



Employee Wellbeing and Operational Policy reforms

- Principal Health and Wellbeing Strategy
- *Safe and Well in Education Strategy*
- Schools Policy and Advisory Library

BMV - AGM

People and Executive Services
February 2020

Summary of Employee Wellbeing and Operational Policy (EWOP) reforms

Background

- The **Principal Health and Wellbeing Strategy** was launched in early 2018 with seven pilot initiatives and \$5.2 million initial investment, and being co-designed with the profession and stakeholders (including BMV).
- In late 2018, the Victorian Government invested \$51 million over four years and \$16 million ongoing for the **Employee Wellbeing and Operational Policy (EWOP) reforms**. This followed a strategic review of employee health, safety and wellbeing that included stakeholders (including BMV).

Vision: Healthy and safe working and learning environments for all of our people to thrive and succeed

The **Employee Wellbeing and Operational Policy reforms** comprise three components:





- Expanding and continuing the Principal Health and Wellbeing Strategy pilot initiatives into ongoing services
- The launch of the **Safe and Well in Education Strategy**, including Occupational Health and Safety (OHS) and Workers' Compensation reforms
- Operational policy reforms, including the **Policy and Advisory Library (PAL)**.

Purpose of today

- Update on Workers Compensation initiatives
- Testing the next steps of key initiatives
- Hearing your feedback to continue to shape the reforms.

Occupational Health & Safety and Workers Compensation initiative progress

Utilisation of services as of January 2020

	Service/initiative	Total Usage	Primary	Secondary	P-12	Specialist School	Other
	Increased Injury Management Support	527	259 (22.8%)*	159 (64.4%)*	37 (45.7)*	72 (82.8%)*	
	Intensive OHS Support - Small Schools Pilot	105	99 (41.4%)*	6 (30.0%)*	N/A	N/A	
	Intensive OHS Support – Asbestos Management^	253	174 (100%)*	53 (100%)*	15 (100%)*	10 (100%)*	1
	Employee Wellbeing Response Team	152	88 (7.8%)*	34 (13.8%)*	7 (8.6%)*	23 (26.4%)*	

* Percentage relates to the number of schools in each type, compared to the number of service utilisations, however multiple staff per school may have accessed the service.

~ Percentage relates to those school eligible (all small schools)

^ Percentage relates to those schools eligible (identified as a high priority for asbestos management)

Workers' Compensation Initiatives

Now in place

Future supports

- Expert hands on support for complex claims
- Proactive tailored support to RTW coordinators and injured workers

