



Section 5: Disclosures and legal compliance

- 76 Report on funds management
- 78 Other financial disclosures
- 83 Ministerial directives
- 83 Governance disclosures
- 89 Legal compliance
- 91 Government policy requirements



Report on funds management

Workers' Compensation and Injury Management Trust Account

The Workers' Compensation and Injury Management Trust Account is maintained in accordance with section 110 of the *Workers' Compensation and Injury Management Act 1981* (the Act). WorkCover WA seeks to optimise returns and security of funds invested for the benefit of the dependants of deceased workers.

Section 218 of the Act empowers an Arbitrator to order compensation to be paid in trust to WorkCover WA when it cannot immediately be paid to a person under a legal disability or the dependants of a deceased worker. These funds are invested in accordance with Treasurer's guidelines.

Investment strategies employed provided an average yield for the 2017/18 year of 2.09 percent for all trust accounts.

Uninsured claims management

WorkCover WA manages specific funds to provide a source of compensation for injured workers of uninsured employers. Funds paid to workers from the General Account are recovered where ever possible from uninsured employers.

Compliance checks establish an employer's insurance status to ensure monies released from the General Account are in accordance with the provisions of the Act. This year 52 potential claims on the General Account were investigated compared with 35 last year.

There were four new accepted uninsured claims this financial year with payments from the General Account, and 35 continuing claims from previous financial years. The net cost of new claims was \$261,174 and ongoing claims net costs amounted to \$2,054,356.

At 30 June 2018, the total outstanding debt from uninsured employers was approximately \$2,315,531. Recovery action against these employers is ongoing.

Employers' Indemnity Supplementation Fund

The Employers' Indemnity Supplementation Fund was established under the provisions of the *Employers' Indemnity Supplementation Fund Act 1980* and exists to guard against the collapse of an insurer.

The Employers' Indemnity Supplementation Fund also pays claims under the *Waterfront Workers' (Compensation for Asbestos Related Disease) Act 1986* and the *Workers' Compensation and Injury Management (Acts of Terrorism) Act 2001* (Acts of Terrorism Act).

Payments for claims under the *Waterfront Workers' (Compensation for Asbestos Related Disease) Act 1986* for 2017/18 were nil. Since its inception (February 1987), a total of \$2,800,507 has been paid.

Payments for claims under the Acts of Terrorism Act for 2017/18 were nil.

Table 8: Claim payments and receipts for Supplementation Fund for 2017/18

Item	HIH Insurance (\$)	Non-HIH Insurance (\$)
Value of outstanding claims in Western Australia	633,144	258,862
Received from liquidators in 2017/18	Nil	379
Claim payments for 2017/18	427,142	267,351



Debts and investments

At 30 June 2018, there were 77 outstanding debtors resulting from fines and penalties awarded under the Act, with debts outstanding of \$595,522. In 2017/18, the weighted average rate of return on General Account investments was 2.57 percent.

Table 9: Actual results vs budget results

Item	2017/18 Target \$000	2017/18 Actual \$000	Variation \$000
Total Revenue (sourced from Statement of Comprehensive Income)	23,332	23,225	107
Total Expenses (sourced from Statement of Comprehensive Income)	25,062	23,664	1,398
Total Equity (sourced from Statement of Financial Position)	99,481	102,196	(2,715)
Net decrease in cash held (sourced from Statement of Cash Flows)	529	1,540	1,011
Approved full-time equivalent (FTE) staff level	135.64	122	13.64



WorkCover WA's Finance team

Other financial disclosures

Employment and industrial relations

Employees at WorkCover WA are employed under the provisions of the *Public Service Award 1992* and the *Public Service and Government Officers General Agreement 2014*.

