

Annual WHS and Wellbeing Report - 2022-23

Overview

In accordance with the Work Health and Safety Act 2011 and our overarching Work Health and Safety Management System Policy, Treasury continues to implement strategies to assist employees in enhancing their personal wellbeing with an emphasis on prevention, early intervention, maintaining good mental health and reducing the impact of stress and fatigue.

Treasury's mandatory Compliance Training Program includes a Work Health and Safety module that all employees must complete annually. This module covers all expectations that employees and managers are to follow to ensure they are aware of and implement their health and safety obligations under the Work Health and Safety Act 2011. The training provides an understanding of roles and responsibilities, how to manage risks and includes practical steps Officers need to take to exercise due diligence.

POSB will continue to build resources and programs that will drive positive outcomes for all employees. As shown in the recent Census results, 'I think my agency cares about my health and wellbeing' received a positive result of 70%, which is 9% higher than the APS overall. This was further supported by "I believe my immediate supervisor cares about my health and wellbeing" receiving a 90% positive sentiment; indicating that our programs, advice, and support are having a positive impact throughout all levels at the Treasury.

Work Health and Safety

Work Health and Safety Management System

In June 2023 a gap analysis of the Work Health and Safety Management System was undertaken by external provider, Safety Australia, to ensure that Treasury:

- has a baseline understanding of what is currently in place
- is meeting WHS obligations, especially regarding the recent legislative changes implemented around psychological safety, coming into effect in the Commonwealth jurisdiction as of 1 April 2023
- to identify any opportunities for improvement.
- The outcomes and recommended actions for improvement will be made available after June 2023.

WHS Networks

In accordance with the Act, Treasury engaged and consulted on employee safety matters regularly through its Health and Safety Committee (HSC) in 2022 – 23. The HSC met quarterly to discuss key WHS matters, including the Mental Wellbeing Strategy.

As at 30 June 2023, Treasury had:

- 12 Health and Safety Representatives
- 19 Workplace Harassment Officers
- 25 First Aid Officers
- 67 Emergency Officers

These positions assist in maintaining WHS standards and enable employee WHS consultation.

Incident Reports

27 incident reports were received in the 2022-23 financial year (compared with 18 in 2021-22) – refer **Table 2**. Most of these incidents related to slips, trips, and falls and body stressing. In all cases, employees were contacted to provide support/advice, implement preventive measures and/or arrange next steps. None of the incidents were notifiable and did not require reporting to Comcare.

Table 2 – Treasury WHS Incident Reporting – 2022-2023

	Type	Mechanism of Injury	Total
Quarter 1	Incident	Body Stressing	1
	Incident	Environmental factors	1
	Incident	Slips, trips and falls	1
	Incident	Personal issue – outside work	1
	Hazard	Potential hazard	2
	Sub-total		6
Quarter 2	Incident	Environmental	2
	Incident	Body Stressing	1
	Incident	Slips, trips and falls	1
	Incident	Personal issue – outside work	1
	Hazard	Potential hazard	1
	Sub-total		6
Quarter 3	Incident	Body Stressing	2
	Incident	Slips, trips and falls	3
	Incident	Psychological Stress	1
	Incident	Hit by moving object	1
	Sub-total		7
Quarter 4	Incident	Body Stressing	2
	Incident	Slips, trips and falls	3
	Incident	Hit by moving object	2
	Incident	Environmental	1
	Subtotal		8
TOTAL 2022-23 Incident Reports			27

Two (2) compensation claims were lodged during this period. One (1) claim was accepted, and one denied. The accepted claim was a psychological claim, and the employee has since transferred to another government department and is working pre-existing hours. This should not result in a large increase to the Comcare Premium.

Rehabilitation and Case Management

Early Intervention and Case Management

Treasury's early intervention reimbursement program provided support for 39 employees experiencing an illness or injury which was having a negative impact on them in the workplace. A further 12 referrals were made for one-on-one resilience or career coaching allowing those employees to safely manage their injury/illness whilst remaining at work and/or assisting them to return to work as soon as possible.

Case managers work closely with employees through the duration of an injury, from early intervention to recovery and their return to work. Some cases are resolved quickly, while other more complex cases can require extensive support over an extended period. By the end of the 2022-23 financial year, the Wellbeing team were managing a total of 47 cases (refer Table 3).

Table 3 – Treasury Case Management – 2021-2022 to 2022-2023

	Early Intervention	Non-Compensation	Compensation	Total
Open Cases at end of 2021-22	16	33	10	59
Plus: New Cases opened during the year	45	18	2	65
Less: Cases closed during the year	49	28	-	77
Open Cases at end of 2022-23	12	23	12	47

The Wellbeing Team undertook an audit of all open cases in early 2023. This identified cases that had had no activity since the previous financial year. Employees were contacted to determine if any further action was required, and closed if their issue was now resolved.

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Are we getting employees back to work?

The Wellbeing team works with the employee, the employee's manager, and medical practitioner when a Graduated Return to Work Plan (GRWPs) or Reasonable Adjustment Plan (RAP) is required. This ensures that an employee who has an injury, illness or a disability, is supported in the workplace, that operational requirements can be met and time away from the workplace is reduced.

Where required POSB engage the services of a rehabilitation provider to support the employee and the department if there is a compensable condition, concerns with long term leave or emerging health issues that are impacting the workplace. Providers are engaged under the Whole of Government ORAMS Panel, as well as specialised services when required. A review of providers is done on an annual basis, as per our Rehabilitation Management System.

Workstation Assessments

To prevent employees from developing musculoskeletal discomfort and/or overuse injuries, the Wellbeing Team offers workstation assessments to employees (including assessments conducted by an Occupational Therapist for more complex issues). A total of 170 workstation assessments were conducted in 2022-23 (compared with 117 in the previous financial year). While the overall number of assessments increased from last financial year, there has been a reduction in the number of assessments in the second half of the reporting period due to increased education to employees around online resources and early intervention activities.

Mental Wellbeing Strategy

Treasury's Mental Wellbeing Strategy (the Strategy) was launched by the Secretary in September 2022. The Strategy consists of 76 strategic priorities, actions, and responsibilities over 4-time horizons from 2022-2025. The strategic priorities are:

- Boosting wellbeing
- Intervening early
- Supporting recovery from episodes of mental ill health

Efforts to date have primarily been focused on the Boosting Wellbeing pillar, involving the promotion of mental health and wellbeing initiatives, building literacy, and developing capability. Outlined below is a high-level overview of the progress for each pillar:

Table 4 – Strategy outcomes progress – 2022-2023

Status	Boosting wellbeing	Intervening early	Supporting recovery
Not started	15	2	
In progress	27	15	6
Complete	9	2	3

Ongoing implementation of the Strategy will deliver the education, training, and support to ensure our work environment is safe and conducive to managing health and wellbeing. POSB is leading the roll-out of the APSC's Compassionate Foundations Suicide Prevention and Connections peer support training suites in 2023/early 2024 to build key leadership capability in this space.

Wellbeing Initiatives

Annual Programs

Treasury continued to deliver health and wellbeing initiatives and events in 2022-23 which included:

- Launch of the Mental Wellbeing Strategy – launched by the Secretary in September 2022.
- 2023 Influenza Vaccination Program – the program was well-utilised with 1,024 employees accessing flu shots (voucher and onsite) compared to 968 in 2021-2022.
- Lifestyle Contribution – continues to be made available to all ongoing non-SES employees and provides a single payment of \$600 each calendar year to assist with maintaining a healthy lifestyle.
- 111 employees claimed reimbursement for work related glasses.
- R U OK? Day – encourages and reminds all employees to check in with their peers, not just on this one day, but every day.
- STEPTember – encourages all employees to get active and moving, raise money for a great cause and give back to the community.
- Contract for Osara Health (formerly known as CancerAid) was renewed for another 12 months.

Employee Assistance Program

The Employee Assistance Program (EAP) provides counselling services to all Treasury employees and their immediate families and is available to help address a range of issues including family life, daily life, emotional wellbeing, work life, nutrition, and assistance with management practices.

As identified in the attached 2022-23 Benestar Annual report (Attachment C), there was an increase in uptake of 0.3 percent from 2021-22, noting that 0 per cent of cases had a work impact. This may be attributed to issues within the economy such as cost of living. EAP has been promoted throughout Treasury.

Targeted training and information sessions

Wellbeing, WHS and Code of Conduct information training sessions were delivered throughout the 2022-23 period.

POSB has updated the *Preventing and Managing Bullying, Harassment and Discrimination in the Workplace* policy with a Statement of Commitment and is currently reviewing reporting procedures. Options for bystander training is being considered, noting this has been identified as a commitment within the Treasury's APS Census Action Plan.

Table 5 – Training and Information Sessions – 2022-23

Training	Provider	Description	Sessions held	Total attendees
WHS and Wellbeing	Delivered internally (POSB)	Introduction to WHS for the 2023 graduate cohort	1	48
WHS and Wellbeing	Delivered internally (POSB)	Introduction to WHS and Wellbeing support services available in Treasury for new starters	1	38
Mental Health First Aid	Worth First Aid Training	Provide First Aid Officers, Workplace Contact Officers, Health and Safety Representatives and POSB employees with knowledge and resources to support employees with mental health issues	2	24
Health and Wellbeing	Delivered internally (POSB)	Meetings with leadership teams on managing employees' health and wellbeing while going through Budget 2023	2	Leadership teams
Code of Conduct Investigation training	Australian Government Solicitors	Managing a Code of Conduct Investigation	1	19
PDS in Practice for Employees	Delivered internally (POSB)	Presentation on the PDS system and the process for finalising the end of cycle.	3	33
PDS in Practice for Managers	Delivered internally (POSB)	Presentation on the PDS system and the process for finalising the end of cycle for your employees.	3	36



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Wellbeing Quarterly Report

April to June 2023

General

In accordance with the *Work Health and Safety Act 2011* Treasury is committed to providing a safe and healthy work environment for its employees with an emphasis on prevention, early intervention, maintaining good mental wellbeing and reducing the impact of stress and fatigue.

Incident Reporting

Table 1 below shows a total of 8 incident reports lodged during this quarter; this compares to 7 from the previous quarter. In all cases, staff were contacted to provide support/advice, implement preventive measures and/or arrange next steps. None of the incidents were notifiable and did not require reporting to Comcare.

Table 1 – WHS Incidents – April to June 2023

	Type	Incident	Month	Mechanism of Injury	Action taken\Support provided	Status
Quarter 3 April to June 2023	Minor Injury/Illness	Aggravation of old neck injury while walking up a steep driveway on way to work venue.	March	Body Stressing	Employee managed symptoms with neurofen and a hot pack.	Closed
	Minor Injury/Illness	Travelled to store for work related reason, exiting the store the employee slipped and fell on spilt oil. Injured knee and lower back.	April	Falls, trips, and slips	Rest and ice were used to reduce swelling.	Closed
	Minor Injury/Illness	Security Guard hit their head on an overhead light while escorting contractors through the tunnel in the Basement.	May	Hitting object with body	First was on site to administer treatment. Wound would not settle so another MSS Guard escorted the injured person to the hospital. No further action or treatment required. Email sent to Property regarding the use of safety gear when in areas of unusually low ceiling height.	Closed
	Minor Injury/Illness	Fall in the stairs near A Block entrance. Bruised left calf and knees, swollen right knee.	May	Falls, trips, and slips	Incident happened 6:30pm. Had a friend drive them home and applied ice on the injury. PWT reached out to employee, but no further action required.	Closed
	Minor Injury/Illness	Scalded hand/fingers from boiling water tap	May	Heat, Electricity and other Environmental factor	Contact was made with the employee regarding any First Aid assistance or support. No further action required, cold water was run over injury.	Closed
	Minor Injury/Illness	Injured back while moving multiple meeting room chairs from L5 and L6.	May	Body Stressing	Contact was made with the employee regarding an update on their condition, but no further action was required. Rest and heatpacks.	Closed

	Type	Incident	Month	Mechanism of Injury	Action taken\Support provided	Status
	Minor Injury/Illness	Finger got jammed into a door	May	Hit by a moving object	Contact was made with the employee, but no first aid or other action was required.	Closed
	Minor injury/illness	Rolled right ankle while hurrying back to desk from a meeting room	June	Falls, Trips and Slips	Elevated the foot and applied ice once home. Bruising and swelling but attended work the next day. Kept elevated as much as possible during the day. No further action required.	
Total		8				

Workstation Assessments

To prevent staff from developing musculoskeletal discomfort and/or overuse injuries, the Wellbeing Team provides workstation assessments to staff, including assessments conducted by an Occupational Therapist for more complex issues. A total of 17 requests for workstation assessments were received during this quarter. These were resolved with a combination of internal and external workstation assessments, along with education on the information on the intranet about workstation setup for new staff.