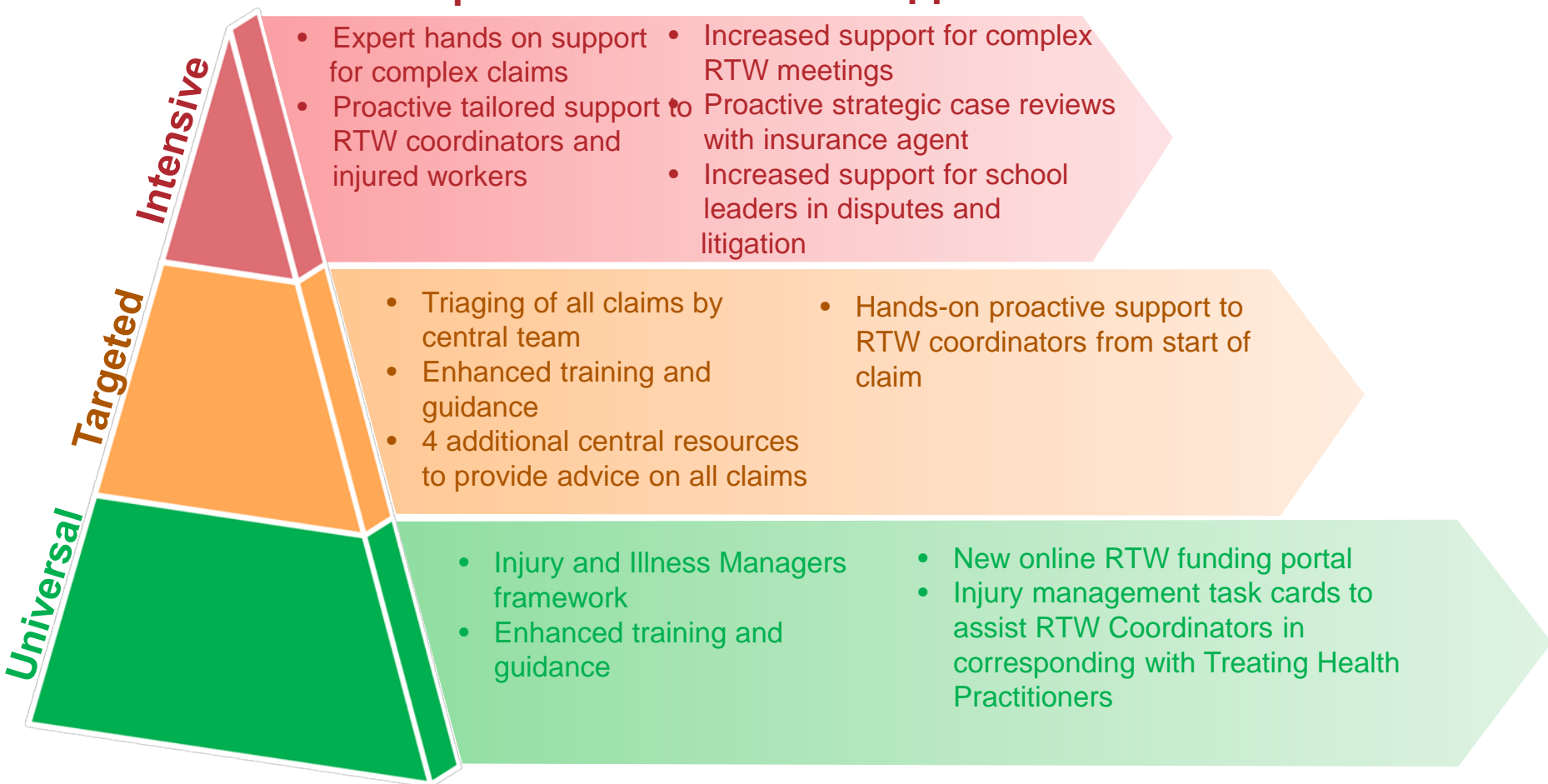
- Increased support for complex RTW meetings
- Proactive strategic case reviews with insurance agent
- Increased support for school leaders in disputes and litigation

- Triaging of all claims by central team
- Enhanced training and guidance
- 4 additional central resources to provide advice on all claims

- Hands-on proactive support to RTW coordinators from start of claim

- Injury and Illness Managers framework
- Enhanced training and guidance

- New online RTW funding portal
- Injury management task cards to assist RTW Coordinators in corresponding with Treating Health Practitioners



Injury Management Support



Proactive Injury Management Support

Proactive School Engagement

- Return to Work and Compensation Team are engaging with all schools as soon as a claim is submitted to Gallagher Bassett
- Providing proactive support to workplace managers in early claim injury management
- Ongoing support and guidance to the workplace managers
- Engage with Gallagher Bassett to ensure each case is receiving the required support level. This will include early engagement of Occupational Rehabilitation providers if required.



Improved engagement with key stakeholders

Strategic Discussions

- Collaborative approach with all stakeholders involved in the claim
- An escalation point for RTW Coordinator to garner movement in a claim
- Ensure that external stakeholders RTW strategies are in line with department procedures and values
- Targeted support for mental injury claims.