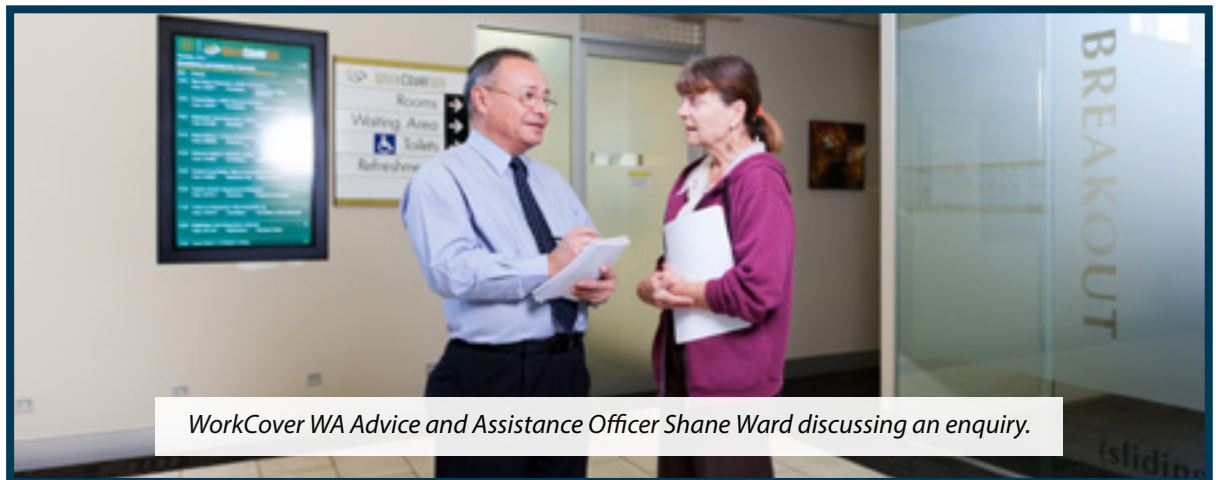
WorkCover WA's staffing arrangements at 30 June 2018 compared with previous years is listed in Table 10.

Internal workers' compensation claims

There was one workers' compensation claim made by a WorkCover WA staff member in 2017/18. This claim was for a minor injury and did not result in time off work.

Table 10: WorkCover WA FTE status

Employment type	2015	2016	2017	2018
Full-time permanent	112	105	98	95
Full-time contract	10	11	15	14
Part-time measured on an FTE basis	11.2	16.84	17.28	12.98
Total	134.2	132.84	130.28	121.98
Staff on secondment	5	2	4	4
Staff on traineeship	2	1	1	0
Staff in Graduate Program	0	1	2	1



WorkCover WA Advice and Assistance Officer Shane Ward discussing an enquiry.



Board remuneration

In accordance with the Act, the Chairman and Board members are paid such fees and allowances as may be fixed by the Minister on the recommendation of the Minister for Public Sector Management. In accordance with government policy, Board members who are public service officers are not entitled to payment.

Table 11: WorkCover WA Board remuneration

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration (including superannuation)
Chairman	Greg Joyce	Board payment	01/07/17 to 30/06/18	\$34,091
Member	Chris White	N/A – Public Servant	Virtue of Office	Nil
Member	David Smith	N/A – Public Servant	Virtue of Office	Nil
Member	Steven Burns	Board payment	01/07/17 to 30/06/18	\$17,821
Member	Warren Edwardes	Board payment	01/07/17 to 30/06/18	\$17,821
Member	Owen Whittle	Board payment	01/07/17 to 30/06/18	\$17,821
Member	Victoria Wilmot	Board payment	01/07/17 to 30/06/18	\$17,821
TOTAL				\$105,375

Directors' and officers' liability insurance

Directors' and officers' liability insurance covers the personal liability for damages and defence costs of insured persons in the event action is taken against them for a breach of duty. WorkCover WA holds a directors' and officers' liability insurance policy covering the members of the former Workers' Compensation and Rehabilitation Commission and WorkCover WA Board members. The policy is placed through the State Government's insurer and is renewed annually.



Committee remuneration

Audit and Risk Management Committee

As members of the Audit and Risk Management Committee are either members of the Board or employed in the public sector, no remuneration is paid to members.

Costs Committee

The Costs Committee did not meet in 2017/18.

Medical Committee

The Medical Committee did not meet in 2017/18. The role and functions of the Medical Committee are being reviewed as part of the rewrite of the legislation and as such, the Committee was suspended in August 2017.

Capital works projects

WorkCover WA's expenditure on capital works for 2017/18 is outlined in the table below.

Table 12: 2017/18 Expenditures

Capital works projects	Total spent \$000	YTD \$000
Online Insurer Services Project – Regulatory Services	592	592

Advertising

Section 175ZE of the *Electoral Act 1907* requires the publication of the details of certain classes of expenditure in an Agency's annual report. Expenditure during 2017/18 included advertising for job vacancies, promoting public awareness for *Workers' Compensation and Injury Management Act* and conducting surveys. Below is a statement of expenditure for the 2017/18 financial year.

