

Work Health Safety and Injury Management Policy Directive

Version No.: 3.0

Approval date: 27 September 2019

INFORMAL COPY WHEN PRINTED



**Government
of South Australia**

SA Health

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Work Health Safety and Injury Management Policy Directive

1. Policy Statement

SA Health recognises its legislative obligations and duty of care to ensure the safety of all persons in the workplace, and as a leading South Australian government agency sets out to exemplify good work health and safety.

This policy is recognised as being integral to the vision, core values and beliefs of SA Health, its activities, services and its people, with a commitment in embedding the initiatives and principles detailed within the Building Safety Excellence in the Public Sector.

This policy directive and its supporting:

- WHSIM programs provide for the consistent application of work health safety and injury management principles across SA Health
- Corporate framework is applicable across SA Health, including the Department for Health and Wellbeing, Local Health Networks (LHN), Health Services (HS) and Business Units (BU)

2. Roles and Responsibilities

In accordance with [SA Health Policy Directive – Roles, Responsibilities and Governance \(WHS\)](#), the following outlines the respective roles of relevant parties in the context of this Policy Guideline:

2.1 LHN Governing Boards

Will take reasonably practicable steps to:

- Assist in the establishment of awareness and implementation of this system
- As WHS defined Officer(s) for SA Health, exercise due diligence to ensure compliance with Section 27 of the *Work Health and Safety Act 2012* (SA)
- Oversee the LHN risk management system.

2.2 Chief Executive/Deputy Chief Executive

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive
- Establish awareness of and accountability for the implementation of this policy directive
- Exercise due diligence to ensure SA Health compliance with Section 27 of the *Work Health and Safety Act 2012* (SA)
- Support health and safety culture, accountability, the allocation of resources and ensure compliance with legislative requirements
- Exercise responsibilities in accordance with Section 19 of the *Work Health and Safety Act 2012* (SA), as the primary duty holder/delegated primary duty holder for SA Health
- Ensure WHSIM principles are embedded in management practice and recommend areas for improvement
- Establish and maintain a climate of WHSIM knowledge and awareness
- Ensure corporate and clinical governance mechanisms effectively monitor WHSIM risks and the way they are managed to support organisational objectives
- Ensure workers receive adequate direction and support in fulfilling their roles and responsibilities within appropriate delegations of authority
- Set standards of excellence for WHSIM consistent with Acts, Regulations and Codes of Practice and take reasonable steps to ensure compliance with SA Health duty of care obligations under this legislation as the responsible agency for the Crown
- Ensure the financial and human resources are available to manage WHSIM

- Ensure effective communication and dissemination of WHSIM performance, and decisions made across SA Health
- Monitor implementation of SA Health WHSIM policy, policy guidelines, procedures and instructions across the LHN/HS/BU
- Monitor LHN/HS/BU performance against SA Health WHSIM programs
- Ensure effective communication and dissemination of WHS information across LHN/HS/BU
- Ensure duty of care obligations are realised for the health, safety and welfare of all persons while on SA Health premises.

2.3 Chief Executive Officers/Chief Operating Officers (LHN/HS/BU)

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive
- Establish awareness of and accountability for the implementation of this policy directive
- Exercise responsibilities in accordance with Section 19 of the *Work Health and Safety Act 2012* (SA), with specific regard to further duties specified in Section 20 – 26, and Section 27 (Duty of Officers), with in areas of delegated authority
- Ensure duty of care obligations are realised for the health, safety and welfare of workers impacted by LHN/HS/BU business or undertakings
- Support health and safety culture, accountability, the allocation of resources and ensure compliance with legislative requirements
- Demonstrate an understanding of, and commitment to, WHSIM by integrating the requirements for WHSIM into all aspects of clinical and corporate governance
- Deploy the necessary financial and human resources to manage WHSIM
- Receive reports and regularly review the effectiveness of the WHSIM systems and programs in place to management WHSIM with the aim of improving performance
- Ensure effective communication and dissemination of WHSIM performance, and decisions made across the relevant LHN/HS/BU.

