



Section 5

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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 2018/19 year of 2.1 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 wherever 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, 76 potential claims on the General Account were investigated compared with 52 last year.

The General Account incurred 24 new uninsured claims this financial year, including eight accepted claims inclusive of workers' compensation payments and 16 claims for legal and investigation costs only. There were 52 continuing claims from previous financial years. The net cost of new claims was \$646,834 and ongoing claims net costs amounted to \$3,265,207.

At 30 June 2019, the total outstanding debt from uninsured employers was approximately \$3,912,041. Recovery action against these employers is still ongoing.

Employers' Indemnity Supplementation Fund

The Employers' Indemnity Supplementation Fund is 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 2018/19 were \$70,414.

Payments for claims under the Acts of Terrorism Act for 2018/19 were nil.

Table 11: Claim payments and receipts for Supplementation Fund for 2018/19

Item	HIH Insurance (\$)	Non-HIH Insurance (\$)
Value of outstanding claims in Western Australia	723,883	446,637
Received from Insurance Commission of WA in 2018/19	43,932	Nil
Claim payments for 2018/19	685,596	247,146

Debts and investments

At 30 June 2019, there were 96 outstanding debtors resulting from fines and penalties awarded under the Act, with debts outstanding of \$1,092,393. In 2018/19, the weighted average rate of return on General Account investments was 2.59 percent.

Table 12: Actual results vs budget results

Item	2018/19 Target \$000	2018/19 Actual \$000	Variation \$000
Total Revenue (sourced from Statement of Comprehensive Income)	21,619	21,401	218
Total Expenses (sourced from Statement of Comprehensive Income)	22,508	25,671	(3,163)
Total Equity (sourced from Statement of Financial Position)	104,623	97,666	6,957
Net increase/(decrease) in cash held (sourced from Statement of Cash Flows)	(1,421)	1,651	(3,072)
Approved full-time equivalent staff level	127.64	117.59	10.05



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 2017*.

WorkCover WA's staffing arrangements as at 30 June 2019 compared with previous years is listed in Table 13.

Table 13: WorkCover WA staffing arrangements

Employment type	2016	2017	2018	2019
Full-time permanent	105	98	95	102
Full-time contract	11	15	14	14
Part-time measured on a full-time equivalent basis	16.84	17.28	12.98	10.79
Total	132.84	130.28	121.98	126.79
Staff on secondment	2	4	4	0
Staff on traineeship	1	1	0	1
Staff in graduate program	1	2	1	1

Internal workers' compensation claims

There were no workers' compensation claims made by WorkCover WA staff in 2018/19.



Board remuneration

In accordance with the Act, the Chairman and WorkCover WA Board (the Board) members are paid such fees and allowances as may be fixed by the Minister for Industrial Relations 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 14: Board remuneration

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration (including superannuation)
Chairman	Greg Joyce	Board Payment	01/07/2018 to 30/06/2019	\$34,090.68
Member	Chris White	N/A – Public Servant	Virtue of Office	N/A
Member	David Smith	N/A – Public Servant	Virtue of Office	N/A
Member	Owen Whittle	Board Payment	01/07/2018 to 30/06/2019	\$7,425.45
Member	Steven Burns	Board Payment	01/07/2018 to 30/06/2019	\$17,821.08
Member	Victoria Wilmot	Board Payment	01/07/2018 to 30/06/2019	\$17,821.08
Member	Warren Edwardes	Board Payment	01/07/2018 to 29/12/2018	\$8,910.54
Member	Peta Libby	Board Payment	30/12/2018 to 30/06/2019	\$8,910.54
Total				\$94,979.37

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 members of the Board and senior officers of the Agency. The policy is placed through the State Government's insurer and 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

Table 15: Costs Committee remuneration

Costs Committee member	Remuneration (including superannuation)
Chris White (Chair)	N/A – Public Servant
Owen Whittle	Nil
Steven Burns	\$621.96
Angela Gaffney	\$851.91
Marcus Cocker	\$851.91

Medical Committee

The Board has currently suspended the operations of the Medical Committee pending outcomes of the legislative review process.

Capital works projects

WorkCover WA's expenditure on capital works for 2018/19 is outlined in Table 16.

