



# WorkCover WA

## Sustainability Action Plan

2005 - 2007

## WORKCOVER WA SUSTAINABILITY ACTION PLAN 2005-2007

### Introductory Statement

The public sector has an important role to play in shaping the economic, social and environmental fabric of the Western Australian economy. WorkCover WA is committed to ensuring that the social and economic impact on workers of work-related injury and disease is minimised. This is achieved through working with employers, workers and service providers to ensure a workers' compensation scheme that is fair, accessible and affordable.

Sustainability is a global issue and we all have a responsibility to embrace the principles of sustainability and do as much as we can to contribute to meeting the needs of current and future generations through the integration of environmental protection, social advancement and economic prosperity.

WorkCover WA will play its part in this by ensuring:

- its own activities support sustainability;
- staff are encouraged to embrace principles of sustainability;
- programs and services provided contribute to a sustainable community; and
- organisations with which WorkCover WA interacts are supported in adopting sustainability initiatives.



ADRIAN WARNER  
CHIEF EXECUTIVE OFFICER

## **Sustainability at WorkCover WA**

WorkCover WA is focused on minimising the social, economic and personal cost of worker injury, to workers and employers in Western Australia. We are committed to developing programs and services to meet the needs of both employers and workers and in the area of workers' compensation. This will be achieved through effective administration of the Act, the provision of quality policy advice to government and focusing on building and maintaining excellent stakeholder relationships.

To ensure the State's workers' compensation and injury management scheme runs smoothly for the people of Western Australia, WorkCover WA:

- provides information and community education on all aspects of the scheme;
- promotes injury management to help injured workers successfully return to work;
- undertakes research;
- monitors compliance with the Act to ensure employers are insured for workers' compensation to their full liability;
- regulates and monitors the performance of service providers;
- ensures all workers employed in a prescribed noisy workplace have the necessary hearing tests; and
- provides a dispute resolution process to resolve disputed workers' compensation matters.

From WorkCover WA's perspective, we are working towards our goal of contributing to sustainability not only in upgrading our day-to-day operations through energy efficiency and waste management initiatives, but in the programs and services we deliver to support the key stakeholders in the workers' compensation and injury management scheme.

With regard to the changes or challenges that sustainability represents for WorkCover WA, as an agency of less than 150 people, we are limited to some degree in the extent to which we can achieve environmental performance targets as we lack the economies of scale that some larger agencies are able to draw on. Having said this, we are committed to identifying and implementing new ways in which these targets can be met.

Also, given our constituency (that is, all aspects of the State's employment and workforce), the economic prosperity dimension of sustainability has been and will continue to be a key driver for WorkCover WA. However, as indicated, WorkCover WA also has regard to social and environmental considerations in the development and delivery of its programs and services and, in future, will be guided by the sustainability assessment framework in this respect.

## **State Sustainability Strategy**

WorkCover WA is required to report against a number of specific actions contained within the State Sustainability Strategy.

The WorkCover WA website and intranet will be updated to provide information for all customers, internal divisions and employees on sustainability, the benefits for the Agency as well as the broader community, and how they can contribute to sustainability. Importantly, the message to employees is that sustainability can lead to cost efficiencies and increased outputs, improve customer relations in relation to environmentally and socially friendly purchasing, and lead to opportunities through innovation and industry contribution.

When undertaking future consultation with its stakeholders, WorkCover WA will have regard to the principles of *Consulting Citizens: A Resource Guide* and *Consulting Citizens: Planning for Success* as relevant to the issues involved. In this way, WorkCover WA will ensure transparent, participatory and engaging public processes are embedded in our agency activities.

In addition, WorkCover WA will ensure that sustainability principles are considered when developing new programs to assist and support both employers and employees within the private and public sectors in Western Australia. WorkCover WA will also continue to work closely and collaboratively with stakeholders, and will encourage employees to examine and identify opportunities for community-building and social responsibility within our stakeholder base.

