

# RM Advancer<sup>®</sup>

» Australia's Premier Risk Management Awards



## Workers Compensation and Liability Finalist Nominations

### Award Criteria

The systems, processes and activities undertaken to minimise loss, injury and/or damage relating to employees or third parties, for organisations with an annual turnover of more than \$100 million or more than 100 employees.

The customer information enclosed has been summarised from each of the 2024 RM Advancer finalist nomination forms.

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1 In WA, ACT, Tas & NT, workers compensation insurance is issued by AAI Limited ABN 48 005 297 807 trading as GIO. In NSW, AAI Limited ABN 48 005 297 807 trading as GIO is an agent for the Workers Compensation Nominal Insurer ABN 83 564 379 108/003, also known as icare workers Insurance.



# Autoleague

## Leaders in the ever-changing mobility landscape

Autoleague was launched on 1<sup>st</sup> of August 2022 following the acquisition of IDOM Automotive group. [Autoleague](#) is now one of Australia's largest and most innovative automotive retailers, touching all aspects of car ownership and mobility through its national new and used car retail and service footprint. All offerings are powered by Autoleague's digital retail platform, mymoto, and its software development arm, Autoleague X.

Prior to the acquisition, the previous owners had not considered workplace safety as a goal for the business and employees were exposed to risks common in the automotive industry. The Autoleague executive management team addressed the risk management challenges in the following ways:

- Implemented safety protocols, training and maintenance of the fixed vehicle work environment supported by audits and inspections.
- Implemented safety training programs and regular inspections in workplaces to reduce the likelihood of workplace injuries and associated claims.
- Provided ergonomic equipment and assessments in car dealerships to promote proper body mechanics, help reduce the risk of injury and improve employee well-being.
- As Autoleague refurbish, rebuild, and redevelop dealership facilities, ventilation systems are considered in order to reduce exposure to chemicals, fumes, or noise.
- Promotion of work-life balance and resources for stress management including an Employee Assistance Program.

## Outcome

- Autoleague's introduction of a digital database to manage safety and wellbeing allows for standardisation across the Autoleague group of dealerships and businesses.
- Executive and Group Management undergo compulsory training around risk and liabilities related to Work Health and Safety and Workers Compensation.
- Introduction of Work Health and Safety for dealership and management performance with managers held accountable for their staff training and maintenance of regular safety audits.
- Combined its multiple dealership workers compensation policies into one which provides better executive and corporate oversight into the workers compensation policy performance.

# CareFlight Limited

## Our Mission is to save lives, speed recovery and serve the community

Founded in 1986 with a single aircraft, CareFlight's founders pioneered the concept of saving lives by taking hospital-level care to the patient. Today, CareFlight's fleet of 16 aircraft and over 640 dedicated and committed employees help treat and save the lives of over 9000 people annually in challenging, remote, and regional areas as well as in cities and internationally.

A highly regulated organisation, CareFlight works across a range of industry sectors including clinical, aviation, transport, emergency services and education. As a registered charity, CareFlight provides services to remote and indigenous communities.

Due to CareFlight's significant growth in recent years, its systems and processes for management, reporting, risk management and governance were struggling to keep pace with operational and strategic needs. Addressing these challenges, CareFlight introduced:

- A single Integrated Management System which included a manual and intranet site with live dashboard reporting.
- An upgraded reporting system ensuring data consistency and improved categorisation supporting data interrogation.
- An enterprise-wide approach to risk management which included a revised risk management manual and audit program, Operational Risk Register and Risk Review Committee.
- A People, Safety and Environment Committee, Risk Review Committee and the re-structuring of the Aviation Safety Action Group and Safety, Health, Environment and Quality Action Group. All of which supported increased governance.
- An electronic medical record system (iPAD enabled) across all clinical operations, ensuring easy documentation and transfer of clinical notes following retrieval.

## Outcome

As a result, the following benefits were realised:

- Staff improved understanding of the Integrated Management System has led to enhanced governance reporting.
- The quality of audits has improved and actions to rectify audit findings are now transferred to the auditee resulting in better defined, timely actions.
- Departmental risk registers enable insight to risk exposure, including the means to reduce exposure and how to escalate issues.
- The group wide Operational Risk Register identifies operational risks, is a source of corporate knowledge and supports informed decision making. It also provides a focus for how operational risks are managed and accountable parties.

## Costa Group (Workers Compensation)

**Australia's leading grower, packer and marketer of premium quality fresh fruit and vegetables**

Costa has a more than 120-year history, spanning family, public and private ownership. Recognised as one of Australia's leading fresh produce companies. Costa's farming operations cover some 7,200+ planted hectares. Costa is also a major exporter of fresh produce.

Costa has farming operations in every state of Australia and employs more than 5,100 full time employees. High-risk areas include natural disasters, adverse weather conditions, mobile plant and equipment, chemical use, manual handling, working on uneven terrain and remote work. In addition, Costa operates with a low-skill cohort and has a high turnover of workers due to the seasonal nature of its business.