2.4 Executive Directors/ Directors (LHN/HS/BU)

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive
- Establish awareness of and accountability for the implementation of this policy directive
- Ensure duty of care obligations are realised for the health, safety and welfare of workers impacted by LHN/HS/BU business or undertakings
- Exercise responsibilities in accordance with Section 19 of the *Work Health and Safety Act 2012* (SA), with specific regard to further duties specified in Section 20 – 26, and Section 27 (Duty of officers), with in areas of delegated authority
- Support health and safety culture, accountability, the allocation of resources and ensure compliance with legislative requirements;
- Demonstrate an understanding of, and commitment to WHSIM by integrating the requirements for WHSIM into all aspects of clinical and corporate governance
- Deploy the necessary financial and human resources to manage WHSIM
- Receive reports and regularly review the effectiveness of the WHSIM systems and programs in place for WHSIM management with the aim of improving performance
- Ensure effective communication and dissemination of WHSIM information across the LHN/HS/BU.

2.5 Site Managers/Line Managers/ Supervisors/Team Leaders

Will take reasonably practicable steps to:

- Where relevant, exercise due diligence to ensure compliance with the intent of this policy directive
- Establish awareness of and accountability for the implementation of this policy directive

- Ensure duty of care obligations are realised for the health, safety and welfare of workers impacted by LHN/HS/BU business or undertakings
- Exercise responsibilities in accordance with Section 28 (duties of workers) of the *Work Health and Safety Act 2012 (SA)*, with in areas of delegated authority
- Demonstrate an understanding of, and commitment to, WHSIM by integrating the requirements for WHSIM into all aspects of clinical and corporate governance
- Deploy the necessary financial and human resources to manage WHSIM
- Receive reports and regularly review the effectiveness of the WHSIM systems and programs in place for WHSIM management with the aim of improving performance
- Ensure effective communication and dissemination of WHSIM information to their team.

2.6 Workers

Will take reasonable care to:

- Assist in the establishment of awareness and of implementation of this policy directive, as relevant
- Ensure their own health and safety, in accordance with Section 28 (duties of workers) of the *Work Health and Safety Act 2012 (SA)*
- Maintain an awareness of the WHS risks specific to their work and use the safe systems of work, ensuring acts or omissions do not adversely affect their own or other persons health and safety
- Actively support, report and contribute to hazard identification and the reduction of risks to health, safety and welfare
- Comply with all reasonable instructions pertaining to a work practices, and where applicable on return to work following workplace injury
- Report any return to work issues or concerns as soon as possible to the Return to Work Consultant or Claims Manager.

2.7 Workforce Services

2.7.1 Director, Workforce Services (DHW)

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive
- Establish awareness of and accountability for the implementation of this policy directive
- Ensure duty of care obligations are realised for the health, safety and welfare of workers impacted by SA Health business or undertakings
- Exercise responsibilities in accordance with Section 19 of the *Work Health and Safety Act 2012 (SA)*, with specific regard to further duties specified in Section 20 – 26, and Section 27 (Duty of Officers) , with in areas of delegated authority
- Demonstrate an understanding of, and commitment to, WHSIM by integrating the requirements for WHSIM into all aspects of clinical and corporate governance
- Deploy the necessary financial and human resources to manage WHSIM
- Receive reports and regularly review the effectiveness of the WHSIM systems and programs in place for WHSIM management with the aim of improving performance
- Ensure effective communication and dissemination of WHSIM information to their team.

2.7.2 Directors of Workforce/People and Culture (or equivalent)

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive
- Establish awareness of and accountability for the implementation of this policy directive
- Ensure duty of care obligations are realised for the health, safety and welfare of workers impacted by LHN/HS/BU business or undertakings
- Exercise responsibilities in accordance with Section 19 of the *Work Health and Safety Act 2012 (SA)*, with specific regard to further duties specified in Section 20 – 26, and Section 27 (Duty of Officers), with in areas of delegated authority

- Demonstrate an understanding of and commitment to WHSIM by integrating the requirements for WHSIM into all aspects of clinical and corporate governance
- Deploy the necessary financial and human resources to manage WHSIM
- Receive reports and regularly review the effectiveness of the WHSIM systems and programs in place for WHSIM management with the aim of improving performance
- Ensure effective communication and dissemination of WHSIM information to their team.