WorkCover WA will also consider how, or if, sustainability principles and practices can be incorporated into the Act.



**WORKCOVER WESTERN AUSTRALIA AUTHORITY SUSTAINABILITY ACTION PLAN  
2005 – 2007  
RESPONSE TO THE COMMITMENTS IN THE  
SUSTAINABILITY CODE OF PRACTICE FOR GOVERNMENT AGENCIES**



Sustainability Commitments	Action taken already	Future actions	Time frame	Responsibility	Targets
<b>Strategic Planning</b> <u>Objective:</u> Reflect sustainability principles and actions in strategic and business plans and budgets, consistent with <i>Better Planning, Better Services – A Strategic Planning Framework for the Western Australian Public Sector</i> .	WorkCover will be revising its Strategic Plan during 2005. The new Strategic Plan will comply with the <i>Better Planning, Better Services – A Strategic Framework for the WA Public Sector</i> .	WorkCover' activities will be reviewed to ensure they are in line with the goals and strategic outcomes contained in <i>Better Planning, Better Services</i> where appropriate.	Oct 2005	Director, Corporate Development	Compliant with <i>Better Planning, Better Services</i> framework.
		State Sustainability Strategy actions will be a consideration, where appropriate, at all levels of strategic decision making and budgeting, including being incorporated into the wording of the Strategic Plan when it is reviewed in 2005.	May 2006	All business units.	Sustainability actions are incorporated into strategic and business plans.
<b>Annual Reporting</b> <u>Objective:</u> Report on compliance with this code and other sustainability achievements in annual reports, consistent with the Annual Reporting Framework.	To the extent possible WorkCover has complied with the Annual Reporting Framework in preparing its annual report.	WorkCover will continue to report against the requirements set out in the <i>Annual Reporting Framework</i> and <i>Strategic Planning Framework</i> and will assess the changing environment.	2004-05 Annual Report and on-going	Director, Corporate Development	Compliant with <i>Annual Reporting</i> framework.
		Progress reports on how WorkCover is achieving its actions will be provided to the Sustainability Policy Unit when requested.	As required	Director, Corporate Development	Progress in achieving and maintaining sustainability actions.
<b>Sustainability Assessment</b> <u>Objective:</u> Where appropriate, utilise sustainability assessment in planning and decision-making.	Workers' compensation is an important factor in the economic health of the State. A key objective of WorkCover is to ensure the long-term viability and stability of the workers' compensation scheme. This requires maintaining a balance between fair compensation for injured workers and the affordability of the scheme for employers and the community.	WorkCover will have regard to the guidelines within the <i>Sustainability Assessment Framework</i> to determine which planning and decision-making processes will be informed by sustainability assessment.  An organisation-wide awareness program will ensure all relevant personnel are aware of the requirements and guidelines.	June 2005	Director, Corporate Development	Relevant planning and decision making processes comply with the <i>Sustainability Assessment Framework</i> .