Table 16: 2018/19 expenditure

Capital works projects	Total spent \$000'	YTD \$000'
Digital First – Conciliation Online Services Project	371	371

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 2018/19 included advertising for job vacancies and regional visits, promoting public awareness of the *Workers' Compensation and Injury Management Act 1981* and conducting surveys. Below is a statement of expenditure for the 2018/19 financial year.

Table 17: 2018/19 advertising expenditure

Type	Organisation	2018/19 expenditure (\$)
Advertising agencies	Redflame Events	2,750
Direct mail organisations	Campaign Monitor	538
Market research organisations	Survey Monkey	636
Media advertising organisations	Careerhub Pty Ltd	180
	AMA Services (WA) Pty Ltd	1,369
	Dowd Publications Pty Ltd	1,320
	AAEN Pty Ltd	1,425
	Initiative Media Australia Pty Ltd	315
	Optimum Media Decisions (WA) Pty Ltd	2,998
	Facebook	207
Polling organisations	Not applicable	Nil
Total		11,738

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 Industrial Relations for 2019/20.

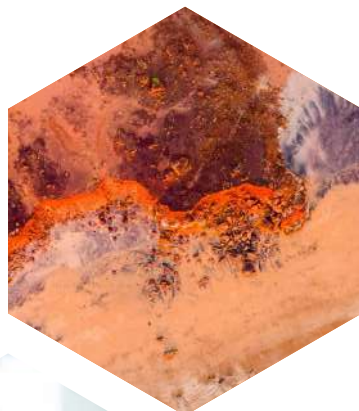


Table 18: Statement of Comprehensive Income

	2019 \$000	2020 \$000
INCOME		
Revenue		
Insurer contributions	17,392	18,723
Interest revenue	2,261	2,289
Other revenue	1,966	2,487
Total Revenue	21,619	23,499
Total Income	21,619	23,499
EXPENSES		
Expenses		
Employee benefits expense	14,479	14,816
Supplies and services	2,864	2,983
Depreciation and amortisation expense	1,139	1,076
Accommodation expenses	506	524
Grants and subsidies	50	35
Claims expense	1,827	2,690
Other expenses	1,643	1,734
Total Expenses	22,508	23,858
Profit/(Loss) before grants and subsidies from State Government	(889)	(359)
Services received free of charge	170	170
Profit/(Loss) for the period	(719)	(189)

Table 19: Statement of Financial Position

	2019 \$000	2020 \$000
ASSETS		
Current Assets		
Cash and cash equivalents	2,920	1,115
Restricted cash and cash equivalents	87,175	87,731
Receivables	1,024	1,158
Other assets	-	83
Other financial assets	20,530	18,779
Total Current Assets	111,649	108,866
Non-Current Assets		
Property, plant, equipment & vehicles	17,436	17,688
Intangible assets	2,348	1,836
Other Non-Current Assets	-	62
Total Non-Current Assets	19,784	19,586
Total Assets	131,433	128,452
LIABILITIES		
Current Liabilities		
Payables	1,751	799
Provisions	4,458	6,872
Total Current Liabilities	6,209	7,671
Non-Current Liabilities		
Provisions	20,601	19,017
Other non-current liabilities	-	62
Total Non-Current Liabilities	20,601	19,079
Total Liabilities	26,810	26,750
NET ASSETS	104,623	101,702
EQUITY		
Reserves	14,363	14,467
Retained earnings	90,260	87,235
Total Equity	104,623	101,702

Table 20: Statement of Cash Flows

	2019 \$000	2020 \$000
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		
Insurer contributions	17,392	18,723
Provision of services	11	11
Interest received	2,261	2,289
GST receipts on sales	-	4
GST receipts from taxation authority	-	457
Other receipts	1,260	785
Payments		
Workers' Compensation claim payments	(1,827)	(2,690)
Employee benefits	(14,443)	(14,711)
Supplies and services	(2,694)	(2,813)
Accommodation	(506)	(524)
Grants and subsidies	(50)	(35)
GST payments on purchases	-	(461)
Other payments	(2,047)	(1,662)
Net cash provided by operating activities	(643)	(627)
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments		
Purchase of non-current physical assets	(778)	(761)
Net cash used in investing activities	(778)	(761)
Net increase/(decrease) in cash and cash equivalents	(1,421)	(1,388)
Cash and cash equivalents at the beginning of the period	91,004	89,583
Cash and cash equivalent at the end of the period	89,583	88,195

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 their achievement to optimise the Agency's performance
- ensuring compliance with statutory requirements
- 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 Board declared any potential conflicts of interest held in existing or proposed contracts with WorkCover WA. A centrally maintained Whole of Agency Conflicts of Interest Register is also completed when appropriate.