Table 13: 2017/18 Advertising expenditure

Type	Organisation	2017/18 Expenditure (\$)
Advertising agencies	AdCorp Australia Limited	6,011
Direct mail organisations	Quickmail	348
	Campaign Monitor	497
Market research organisations	Survey Monkey	612
Media advertising organisations	Careerhub Pty Ltd	180
	Australian Car Wash Association	250
	Facebook	19
Polling organisations	Not applicable	Nil
Total		7,917



Annual estimates

In accordance with *Treasurer's Instruction 953*, statutory authorities not operating as divisions of the Consolidated Account are required to include annual estimates for the current financial year in the annual report of the preceding year. The following estimates have been submitted and approved by the Minister for Commerce and Industrial Relations for 2018/19.

Table 14: Statement of Comprehensive income

	2018 \$000	2019 \$000
INCOME		
Revenue		
Insurer contributions	19,883	17,392
Interest revenue	2,411	2,261
Other revenue	1,038	1,966
Employers' Indemnity Supplementation Fund	-	-
Total Revenue	23,332	21,619
Gains		
Decrease in claims liability	1,840	-
Total Gains	1,840	-
Total Income	25,172	21,619
EXPENSES		
Expenses		
Employee benefits expense	16,691	14,479
Supplies and services	3,200	2,864
Depreciation and amortisation expense	1,042	1,139
Accommodation expenses	557	506
Grants and subsidies	50	50
Claims expense	1,788	1,827
Loss on disposal of non-current assets	-	-
Other expenses	1,734	1,643
Total Expenses	25,062	22,508
Profit/(Loss) before grants and subsidies from State Government	110	(889)
Services received free of charge	170	170
Profit/(Loss) for the period	280	(719)



Table 15: Statement of Financial Position

	2018 \$000	2019 \$000
ASSETS		
Current Assets		
Cash and cash equivalents	3,185	2,920
Restricted cash and cash equivalents	85,615	87,175
Receivables	1,097	1,024
Other financial assets	18,999	20,530
Total Current Assets	108,896	111,649
Non-Current Assets		
Property, plant, equipment & vehicles	19,624	17,436
Intangible assets	2,134	2,348
Total Non-Current Assets	21,758	19,784
Total Assets	130,654	131,433
LIABILITIES		
Current Liabilities		
Payables	2,675	1,751
Provisions	4,533	4,458
Total Current Liabilities	7,208	6,209
Non-Current Liabilities		
Provisions	23,965	20,601
Total Non-Current Liabilities	23,965	20,601
Total Liabilities	31,173	26,810
NET ASSETS	99,481	104,623
EQUITY		
Reserves	16,190	14,363
Retained earnings	83,291	90,260
Total Equity	99,481	104,623

Table 16: Statement of Cash Flows

	2018 \$000	2019 \$000
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		
Supplementation Fund receipts	-	-
Insurer contributions	19,883	17,392
Provision of services	14	11
Interest received	2,411	2,261
GST receipts on sales	-	-
GST receipts from taxation authority	-	-
Other receipts	1,511	1,260
Payments		
Workers' Compensation claim payments	(1,788)	(1,827)
Employee benefits	(15,861)	(14,443)
Supplies and services	(3,200)	(2,694)
Accommodation	(617)	(506)
Grants and subsidies	(50)	(50)
GST payments on purchases	-	-
Other payments	(2,156)	(2,047)
Net cash provided by operating activities	147	(643)
CASH FLOWS FROM INVESTING ACTIVITIES		
Receipts		
Proceeds from sale of non-current physical assets	-	-
Payments		
Purchase of non-current physical assets	(676)	(778)
Purchase of investments	-	-
Net cash used in investing activities	(676)	(778)
Net increase in cash and cash equivalents	(529)	(1,421)
Cash and cash equivalents at the beginning of the period	91,533	91,004
Cash and cash equivalent at the end of the period	91,004	89,583



Ministerial directives

No Ministerial directives were received during the financial year.

Governance disclosures

Board policies

The Agency has a Board Charter and Evaluation Framework, Code of Conduct, meeting procedures and governance policies to guide the actions of the Board and ensure statutory responsibilities are met.

Board responsibilities

WorkCover WA's corporate governance arrangements ensure transparency in decision making and operation, as well as accountability to stakeholders, by promoting strong leadership, sound management, and effective planning and review.

WorkCover WA aims to achieve high standards in corporate governance to assure the State Government, stakeholders and the community that it is complying with statutory responsibilities and meeting expectations with due diligence and accountability.