Case Management

Chart 1 below shows a total of 47 cases being managed at the end of this quarter which is an increase of one from the previous quarter. Of these 47, 12 are Early Intervention, 23 Non-Compensable and 12 are active Compensable claims.

Chart 1 – Open cases on 30 June 2023

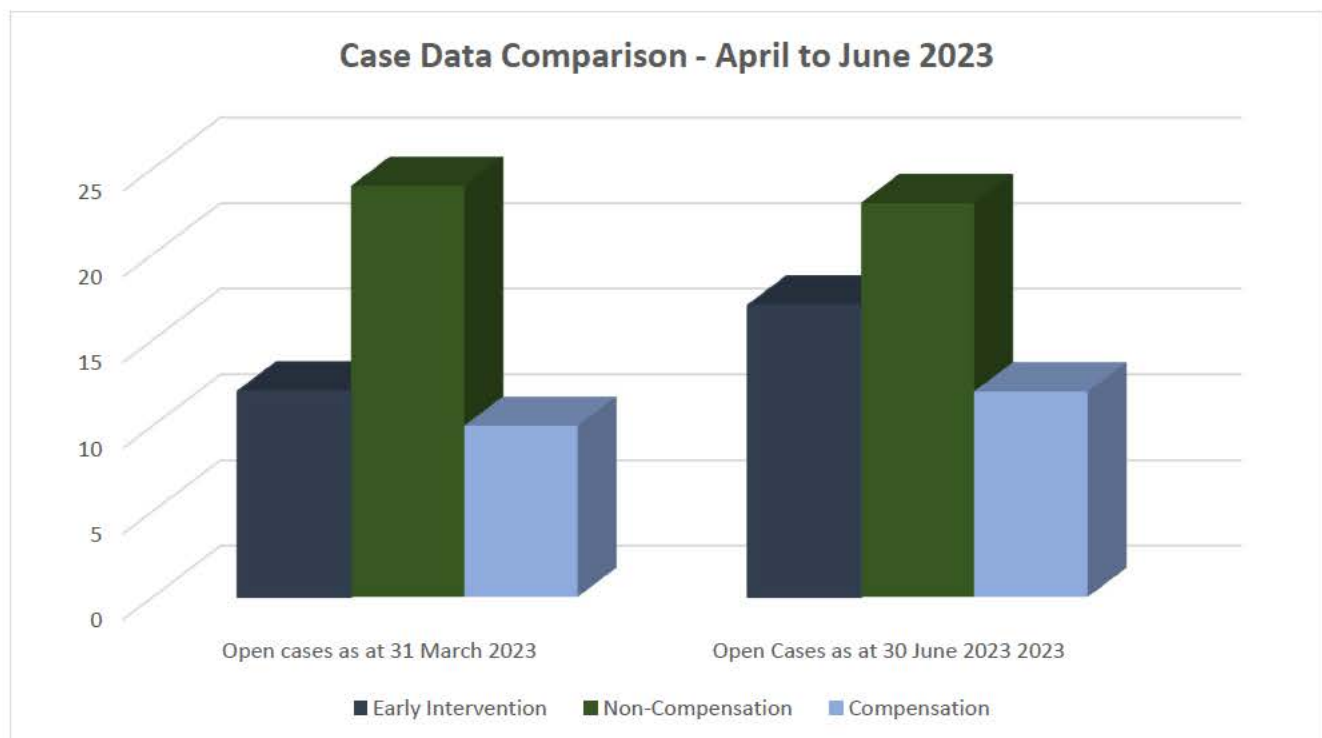


Chart 2 demonstrates that most cases managed by the Wellbeing Team are non work-related physical injuries.

Chart 2 – Breakdown of Injury Type (cases on 30 June 2023)

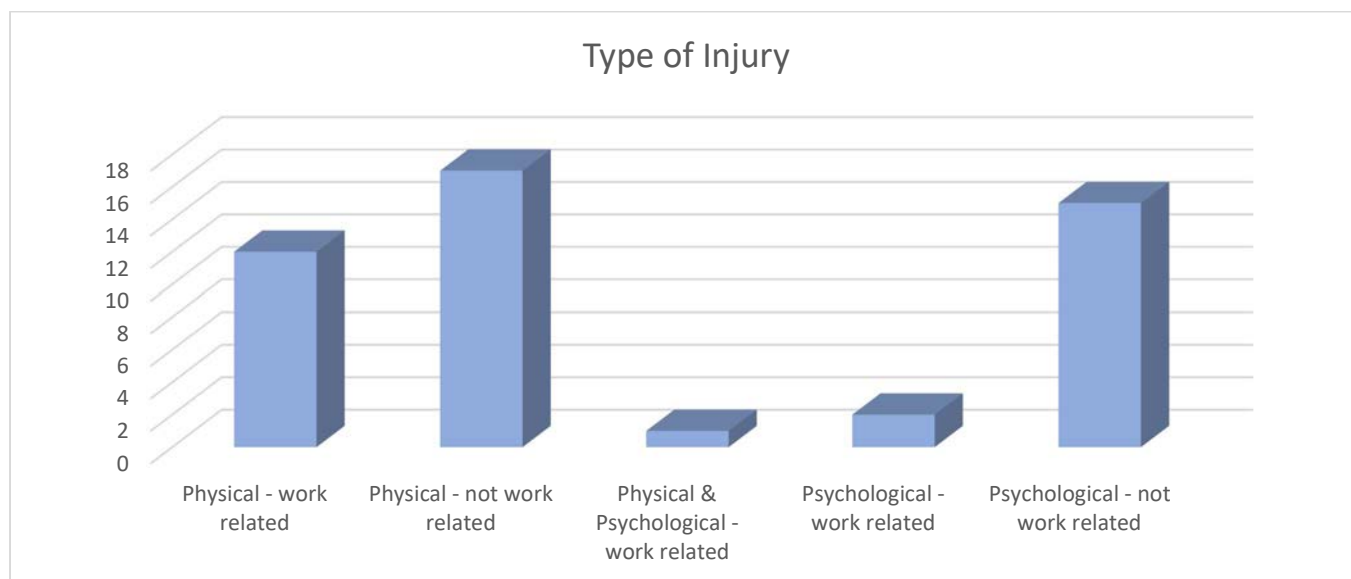
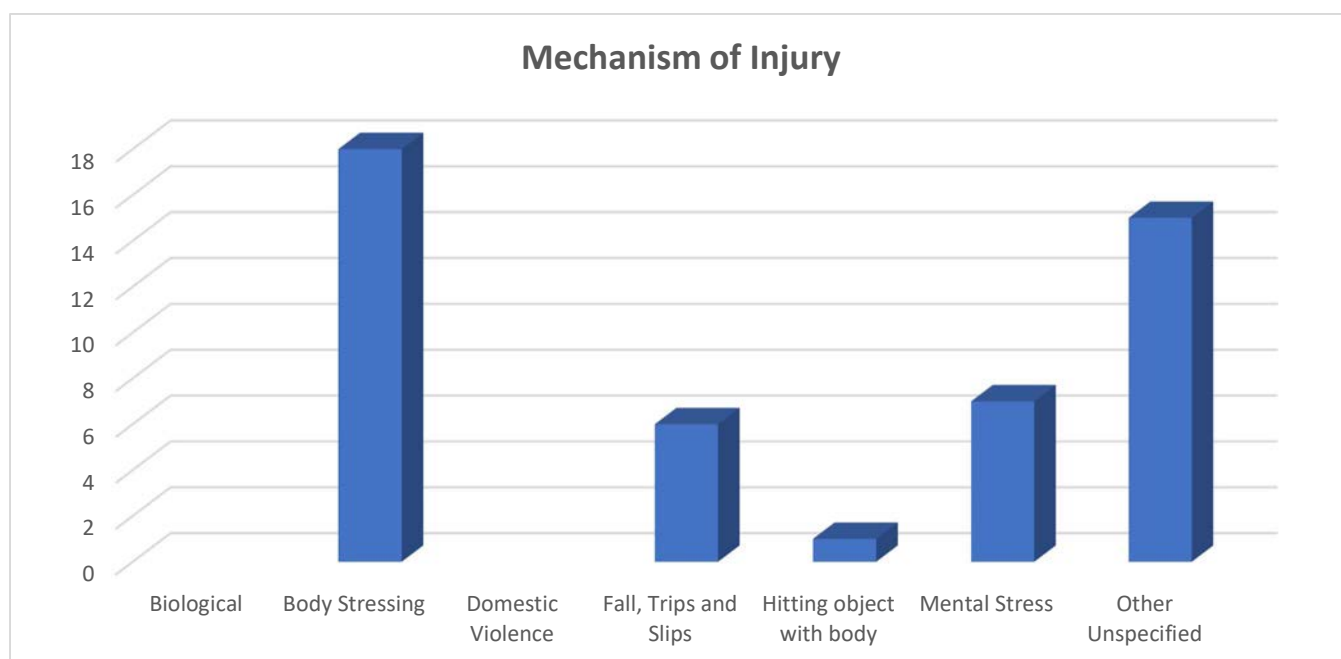


Chart 3 shows a breakdown of injury/illness by mechanism of injury. Of the known mechanisms of injury, the majority relate to body stressing, closely followed by Other Unspecified (e.g., Disease, chronic psychological etc).

Chart 3 – Breakdown of injury type (open cases on 30 June 2023)



Training

The Performance and Wellbeing Team have engaged the services of an external provider to conduct Mental Health First Aid training. The training was offered to Workplace Harassment Contact Officers, First Aid Officers, Health and

Safety Representatives and POSB employees in Canberra, Sydney and Melbourne. The team has received positive feedback from those attending the training.

Training in 'Managing a Code of Conduct Investigation' was also held during the month of May. The training was held with AGS and included a variety of employees across POSB and Integrity, to build capability and understanding of the legislative requirements and processes. The training received positive feedback.

Work Health and Safety Management System (WHSMS)

As part of our planned WHS due diligence/risk discovery the Performance and Wellbeing team undertook do a baseline audit of our WHSMS. In May 2023, we engaged the services of an external provider, Safety Australia, to measure our level of compliance and performance against legislative requirements.

Safety Australia were provided with the current WHSMS, which includes the departments Work Health and Safety (WHS) Policy, WHS arrangements, general WHS information and specific WHS requirements.

A desktop audit was undertaken and a report provided that included a Gap Analysis comparing the WHSMS against the Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011.