Additionally, WorkCover WA maintains a list of Positions of Trust, whereby staff who are appointed to these positions are required to undergo criminal background checks prior to commencement. This is completed in addition to requirements relating to identity and credential verification.

Unauthorised use of credit cards

Officers of WorkCover WA hold corporate credit cards where their functions warrant usage of their facility. There was no use of credit cards for unauthorised purposes during the financial year 2018/19.

Chief Executive Officer Performance Agreement

The Agency's performance is monitored by the Board and the Minister for Industrial Relations through deliverables determined in an annual Chief Executive Officer (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 (the Framework) addresses our strategic risk related to 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. The Framework is aligned with 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 Corporate Executive and the 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 and 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.

Refer to page 99 under 'Committees' for full disclosure.

**The Board has currently suspended the operations of the Medical Committee pending outcomes of the legislative review process.*

Corporate Governance Task List

To facilitate governance requirements across the Agency, a rolling Corporate Governance Task List is maintained. The list outlines all key planning, budgeting, reporting and governance activities, proposed meeting schedules, responsible divisions and officers and all due dates.

Manual of Delegations

WorkCover WA maintains a Manual of Delegations, Authorisations and Powers with authority limits assigned to various officers under relevant governing legislation. The manual provides guidance on who has authority to make decisions, give instructions and sign documents and is reviewed annually or as required. The Board is kept informed of all management strategies and ongoing activities relevant to its delegated powers.

Review against the Public Sector Commission's Good Governance Guide

To ensure ongoing good governance performance, WorkCover WA conducted its annual compliance review in May 2019 using the Public Sector Commission's Good Governance Guide for public sector agencies.

The review is conducted in the third quarter of each year and is a deliverable of the CEO's performance agreement. Information is sourced from the WorkCover WA records management system, intranet and external website using the Public Sector Commission's Good Governance Guide. The previous year's Annual Report is also referenced.

The review provides senior management with assurance the Agency's accountability requirements are being met and sufficiently reported in the Annual Report.

This year's review identified three instances of policies or procedures being out of date and three areas where compliance could be improved. A number of other minor improvement recommendations were also recognised.

WorkCover WA has been acknowledged by the Institute of Public Administration Australia WA multiple times for our ongoing commitment to good corporate governance through the annual W.S. Lonnie Awards. These awards recognise excellence in annual reporting.

In 2019, WorkCover WA received the Category 2 Silver Award for Agencies with 101 to 1,000 full-time equivalents, with judges commenting, "Attention to operational coverage, including snapshots of governance, risk management and performance reporting made this report impressive".

Applying good governance

Figure 29 references the sections within this report highlighting how WorkCover WA applies the nine principles of the Public Sector Commission's Good Governance Guide in practice and complies with relevant requirements.

Figure 29: Public Sector Commission's Good Governance Guide checklist

- 1 Government and public sector relationship**
- 1.1**
- Enabling legislation (p. 23)
 - Chief Executive Officer Performance Agreement (p. 95)
- 1.2**
- Communications Protocol (p. 28)
 - Board Governance Policy: Official Communication (p. 28)
- 1.3**
- Joint Consultative Committee (p. 26)
 - Ministerial correspondence (p. 28)
- 2 Management and oversight**
- 2.1**
- Leadership (p. 16)
 - Delegation of authority (p. 24)
 - Board policies (p. 95)
 - Board responsibilities (p. 95)
 - Chief Executive Officer Performance Agreement (p. 95)
- 2.2**
- Delegation of authority (p. 24)
 - Governance disclosures (p. 95)
 - Manual of Delegations (p. 96)
 - Committees (p. 99)
- 2.3**
- Delivery of 2018/19 Strategic Initiatives (p. 10)
 - Strategic planning (p. 20)
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 - Outlook for the future (p. 22)
- 2.4**
- Strategic planning (p. 20)
 - Outlook for the future (p. 22)
 - Project management (p. 84)
 - Program Management Office (p. 84)
 - Information technology initiatives (p. 85)
 - Service console (p. 86)
- 2.5**
- Delegation of authority (p. 24)
 - Manual of Delegations (p. 96)
- 2.6**
- Year scorecard (p. 9)
 - Performance Management Framework (p. 30)
 - Reporting of Minimum Obligatory Information Requirements data (p. 34)
- 3 Organisational structure**
- 3.1**
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- 3.2**
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- 3.3**
- 2018/19 performance snapshot (p. 9)
 - Open and transparent reporting (p. 38)
 - Section 6: Key Performance Indicators* (p. 107)
- 4 Operations**
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 - Section 3: Report on operations* (p. 43)
 - Agency challenges (p. 82)
- 4.3**
- Open and transparent reporting (p. 38)
 - Scheme regulation (p. 44)
 - Resolving disputes (p. 61)
 - Agency challenges (p. 82)
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 - Electronic Document Records Management System (p. 83)
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- 4.5**
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 - Section 6: Key Performance Indicators* (p. 107)
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- Government policy requirements (p. 105)
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- Enterprise Risk Management Framework (p. 29)
- Audit and Risk Management Committee (p. 99)
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- Communications policies (p. 28)
- Public Interest Disclosure (p. 28)
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- Risk management policies (p. 29)
- Risk Management Framework (p. 83)