The Board's governance responsibilities include:

- setting the Agency's strategic direction
- establishing goals for WorkCover WA and monitoring achievement against those goals to optimise the Agency's performance
- ensuring compliance with statutory requirements
- approving Corporate Executive recommendations
- making recommendations to the Minister (where appropriate)
- giving effect to Ministerial directives
- managing strategic risk.

Conflicts of interest

In accordance with Treasurer's Instruction 903 (14) (iii), senior officers and members of the WorkCover WA Board declared any potential conflict of interest held in existing or proposed contracts with WorkCover WA.

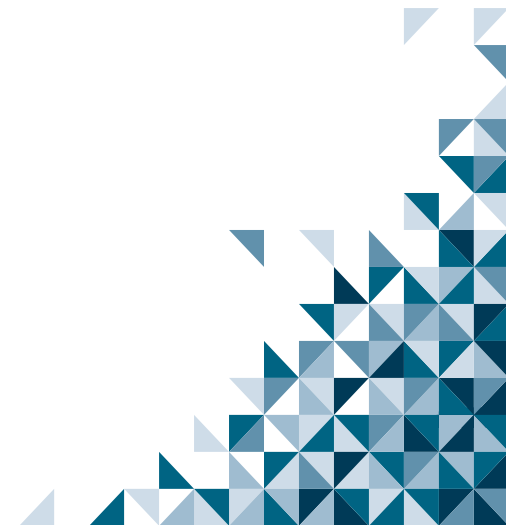
Unauthorised use of credit cards

Officers of WorkCover WA hold corporate credit cards where their functions warrant usage of this facility. There was no use of credit cards for unauthorised purposes during the financial year 2017/18.

CEO Performance Agreement

The Agency's performance is monitored by the WorkCover WA Board and the Minister for Commerce and Industrial Relations through deliverables determined in an annual CEO Performance Agreement.

The Performance Agreement is developed each year between the CEO, the Chairman of the Board, the Minister and the Public Sector Commissioner. An evaluation against agreed deliverables is assessed by the Chairman at year end and further endorsed by the Minister and the Commissioner.





Governance Framework

WorkCover WA's Governance Framework addresses our Strategic Risk of *Board and Agency Governance* and ensures we have the strategies, stakeholder relationships and culture to achieve our objectives and comply with all good governance principles. Our Governance Framework is aligned to the Public Sector Commission's Good Governance Guide and provides the foundation for all our planning, reporting and governance needs. Ongoing monitoring and review is provided through our:

- risk management and audit processes and programs
- quarterly and annual reporting requirements
- oversight by the agency's Corporate Executive and the WorkCover WA Board
- annual governance performance review.

The Framework outlines the government legislative obligations behind each process, and explains how WorkCover WA meets these requirements.

To contribute to the effectiveness of the Board and meet specific legislative obligations, an Audit and Risk Management Committee, Costs Committee and Medical Committee are established. These committees provide objective administration and advice on discrete elements of the scheme.

As part of governance arrangements, these committees are supported by:

- documented terms of reference/standing orders
- an appointed Chair who is also a Board member
- committee members with expertise relevant to their respective roles
- mechanisms for regular reporting to the Board
- appropriate administrative resources.

WorkCover WA maintains a Manual of Delegations, Authorisations and Powers with authority limits assigned to various officers under relevant governing legislation. The manual is reviewed annually or as required, and the Board is kept informed of all management strategies and ongoing activities relevant to its delegated powers.

Refer to page 87 under 'Committees' in *Section 5: Disclosures and legal compliance* for full disclosure on these Committees.

Review against the PSC Good Governance Guide

To ensure ongoing good governance performance, WorkCover WA conducted an annual review of its performance against the Public Sector Commission's Good Governance Guide (GGG) for public sector agencies and performance of the WorkCover WA Board in accordance with the PSC Board Essentials – Good Governance Guide for Public Sector Boards and Committees.

The assessment tested the Agency's performance against the operational elements of the nine principles of the GGG and the seven principles of Board governance. The assessment aimed to identify variances to the required standards and ensure performance is maintained at WorkCover WA's long established exemplary level.

WorkCover WA received the Public Sector Commission Award for Good Governance at the Institute of Public Administration's 2017 W.S. Lonnie Awards recognising excellence in annual reporting and in 2018 the Agency was again recognised with a special commendation in regards to this award. The Judges commented the report contained a detailed corporate governance report.

Applying Good Governance

The following checklist references the sections within this report that highlight how WorkCover WA applies the nine principles of the GGG in practice and complies with relevant requirements.