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<b>Legislation</b> <u>Objective:</u> Where relevant, incorporate sustainability principles and practices into legislation as it is reviewed, drafted or amended.	Major changes to the Act passed through Parliament in 2004 are to come into effect in stages in January and July 2005. The changes affect all areas of the legislation and are designed to improve outcomes for injured workers and enhance the efficiency of the scheme. There will be a review of the impact of the changes after a full financial year of operation.	Consideration of whether, and if so, how, sustainability principles should be incorporated into the Act will be included in the terms of reference for the next review of the scheme.	June 2007	Director, Business Services  Corporate Executive	If relevant, sustainability principles are incorporated into the Act.  Sustainability statements are incorporated into legislative proposals.
<b>Consulting citizens</b> <u>Objective:</u> Where appropriate, actively engage stakeholders and the public – regardless of age, gender, culture, ability and location – in transparent policy development and decision-making processes.	The changes to the legislation that commence in 2005 are based on extensive public and stakeholder consultation. A series of reviews and public discussion documents were issued to obtain comment on legislative proposals. WorkCover's governing body (a representative Board) acts to ensure the interests of all stakeholders are taken into account. All education programmes (eg seminars, training courses, and conferences) have feedback mechanisms which are used to develop and improve programmes. A survey of WorkCover's telephone information service (Infoline) customers is conducted twice yearly to assess feedback which is used to continuously improve services.	WorkCover will have regard to the key principles outlined in the <i>Consulting Citizens Guides</i> when undertaking future consultations.  An awareness program will be implemented to ensure Corporate Executive and senior management are aware of the requirements and recommendations of the Consulting Citizens Guides.	Ongoing	Director, Corporate Development	The public, as relevant, are consulted during the development of new initiatives in accordance with <i>Consulting Citizens</i> .
		WorkCover will identify relevant stakeholders, and consult with them in the development of Sustainability Action Plans.	Ongoing	Director, Corporate Development	Feedback from relevant stakeholders is incorporated in the Sustainability Action Plan.
		WorkCover will identify opportunities for community consultation on the <i>Citizenscape Consultation Catalogue</i> as they occur.	As required.	Director, Corporate Development	Opportunities for community consultation are included on <i>Citizenship Consultation Catalogue</i> .
<b>Procurement</b> <u>Objective:</u> Ensure procurement complies with the sustainability approach outlined in the State Supply Commission's policies.	WorkCover has commenced a review of its procurement policy and practices to ensure compliance with State Supply Commission policies.	WorkCover will continue to meet its statutory obligations in relation to procurement. Purchasing will be conducted based on best value for money principles in accordance with State Supply Commission and WorkCover internal policies.	Immediate /Ongoing	Director, Corporate Services	WorkCover meets its statutory procurement obligations.

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<b>Service delivery</b> <u>Objective:</u> Where appropriate, integrate service delivery across agencies.	WorkCover has developed and implemented, in partnership with stakeholders and service providers, education and information exchange opportunities to improve knowledge and understanding of the workers' compensation legislation and scheme.	WorkCover will continue to collaborate with other agencies and organisations (such as employer associations, unions, service providers and their associations) on initiatives that minimise the social and economic impact on workers of work-related injury and disease and achieve cost effectiveness for employers and the community.	Ongoing	Director, Business Services	Collaboration with other agencies and organisations.
<b>Environmental performance</b> <u>Objective:</u> Improve environmental performance through minimising the consumption of energy, water and other resources, reducing waste and maximising recycling.	WorkCover has implemented and taken steps to manage its environmental obligations in relation to reducing waste and maximising recycling, and minimising energy and water use, by conducting energy audits of both agency buildings and implementing recommendations of the audit.  WorkCover has exceeded the Government targets for reducing energy consumption every year from the inception of the Energy Smart program to 2003/2004.  WorkCover has implemented a waste paper recycling program.	A waste audit will be undertaken to identify consumption levels and strategies for the effective reduction of consumption and resultant waste.	Jul 2006	Director, Corporate Services	Waste audit is conducted in compliance with the Government's Waste Audit Consultancy guidelines.
		The results of the waste audit will be the key driver in the reduction of waste through recycling and re-use. Realistic targets will be set and promoted across the organisation with regular performance review.	Ongoing following waste audit.	Director, Corporate Services	Relevant targets are consistent with the waste audit.
		WorkCover has implemented steps 1 to 5 of the Energy Smart Guide to Energy Management and will continue to monitor and refine its action plan for effective energy management.		Director, Corporate Services	Compliance with steps 1 to 5 of the Energy Smart guide to energy management.
		WorkCover will review the application of steps 6 – 10 Energy Smart Guide to Energy Management and implement where appropriate.	Jul 2006	Director, Corporate Services	Compliance with steps 6 to 10 of the Energy Smart guide to energy management, as appropriate.
		WorkCover will continue to support the Government's commitment to purchase the equivalent of 5% of its electricity from cost effective renewable sources by 2006/2007.	Ongoing	Director, Corporate Services	Renewable resources account for 5% of WorkCover's electricity use.
		WorkCover will use the Department of Housing & Works (DHW) Office Accommodation Policies as a basis to review energy use and achieve, or exceed, the mandatory and minimum energy rating requirements as specified where it is cost effective to do so.	Ongoing	Director, Corporate Services	As set out in the Office Accommodation Policies, where appropriate.

