

## Our Purpose

To work together with industry, employers, workers and government to promote a safer Territory with support for injured workers.

## 3 Key Principles

Prevention, reduction and elimination of work related injury and disease positively benefits the community

Provision of a fair workers' compensation scheme which balances employee and employer interests.

Organisation with a lifelong learning culture embracing change, advising and supporting industry and adapts to emerging issues.

## Outcome 1: Eliminate work-related injuries, occupational; disease and fatalities

### Strategic Output – Nationally Consistent regulatory framework

#### Key Performance Indicators

Legislation reviewed and amended as identified

#### Activity to achieve KPI

- DG Legislation is reviewed to incorporate amendments to adopt MHF Standard and Storage and Handling Standard
- WHA is reviewed to incorporate noise standard
- Australian Explosives Code (AEC) and AS 2187 are reviewed for appropriateness in NT
- Investigations are conducted into recommendations of Stage III review of WHA (OHS) eg Violence
- Develop communication strategy to advise industry of new legislation

National legislative developments are monitored and identified for adoption in NT

- Participation in various national forums and committees

### Strategic Output – Strategic Enforcement of Legislation administered by NT WorkSafe

Intervention programs and strategic approaches based on proactive targeting, risk assessment, the National OHS strategy and innovative sanctions

- Participation in national intervention campaigns as agreed by Heads of Workplace Safety Authorities (HWSA)
- Participate in NT Asbestos awareness campaign for the community
- Participate in Environmental Tobacco Smoke Campaign with DHCS and DJ
- Training provided to staff on project development and management
- Project Briefs are developed for all projects
- Conduct a review to ascertain data collection and research and reporting mechanisms for all Projects
- Develop a Communication Strategy component in all targeted group project summaries and WC Initiatives
- Targeted industry Programs in Rural industry to include Horticulture, Tree Loppers, Cattle Stations
- Targeted industry Programs in Childcare

- Targeted industry Programs in Construction to include Fall from heights, Commercial, Housing, Asbestos, Scaffolders
- Targeted industry Programs in Sex Industry
- Targeted industry Programs in Retail to include manual handling, young workers, storage and hazardous substances
- Targeted industry Programs in Tourism Industry including OHS component for accreditation of Tour Guides
- Targeted industry Programs Transport to include Road, Rail, Sea, Load Restraint, Fatigue and working at height
- Targeted industry Programs for young workers
- Programs are developed to develop capacity of Major Events organisers to manage safety at these events
- Programs are conducted for reactive and administrative functions of NT WorkSafe
- Workplaces are visited to ensure compliance and provide advice.
- **Procurement decision- making takes account of safe design considerations**
- **OHS safe design competencies are integrated into management, professional, vocational and inspectorate training**

### Strategic Output – Effective incentives to focus workplaces on prevention activities

#### Accreditation programs examined

- Accreditation of vocational rehab providers reviewed annually to coincide with renewals

#### Premium Incentives reviewed

- Advice provided to the Scheme Monitoring Committee (SMC) by insurers and NT WorkSafe about incentives being built into premiums
- Review of Infringement Notices under OHS legislation including processing
- Implementation of Infringement notices under the DG legislation
- Participate in National Safety Week

### Strategic Output – A Compliance Support program encompassing advice, information and strategies for communicating with industry

#### Facilitated self management of safety by industry

- Review and republish Safety Management a Guide
- Training of staff in auditing of safety management systems
- Participate in the development of NOHSC National Communication Plan.

#### Identification of key industry risk groups in conjunction with NOHSC

- Data is provided by both NOHSC and NT WorkSafe and researched to identify poor performing industries and high risk activities,
- Participate in the National Intervention Strategy for amusement devices.
- Research is undertaken to identify means of accurately reflecting interaction with clients

### Intervention data is collected and used in developing strategies

- Identify statistical information that will accurately reflect NT WorkSafe's interaction with industry.
- Industry provided with a range of interaction options to obtain information and advice such as internet, seminars, direct mail outs, presentations, generic Emails and 1800 number

## Strategic Output – An effective and efficient industry licensing program

### Service delivery expanded to regional areas

- Develop audit program for licences issued in regional areas and conduct audits
- Develop audit program for licences issued by Territory Business Centre
- Transfer Gas Licensing functions to DIPE (Electrical Licensing)
- Identify, Investigate and develop synergies with other government agencies

### Service Standards developed

- Program developed to ensure Assessor accreditation and OHS licensing are nationally consistent

### Eliminate Hazards at the design stage

- **OHS safe design competencies are integrated into management, professional, vocational and inspectorate training**
- **Procurement decision- making takes account of safe design considerations**

## Outcome 2: Develop capacity of Territorians to self manage OHS effectively and strengthen governments influence on OHS outcomes

### Strategic Output – OHS Skills Development programs

#### *Key Performance Indicators*

#### OHS Competencies in Schools and workplace transition

#### *Activity to achieve KPI*

- Revise and Update Safestart resource kit
- NT WorkSafe promotes through DCIS and DEET the implementation and use of the kit in schools during 2005
- Raise awareness of Construction Safety Induction Training and introduction of induction card in construction industry