**1****Government and public sector relationship**

- 1.1**
 - Enabling legislation (p. 22)
 - CEO Performance Agreement (p. 83)
 - Governance (p. 22)
- 1.2**
 - Communications Protocol (p. 27)
 - Board Governance Policy: Official Communication (p. 27)
- 1.3**
 - Ministerial Correspondence (p. 27)
 - Joint Consultative Committee (p. 25)
 - *Section 5: Disclosures and legal compliance* (p. 75)

2**Management and oversight**

- 2.1**
 - Leadership (p. 14)
 - Governance disclosures (p. 83)
- 2.2**
 - Delegation of authority (p. 23)
 - Governance disclosures (p. 83)
 - Committees (p. 87)
- 2.3**
 - Strategic planning (p. 18)
- 2.4**
 - Strategic planning (p. 18)
 - Outlook for the future (p. 21)
- 2.5**
 - Delegation of authority (p. 23)
- 2.6**
 - Year scorecard (p. 8)
 - *Section 6: Key Performance Indicators* (p. 93)

3**Organisational structure**

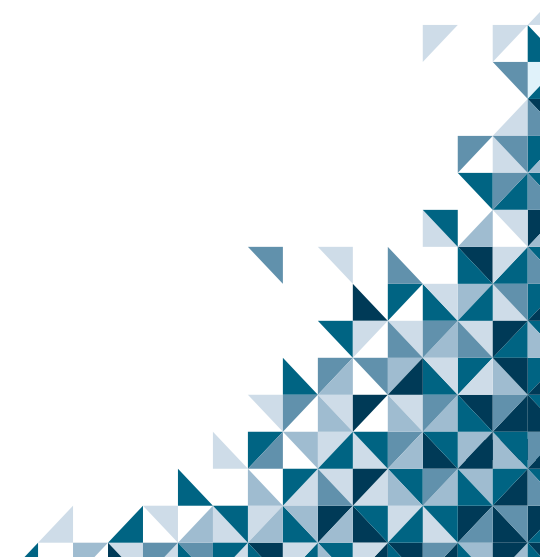
- 3.1**
 - *Section 5: Disclosures and legal compliance* (p. 75)
- 3.2**
 - Structural changes (p. 34)
- 3.3**
 - Year scorecard (p. 8)
 - *Section 6: Key Performance Indicators* (p. 93)

4**Operations**

- 4.1**
 - Governance (p. 22)
- 4.2**
 - Strategic planning (p. 18)
 - Performance Management Framework (p. 29)
- 4.3**
 - Recordkeeping plan (p. 89)
 - Agency challenges (p. 72)
- 4.4**
 - *Section 3: Report on operations* (p. 41)
 - Electronic Document and Records Management System (p. 90)
 - Information technology initiatives (p. 73)
- 4.5**
 - *Section 2: Scheme performance* (p. 35)
 - *Section 6: Key performance indicators* (p. 93)
- 4.6**
 - Audit and Risk Management Committee (p. 87)
 - *Section 6: Key Performance Indicators* (p. 93)
 - Independent audit opinion (p. 87)

5**Ethics and integrity**

- 5.1**
 - Our values (p. 5)
 - Public Sector standards and ethical codes (p. 89)
- 5.2**
 - Conflicts of interest (p. 83)
 - WorkCover WA Code of Conduct (p. 89)
- 5.3**
 - Public Sector standards and ethical codes (p. 89)
 - Complaints handling (p. 26)
- 5.4**
 - Public Interest Disclosure (p. 28)
- 5.5**
 - Legal compliance (p. 89)
 - Review against the PSC Good Governance Guide (p. 84)



**6****People**

- 6.1**
 - Workforce development (p. 68)
 - Equality and inclusion (p. 70)
- 6.2**
 - Equality and inclusion (p. 70)
- 6.3**
 - Equity and Diversity Committee (p. 24)
 - Equality and inclusion (p. 70)
- 6.4**
 - Safety, health and wellbeing (p. 71)
 - Public Sector standards and ethical codes (p. 89)
- 6.5**
 - Workplace consultation (p. 24)
 - People (p. 32)
 - Performance Development Agreement process (p. 69)

7**Finance**

- 7.1**
 - Year in dollars (p. 9)
 - Report on funds management (p. 76)
- 7.2**
 - Audit and Risk Management Committee (p. 87)
 - Risk Management Review Group (p. 26)
 - Enterprise Risk Management Framework (p. 28)
- 7.3**
 - *Section 7: Financial statements and notes* (p. 109)
- 7.4**
 - *Section 7: Financial statements and notes* (p. 109)
- 7.5**
 - *Section 6: Key Performance Indicators* (p. 93)
 - *Section 7: Financial statements and notes* (p. 109)