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		WorkCover will comply with the water efficiency provisions of the DHW Office Accommodation Policies through an audit assessment of water efficiency and the implementation of water efficiency strategies where appropriate.	Jul 2006	Director, Corporate Services	WorkCover's water use and efficiency are consistent with the water audit and DHW provisions.
		An audit assessment of water efficiency will be conducted in line with DHW Office Accommodation Policies, as and when suitable funds are available.	Jul 2006	Director, Corporate Services	Water audit is conducted and informs programs for use and efficiency.
<b>Vehicles and travel</b> <u>Objective:</u> Minimise the number of vehicles, reduce vehicle use, maximise fuel efficiency, promote alternative fuels and modes of travel and offset greenhouse gas emissions.	WorkCover has taken steps to manage its vehicle and travel use in line with the Government's vehicle fleet policy by reducing the number of vehicles in the fleet, and the composition of the fleet to include a higher percentage of 4 cylinder vehicles.	<p>WorkCover will identify actions to reduce unnecessary solo car journeys and promote travel alternatives. A program for promoting cycling, walking, public transport, car-pooling, etc. will be devised and introduced to staff. Alternative working arrangements will be investigated.</p> <p>The green transport plan is non-applicable as WorkCover has two separate offices neither of which has more than 100 staff.</p>	Dec 2005	Director, Corporate Development	Unnecessary vehicle use is reduced.
		The Department of Treasury and Finance and the Department of Environment are currently finalising arrangements to offset greenhouse gas emissions from the Government vehicle fleet, which is likely to be managed centrally. WorkCover will comply with the Government's commitment through actively promoting the use of fuel-efficient vehicles (4 cylinder and LPG) in its fleet.	Ongoing, as policy becomes available.	Director, Corporate Services	Offsetting of greenhouse gas emissions from WorkCover's vehicle fleet in line with Government's vehicle fleet policy.

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<p><b>Government buildings, built assets and land</b>  <u>Objective:</u> Incorporate sustainability considerations into the design, procurement, leasing, construction, maintenance and management of government buildings and other built assets and to the management or development of government-owned land.</p>	<p>WorkCover has included sustainability considerations in the brief provided to our architect for design options for additions to our Shenton Park premises.</p>	<p>WorkCover will comply with DHW's Office Accommodation policies for existing and future leases.</p>	<p>Ongoing.</p>	<p>Director, Corporate Services</p>	<p>Compliance with WorkCover's obligations under the Office Accommodation policies.</p>
		<p>WorkCover will comply with the sustainability provisions contained in the <i>Tender Shell For The Modified Qualification Based Selection Process</i> in the procurement and construction of new government buildings, including the new buildings planned for 2005/06.</p>	<p>As required.</p>	<p>Director, Corporate Services</p>	<p>All procurement and construction of buildings complies with the sustainability provisions.</p>
		<p>Best practice sustainability practices will guide the ongoing management of WorkCover owned premises.</p>	<p>Ongoing</p>	<p>Director, Corporate Services</p>	<p>Best practice sustainability practices are adopted in the management of WorkCover-owned buildings.</p>
		<p>WorkCover will examine options for installing solar hot water heaters and other energy efficiency measures when considering modifications to its Shenton Park premises.</p>	<p>As required.</p>	<p>Director, Corporate Services</p>	<p>Solar heating and other energy efficient measures are incorporated in premises.</p>
<p><b>Capacity building for sustainability</b>  <u>Objective:</u> Continually improving all employees' knowledge about sustainability through education and training and through opportunities to actively engage in developing agency capability in this area.</p>		<p>WorkCover will provide information to all staff on sustainability concepts and the sustainability assessment framework that may guide any program evaluation.</p>	<p>Ongoing</p>	<p>Director, Corporate Development</p>	<p>All employees are aware of and knowledgeable about the principals of sustainability and their role in achieving and maintaining sustainability.</p>