## Strategic Output – Raised OHS Awareness and expectations and commitment by industry and the community

### Evaluation tool developed for measuring impact of information and information services

- NOHSC program evaluation processes monitored for incorporation in NT WorkSafe Project Summary

### Education Plan developed and implemented

- Recommendations from Education Services Review are implemented
- Safety Management Workshops delivered in all areas
- Presentation on legislative changes in regard to Dangerous Goods Developed

**Strengthened capacity of government to influence OHS outcomes**

- Whole of government approach to OHS performance reporting
- Continuing improvement in Government' OHS performance as employers

**Strategic Output – Practical Guidance provided to industry and the community**

**Information Products reviewed and updated**

- a program developed for the review of information bulletins
- Identify information products to be translated into other languages and pictorial format for NESB clients

**New publications developed**

- New publications developed for targeted industry programs
- Establish NT WorkSafe resource library

**Strategic Output – Comprehensive Data collection and analysis providing benchmarks for OHS targeting**

**IT systems and data that support business and planning processes**

- WHIS replacement specifications are developed and funding approved.

**Strategic Output – A coordinated research effort providing information and advice on OHS priorities**

**Research projects researched and funded**

- Research grant guidelines developed
- Research grant advertised and allocation of grants
- Research is conducted into the incidences of occupational diseases in the NT

**Outcome 3: Territory Workers are covered by a sustainable, equitable and viable workers compensation scheme allowing them to return to suitable work as soon as practicable.**

**Strategic Output – High Quality information and administrative services of workers' compensation**

**Key Performance Indicators**

**Activity to achieve KPI**

**E-system integration implemented with external stakeholders**

- Conduct a review and compile a report outlining options and methodology to facilitate uptake of IT advancements

**Strategic Output – An effective advisory and dispute resolution service**

**Advisory and dispute resolution service reviewed**

- Meetings with stakeholders to inform and update on current and emerging WC and Rehab issues

## Strategic Output – A fair, transparent and effective mediation program

**Practical guidance and support in regard to mediation services is available**

- Develop new and review existing information resources including the provision of material in languages other than English

**Mediation processes reviewed and improved**

- Meetings with all stakeholders to be conducted

## Strategic Output – Nationally consistent compensation framework

**Workers' compensation legislation reflects nationally agreed frameworks**

- Implement review recommendations from Dr Lord Report
- Review non-cash benefits payable as part of normal weekly earnings
- Liaise with HWCA to ensure national best practice.
- Review of permanent impairment aspects of AMA guides to ascertain adoption of 5th edition by August 2005
- Develop a Nationally consistent Definition of Worker

## Strategic Output – Financially viable workers' compensation scheme

**Employers are complying with compulsory insurance premiums**

- Assist the Scheme Monitoring Committee (SMC)
- Maintain a competitive insurance market
- Participate in National Return To Work Monitor
- Review effect on scheme viability of lump sum redemptions currently available (1e. Commutations and Hopkins Deeds)
- Program to ensure employers comply with compulsory insurance provisions
- Continue cooperative employer audit program with approved insurers

**Outcome 4: Organisation supports and develops staff, adopts business processes that are identifiable and accessible while responding to emerging needs of government industry and the community.**

## Strategic Output – Increased capacity/capability of WorkSafe staff

**Key Performance Indicators**

**3 year staff development plan implemented**

**Activity to achieve KPI**

- Skills analysis is undertaken to identify current skills base and organisational requirements
- Staff development plan is developed
- Implementation of Diploma in Government and Advanced Diploma in Gov is pursued

**Capability developed via strategic partnerships, career entry and progression plans**

- vacant positions are filled as soon as practicable
- opportunities for secondment and short term exchange are investigated

**DEET Performance Management programs are implemented**

- Staff are trained in Performance Management Process
- Performance Agreements interviews are conducted at least 6 monthly

**Adoption of new technology to support 'in field' operations**

- Budget submission developed to fund IT equipment

**Strategic Output – Improved customer service for clients/stakeholders**

**Streamlined business processes**

- Review existing licensing processes with key stakeholders to improve efficiency and consistency
- Revisit Service Level Agreement (SLA) with Territory Business Centre (TBC) after Licence review
- Conduct a review incorporating stakeholder surveys to ascertain client needs and service expectations
- "Working With You" Booklet and internal procedures reviewed to incorporate feedback from client surveys and service delivery targets

**An effective information management system**

- Research and identify an integrated system suitable for internal and external stakeholders
- Use of data and data management position functions investigated to enhance the use of data to support NT WorkSafe operations
- Data capture ability reflects new National Type of Occurrence Classification System (TOOCS) System
- New National Data System 3rd Edition (NDS) is implemented.

**An effective 3rd party inspection system information management system**

- Develop an instruction information manual to assist 3rd party inspectors

**Service delivery expanded to regional areas**

- WorkSafe Officers receive training in Workers' Compensation system administration

**Online licensing, coding validation**

- Conduct ongoing integrity checking with approved insurers of information systems data
- Conduct ongoing integrity checking of data
- Develop an instruction information manual to assist WSO
- Develop an instruction information manual to assist insurers and self insurers
- Investigation of Electronic lodgement of licences