2.7.3 LHN/HS/BU WHSIM Manager (or equivalent)

Will take reasonable care to:

- Establish awareness of and accountability for the implementation of this policy directive
- Assist in the implementation of WHSIM plans, programs and strategies which support the strategic priorities of SA Health and the health reform agenda at designated workplaces
- Contribute to the development and ensure the implementation of best practice WHSIM processes which support the strategic objectives of SA Health to meet legislative requirements
- Develop the SA Health/LHN/HS WHSIM Quarterly Due Diligence reports, for distribution and discussion, to the LHN/HS/BU WHSIM Governance Committee (or equivalent)
- Ensure regular reports are provided to Executives and Senior Managers to facilitate management review.

2.7.4 WHSIM Professionals

Will take reasonable care to:

- Establish awareness of and accountability for the implementation of this policy directive
- Assist in the implementation of WHSIM plans, programs and strategies which support the strategic priorities of SA Health at designated workplaces
- Contribute to the development and ensure the implementation of best practice WHSIM processes which support the strategic objectives of SA Health to meet legislative requirements
- Ensure regular reports are provided to Executives and Senior Managers to facilitate management review.

2.8 Health and Safety Representatives (HSRs)

Will take reasonable care to:

- Establish awareness of this policy directive
- Effectively represent workers in matters relating to work health and safety at the workplace
- Exercise responsible use of legal powers in accordance with *Work Health and Safety Act 2012* (SA), Part 5, Division 3 (Health and Safety Representatives)
- Contribute to and support the effective functioning of the systems and programs to manage WHSIM.

2.9 LHN/HS WHSIM Governance Committees (or equivalent)

Will take reasonably practicable steps to:

- Where relevant, as WHS defined Officer(s) for SA Health, exercise due diligence to ensure compliance with Section 27 (Duty of Officers) of the *Work Health and Safety Act 2012* (SA)
- Establish awareness of and accountability for the implementation of this policy directive
- Ensure duty of care obligations are realised by members for the health, safety and welfare of workers impacted by LHN/HS/BU business or undertaking
- Monitor, review and evaluate LHN/HS/BU performance facilitating the implementation and improvement in the management of work health safety and injury management; for example, through the monitoring of LHN/HS WHSIM Quarterly Due Diligence reports
- Analyse trends in WHSIM and recommend any changes to the SA Health WHSIM system that will enhance performance and return to work of injured workers

- Ensure effective communication and dissemination of WHSIM information across the LHN/HS/BU
- Ensure the necessary financial and human resources are provided to manage work health safety and injury management
- Steer the implementation of recommendations arising from internal and external investigations and audits, and facilitate the communication of lessons learned.

2.10 LHN/HS/BU WHS Consultative Committees

Will take reasonably practicable steps to:

- Where relevant, as WHS defined Officer's for SA Health, exercise due diligence to ensure SA Health compliance with Section 27 (Duty of officers) of the *Work Health and Safety Act 2012* (SA)
- Establish awareness of and accountability for the implementation of this policy directive
- Comply with the requirements as stated under Part 5 (Consultation, representation and participation) of the Act
- Analyse trends in work health safety and injury management and recommend any changes to the work health safety and injury management system that will enhance performance and return to work of injured workers
- Ensure effective communication and dissemination of work health safety and injury management information across the LHN/HS/BU.

2.11 LHN/HS/BU Local WHS Consultative Committees

Will take reasonable care to:

- Assist in the establishment of awareness and implementation of this policy directive
- Ensure duty of care obligations are realised for the health, safety and welfare of all persons while on SA Health premises
- Support implementation of SA Health WHSIM system across the workplace
- Monitor workplace health and safety risk and recommend control measures, as relevant
- Monitor implementation of SA Health WHSIM policies, procedures and instructions, as relevant
- Report on activity relative to WHSIM key performance indicators and make WHSIM recommendations as required, for example LHN/HS/BU Local WHSIM Consultative Committee recommendations are reported to the LHN/HS/BU WHSIM Consultative Committee.