8**Communication**

- 8.1**
 - Complaints handling (p. 26)
 - Communications policies (p. 27)
- 8.2**
 - Communications policies (p. 27)
- 8.3**
 - Workplace consultation (p. 24)
 - Communications policies (p. 27)
- 8.4**
 - Communications policies (p. 27)
 - Recordkeeping Plan (p. 89)
- 8.5**
 - Complaints handling (p. 26)
 - Communications policies (p. 27)

9**Risk management**

- 9.1**
 - Risk management policies (p. 28)
 - Risk Management Review Group (p. 26)
- 9.2**
 - Risk management policies (p. 28)
 - Review of Risk Management Framework (p. 72)
- 9.3**
 - Audit and Risk Management Committee (p. 87)
 - Risk Management Review Group (p. 26)
- 9.4**
 - Review of Risk Management Framework (p. 72)
 - Audit and Risk Management Committee (p. 87)



Committees

Audit and Risk Management Committee

The Audit and Risk Management Committee provides independent assurance and assistance to the Board on WorkCover WA's risk, control and compliance framework and its external accountability responsibilities.

The Committee:

- ensures the Agency has in place an enterprise-wide risk management framework, reviews the risk profile and measures in place to manage significant risks and uncertainties, and advises the Board of significant or emerging risks
- reviews strategic and annual internal audit plans, monitors the progress of audit recommendations, and provides stewardship by promoting discussion with internal and external auditors to ensure effective systems and policies are in place.

In 2017/18, WorkCover WA conducted seven internal audits and two external audits.

The seven internal audits identified one medium and 13 low level findings and 12 performance improvement opportunities. The two external audits identified one minor finding. All findings have been reported to the Audit and Risk Management Committee and action has in most cases either been completed by management or is being progressed within agreed completion timeframes.

There were two incidents where the audit finding action was completed marginally outside the agreed timeframe due to internal management approval processes and alignment with meeting schedules.

Table 17: Audit and Risk Management Committee attendance

Audit and Risk Management Committee Member	No. of meetings eligible to attend	No. of meetings attended
Victoria Wilmot (Chair)	4	4
Greg Joyce	4	4
Steven Burns	4	4
Bronwyn Rose*	2	1

* Ms Rose retired from the Committee on 30 January 2018.

Costs Committee

The Costs Committee is empowered under section 271 of the Act to make, amend or revoke a determination fixing maximum costs for legal services and registered agent services provided in WorkCover WA's Conciliation and Arbitration Services.

The Costs Committee amended the Costs Determination with the *Workers' Compensation (Legal Practitioners and Registered Agents) Costs Determination 2015* which came into effect on 1 July 2015. There was no requirement for the Committee to meet in 2017/18.

Medical Committee

At its August 2017 meeting, the WorkCover WA Board resolved to suspend the operation of the Medical Committee. WorkCover WA has commenced a review of the administrative arrangements that underpin the permanent impairment regime and the Agency will consult with the AMA (WA) and other relevant stakeholders during the review.

Industrial Diseases Medical Panel

Industrial Diseases Medical Panels are convened to determine prescribed questions in relation to asbestos related diseases. Claims for industrial diseases compensation in relation to pneumoconiosis, mesothelioma, lung cancer and diffuse pleural fibrosis are referred to the panels to determine:

- whether the worker is or was suffering from the prescribed disease(s)
- the worker's degree of permanent whole of person impairment.

The Industrial Diseases Medical Panel is comprised of physicians who specialise in diseases of the chest or occupational diseases. The panel operates independently and WorkCover WA provides administrative support and funding.

During the financial year the panel was convened on 28 occasions and made 50 determinations.



Table 18: Industrial Diseases Medical Panel Members

2017/18 Industrial Diseases Medical Panel Chairman (Rotating)	Members
Prof E Gabbay	Dr D Bucens
Dr M K Tandon	Dr P Psaila-Savona
Dr M Musk	Dr J Wrobel
Dr J Sim	Dr M Prichard
Dr K C Wan	Prof A W Musk

Table 19: Number of Industrial Diseases Medical Panel applications

Applications	2013/14	2014/15	2015/16	2016/17	2017/18
New	42	49	35	29	45
Reviewed	11	10	0	10	4
Total	53	47	35	39	49