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- Risk Management Framework (p. 83)
- Business continuity (p. 83)
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- Risk Management Framework (p. 83)
- Audit and Risk Management Committee (p. 99)
- Occupational safety and health and injury management performance (p. 105)
- Reporting hazards and incidents (p. 105)

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 Audit and Risk Management 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
 - advises the Board of significant or emerging risks
- reviews strategic and annual internal audit plans
- reviews audit reports, monitors audit findings and the progress of audit recommendations
- provides stewardship by promoting discussion with internal and external auditors to ensure effective systems and policies are in place.

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.

In 2018/19, the Costs Committee amended the Costs Determination with the *Workers' Compensation (Legal Profession and Registered Agents) Costs Determination 2018* which came into effect on 1 January 2019. The Costs Committee only made minor amendments to the Costs Determination, primarily to provide clarity and fix anomalies.

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 33 occasions and made 50 determinations.

Table 21: Audit and Risk Management Committee meeting 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
Chris White	4	4
Steven Burns	4	4

Table 22: Costs Committee meeting attendance

Costs Committee member	No. of meetings eligible to attend	No. of meetings attended
Chris White (Chair)	2	2
Owen Whittle	2	2
Steven Burns	2	1
Angela Gaffney	2	2
Marcus Cocker	2	2

Table 23: Industrial Diseases Medical Panel members

2018/19 Industrial Diseases Medical Panel Chairman (rotating)	Members
Professor E Gabbay	Dr P Psaila-Savona
Dr M K Tandon	Dr D Bucens
Dr M Musk	Dr M Prichard
Dr J Sim	Professor A W Musk
Dr K C Wan	Dr J Wrobel

Table 24: Number of Industrial Diseases Medical Panel applications

Applications	2014/15	2015/16	2016/17	2017/18	2018/19
New	49	35	29	45	52
Reviewed	10	0	10	4	5
Total	59	35	39	49	57

Table 25: Number of diseases determinations

Disease	2014/15	2015/16	2016/17	2017/18	2018/19
Pneumoconiosis	28	14	17	37	40
Pneumoconiosis and Diffuse Pleural Fibrosis	4	8	9	1	2
Pneumoconiosis and Lung Cancer	2	0	0	0	0
Pneumoconiosis, Diffuse Pleural Fibrosis and Lung Cancer	0	2	0	0	0
Diffuse Pleural Fibrosis	0	7	0	3	1
Mesothelioma	6	3	1	1	0
Lung Cancer	1	2	3	3	6
Subtotal	41	36	30	45	49
Determinations where disease not present or disease present but a 0% level of impairment	6	9	4	5	1
Subtotal	47	45	34	50	50

Legal compliance

Internal Audit Function

In line with the *Financial Management Act 2006* and Treasurer's Instructions, WorkCover WA has an Internal Audit Function providing independent and objective assurance and consulting services. Tasks undertaken by the Internal Audit Function evaluate and contribute to the improvement of risk management, control and governance processes.

Internal audit at WorkCover WA is conducted through an external contract managed by the Internal Audit Manager. To maintain independence the Internal Audit Manager reports directly to the Audit and Risk Management Committee for the function and the CEO for administrative matters.