3. Policy Requirements

3.1 Principles

SA Health is committed to:

- Protecting the health, safety and wellbeing of its workers through effective risk management principles and processes
- Ensuring that reasonably practicable steps are implemented so all work environments and practices are safe, healthy and support an early and safe return to work in the event of work related injury/illness and that continual improvement activities support and strive for best practice
- Achieving the objectives of the Building Safety Excellence in the Public Sector by creating a safety conscious organisational culture, which supports SA Health WHS defined Officers and all workers to fulfil *Work Health and Safety Act 2012* (SA) and the *Return to Work Act 2014* (SA) legislative obligations

In fulfilling these obligations, SA Health will pursue the priorities of:

- reducing risks associated with work health and safety (WHS)
- improving the prevention of occupational illness and disease strategies

- minimising the impact of injury and incident
- improving SA Health's capability to systematically manage work health safety (WHS) and injury management (IM)
- creating work environments and culture that support worker health and wellbeing
- improving the quality of information to enable decision making
- improving the capacity of SA Health's defined Officers in exercising due diligence and managing hazards and risks effectively within their area of responsibility, accountability and delegated authority
- improving the management of risks at the design, planning and procurement stage.

4. Implementation & Monitoring

4.1 Implementation

SA Health leaders will take reasonably practicable steps to implement the SA Health WHSIM Management System by:

- Recognising the duty of care to all persons in the workplace, maintaining awareness, and commitment with supportive leadership for all workers to ensure work health safety and injury management underpin organisational culture, and as WHS defined Officers fulfil the elements of due diligence
- Providing a safe work environment, systems of work, plant, equipment structure and substances that minimise the risk of injury or incident
- Complying with legislative requirements and the Building Safety Excellence in the Public Sector to exemplify good work health and safety
- Continually improving, implementing and maintaining the work health safety and injury management system and its programs that are integral to SA Health vision, mission and values, and SA Health business or undertakings
- Ensuring governance, clearly defined roles and responsibilities and accountabilities, for work health safety and injury management, are documented and delegated through reporting and line management accountabilities for all WHS defined Officers and workers
- Continually improving, implementing and maintaining systematic hazard identification and risk management processes to ensure a safe work environment and safe systems of work, for health service provision and business continuity
- Continually improving, implementing and maintaining systematic processes for:
 - regular monitoring, review, evaluation and improvement of the working environment and work practices
 - engaging appropriate internal/external expertise when required to identify hazards, manage risks
 - training
 - the management of claims for compensation, rehabilitation and return to work, as relevant.
- Integrating the requirements for work health safety and injury management into SA Health governance, strategic and operational plans, health care policies and business practices to encourage greater awareness, accountability and integration into everyday business
- Provide early intervention rehabilitation in accordance with the *Return to Work Act 2014 (SA)* and regulations to assist work injured employees to achieve a safe, effective, early return to work and to achieve the best practicable levels of physical and psychological recovery
- Managing all Workers Compensation claims equitably in accordance with the *Return to Work Act 2014 (SA)* and amendments
- Evaluating the performance and implementation of work health safety and injury management within Local Health Network (LHN) / Health Service / Business Unit against set objectives, targets and performance indicators, with the aim of identifying opportunities for continuous improvement, reporting outcomes to leadership groups through governance and consultative groups
- Continually improving, implementing and maintaining effective communication and consultative pathways for work health safety and injury management matters, ensuring all

workers have an opportunity to provide feedback. These consultative and communication pathways must include other responsible agencies, SA Health contractors and identified PCBUs located on SA Health sites, as relevant

- Recognising that workers have various and diverse needs and that orientation, induction information, supervision, training and development programs will recognise these diverse needs.