The Gap Analysis found that Treasury was non-compliant against three sections of the legislation that deals with Hazardous Chemicals. Specifically, it identified that more information was required on the Safety Data Sheets (SDSs) on training and handling of chemicals stored on Treasury property. The GAP analysis also identified 20 sections of the legislation that Treasury could bolster further in the WHSMS. The majority of opportunities for improvement revolve around further strengthening what is already written within the WHSMS and tailoring it to be more specific to Treasury's requirements and including further information to meet WHS legislative requirements.

The second phase of this project is to create an Action Plan to address the recommendations in the report. The WHSMS and all associated internal policies and procedures will be updated, and the draft will be circulated to the Health and Safety Committee for feedback prior to publishing on the intranet.

Executive Board (EB)

04 April 2024

Biannual Wellbeing and Work Health and Safety Report

Decision required

The Board is asked to:

- **Note** the biannual Wellbeing and WHS Report (October – February)
- **Note** that the details contained within this paper was presented to the People Inclusion Committee (PIC) on 27 March 2024.
- **Note** that the PIC agreed to a three-year term for Treasury Workplace Responsibility roles (First Aid Officers and Workplace Harassment Contact Officers) and a 1:100 ratio for Workplace Harassment Contact Officer roles.

Key points

This paper provides an update to the Committee on Treasury's Work Health and Safety (WHS) statistics for the period of 1 October 2023 to 29 February 2024. In addition to retrospective statistical reporting, the paper provides an update on strategies and initiatives underway to mitigate WHS risks in Treasury's operating environment.

Work Health and Safety and Wellbeing Report

Biannual WHS Report – October 2023 – February 2024 (**Attachment A**) provided the key points:

- The total number of individual cases requiring dedicated rehabilitation support during the reporting period was 52. At the end of the reporting period the total number had decreased to 34, down from the 39 reported in the last period (July – September 2023)
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[Redacted]
[Redacted]
[Redacted]
[Redacted]
- The first of the 2024 WHS workplace inspections were undertaken across all Treasury offices in January – February. These inspections are completed twice per year as a preventative measure by POSB and in combination with Health and Safety Representative (HSR), and Executive Assistants from across the business. There were a total of 164 corrective actions and minor in nature.
- There were 14 WHS incidents reported in the period, compared to 10 in the same period last year.
- Compassionate Foundations training was launched to SES and EL staff on 10 January 2024.

Treasury Workplace Responsibility Roles

A review of the Treasury Workplace Responsibility roles managed within the POSB remit (Health and Safety Representative (HSR), First Aid Officer (FAO) and Workplace Harassment Contact Officer (WHCO) was conducted in November 2023. This was undertaken in connection with the APS wide employment condition changes that came into effect under the new Enterprise Agreement, which introduced Workplace Responsibility Allowances.

Presently:

- Under *Section 64 of the WHS Act 2011*, HSR's hold office for a three-year term.
- Under *Section 42, of the WHS Regulations 2011*, there is a requirement for organisations to provide First Aid, however there are no terms of reference for the length of time an officer holds office.
- It is not legislated for organisations to have WHCOs in place nor a specified term, however the APSC has confirmed that it is best practice to have these roles held within agencies.

Given the recent changes introduced by the APSC, in regard to allowances provided to those who hold Workplace Responsibility Roles, and to apply consistency, POSB proposed at People and Inclusion Committee (PIC) on 26 March 2024 (EC23-003724) that the term of office for **all** Workplace Responsibility Roles also be a three-year term; this was endorsed by PIC. This change will provide an opportunity for other staff to take on a Workplace Responsibility role and foster greater participation across these critical health and safety roles.

Two additional findings from the review are as follows:

- The WHCOs have been restructured from a Group specific construct to across Treasury construct, better supporting inclusivity and enabling access to supports regardless of location, workgroup, or division. Updates have been made to the information on TERI and expectations of have been communicated to all WHCOs.
- Considering the changed construct, POSB recommended to PIC, which they agreed, that a ratio of 1:100 be applied to determine the number of WHCOs needed for Treasury. This ratio was considered sensible based on the number of complaints being received, incident data and the current usage of WHCOs. The current number of 16 WHCOs is in line with this ratio based on our total workforce of approximately 1600 employees.

POSB has implemented a more structured approach to monitor and assess the level of engagement with WHCO's and inform future enhancements to support the role.

The approach includes:

- Implementing Quarterly WHCO network meetings, with the first meeting held on 14 February (Minutes attached at **Attachment B**). This inaugural meeting provided WHCOs with clarity of expectations and opportunity for feedback on changes.

- Implementing a record keeping process for WHCO contacts, which is provided to POSB each quarter. Privacy and personal data caveats will be adhered to, noting information collected will be deidentified and used to inform aggregated data reporting.

Employee Assistance Program and Osara Health Reports

- The Employee Assistance Program report (**Attachment C**) identifies an increase in usage over the 6-month period July – December 2023, with 97 new cases, up from 74 in the same period last year.
- Mental Health continues to be the top presenting issue, accounting for 48% of identified topics, followed by workload at 14.6%.
- The Osara Health dashboard for quarter 4 (**Attachment D**) identifies there was a total of 6 new enrolments in this quarter, with a total of 12 participants overall. Osara Health provides Treasurys Cancer Coach and Cancer Givers Program and has received positive feedback from users.

Resourcing implications

If submission has financial implications, has the Chief Finance Officer been consulted? N/A

If submission has implications on Treasury's investment in Information Technology, including its systems, processes and/or people, has the Chief Information Officer been consulted? N/A

Jody Riley
Chief People Officer
27 March 2024

Authority to release: Yes (this Paper can be circulated to all SES post meeting)



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Work Health and Safety and Wellbeing Bi-Annual Report

October 2023 to February 2024

General

People and Organisational Strategy Branch (POSB) continue to enhance the policies and procedures for work health and safety (WHS) and wellbeing to ensure alignment with the *Work Health and Safety Act 2011* (WHS Act) and other relevant legislation, providing appropriate assurance of oversight under Treasury's WHS Management System.

Legislative update

For information, on 4 September 2023, one of the key amendments to the WHS Act was agreed to criminalise industrial manslaughter at the federal level. The offence will come into effect on **1 July 2024**, under a new section – 30A of the *WHS Act 2011* – this will apply to the Commonwealth public sector.

Industrial manslaughter refers to the offence of recklessly or negligently failing to ensure the safety of workers, or others impacted by the business or undertaking, leading to the death of the worker or other person.

The maximum penalty for a Person Conducting a Business or Undertaking (PCBU) (individual) is 25 years' imprisonment, and for a PCBU (body corporate) is \$18 million.

Work Health and Safety

Work Health and Safety policy and procedures update

A new procedure has been developed to outline the process for resolving WHS issues and concerns and the escalation pathways in place. The WHS Issue Resolution Procedure is aligned with the *WHS Act*. The Health and Safety Committee (HSC) were consulted, no feedback was received. The procedure is now available on [TERI](#).

Additionally, The WHS Risk Register has been refreshed and consultation was undertaken with the HSC and the Enterprise Risk team.

The updated WHS Risk Register is available on [TERI](#). The register will be reviewed and updated in line with the Central Risk Register, as well as when there is a specific catalyst for review, such as an increase in reporting of a specific hazard.

Incident Management and Reporting

Table 1 shows comparison data of incident reporting from this same reporting period last year (October 2022 to February 2023) to this reporting period (October 2023 to February 2024).

In October 2023, POSB reported one notifiable incident to Comcare. The incident report has since been closed and no further action is required.

All incidents reported were followed up with either a phone call to the employee where appropriate or contacting their manager, leading to closure of the incident. Proportionate to Treasury's workforce, the number of incidents reported are extremely low and do not represent a significant risk.

The incident reporting template within Delphi has been updated to capture additional relevant information to improve data analysis capability and includes clearer definitions around the severity level of incidents for more accurate reporting.

Table 1 – WHS Reported Incidents comparison data

Type	October 2022 – February 2023	October 2023 – February 2024
Minor injury / illness	8	8
Serious injury / illness	1	4
Potential hazard	1	2
Dangerous incident	0	0
Total	10	14

Medical Case Management

The total number of individual cases requiring dedicated rehabilitation support during the reporting period was 52. Many cases were non-work related (39) the remainder were compensable cases (13). At the end of the reporting period the total number decreased to 34, with 23 being non-work related and 11 compensable cases.

- Two long-term (tail) compensation claims closed during the period. (*Note: long term (tail) claims are deemed to be those outside the Comcare premium last four impacting years*).
- Three new compensation claims were submitted to Comcare. Two were for physical injuries, one for a psychological injury.
- Both claims for physical injuries were accepted by Comcare, the claim for a psychological injury is currently non-compliant and awaiting Comcare determination.
- POSB continues to work closely with Comcare to progress claims to resolution.

Workstation Assessments

There were 17 requests for workstations assessment during the period; 15 of these were resolved internally through education, advice, and existing resources. In addition, 43 pieces of ergonomic equipment including chairs were sourced and provided to employees.

Workplace inspections

Workplace inspections are undertaken twice a year within all Treasury offices as part of the preventative measures to mitigate WHS risk. These inspections are undertaken by the POSB and the state office executive assistants / office managers. Health and Safety Representatives (HSRs) are also invited to participate. The most recent inspections were undertaken from January – February 2024.

Most actions identified were minor in nature, and included removal of clutter, cleaning up of spaces and postage of signage. Table 2 is a high-level overview of the number of actions identified for each office.

Table 2: Workplace Inspections summary

Office	Number of actions
Canberra	148
ASBFEO	5
Perth	2
Sydney	5
Melbourne	4
Total	164

Treasury Workplace Responsibility Roles

There has been an increase in interest for undertaking a Treasury Workplace Responsibility role. A three-year term of office is proposed to be implemented for both Workplace Harassment Contact Officers (WHCOs) and First Aid Officers (FAO), aligned with the legislatively required term of office for Health and Safety Representatives (HSRs) being three years. This recommendation to the PIC will allow other staff the opportunity to take on a corporate contribution role and foster greater participation across these critical health and safety roles.

In November 2023 a review was undertaken by the Performance and Wellbeing team of the roles within the POSB management remit (HSRs, FAOs and WHCOs). This review, coupled with an increase in a higher number of expressions of interest for the position of a WHCO, informed the decision for a more structured and accessible approach to the role of WHCO.

Two main findings from the review are as follows:

- The WHCOs span has been expanded to cover the whole of Treasury, rather than a branch/division/group focus. This supports inclusivity across the workforce and better enables access to support regardless of location, workgroup, or Division. Updates have been made on the WHCO TERI page and expectations have been communicated to all WHCOs.
- A ratio of 1:100 is to be applied to determine number of WHCOs. This is based on data available, including the number of complaints being received, number of matters involving bullying and harassment, incident data and the usage of WHCOs.

Currently, the ratio of 16 WHCOs to approx. 1600 employees is in line with this ratio.

POSB has implemented a more structured approach to monitor and assess the level of engagement with WHCO's and inform future enhancements to support the role and Treasury employees.

The approach includes:

- Implementing quarterly WHCO network meetings, with the first meeting held on 14 February 2024. The inaugural meeting provided WHCOs with clarity of expectations and opportunity for feedback on changes, minutes can be reviewed within **Attachment B**.
- Implementing a record keeping process for WHCO contacts, which is provided to POSB each quarter. Privacy and personal data caveats will be adhered to, noting information collected will be deidentified and used to inform aggregated data reporting.

