Administrative Appeals Tribunal
ACTU	Australian Council of Trade Unions
ADF	Australian Defence Force
ADI	ADI Limited
CEO	Chief Executive Officer
Commission	Safety, Rehabilitation and Compensation Commission
CPM	Comparative Performance Monitoring
FTE	Full time equivalent, in the context of staffing levels
HSR	Health and Safety Representative
MCRS	Military Compensation and Rehabilitation Service
MSRIP	Management Systems Review and Improvement Program
NDC	Network Design and Construction Limited
NOHSC	National Occupational Health and Safety Commission
OHS	Occupational Health and Safety
OHS(CE) Act	<i>Occupational Health and Safety (Commonwealth Employment) Act 1991</i>
RBA	Reserve Bank of Australia
RTW	Return to work
SRC Act	<i>Safety, Rehabilitation and Compensation Act 1988</i>
SRCOLA Act	<i>Safety, Rehabilitation and Compensation and Other Legislation Amendment Act 2001</i>
WRMC	Workplace Relations Ministers' Council

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