4.2 Evaluation and Monitoring

4.2.1 SA Health Internal Audit Programs

In accordance with [SA Health Policy Directive – Performance Review and Continuous Improvement](#), implementation of this policy directive will be monitored via the SA Health WHSIM Internal Audit Program against the following criteria:

- Documented WHSIM strategies and programs to ensure safe work environments and safe systems of work
- Documented WHSIM planning and review process with measurable objectives and targets to support continuous improvement
- WHSIM objectives are integrated into business/operational plans
- Compliance with legislation is monitored, reviewed and updated
- Evidence workers are consulted on WHSIM
- The *SA Health Work Health Safety and Injury Management Policy Directive* is communicated and included in induction/orientation programs
- Interviews with Executives, Managers, Contractors, Students, Volunteers, WHSIM Governance Committees and WHS Consultative Committees demonstrate an understanding of their WHSIM responsibilities and accountabilities.

4.2.2 Key Performance Indicators

4.2.2.1 SA Health WHSIM Corporate Documentation









The Corporate Framework and associated programs may be subject to KPI reporting.

4.2.2.2 Quarterly Building Safety Excellence Targets

This policy directive will be subject to quarterly reporting of the Public Sector Building Safety Excellence Targets.

- Target 1 – Work Related Deaths and Severe Permanent Impairment
- Target 2 – New Workplace Injury Claims
- Target 3 – Significant Injury Frequency Rate
- Target 4 – Significant Injury Frequency Rate for Musculoskeletal Injuries
- Target 5 – Significant Injury Frequency Rate for Psychological Injuries
- Target 6 – Early Assessment within two days of notification
- Target 7 – Claims Determined within 10 days
- Target 8 – Determination for Mental Stress Claims
- Target 9 – Income Maintenance Cessation Index

5. National Safety and Quality Health Service Standards

							
National Standard 1 Clinical Governance	National Standard 2 Partnering with Consumers	National Standard 3 Preventing & Controlling Healthcare-Associated Infection	National Standard 4 Medication Safety	National Standard 5 Comprehensive Care	National Standard 6 Communicating for Safety	National Standard 7 Blood Management	National Standard 8 Recognising & Responding to Acute Deterioration
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This Policy Directive supports the Australian Commission on Safety and Quality in Health Care National Standard 1 Clinical Governance Standard.

6. Definitions

Refer to [SA Health Work Health Safety Injury Management System – Glossary and Terms](#) for further definitions and clarification on general terms used throughout this document.

7. Associated Policy Directives / Policy Guidelines and Resources

[Building Safety Excellence in the Public Sector Strategy](#)
[SA Health Work Health Safety Injury Management System](#)
[SA Health Governance, Accountability and Consultation Framework](#)
[SA Health Work Health Safety Injury Management Strategic Plan 2016-2019](#)
[SA Health Policy Directive – Roles, Responsibilities and Governance \(WHS\)](#)
[SA Health Policy Directive – Hazard Identification and Risk Management \(WHS\)](#)
[SA Health Policy Directive – Management of Work Related Injury-Illness \(WHSIM\)](#)
[SA Health Policy Directive – Performance Review and Continuous Improvement](#)
[Return to Work Act 2014 \(SA\)](#)
[Return to Work Regulations 2015 \(SA\)](#)
[Work Health and Safety Act 2012 \(SA\)](#)
[Work Health and Safety Regulations 2012 \(SA\)](#)

8. Document Ownership & History

Document developed by: HR & Workforce Services, Corporate & System Support Services

File / Objective No.: 2018/09362 | zA63308

Next review due: 30/08/2022

Policy history: Is this a new policy (V1)? **N**

Does this policy amend or update an existing policy version? **Y**

If so, which version? **V2.0**

Does this policy replace another policy with a different title? **N**

If so, which policy (title)?

ISBN No.: 978-1-76083-050-2

Approval Date	Version	Who approved / Revised Version	New	Reason for Change
27/09/2019	V3.0	Director Workforce Services		New Template. Reference to Building Safety Excellence Strategy.
03/10/2013	V2.0	Portfolio Executive		Formally reviewed in line with 1-5 year scheduled timeline for review.
03/10/2013	V1.1	Executive Director Workforce, System Performance		Amended to meet compliance with new <i>Work Health and Safety Act 2012</i> (SA). Title change. Realigned responsibilities to organisational structure changes.
16/02/2011	V1.0	Portfolio Executive		Original Portfolio Executive approved version.