Health and Safety Committee (HSC)

The HSC met on 5 March 2024. The meeting minutes are currently in circulation to members for feedback and once agreed will be finalised and uploaded onto TERI.

The HSC welcomed new members from Fiscal Group and the Sydney Office

The key points of discussion at the HSC included the workplace inspections, an update on the Strategic Workforce Plan and update on WHS policies and procedures.

One key topic of discussion within the Committee was to explore the methods by which the HSC could enhance the utilisation of insights from its members to facilitate the exchange of knowledge, and information to elevate meetings into valuable learning opportunities. Consequently, the Committee will explore different approaches to structuring the meetings to enable more meaningful discussions.

Mental Wellbeing Strategy

Healthy Minds: Treasury's Mental Wellbeing Strategy (the Strategy) was released in September 2022 with a commitment to report annually (September) to the People and Inclusion Committee.

The Strategy outlines 22 key actions with 79 sub-deliverables across the Strategy timeline (2022 to 2025) under three pillars:

- i. Boosting wellbeing (14 actions, 51 sub-deliverables)
- ii. Intervening early (5 actions, 19 sub-deliverables)
- iii. Supporting recovery from episodes of mental ill health (3 actions, 9 sub-deliverables).

Table 3 below provides a summary of the current status of the deliverables under each pillar. POSB will be evaluating the remaining deliverables in the Strategy over the next six months to inform the annual report and identify if they remain fit for purpose.

Table 3: Health Minds Strategy implementation

Status	Boosting Wellbeing	Intervening Early	Supporting Recovery
To be reviewed	10	2	-
In Progress	17	3	3
Complete	24	14	6
Percentage complete	47%	74%	66%

The Strategy is a critical part of the ongoing prevention and management of mental health risks in our workplace, and reinforces the need for appropriate capability, culture, and programs to support Treasury staff and management.

Key deliverables achieved under the Strategy over the period include:

- The Compassionate Foundations Training developed by the Australian Public Service Commission (APSC) designed to support individuals to build their interpersonal and self-care skills to foster positive human to human interactions that promote connection and understanding was launched to SES and EL staff on 10 January 2024. As of 28 February, 88 staff have engaged with this training.
- The majority of HSRs have either completed or enrolled in the 5-day Commonwealth HSR training. This training provides HSRs with the skills and knowledge to be able to undertake their role effectively. Two HSRs are currently not enrolled in training due to time constraints and availability. The HSRs will continue to be offered training opportunities in line with the operational requirements of the business.
- WHCOs have been booked into Workplace Harassment Contact Officer training which will be undertaken from the end of March onwards. WHCOs who have not completed or enrolled in training may be removed as WHCO.
- Mental Health First Aid training is currently being scheduled for all Treasury Workplace Responsibility roles who have not yet undertaken the training.

Employee Assistance Program

The Employee Assistance Program (EAP) dashboard reports the period of October to December 2023 (**Attachment C**) and highlights key messages around utilisation for the quarter as well as the top 5 presenting issues. A total of 42 new individual cases has been reported for this quarter. Note, this number may not be reflective of the number of employees seeking help, as each issue opens a new case.

There was a decline in usage between September 2023 and December 2023 with a nine per cent difference.

Compared to the same time last year mental health as a presenting issue has increased by 76 per cent and remains the top presenting issue. Under the psychological banner, most issues were identified as personal issues, not work presenting issues.

This may indicate an increase in awareness to seeking help, an increase in awareness of TELUS Health and the support they can provide, or both.

Osara Health (CancerAid)

The Osara Health dashboard for quarter 4 (**Attachment D**) highlights key messages around the utilisation for the past six months.

The total number of enrolments into Osara Health overall were 12, with 2 enrolments into the Cancer Coach program and 10 into the Cancer Caregivers program.

The feedback received from employees about the program is positive, with 86 per cent employees being **very satisfied** with the program, and noting that on average, 92 per cent **feel very supported** by Treasury.

Executive Board (EB)

10 October 2024

Biannual Work Health and Safety and Wellbeing report

Decision required

The Board is asked to:

- Note the biannual Work Health and Safety and Wellbeing report (March – August 2024) paper attached.

Key points

This paper provides Executive Board the biannual Work Health and Safety (WHS) oversight reporting (**Attachment A**) covering the period 1 March to 31 August 2024. The report was circulated to the People and Inclusion Committee (PIC) members out of session on 16 September 2024 (EC23-003725). All PIC members noted the report, with minor observations and comments related to:

- ensuring PIC maintains a focus on the positive impact of implementing the enhanced PDS;
- focusing on meeting outcomes under the *Healthy Minds: Mental Health Strategy*; and
- improving future reporting on the breakdown of WHS incident data by reflecting location information.

Linking to Strategic Workforce Plan (SWP) deliverables and complementary initiatives across Treasury, there are a couple of key notable achievements during the period:

- The 2024 APS Census results showed a positive outcome with the wellbeing policies and support index score rising to 71%, marking a 1% increase from the previous year.
- *Healthy Minds: Mental Health Strategy* (now underpinning the SWP) implementation progressed to reflect 84% completion of deliverables across the three pillars (Boosting Wellbeing, Intervening Early and Supporting Recovery).

Next Steps

The focus moving forward will be centred around improving our approaches to prevention of harm and addressing unlawful behaviours, particularly aligned to expectations from positive duty obligations. This is reflected as a key action under the Executive Board endorsed 2024 Treasury Census Action Plan and will be delivered through:

- Developing a compendium of tools, guides and policies to integrate Respect@Work principles into all aspects of Treasury operations (*Respect@Work in Treasury*).
 - This includes the evaluation of Treasury's maturity in preventing harm from a legal obligation perspective (defined under positive duty) that will be guided by the

Australian Human Rights Commission's established framework, in conjunction with resources developed by the Australian Public Service Commission.

- Complementary work through a range of educational programs will be implemented to raise awareness of leadership obligations under the legislated requirements of Positive Duty.

Consultation

If submission has financial implications, has the Chief Finance Officer been consulted? N/A

If submission has implications on Treasury's investment in Information Technology, including its systems, processes and/or people, has the Chief Information Officer been consulted? N/A

Jody Riley
Chief People Officer
26 September 2024

Authority to release: Yes (this Paper can be circulated to all SES post meeting)



Australian Government
The Treasury



Work Health and Safety and Wellbeing Bi-Annual Report

March 2024 to August 2024

General

The Work Health and Safety (WHS) and Wellbeing bi-annual report highlights Treasury's ongoing efforts to foster a safe and supportive workplace, reflecting Treasury's commitment to continuous improvement, and promoting employee wellbeing. Ensuring alignment to the *Work Health and Safety Act 2011* (WHS Act) and other relevant legislation, also provides appropriate assurance of oversight under Treasury's WHS Management System.

The report covers key areas relating to work health and safety; wellbeing initiatives; compliance and audits; training and development; and employee engagement.

Work Health and Safety

s 22

Incident Management and Reporting

As noted within **Table 1**, there has been an increase in incident reporting during this period. This increase in reporting may indicate that people are more aware of their responsibilities to report incidents and hazards that are occurring in the workplace. The majority of incidents recorded under the slips, trips and falls category, and in all circumstances no additional actions were taken as no hazard or obstacle contributed to the event. None of the reported incidents within the last 6 months have resulted in an accepted workers compensation claim.

One notifiable incident occurred in the Canberra loading dock on 05 August, which was assessed as a dangerous incident. The incident involved a contractor and could have resulted in serious injury however, resulted in a minor laceration. Following notification, Comcare closed the incident without requiring a full inspection. Treasury considered the event and have made some procedural recommendations for remediation action:

- security guards to bring first aid kits with them to all medical call outs.
- the loading dock must remain clear of equipment/materials and tidy at all times.
- the loading dock is now included when undertaking workplace inspections.

All incidents reported by Treasury employees were followed up directly where appropriate or by contacting the manager prior to closure of the incident. Proportionate to Treasury's workforce, the number of incidents reported are low and do not represent a significant risk.

Table 1 – WHS Reported Incidents comparison data

Type	October 2023 – February 2024	March 2024 – August 2024
Minor injury / illness	8	18
Serious injury / illness	4	2
Hazard	2	1
Dangerous incident	0	2
Total	14	23

Medical Case Management

The total number of individual cases requiring dedicated case management support during the reporting period was 64. This represents an increase of 12 from the previous period. Most cases remain non-work (non-compensable) related (34), 17 were early intervention and the remaining 13 were compensable cases (**Table 2**).

- There were two new workers compensation claims submitted during this period.
- Both related to psychological injury which Comcare has subsequently denied liability.
- Treasury continues to work closely with Comcare to progress existing compensable claims to resolution.

At the end of the reporting period, there was a total of 41 active cases, consisting of 24 non-compensable, 6 early intervention and 11 compensable.

Table 2 – Total number of individual cases requiring case management support - comparison data

Case Type	October 2023 – February 2024	March 2024 – August 2024
Non-work cases	39	34
Early intervention	0 *	17
Compensable	13	13
Total number of cases	52	64

Note: * Breakdown in the last reporting period for early intervention cases were captured in non-work overall figure.

Workstation assessments

During the reporting period, there were 58 requests for workstation set-up enquires and/or ergonomic equipment.

- Most of the requests were resolved internally through education, advice, and existing resources.
- Formal workstation assessments were arranged for five employees with services provided by an external provider.
- 34 pieces of ergonomic equipment were procured over the period, at a cost of \$14,850.

Workplace Responsibility Roles

Due to a review of the Health and Safety Representatives (HSR) structure, there are currently 10 HSR vacancies across Treasury which require filling. Following consultation with the HSC, it was agreed to increase the number of HSRs in the Sydney and Melbourne offices from one to two. The Sydney vacancy has been advertised with an EOI closing date of 6 September 2024. Melbourne and Canberra advertisements are to follow by the end September 2024.

Table 2: Summary of Workplace Responsibility Roles as at August 2024

Role	Health and Safety Representatives	First Aid Officers	Workplace Harassment Contact Officers
Number of filled roles	8	29	18
Role vacancies	10	None	None

Wellbeing Initiatives

Through the lens of the Strategic Workforce Plan and Healthy Minds: Mental Health Strategy, Treasury has continued to implement wellbeing initiatives designed to support and enhance employee mental health.

Mental Health Strategy

Healthy Minds: Mental Health Strategy implementation is on-track (see **Table 3** below), with 84% of deliverables across the three pillars completed and 11% of deliverables progressing to completion by 2025. A review of the remaining 5% (4 sub-deliverables) and forward work plan has been aligned to the Strategic Workforce Plan and will ensure Treasury remains on track. It is expected that this will close out most deliverables, which will be reflected in the next reporting period.

During the period, 22 sub-deliverables within Boosting Wellbeing and Intervening Early pillars were completed (**Appendix B**). Key achievements included:

- facilitated mental health related training targeted to managers, workplace responsibility roles and HR practitioners.
- redesign and content refresh of the Wellbeing Hub TERI pages for greater accessibility of information and support services.
- streamlined PDS process and guidance material to support managers and employees when conducting performance conversations, goal setting and flexible working arrangements.

Table 3: Summary of the status of the Mental Health Strategy deliverables under each pillar

Status	Boosting Wellbeing (51 sub-deliverables)	Intervening Early (19 sub-deliverables)	Supporting Recovery (9 sub-deliverables)
Not commenced	4	0	0
In Progress	6	0	3
Complete	41	19	6
Percentage complete	80%	100%	66%

Respect@work

Planning is underway to create a compendium of tools, guides and policies that will be a proactive approach for Treasury to prevent sexual harassment and related unlawful behaviours from occurring in the workplace. This will involve reviewing policies and processes related to workplace respect, WHS, bully and harassment prevention and complaints processes. This will also be complemented by the ongoing delivery of training programs, such as Active Bystander, WHS and behavioural compliance training and presentations on Positive Duty to the EL cohort in the coming year.