Table 20: Number of diseases determinations

Disease	2013/14	2014/15	2015/16	2016/17	2017/18
Pneumoconiosis	18	28	14	17	37
Pneumoconiosis & Diffuse Pleural Fibrosis	4	4	8	9	1
Pneumoconiosis & Lung Cancer	0	2	0	0	0
Pneumoconiosis, Diffuse Pleural Fibrosis & Lung Cancer	0	0	2	0	0
Diffuse Pleural Fibrosis	5	0	7	0	3
Mesothelioma	12	6	3	1	1
Lung Cancer	9	1	2	3	3
Sub total	48	41	36	30	45
Determinations where disease not present or disease present but a 0% level of impairment	5	6	9	4	5
Total	53	47	45	34	50



Legal compliance

Public Sector standards and ethical codes

WorkCover WA has policies, procedures and guidelines in place to ensure the Agency meets all obligations with respect to the Public Sector Standards (Human Resource Management), the WA Public Sector Code of Ethics, and the WorkCover WA Code of Conduct.

These policies and supporting guidelines are available to all staff via the WorkCover WA intranet and the online training system. In 2017/18 all staff completed refresher training on accountable and ethical decision making in the Western Australian public sector.

Public Sector Code of Ethics

There were no breaches of the Public Sector Code of Ethics identified in 2017/18.

WorkCover WA Code of Conduct

There were no claims lodged in 2017/18 relating to the WorkCover WA Code of Conduct.

Public Sector Commissioner's Instruction Employment Standard

There were no breaches of standard claims against the Employment Standard in 2017/18.

Grievance Resolution Standard

There were no breaches of standard claims against the Grievance Resolution Standard in 2017/18.

Disability Access and Inclusion Plan

The Agency's Disability Access and Inclusion Plan is outlined on page 70 under 'Equality and inclusion' in *Section 4: Opportunities and challenges*.

Recordkeeping Plan

WorkCover WA is compliant with the *State Records Act 2000* requirement to have a Recordkeeping Plan. The plan provides an accurate reflection of the recordkeeping program within the organisation and must be complied with by the organisation and its officers.

Under Part 3, Division 4 of the *State Records Act 2000*, the organisation must review its Recordkeeping Plan every five years or when there is any significant change to the organisation's functions. WorkCover WA's Recordkeeping Plan was reviewed and updated in June 2015 to reflect the Agency's improved recordkeeping practices resulting from the implementation of an EDRMS. The Recordkeeping Plan was approved by the State Records Commission in August 2015. WorkCover WA has actively used the State Records Commission standards and principles to govern best practice recordkeeping across the Agency. The records management framework provides appropriate service delivery to our customers and stakeholders.

WorkCover WA's hierarchy of recordkeeping governance instruments is:

1. WorkCover WA – Vision, Goals
2. Governance Framework
3. Recordkeeping Plan
4. Records Management Policy, Freedom of Information Policy, Intellectual Property Policy
5. Records Management Guidelines and Procedures (including awareness, training and induction material).

WorkCover WA's Records Management Policy was updated in October 2017.

Table 21: WorkCover WA Record Figures

Record Type	2015/16	2016/17	2017/18
Documents created	184,452	249,319	198,423
Files created	14,048	12,861	14,653
Storage boxes created	797	2,096*	989

* During 2016/17 WorkCover WA located approximately 1,000 previously unrecorded archive boxes from failed insurer HIH and the State Archives. Archiving of dispute case management files was also undertaken and this has increased the amount of boxes created for offsite storage.



Report against WorkCover WA Recordkeeping Plan

Evaluation of the efficiency and effectiveness of the organisation's recordkeeping systems

WorkCover WA is committed to implementing industry best practice for its recordkeeping and compliance processes and systems. As per Section 19 of the *State Records Act 2000*, WorkCover WA has an approved Recordkeeping Plan that is valid until 2020.

In 2017/18, WorkCover WA undertook an upgrade of its EDRMS system to ensure up to date functionality is available to staff at WorkCover WA. This upgrade has enabled WorkCover WA to be dynamic in its approach to document management including the development and implementation of relevant workflows to provide best practice records management.

Recently WorkCover WA implemented a workflow solution to better manage the retention and disposal of WorkCover WA records. This approach has ensured that WorkCover WA records are continually assessed and disposed of as appropriate and in accordance with relevant disposal authorities.

WorkCover WA is committed to working towards best practice information management inclusive of identifying, evaluating, monitoring and managing strategies to support digital continuity.