Costa has introduced numerous risk mitigation strategies and achieved the following successful outcomes:

- Reduction of heat stress and manual handling injuries following the introduction of mechanical aids including 'Burros' and harvest assist platforms.
- Formal training, standard processes and monitoring ensures the proper use and maintenance of all equipment.
- New technology installed in all new forklifts includes pin or swipe access ensuring only authorised and trained drivers can access the forklift, impact sensors, pre-start checks, performance monitoring, licence management and pedestrian sensors. Forklift refresher training held at all sites.
- Physiotherapy designed job specific stretching programs developed.
- Designated contact officers across the organisation provide employee support as needed. The results of the Australian psychosocial risk assessment survey, 'People at Work' identified that Costa operates at a low level of risk on all metrics.
- Introduction of chemical free sprays reducing the risk of exposure and storage.
- Renewal of the corporate safety strategy inclusive of an interdependent safety culture achieved continuous growth within its leading indicators, an increase of 10% year on year.
- Since 2020 there has been a reduction in lagging Indicators:
  - Lost time injury frequency rate (LTIFR) 3.6 in CY20, down to 1.46 (July 24)
  - Total recordable injury frequency rate (TRIFR) 11.9 in CY20, down to 4.19 (July 24)
  - New claims frequency rate 8.1 in CY20, down to 3.24 (July 24)
- Costa has successful and robust injury management, return to work processes and claim performance. Costa has been invited to join the Loss Prevention and Recovery Plus premium model in NSW.

## Southern Cross Care

### Integrity, Respect, Compassion

For over 50 years Southern Cross Care has been caring for the community by providing a range of aged care services. Wholly Tasmanian with over 1200 staff, [Southern Cross Care](#) is the largest not for profit aged care provider in the state, the focus has always been to provide high standards of nursing, health and aged care, hospitality, and wellbeing initiatives.

The inherent physical demands of caring for physically and cognitively impaired individuals, an ageing workforce and systemic gaps in Southern Cross Care's risk management frameworks and processes were key risks leading to increased serious injury rates and workers' compensation claims, and operational disruptions. The risks had potential to impact staff recruitment, retention, and Southern Cross Care's reputation.

Addressing the challenges with Gallagher's assistance, a comprehensive risk assessment included evaluation of Southern Cross Care's leadership, governance, risk management and assurance frameworks. The detailed gap analysis led to robust processes being embedded into the WHS management system resulting in the following outcomes:

- Updated safety policy communicated to all staff and residents to ensure alignment and awareness.
- Training on early intervention, injury management and return to work developed and rolled out by Gallagher leading to increased competency in supporting injured workers and faster recovery times.
- Updated manual handling program and training reduced manual handling injuries and improved staff compliance.
- Development and implementation of the 'Ways of Working' document with GIO.
- Monthly consultative meetings between injured workers and their managers have led to better identification of issues and more tailored interventions, contributing to a reduction in the duration of injury-related absences.
- The Montessori Dementia Program was implemented to reduce incidents of occupational violence and aggression.
- Enhanced safety measures and injury management have contributed to improved staff morale, reduced injury rates and improved operational efficiency.
- The frequency and severity of injuries has significantly decreased. The claim injury frequency rate reduced by -50% over the past 4 years, compensable injury costs reduced by -74% over the same period and a significant reduction in premium costs has been achieved.

## St Giles

### Enabling People to Thrive

St Giles was formed 85 years ago after the 1937 polio pandemic and is one of Tasmania's most experienced and trusted disability service providers. A not-for-profit organisation and registered NDIS provider, St Giles multi-disciplinary therapy and support teams deliver a broad range of allied health, assistive technology, and support services to improve the lives of children and adults living with a disability.

Employing 232 staff, the unique cohorts and various skillsets of the workforce and diverse locations of services provided presented many WHS challenges. Risk, compliance, and safety was managed by various senior and operational leaders prior to establishing a dedicated Risk and Compliance team in August 2022.

St Giles underwent a WHS review/gap analysis, and an AON/GIO Innovation pilot program, both facilitated by AON. These programs of work supported St Giles to achieve the following significant outcomes:

- The development of a three-year WHS Strategy which includes St Giles five key WHS pillars and outlines a clear program of works to achieve its safety objectives recognising the regulatory environment.
- Continued improvements in its operations, policies, leadership capabilities, manuals, training, systems, and processes to ensure sustainability in its safety management system.
- A positive shift in risk culture has been noted as employees are informed of and consulted on safety matters that directly impact them.
- A finance, audit, risk, and compliance board committee were established increasing commitment and awareness of WHS matters and compliance obligations. This provided momentum needed to deliver on targeted deliverables within the strategy.
- Implementation of the incident management system has significantly improved the ability to submit incidents in timely manner. The reporting capabilities now enable meaningful data analysis identifying risk areas, recurring themes, and informed service delivery reviews.
- Workers' compensation and general insurance claims performance has significantly improved over the past 12 months.