Next reporting period will contain a status reporting on complaints and code related matters.

Flu Vaccination Program

Treasury conducted the annual flu vaccination program in April 2024 which resulted in 58% of Treasury employees accessing the program. This is a slight decrease, down by 36, from last year program.

- 246 employees accessed vouchers.
- 741 employees opted for the in-person vaccination.

Monthly Health and Wellbeing Webinars

Treasury promoted ongoing monthly health and wellbeing webinars from the EAP and Cancer Aid providers, including a dedicated workshop for Manager's to improve their confidence supporting employees impacted by cancer. During the period, nine webinars were conducted.

Wellbeing events

Planning has commenced for two upcoming wellbeing events in October, World Mental Health Day and Safe Work month. The events will consist of a panel discussion, weekly TERI stories about safety, and a profile story of one of our Treasury Workplace Responsibility roles and a Senior Executive.

Compliance and Audits

To ensure Treasury's WHS Management System (WHSMS) is robust and effective, the following assurance activities were conducted.

Health Safety Committee (HSC) - Meeting

The Health Safety Committee (HSC) met on 25 July 2024, discussing the Health Safety Representative (HSR) structure review, and the construction works in Sydney and Melbourne.

The Committee explored how to better communicate the role of HSRs and the value that they provide to the organisation, including how to support them in ensuring they have a seat at the table to raise health and safety concerns from their workgroup, and supporting them to be the conduit of information between the workforce and management.

The HSC agreed to increase HSRs in the Sydney and Melbourne office to two, with the Canberra office construct and associated numbers still under consideration.

WHS Management System (WHSMS) – Review

WHS Management System (WHSMS) outlines how Treasury provides a safe and healthy work environment. The WHSMS documentation underwent a thorough review with key stakeholders consulted, including Property Services and Logistics, Procurement, POSB and the HSC. The revised WHSMS was endorsed by Chief People Officer and was published on TERI on 22 July 2024.

Rehabilitation Management System (RMS) - Audit

Treasury (POSB) undertook an internal self-assessment of the RMS against Comcare's RMS Audit Tool during the period. The review demonstrated the Treasury's rehabilitation team has a commitment to the wellbeing of employees and supporting their return to work.

The review also found:

- 13 non-conformances, and seven conformances with observations.
- The bulk of improvements is required to documentation management, monitoring and review of case files.
- An action plan has been developed to address the non-conformances with the aim to complete actions by the end of 2024.

Annual Comcare Proactive Inspection

This year's Comcare proactive inspection was conducted on 9 August 2024. The proactive inspection was in relation to consultation, cooperation and coordination. The inspection involved reviewing Treasury's WHS documentation and conducting interviews with a HSR, a worker, a contractor and representative from the POSB. The review outcomes were positive with Comcare noting one recommendation to include a review date on risk assessments, which has now been actioned (**Appendix A**).

Training and Development

To raise awareness and understanding of WHS obligations across the Treasury workforce, a range of facilitated training and awareness programs were offered.

Treasury Compliance Training

All Treasury employees, contractors, consultants, and officials who have access to the Treasury IT network are mandated to undertake the training every 12 months. As at August 2024, 88% of Treasury's workforce have completed Appropriate Workplace Behaviour training and WHS at Treasury training. There is a 96% completion rate for new Treasury employees who commenced after 1 March 2024.

Active Bystander Training

Between May and August 2024, there were 30 Active Bystander sessions offered to SES and EL employees, plus other targeted employees, such as HSRs. An evaluation report is pending, participation numbers will be analysed to determine the number of further sessions to be offered to reach the target of 80% attendance for EL and SES.

Compassionate Foundation Training

The Compassionate foundations training suite was promoted to SES and EL employees in January 2024 to uplift manager capability to confidently identify and respond to psychosocial hazards in the workplace. During the reporting period, 10 employees have completed the program and 65 employees have enrolled and are progressing through the program. Maintaining commitment to this initiative will be captured under the next Treasury Census Action Plan through ongoing promotion, the stretch target is to reach 50% engagement of the SES and EL by March 2025.

WHS Induction

New Treasury employees are encouraged to attend a virtual WHS Induction to complement the e-learning WHS training. During this reporting period, 55 new starters participated in the induction and 57 new starters either did not attend or withdrew from the session. POSB are considering recording a standard WHS induction video, which would allow all Treasury employees to view at any time, providing flexibility in accessing the information.

Mental Health First Aid Training

Mental health first aid training was offered to First Aid Officers, Health and Safety Representatives, Workplace Harassment Contact Officers, and HR practitioners to support them in undertaking their roles. Overall, 30 participants attended the training during the period.

Vicarious Trauma Training

Lifeline's Vicarious Trauma training was offered to all Workplace Responsibility roles including Fire Wardens. Two sessions have been scheduled in October 2024.

Employee Engagement

APS Census

The 2024 Census results has generated a positive outcome with the wellbeing policies and support index score rising to 71%, marking a 1% increase from previous year with Treasury continuing to be higher than the APS overall score. This outcome reflects the effectiveness of initiatives/programs Treasury and highlights an overall improvement in employee wellbeing.

Employee Assistance Program

The Employee Assistance Program (EAP) dashboard reports the period of April to June 2024 (**Appendix C**) and highlights key messages around utilisation for the quarter as well as the top 5 presenting issues.

A total of 45 new individual cases has been reported for this quarter. Note, this number may not be reflective of the number of employees seeking help, as each issue opens a new case.

There was a decline in usage of 30.7% compared to June 2024 usage figures (65) and mental health remains the main presenting issue (52.4%).

Osara Health (CancerAid)

The Osara Health dashboard for quarter 2 highlights key messages around the utilisation for the past six months.

The total number of enrolments into Osara Health overall were 18, with 2 enrolments into the Cancer Coach program and 16 into the Cancer Caregivers program.

The feedback received from employees about the program is positive, with 97 per cent employees being very satisfied with the program and noting that on average 93% of employees felt more in control of their wellbeing and cancer experience (**Appendix D**).



Australian Government

Comcare

INSPECTOR REPORT

COMCARE REFERENCE NUMBER	MC00035338
PCBU DETAILS	Name: Department of the Treasury ABN: 92 802 414 793 ACN:
REPORT ISSUED TO	Name: s 22 Position: Work Health and Safety Advisor, Performance and Wellbeing Section – People and Organisational Strategy Branch Cc:
BACKGROUND	
<ol style="list-style-type: none"> On 11 July 2024 Comcare commenced a proactive inspection at the Department of the Treasury (DoT) as part of the Comcare Regional Engagement Plan 2024-25. The purpose of the inspection was to monitor compliance with the <i>Work Health and Safety Act 2011</i> (Cth) (WHS Act). The inspection focused on ensuring that persons conducting a business or undertaking (PCBUs) have systems and/or arrangements in place to enable them to meet their duties under the WHS Act in relation to effectively undertaking consultation, cooperation and coordination with other duty holders, workers and HSRs. The scope of the inspection was to review relevant policies, procedures, and associated documents, as well as interviewing several staff and/or contractors. Prior to the inspection, the DoT was requested to provide a copy of any policies and procedures related to WHS consultation, cooperation and coordination, including but not limited to: <ul style="list-style-type: none"> Consultation, Cooperation & Coordination Policy or Procedure, or information to demonstrate these arrangements are in place. WHS Committee Meeting Minutes (last two meetings) Two most recently updated WHS policies/procedures, including: <ul style="list-style-type: none"> Evidence of feedback sought and received from workers and their representatives (e.g. HSRs) Consideration of the feedback Review schedule for the relevant policy/procedure Two most recently updated risk assessment documents, including: <ul style="list-style-type: none"> Evidence of feedback sought and received from workers and their representatives (e.g. HSRs) Consideration of the feedback Schedule to review for risk assessment 	



- Evidence of consultation with another PCBU in relation to a WHS matter, and the outcome communicated.
 - Issue resolution policy or procedure, or reference to/reliance on issue resolution process in accordance with Regs 22-3 WHS Regulations and Div. 5 of the Act.
4. On 9 August 2024 I attended the DoT office in Parkes, Canberra. The visit was conducted as an announced inspection. During the visit I engaged with the relevant Health and Safety Representative (HSR), a worker, a contractor and the WHS unit.

COMPLIANCE ASSESSMENT

5. Based on the information reviewed during the inspection, I did not identify any non-compliance with the WHS Act/WHS Regulations with respect to the scope of the inspection.

OUTCOMES & FINDINGS FROM PROACTIVE ENGAGEMENT

6. Based on the information reviewed and discussions with relevant persons during the course of the inspection, the DoT demonstrated that it has:
- a. policies and/or procedures which identify the requirements to consult on WHS matters with workers, HSRs and Contractors.
 - b. policies and/or procedures which ensure
 - i. the relevant information is shared with workers,
 - ii. workers are given reasonable opportunities to express their views and raise WHS issues in relation to matters
 - iii. workers are able to contribute to the decision-making process in relation to the matter,
 - iv. the views of the workers are considered by the PCBU,
 - c. policies and/or procedures which ensure consultation occurs when:
 - i. identifying hazards and assessing risks to health and safety arising from the work carried out, or to be carried out by the PCBU,
 - ii. making decisions about ways to eliminate or minimise those risks
 - iii. making decisions about the adequacy of facilities for the welfare of workers
 - iv. proposing changes that may affect the health or safety of workers



- v. making decisions about the Procedures for;
 - 1. consulting with workers
 - 2. resolving WHS issues at the workplace
 - 3. monitoring the health of workers,
 - 4. monitoring the conditions of any workplace under control of the PCBU,
 - 5. providing information and training for workers.
- d. policies and/or procedures which ensure updates to relevant policies/procedures are provided to the WHS committees to demonstrate consultation, cooperation & coordination,
- e. processes to ensure consultation occurs with HSRs or HSR committees on policy/procedure/risk assessments,
- f. processes to ensure, and evidence that workers were consulted and agreed to the changes
- g. an issue resolution system which is formalised and meets the requirements of, or makes suitable reference to Reg 23 of the Work Health and Safety Regulations 2011,
- h. an issue resolution system that outlines that either party to the issue may raise there is an issue,
- i. an issue resolution process that outlines that the parties involved must have regard to
 - i. the degree and immediacy of the risk to those affected by the issue
 - ii. the number and location of those affected by the issue
 - iii. the measures (both temporary and permanent) that must be implemented to resolve the issue
 - iv. who will be responsible for implementing the resolution measures.
- j. an issue resolution process which outlines that if a written agreement is prepared, all parties must be satisfied that the agreement reflects the resolution of the issue, and a copy of the written agreement must be given to



- i. all parties to the issue, and
 - ii. if requested, to the health and safety committee of the workplace.
 - k. an issue resolution process that outlines the WHS Regulator (Comcare) can be contacted to resolve an ongoing issue.
 - l. the PCBU has ensured workers, HSRs and contractors are aware of the consultation, cooperation & coordination and WHS issue resolution policies/procedures.
 - m. sought feedback from its workers and their representatives during the development of policy/procedures,
 - n. considered the feedback it received in relation to the policy/procedures,
 - o. a review schedule for the policy/procedure,
 - p. sought feedback from its workers and their representatives during the development of risk assessment(s),
 - q. considered the feedback it received in relation to the risk assessment(s),
 - r. demonstrated consultation with another PCBU on a WHS matter,
 - s. considered the feedback it received from the other PCBU on the matter,
7. Discussions with an HSR, a worker and a contractor demonstrated that:
- a. they can locate and identify the policy and procedures for consultation, cooperation and coordination and Issue Resolution.
 - b. they have seen and/or participated in consultation with the PCBU on a WHS matter
 - c. HSR's are provided training in accordance with legislative requirements. The documents provided indicated that HSR's are consulted on matters affecting their workgroup's health and safety,
8. Based on the documentation provided prior to the inspection and the information reviewed during the inspection, I did identify elements within the Comcare Consultation, Cooperation and Coordination checklist that could not be demonstrated. As discussed during the meeting, the DoT should consider:
- a. a review schedule for the risk assessment



9. As discussed during the site-visit, the Consultation, Cooperation and Coordination process appeared less effective within smaller internal business units when the DoT Work Health and Safety Team were not afforded the opportunity to engage in the process.
10. It is important to understand that the outcomes of this engagement should not be considered a validation of the DoT's policies and procedures or their effectiveness. The DoT should ensure that the requirements of the Code of Practice (CoP): Work Health and Safety Consultation, Cooperation and Coordination are met.
11. The inspection is now closed, however should an incident relating to consultation, cooperation and coordination occur anywhere within the organisation in the future, Comcare will look to confirm that the DoT has ensured policies and procedures are in place and maintained so that they are effective.