The nature and extent of the recordkeeping training program conducted by or for the organisation

At WorkCover WA recordkeeping training is conducted through the Records Management training module within the Agency's online induction program and through a stand-alone records management course.

In addition to this training, experienced and knowledgeable staff are available to provide recordkeeping advice and EDRMS training on a one-on-one, ad hoc or project basis. Recordkeeping policies, procedures and EDRMS tips are also available to staff via the WorkCover WA intranet.

Review of the efficiency and effectiveness of the recordkeeping training program

In addition to the Records Management training module within the Agency's online induction program and the stand-alone records management course, the Agency has continued to provide an ongoing education program to assist all staff in gaining greater understanding of specific areas of functionality within the Agency's EDRMS relevant to their day to-day work. This program has enabled the Records Team to provide:

- specific advice to business units on managing functional records
- providing training and support to divisional teams and assisting those teams to review and analyse current business practices and enable them to utilise the tools within the EDRMS

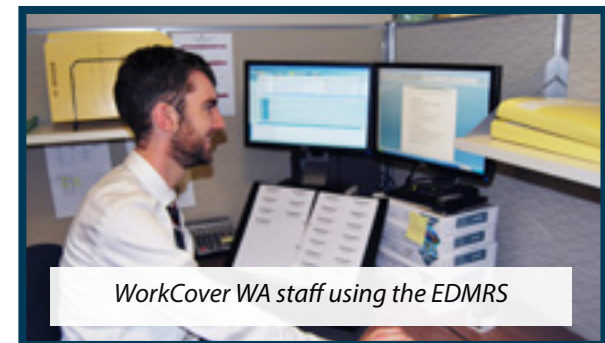
- work with divisional teams to review and identify records within existing network drives with the aim to ensure network drives are defunct and all core business records are saved and maintained in the EDRMS.

Staff participation and feedback in these areas has been positive and well received with many agency staff utilising the EDRMS and its many tools in managing their information.

Assurance that the organisation's induction program addresses employee roles and responsibilities in regard to their compliance with the organisation's Recordkeeping Plan

The Records Management induction training module and stand-alone records management course address employee roles and responsibilities to ensure compliance with the Recordkeeping Plan and the *State Records Act 2000*. The training module and stand-alone course are regularly reviewed to ensure employees are aware of current compliance requirements as relevant to their roles.

Tailored training is also provided for a divisional area or group. In 2017/18 Records staff delivered targeted training for staff dealing with Ministerial correspondence and compliance staff collecting hard copy evidence.



WorkCover WA staff using the EDRMS



Government policy requirements

Substantive equality

WorkCover WA's compliance with Public Sector Standards and Ethical Codes is detailed under 'Equality and inclusion' in *Section 4: Opportunities and challenges* from page 70 of this report.

Occupational safety, health and injury management

WorkCover WA's occupational safety and health (OSH), and injury management policies are detailed under 'Safety, health and wellbeing' in *Section 4: Opportunities and challenges* from page 71 of this report.

OSH and injury management performance

WorkCover WA's OSH and injury management data for this reporting period is disclosed in Table 22. Comparative data has been included where possible.

OSH training for staff

WorkCover WA staff undertake online OSH training which aims to provide an understanding of OSH responsibilities. The OSH training includes five modules:

- WorkCover WA OSH Management System
- OSH Management and OSH Law
- Hazard Identification and OSH Risk Management
- Managing Hazards in an Office Environment
- OSH Incident and Injury Management.

In 2017/18, all new staff completed the online OSH Training successfully.

Government Building Training Policy

WorkCover WA does not issue contracts within the scope of the Government Building Training Policy.



Staff discussing OSH requirements



Table 22: 2017/18 OSH performance data

OSH Indicator	2013/14	2014/15	2015/16	2016/17	2017/18 Target	2017/18 Actual
Number of fatalities	0	0	0	0	0	0
Lost-time injury/disease incidence rate*	0.75%	0	0	0	0	0.74%
Lost-time injury/disease severity rate	0	0	0	0	0	0
% injured workers returned to work within 13 weeks	100%	N/A**	N/A**	N/A**	100%	100%
% injured workers returned to work within 26 weeks	100%	N/A**	N/A**	N/A**	100%	100%
% managers trained in OSH and injury management responsibilities	92%	99%	100%	100%	100%	100%

* The lost-time injury/disease incidence rate is the number of lost-time injuries/diseases where one day/shift or more was lost in the financial year per 100 employees.

** Not applicable – no lost time injuries were recorded in 2014/15, 2015/16 or 2016/17.