Sustainability Commitments	Action taken already	Future actions	Time frame	Responsibility	Targets
<p><b>Sustainability through diversity</b> Objective: Support employees in understanding and respecting diversity through anti-racist, equal opportunity and cross-cultural awareness training programs and utilising means to redress where legislation permits.</p>	<p>WorkCover’s Code of Conduct complements the Public Sector Code of Ethics. These combined Codes provide the guidelines for employees to demonstrate a high degree of integrity and accountability and to make ethical decisions which are fair and equitable to everyone in the community.</p>	<p>Understanding and practice of equal opportunity and diversity in employment and service provision will be actively promoted and encouraged through focus on EEO and Diversity Management Plans; and policies, procedures, and implementation plans, for:</p> <ul style="list-style-type: none"> <li>• Language and Cultural Diversity Outcomes; and</li> <li>• Accessing Abilities (recruiting and retaining people with disabilities).</li> </ul> <p>These initiatives will include a needs analysis and training and awareness programs for all employees, including induction training which highlights the need for equity and diversity.</p>	<p>Ongoing</p> <p>Jun 06</p>	<p>Director, Corporate Development</p>	<p>Employees understand and respect the need for, and practice diversity and equal opportunity principles in all internal and external activities.</p>
<p><b>Volunteering for community development</b> Objective: Encourage employees to contribute to community development through voluntary initiatives that support sustainability.</p>	<p>WorkCover , as an organisation, and WorkCover staff support programs such as “Christmas in the Park” and “Save the Bears”, through contributions of funds raised on “dress casual for charity” days in the workplace. WorkCover supports staff volunteer activities by allowing flexibility in working hours to attend to these commitments.</p>	<p>WorkCover will continue to encourage and support the volunteering activities of staff, and will develop an employee volunteering policy and promote strategies based on the <u>Public Sector Employee Volunteering Resource Guide</u>.</p>	<p>Nov 05</p>	<p>Director, Corporate Development</p>	<p>Employees contribute to community development through volunteer activities.</p>

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<p><b>Occupational health and safety</b>  <u>Objective:</u> Implement occupational health and safety (OHS) measures in the workplace to improve environmental, economic and social outcomes.</p>	<p>WorkCover maintains effective OHS measures in the workplace, such as:</p> <ul style="list-style-type: none"> <li>• On-line Incident Reporting</li> <li>• Active OHS Committee</li> <li>• On-site OHS Rep's.</li> <li>• Driver Safety training</li> </ul>	<p>WorkCover will further develop its risk management strategy and undertake periodic and ongoing workplace assessment. An active OHS Committee will be maintained and training in OHS will be provided where appropriate.</p>	Ongoing	Director, Corporate Development	OHS measures designed to improve environmental, economic and social outcomes are integrated into the workplace.
		<p>OHS issues are considered at the Executive level following consultation with relevant staff and management. Section meetings will be used as a forum to raise specific issues and where necessary these will be referred to the Executive.  Appropriate policies and procedures will be developed in response to Government initiatives and endorsed by Corporate Executive.</p>	Ongoing	Director, Corporate Development	Following consultation with staff, appropriate consultative mechanisms will be established to ensure employee participation in OHS.
		<p>WorkCover maintains a safe and secure work environment that is subject to ongoing assessment to ensure that any OHS issues are considered at the appropriate level.</p> <p>The On-line Incident Management System will be maintained and upgraded as necessary</p>	Ongoing	Director, Corporate Development	OHS management systems are in place to support a safe and secure work environment.