REPORT ISSUED BY	Inspector	s 22
	Inspector ID number	s 22
	Email	s 22 @comcare.gov.au
	Phone	02 s 22
	Date	12 August 2024
	Signature	s 22

DISCLAIMER

This report contains information that may assist you to take steps regarding your obligations under the WHS Act. You must refer to the Commonwealth *Work Health and Safety Act 2011* (WHS Act) and the *Work Health and Safety Regulations 2011* (WHS Regulations) to understand your duties and obligations. Comcare's external website contains links to WHS legislation. Comcare does not accept liability for any errors or omissions or for any loss or damage suffered by you or any person which arises from your reliance on this report or for any breach by you of your obligations under the WHS Act. Where a Comcare inspector has inspected a particular workplace, it is not a representation by Comcare that the particular workplace is in any way free of hazards.

IF YOU DO NOT AGREE WITH A DECISION

If you disagree with the outcome of this inspection, you may seek an internal reconsideration of the inspector's decision. A request for a review should be sent to statutory.oversight@comcare.gov.au including any additional information or evidence you have to support your request. Comcare will review your request and advise of the outcome in writing within 20 business days.



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If you would like to clarify any aspect of this report, you can contact the inspector directly.

Comcare has a range of publications and fact sheets to help explain your responsibilities and provide guidance to make your workplace safer. The Compliance and Enforcement Policy provides guidance as to how Comcare approaches regulation. To access these, visit our website.

PRIVACY STATEMENT

Your privacy is important to us. Comcare will only collect, use or disclose personal information in accordance with the Commonwealth *Privacy Act 1988* and if it is reasonably necessary for, or directly related to, one or more of our functions, powers and/or activities. These include functions and activities under the following Commonwealth legislation: *Safety, Rehabilitation and Compensation Act 1988*, the WHS Act, the *Seafarer's Rehabilitation and Compensation Act 1992*, and the *Asbestos related- Claims (Management of Commonwealth Liabilities) Act 2005*. If Comcare does not collect personal information from you, for the purposes of its legislated functions or related functions, we may not be able to respond appropriately.

Comcare is the Commonwealth agency authorised by the WHS Act to collect personal information relevant to the exercise of functions and powers under the WHS Act, WHS Regulations and the administration and evaluation of Comcare's WHS programmes. Any personal information collected in these forms will be used for those purposes.

In exercising our functions and powers, Comcare may disclose personal information, subject to confidentiality of information provisions under the WHS Act, to the following bodies and agencies, including but not limited to:

- Comcare's internal and external legal advisers
- the Safety, Rehabilitation and Compensation Commission
- a court or tribunal
- state or territory work health and safety regulatory agencies
- personnel engaged by Comcare to conduct research related activities
- enforcement agencies or bodies
- state and territory Coroners
- Commonwealth, state or territory industry regulators
- any other person assisting Comcare in the performance of its functions or exercise of its powers, including contractors and consultants
- any other person where there is an obligation under law to do so (for example but not limited to, responding to the direction of a court to produce documentation).

For further information on how Comcare handles personal information, please read the Privacy Policy on Comcare's website. To request a change to your personal information or to make a complaint, please phone or email privacy@comcare.gov.au.

a. www.comcare.gov.au | 1300 366 979

Healthy Minds: Mental Wellbeing Strategy

Outline of the 22 sub-deliverables have been completed during the period March – August 2024.

Deliverables:	Sub-Deliverable:	Activity:
Strategic Priority 1: Boosting Wellbeing		
2. Educate SES and managers in identifying and managing potential psychosocial hazards (e.g., job demand, interpersonal conflicts, personal issues and challenges outside the workplace)	2.1. New managers complete online learning modules and attend Mental Health Awareness training	Closed - access to a suite of training include APSC Compassionate Foundations and Connections Program training, mental health first aid training and annual compliance WHS and behavioural training requirements
4. Strengthen the sense of community within teams and branches and build collective resilience across our workforce	4.1. Managers are supported and equipped to engage in quality conversations with their staff focused on ensuring a clear sense of purpose and on their personal contribution to the workplace	Closed - action through the PDS Review and implementation of PDS enhancements – revised PDS Policy, guides and resources available to managers
	4.2. These ongoing quality conversations include feedback with a focus on development where good performance is recognised and rewarded, achievements are celebrated, and managers provide regular informal feedback on performance	Closed - action through the PDS Review and implementation of PDS enhancements – revised PDS Policy, guides and resources available to managers
	4.3. Staff are encouraged and supported to connect with their colleagues and build productive working relationships, social connections and social cohesion	Closed - actioned through the PDS Review and implementation of PDS enhancements – revised PDS Policy, guides and resources available to managers
	4.4. Managers and staff are clear about when, how and who to reach out to if they have concerns about the wellbeing of a colleague	Closed – content updates on the Wellbeing Hub on support services and ongoing promotion of wellbeing webinars
5. Strengthen the capability of individuals and managers through targeted programs and access to resources including self-care, development of resilience to adversity, and employee support.	5.3. Onboarding activities and resources include positive mental health practices and responsibilities.	Closed - new starters requirement to complete WHS and behavioural compliance training and attend WHS induction that covers wellbeing support/services
	5.4. A single-entry point (Wellbeing Hub) on the Intranet is established for employees and managers to access resources, information and guidance	Closed - dedicated landing page has been created and refresh of content and layout for greater accessibility and information

	5.5. Roles and responsibilities are communicated through the Wellbeing Hub, the Manager's Toolkit, and integrated with employee and manager training programs (including online programs) and access to the Working Well, Keeping Well wellbeing resource pack	Closed - information and guidance provided on the Wellbeing Hub
	5.6. Clear escalation pathways for workplace support are communicated to employees and managers	Closed - information and guidance provided on the Wellbeing Hub and a standard statement is detailed in all HR related policies on workplace supports
7. Agree flexible work approaches where appropriate to enable a sustainable work life integration to be achieved by employees	7.2. Fair and consistent processes during recruitment activities enable open discussions about reasonable adjustment options, both during the recruitment process but also for the role itself	Closed - standard recruitment and onboarding procedural process
8. Managers ensure regular planned leave is encouraged and taken to refresh and recuperate	8.3. SES and managers model healthy behaviours which positively contribute to wellbeing culture, including accessing leave for recreation, having succession plans in place for senior roles and enabling staff to access available leave when needed	Closed - PDS Review, embedded within the performance agreement process for forward focus discussion for leave/flexible working arrangements. People Dashboard covers Division/Branch excess leave data
9. Identify development goals through the Performance Development System (PDS) which include core soft skills that assist in managing mental health wellbeing. For example, self-awareness, adversity resilience and coping with pressure	9.1. Information and options are included in PDS guidance material for development plans and learning and development opportunities	Closed - actioned through the PDS Review and new Enterprise Agreement – revised PDS Policy, guides and resources available to managers
	9.2. Managers actively promote and discuss personal wellbeing priorities in line with PDS cycle discussions	Closed - actioned through the PDS Review and implementation of PDS enhancements – revised PDS Policy, performance agreement process, guides and resources available to managers
10. Enable reasonable adjustments for employees where appropriate, throughout the employee life cycle from entry to separation	10.3 Managers and leaders support reasonable adjustments for employees as required, including access to flexible working arrangements and/or mobility	Closed - Enterprise Agreement clause - flexible working arrangements Standard recruitment/onboarding procedural process and ongoing practice to support employees with reasonable adjustments.

13. Strengthen our capability to assess and manage psychosocial risks through the effective design of work and roles	13.1. SES and manager capability is developed to identify risks and ensure job roles are properly designed and sized, and workflows within and between areas are sustainable	Closed - access to Compassionate foundation training, together with information detailed on the Wellbeing Hub
14. Enhance analytical capability through the development and implementation of advanced analytic tools that draw on quantitative and qualitative data, including those data sources that are primary or secondary risk indicators	14.1. Invest in employee training and tools to effectively evaluate WHS-related data	Closed – Access to HR data analytics training have been offered to HR practitioners. Together with Treasury PowerBI reporting specialist to support the business
	14.2. Ensure data from the State of the Service Census, pulse surveys, risk management reviews and other relevant sources are included in ongoing evaluation and reporting	Closed – Embedded practice to evaluate and incorporate in improvement plans.
Strategic Priority 2: Intervening Early		
15. Educate our people to recognise and understand the early signs of emerging or escalating issues	15.1. Refresh existing wellbeing resources	Closed – refresh content and layout of the Wellbeing Hub
	15.2. Leverage additional specialised external and internal resources to enact a tailored response and comprehensive wellbeing package	Closed – a range of support service detailed on the Wellbeing Hub and monthly wellbeing webinars provided by EAP and CancerAid service provider
16. Improve access to resources and support to act on emerging issues	16.4. Establish a Treasury Staff Mental Health network to enable peers to engage on mental health-related topics, actions and challenges across Treasury	Closed – Mental Health sub-committee has been established
	16.5. Identify Group SES representatives to champion mental health programs and initiatives	Closed – SES representatives have been established for Access and Inclusion Network
17. Increase individuals' participation in mental health awareness, mental health first aid training and other adversity resilience courses	17.1. Managers are trained in accessing resources and supporting employees who may be experiencing symptoms	Closed - access to a suite of training include APSC Compassionate Foundations and Connections Program training, mental health first aid training and annual compliance WHS and behavioural training requirements

Best You Dashboard Report

CUSTOMER
Department of The Treasury

BUSINESS UNIT
All

SUB LEVEL
All

INDUSTRY
Federal Government

START DATE
1 April 2024

END DATE
30 June 2024

ANNUALISED UTILISATION



NEW CASES - MyCoach for Individuals



NEW CASES - MyCoach for People Leaders



NEW CASES - Critical Incident



MODALITY (1st SESSION)

	Face to Face	Telephone	Digital
Customer	26.09%	71.74%	2.17%
Industry	14.65%	73.65%	11.70%
All Customers	13.54%	75.51%	10.95%