Audit activities are determined by a three-year Strategic Audit Plan and corresponding annual schedule that is reviewed prior to the commencement of each audit year. Internal audit at WorkCover WA aims to work with and support external audit as required and reduce duplication of effort as appropriate.

In 2018/19, WorkCover WA conducted eight internal and four external audits.

The eight internal audits identified one medium and 18 low-level findings and five process improvement opportunities.

The four external audits identified one moderate and two minor findings. All findings have agreed action plans and are reported to and monitored by the Audit and Risk Management Committee.

Action plans have mostly been completed within the agreed timeframe, with those not completed being reported to the Audit and Risk Management Committee with reasons for delays.

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 Western Australian (WA) Public Sector Code of Ethics and the WorkCover WA Code of Conduct. These policies and supporting guidelines are available to all staff on the WorkCover WA intranet and the online training system. The Agency's Internal Audit Function addresses alternating aspects of the Public Sector Standards (Human Resource Management) on an annual basis.

The Agency has also adopted the Public Sector Commission's Guide to Disciplinary Provisions as contained in the *Public Sector Management Act 1994*.

By May 2019, all staff had completed online bullying and harassment training which was developed to align with the WorkCover WA Workplace Harassment Policy.

Refresher training in accountable and ethical decision making is a biennial requirement of staff and will be completed again in 2019/20. Members of the Board completed this refresher training in December 2018.





Public Sector Code of Ethics

There were no breaches of the Public Sector Code of Ethics identified in 2018/19.

WorkCover WA Code of Conduct

There were two breaches of the WorkCover WA Code of Conduct in 2018/19. Both breaches were investigated, with one of the matters substantiated and finalised. The other breach matter will be finalised in 2019/20.

Public Sector Commissioner's Instruction Employment Standard

There were no breaches of standard claims against the Employment Standard in 2018/19.

Grievance Resolution Standard

There were no breaches of standard claims against the Grievance Resolution Standard in 2018/19.

Disability Access and Inclusion Plan

WorkCover WA recognises and commits to the inclusion of people with a disability, both internal and external to the Agency, by ensuring they have appropriate access to our facilities and services.

Information about the Agency's Disability Access and Inclusion Plan is outlined on page 80 under 'Equality and inclusion' in *Section 4: Opportunities and challenges*.

Fraud and Corruption Control Plan

WorkCover WA is committed to the highest possible standards of openness, probity and accountability in all affairs and has zero tolerance of fraud, corruption and misconduct. We aim to prevent this by properly managing resources and implementing prevention, detection and control strategies to ensure the integrity of activities conducted by the Agency and the management of the scheme.

The Fraud and Corruption Control Plan (FCCP) documents our strategic and operational approach to controlling fraud and corruption. It provides an overview of how fraud and corruption risks are managed and outlines how we comply with the requirements of the Australian Standard AS8001-2008 Fraud and Corruption Control (the Standard). Our FCCP forms an integral part of the Agency's Enterprise Risk Management Framework and has been developed in line with the Standard. It applies to all internal staff, the Board, contractors and external parties involved in providing goods and services to the Agency.

The FCCP is endorsed by the Audit and Risk Management Committee and reviewed biennially.



Recordkeeping Plan

WorkCover WA is compliant with the *State Records Act 2000* requirement to have a Recordkeeping Plan (the Plan). The Plan details our recordkeeping program and systems, disposal arrangements, policies, practices, guidelines and projects.

WorkCover WA has actively used the State Records Commission's standards and principles to govern best practice recordkeeping across the Agency.

The Agency's Records Management Plan was approved in 2015 and is due for review in October 2020.

Report against WorkCover WA's Recordkeeping Plan

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

Case study 5 on page 104 provides information in accordance with section 61 and standard 2, principle 6 of the *State Records Act 2000*.

It reflects the Agency's efforts to:

- maintain efficient and effective recordkeeping systems
- conduct recordkeeping training
- review the efficiency and effectiveness of WorkCover WA's recordkeeping training program
- ensure the Agency's induction program addresses employee roles and responsibilities with regards to compliance with the Recordkeeping Plan.

Table 26: WorkCover WA record figures

Record type	2016/17	2017/18	2018/19
Documents created	249,319	198,423	151,156
Files created	12,861	14,653	16,586
Storage boxes created	2,096	989	2,731



Case study 5: Report against WorkCover WA's Recordkeeping Plan

This case study highlights WorkCover WA's efforts to:

- ensure staff are continuously trained and supported in practicing compliant recordkeeping, in line with the Recordkeeping Plan and *State Records Act 2000*
- continuously improve recordkeeping systems to meet expectations and requirements and provide better service delivery
- simplify, streamline and digitise paper-based processes.