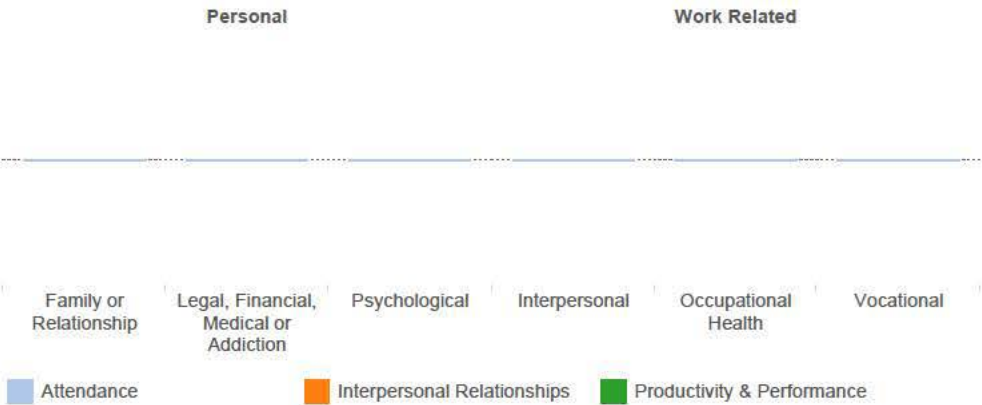
ANNUALISED UTILISATION

Category	Mar 2023	Jun 2023	Sept 2023	Dec 2023	Mar 2024	Jun 2024
Customer	14.6%	22.6%	14.8%	12.7%	13.2%	11.3%
Industry	10.5%	16.3%	13.4%	11.9%	13.0%	13.3%
All Customers	4.2%	5.9%	5.0%	4.7%	4.8%	4.9%

TOP 5 PRESENTING ISSUES

THIS PERIOD		SAME PERIOD LAST YEAR	
Mental Health	52.4%	Mental Health	78.3%
Partner Relationships	14.3%	Workload	6.7%
Workload	14.3%	Medical / Health	5.0%
Family Relationship Discord	7.1%	Family Relationship Discord	3.3%
Medical / Health	4.8%	Alcohol / Drug Problem	1.7%

WORK IMPACT - 0.00% of cases had a Work Impact in this period



PRESENTATION OVERVIEW



PRESENTING ISSUE

Work-Related Personal

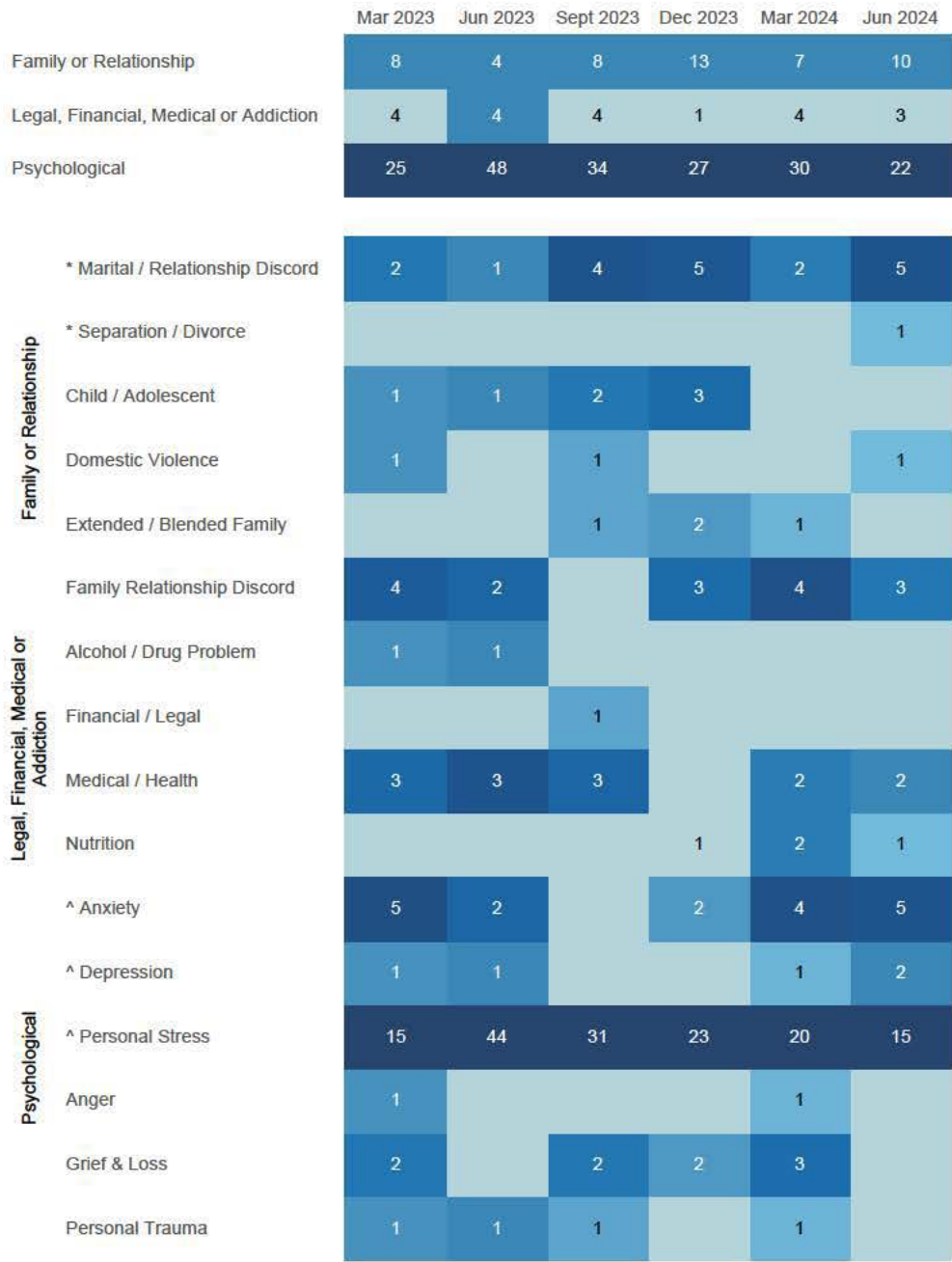
STANDARD vs CRISIS

Standard Crisis

ATTENDANCE

Show No Show

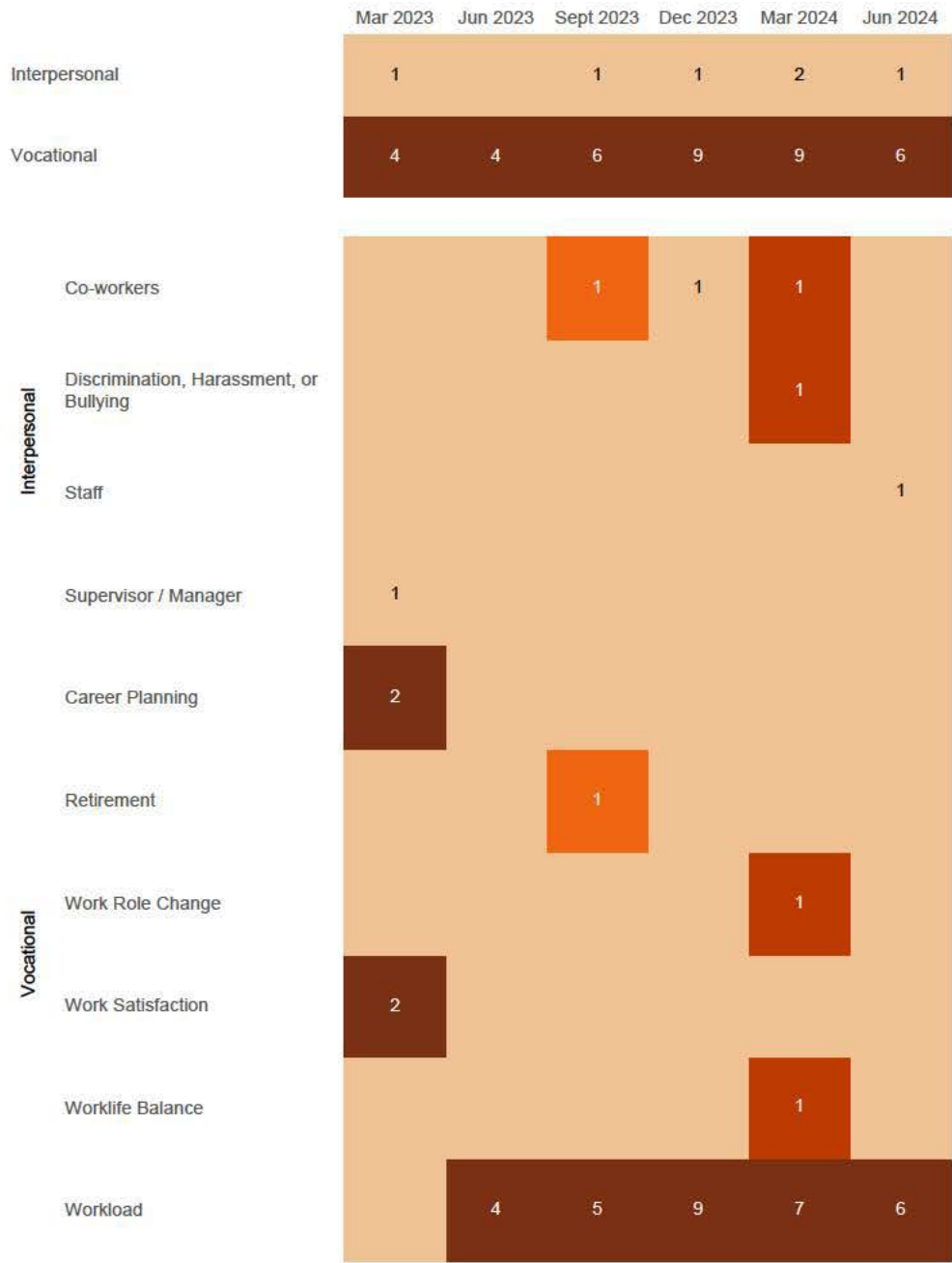
PERSONAL PRESENTING ISSUES



* Partner Relationships
^ Mental Health

The heat map above provides a graphical representation of the Presenting Issue Categories. The darker the colour the more cases were recorded in the corresponding period.

WORK PRESENTING ISSUES





PRIVATE & CONFIDENTIAL

Appendix D

Osara Health & Treasury

2024 Q2 Report

July 2024





Agenda

1. Q2 Results
 - a. Program Enrolment & Engagement
 - b. Employee Feedback
2. Discussion items and ongoing topics



Program Enrolment & Engagement - Q2 Results





Total Partnership Enrolments



Enrolments into
Osara Health Programs



Enrolments into
Cancer Coach



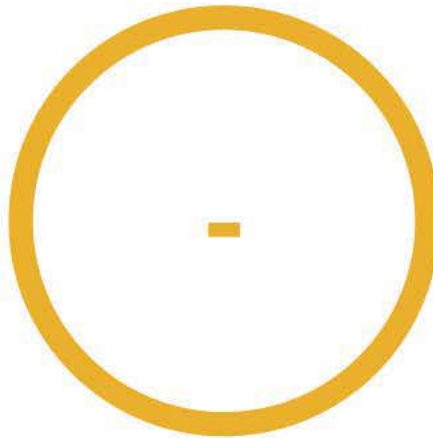
Enrolments into
Cancer Caregivers



Q2 Enrolment Overview



Enrolments into
Osara Health Programs



Enrolments into
Cancer Coach



Enrolments into
Cancer Caregivers



Program Engagement Results

A large dark green circle containing the text "94%".

94%

Self-enrolled into
a Program

A large orange circle containing the text "~18.5 weeks".

~18.5
weeks

Average **program**
duration at Treasury



Employee Feedback





Employee Results - General

A large dark green circle graphic containing the text '97%'.

97%

On average, employees were **very satisfied** with the Program (4.83/5)

A large yellow circle graphic containing the text '+55'.

+55

Net Promoter Score

A large red circle graphic containing the text '93%'.

93%

On average, employees **felt more in control** of their wellbeing and cancer experience (4.67/5)



Employee Results - General



96%

On average, employees **increased their confidence** to have conversations with their managers (4.8/5)



90%

On average, employees are **very likely to recommend** Treasury as an employer (4.5/5)



87%

On average, employees **improved their care** for their loved one (4.33/5)

Caregivers only



Participant Feedback - Verbatim



”

“... When I was looking in the modules, the tips, advice, language and length - it's incredibly accessible and good. You have been so wonderful and such a pleasure to talk to, it's been great independent to my [loved one] to speak to about all this. I didn't expect you to engage so much in my wellbeing, I appreciated this so much ...”



Discussion



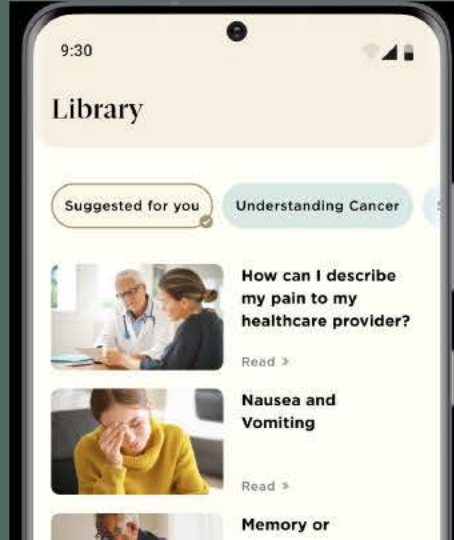
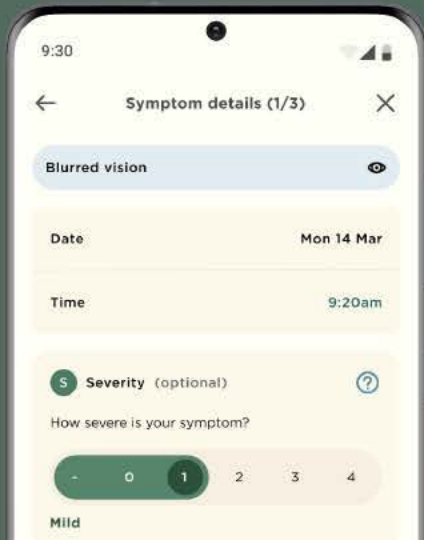
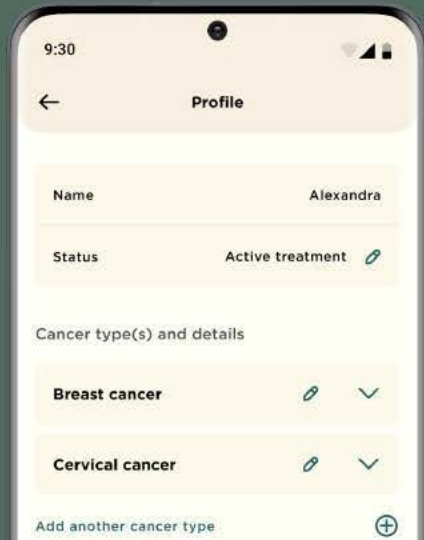


Discussion / ongoing topics

- **NAIDOC comms** – shared last Friday, for use if desired
- **Are there any limitations in Treasury around promotional material?**
 - e.g. Digital banners, screensaver campaigns, physical collateral (fridge magnets)
 - Can we support here?
- **Treasury-specific awareness session later in the year** – follow up
- **Mobile app** – launching in early August



Introducing the Osara Health App



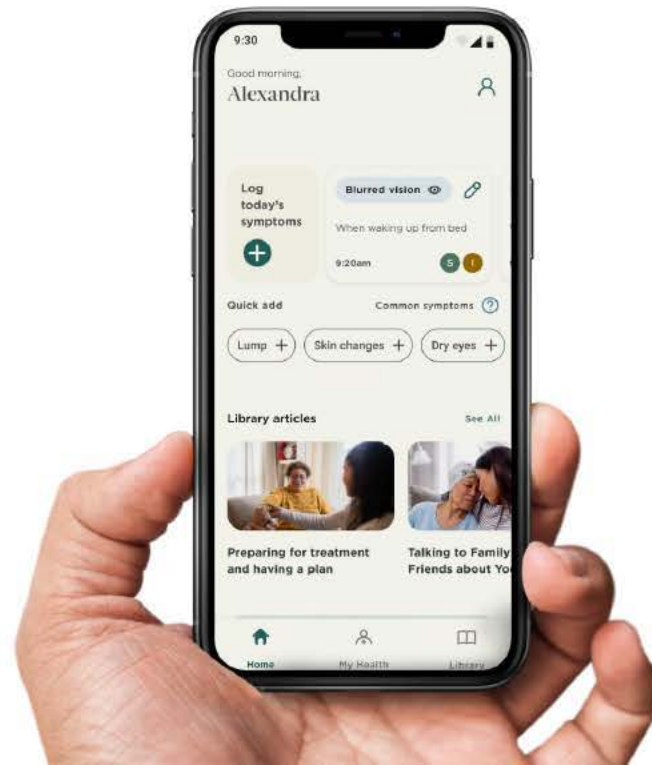


Launching August 5th - The next generation app is here

A companion app designed to help you integrate the knowledge from our clinically proven programs into your daily routine. Access our library of trusted resources, monitor symptoms, and prepare for your next appointment. Osara Health is your companion in your back pocket.

Our new app is the result of 12 months of research, incorporating feedback from oncologists, researchers, and user experience designers.

We will be phasing out the CancerAid app over a three-month period, concluding on November 1st.





Why the change?

The name of our existing app, CancerAid, is a legacy from our previous brand, which we changed in June 2023. Our new app, called Osara Health, will align with our current branding and includes upgraded features. We've built Osara Health on a modern software system, requiring us to start from scratch. This new system offers high performance, improved reliability, a better user interface experience, and scalability across multiple platforms.

How?

We will communicate the launch date through health coaches, who will manage the flow of information via modules, emails, SMS, and phone calls. We've developed a communication stream designed to provide participants with the right amount of information needed to download and get started without overwhelming them.

Key changes

The Osara Health app is only accessible as a registered participant of an Osara Health program. For those eligible participants enrolled in the [Cancer Coach](#) or [Cancer Caregivers](#) programs, the app serves as a companion support tool with ongoing access for users. Our new app is closed to the public and available only to participants to ensure we can provide the optimal experience, where all features work in conjunction with each other moving forward.

Does the CancerAid app still work?

Our legacy CancerAid app will still be available to download until 5 August 2024. Participants are free to continue using the CancerAid app if they have downloaded it, it won't be removed from their smartphone on the launch date (5 August 2024). Previous participants from within a 12 month period will be notified about our new app launch via email and will be able to download and use the new app.



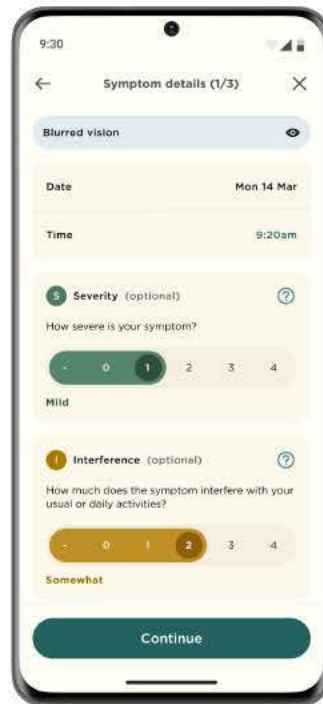
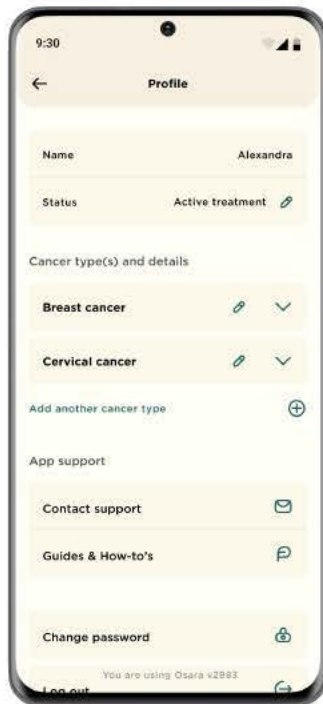
New Features

My Profile - offers new and improved options for entering diagnosis information to create a personalized app experience.

Symptom Tracker - now includes a clinically recognized comprehensive scoring system, easy-to-use functionality, and personalized suggestions of symptoms to track based on the diagnosis entered in the 'My Profile' feature.

Daily Log Summary - provides enhanced insights for easily tracking progress, identifying triggers, and proactively managing health with confidence.

Library - contains verified articles curated by Osara's clinical research team and personalized to your experience as identified in your 'My Profile' settings.



Executive Board (EB)

27 November 2025

Biannual Wellbeing and Work Health and Safety Report

Decision required

The Executive Board (EB) is asked to:

- Note the Biannual Wellbeing and Work Health and Safety Report (March – August 2025).
- Note that as part of POSB's budget realignment, the Performance Health and Safety Team and the Employment Relations Team have rolled into one section.
- Note that as part of the consolidation of two functions, a simplified biannual dashboard will be developed by the next reporting period.

Key points

This paper provides the Executive Board (EB) with the *Biannual Wellbeing and Work Health and Safety (WHS) Report* (the **Report**) (Attachment A) covering the reporting period 1 March to 31 August 2025.

The Report was circulated to the People and Inclusion Committee (PIC) on 28 October 2025 (EC24-004668 refers). PIC members noted the Report and acknowledged ongoing efforts to achieve a significant reduction in Treasury's workers' compensation premium.

There are no escalating concerns arising from this reporting period.

Highlights from this reporting period include:

- s 22
- 16 WHS incidents were reported, a small increase from 14 in the previous reporting period (September 2024 – February 2025); and
- 51 individual case management matters required dedicated POSB support.
 - Support related to early intervention, non-compensable illness or injury, compensable claims, probation, performance management, and workplace behaviour matters.

Achievements include:

- an improved 'Wellbeing Policies and Support Index Score' of 75 in the 2025 APS Employee Census, an increase of 3 percentage points on 2024 results; and
- development of the Respect@Treasury Framework and a new *Workplace Behaviours Policy* to replace the *Preventing and Managing Bullying, Harassment and Discrimination in the*

Workplace Policy, both actions identified under the Treasury Strategic Workforce Plan and 2024 Census Action Plan.

Next Steps

With the consolidation of the Performance Health and Safety Team and the Employment Relations Team as part of the response to budget alignment, the focus over the next 6 months will be to replace the current detailed report with a high-level dashboard. The dashboard will endeavour to provide group-specific insights to assist in pinpointing emerging hotspots across business areas, enabling Deputies/Division Heads to take proactive measures and mitigate risks before they escalate.

Additional key actions also include implementing the Respect@Treasury Framework, launching digital Respect and Performance Hubs on TERI, and finalising the Adjustment Passport.

Jody Riley
Chief People Officer
17 November 2025

Authority to release: Yes (this Paper can be circulated to all SES post meeting)

Attachment

Attachment A – Biannual Wellbeing and Work Health and Safety Report (March – August 2025)