WorkCover WA's recordkeeping system is regularly evaluated to ensure efficiency and effectiveness in supporting business processes and recordkeeping requirements. These processes and requirements include:

- adopting Agency-wide tracking and workflow functionality on all correspondence within the Electronic Document Records Management System (EDRMS), which has resulted in a reduction of duplicated records and an increase in the use of revisions and document control
- reviewing end-user permissions and the establishment of an advanced user profile to enable end-users to undertake more complex tasks within the EDRMS
- improving end-user search capabilities through the use of custom fields to capture metadata directly related to Agency records

- assisting divisional teams to close all network drives and use the EDRMS to save and maintain all core business records
- capturing historical insurer records in the EDRMS using relational properties, which enables all formats of records (paper, microfiche, index cards) received from each historical insurer to be accessed.

The Records and Information Services team continues to promote the use of and compliance with the Agency's EDRMS through a variety of training programs.

Recordkeeping training is conducted through the online records management training module within the Agency's online induction program, as well as through a standalone records management course.

The Records and Information Services team continues to provide ongoing training for each business area and their records management requirements, which includes:

- providing advice about managing functional records
- offering recommendations for digital solutions to paper-based processes and assisting with transition, which aligns with WorkCover WA's Strategic Plan
- delivering information management sessions to executive and senior management staff with a focus on searching, retrieving and using Agency records such as legal advice, annual reports, Ministerials and parliamentary questions
- assisting divisional teams and individuals to utilise the tools within the EDRMS

- providing support to executive and senior management staff with the implementation of EDRMS workflows to streamline priority requests, such as Ministerials. This training also included assistance with transitioning from a paper-based process to a complete digital solution
- reviewing document naming standards, EDRMS tips and training material to align with business practices to promote the benefits of naming records appropriately.



In 2018/19, the EDRMS was upgraded to the latest version. The Records and Information Services team resolved approximately 130 requests for assistance and conducted 10 training sessions.

Staff participation and feedback in these areas has been positive and well received, with all Agency staff utilising the EDRMS and its tools to manage their information.

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

Case study takeaways:

- *The EDRMS was upgraded in 2018/19*
- *Staff participation and feedback about the upgrade has been positive*
- *WorkCover WA's recordkeeping system is regularly evaluated to ensure efficiency and effectiveness*
- *Staff are provided with ongoing training and support for compliant recordkeeping*
- *The Records and Information Services team is committed to digital transformation, in line with WorkCover WA's Strategic Plan.*

Government policy requirements

Substantive equality

Although not required to implement the Policy Framework for Substantive Equality, WorkCover WA is committed to eliminating systemic forms of discrimination in the provision of public sector services and promoting awareness of the different needs of stakeholders. More information about our commitment to equality is available under 'Equality and inclusion' in *Section 4: Opportunities and challenges* on page 80.

Occupational safety, health and injury management

WorkCover WA's OSH and injury management policies are detailed under 'Safety, health and wellbeing' in *Section 4: Opportunities and challenges* on page 81.

Reporting hazards and incidents

All staff have a responsibility to identify and report hazards in the workplace to ensure their safety and the safety of others. Hazards or incidents can be reported through WorkCover WA's Hazard and Incident Management System, which is available on the staff intranet.

Occupational safety and health and injury management performance

WorkCover WA's OSH and injury management data for this reporting period is disclosed in Table 27. 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 2018/19, 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.

Table 27: 2018/19 OSH performance data

OSH indicator	2014/15	2015/16	2016/17	2017/18	2018/19 Target	2018/19 Actual
Number of fatalities	0	0	0	0	0	0
Lost-time injury/disease incidence rate*	0	0	0	0.74%	0	0
Lost-time injury/disease severity rate	0	0	0	0	0	0
% injured workers returned to work within 13 weeks	N/A**	N/A**	N/A**	100%	N/A**	N/A**
% injured workers returned to work within 26 weeks	N/A**	N/A**	N/A**	100%	N/A**	N/A**
% managers trained in OSH and injury management responsibilities	99%	100%	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, 2016/17 or 2018/19.