***Targeted claims include:**

- | | |
|---|---|
| <ul style="list-style-type: none">• Specific milestones:<ul style="list-style-type: none">• 6 weeks• 12 weeks• 18 weeks• 36 weeks• 90 weeks | <ul style="list-style-type: none">• Not at work• At a temporary RTW placement• Mental injury claims |
|---|---|

Injury Management Framework, Guide and Task Cards



Improve Capability of School Staff through Injury Management Guide

Injury Management – Framework and Guide


- The **Safe and Well: Injury and Illness Management Framework** (the Framework) will provide a clear understanding of additional resources available to enable workplace managers to engage relevant stakeholders as required
- The Employee Health, Safety and Wellbeing Division (EHSWD) will also have a more proactive and supportive approach to injuries, meaning workplace managers will have stakeholder engagement sooner enabling earlier intervention for workplace injuries.
- The injury management guide outlines key focus areas for both physical and psychological injuries educating workplace managers throughout the initial stages of injury management
- Workplace managers will have an access to practical advice on the Return to Work Coordinator Portal to assist them with the management of minor through to complex work related injuries




Improve Capability of School Staff through Injury Management Guide

Injury Management Task Cards

- A key part of rehabilitation for injured employees is returning to work once a certified capacity is gained. To assist with facilitating this, the Return to Work and Compensation Team have developed task cards to identify physical and cognitive demands on our school workforce
- The task cards are designed to be sent to treating health practitioners for feedback on their patients capacity and to identify suitable duties that workplaces can offer.



Task cards | Business Manager



Task Description

The role of the Business Manager is to manage and support the business and administration functions of the school in consultation with the Principal and School leadership team. This may include but is not limited to:

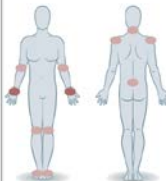
- First point of contact with parents, carers and members of the public.
- Conducting, facilitating and attending internal and external meetings.
- Computer, administrative work and produce regular reports.
- Lifting and carrying resources.
- Responsibility for other staff members.
- Provide first aid to students and staffs.
- Liaising with the Principal regularly.
- Managing and archiving school files and records.
- Lode with external agencies.

Hours of work:

Task Analysis

Physical Demand	Frequency		
	O	F	C
Neck movement: extension / flexion / rotation		X	
Trunk movement: extension / flexion / rotation		X	
Shoulder movement: above / below shoulder height		X	
Elbow movement: flexion / extension		X	
Hand movement: grasping / fine motor		X	
Standing	X		
Sitting			X
Walking:		X	
Squatting / kneeling		X	
Lifting: Floor to eye level		X	
- maximum weight: 5 – 20kg		X	
Climbing stairs:			
Push / pull:		X	

Body Map



Critical Cognitive Demands


- Requires sustained attention, concentration, good short and long-term memory and ability to tolerate distraction.
- Requires accuracy planning and sequencing.
- Requires ability to work to both short term and longitudinal deadlines.
- Requires problem solving, organisation, decision making, reasoning, flexibility and judgement.
- Requires good oral and written communications skills, including the ability to liaise with students, teachers, parents/carers, professional staff and community members.
- Requires good interpersonal skills, including the ability to work cooperatively with others.
- Requires attention to detail.
- May be required to deal with conflict and/or expressed distress and emotion from staff, students and parents/carers.

Environmental and Working Conditions

- Work is predominantly indoors, with occasional work outdoors.
- Works indoors in offices, staffrooms and other school facilities.
- Occasionally stands and/or walks around the school grounds and supporting and engaging with other school staff. Sitting at desk for prolonged period of time.
- Work is in adequately heated, ventilated, clean and well-maintained workspace, however it can vary from school to school.
- May need to traverse uneven ground or access stairs.

Frequency Key

Occasional (O)	0-33% of duration	Frequent (F)	34-66% of duration	Constant (C)	67-100% of duration
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Enhanced Workers' Compensation Administration Support



Join the dialogue using Slido

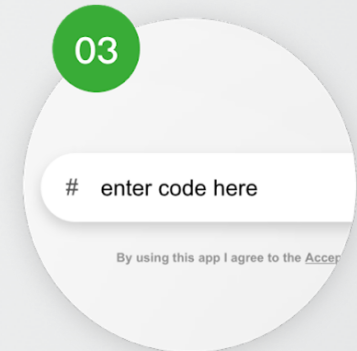
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Open browser



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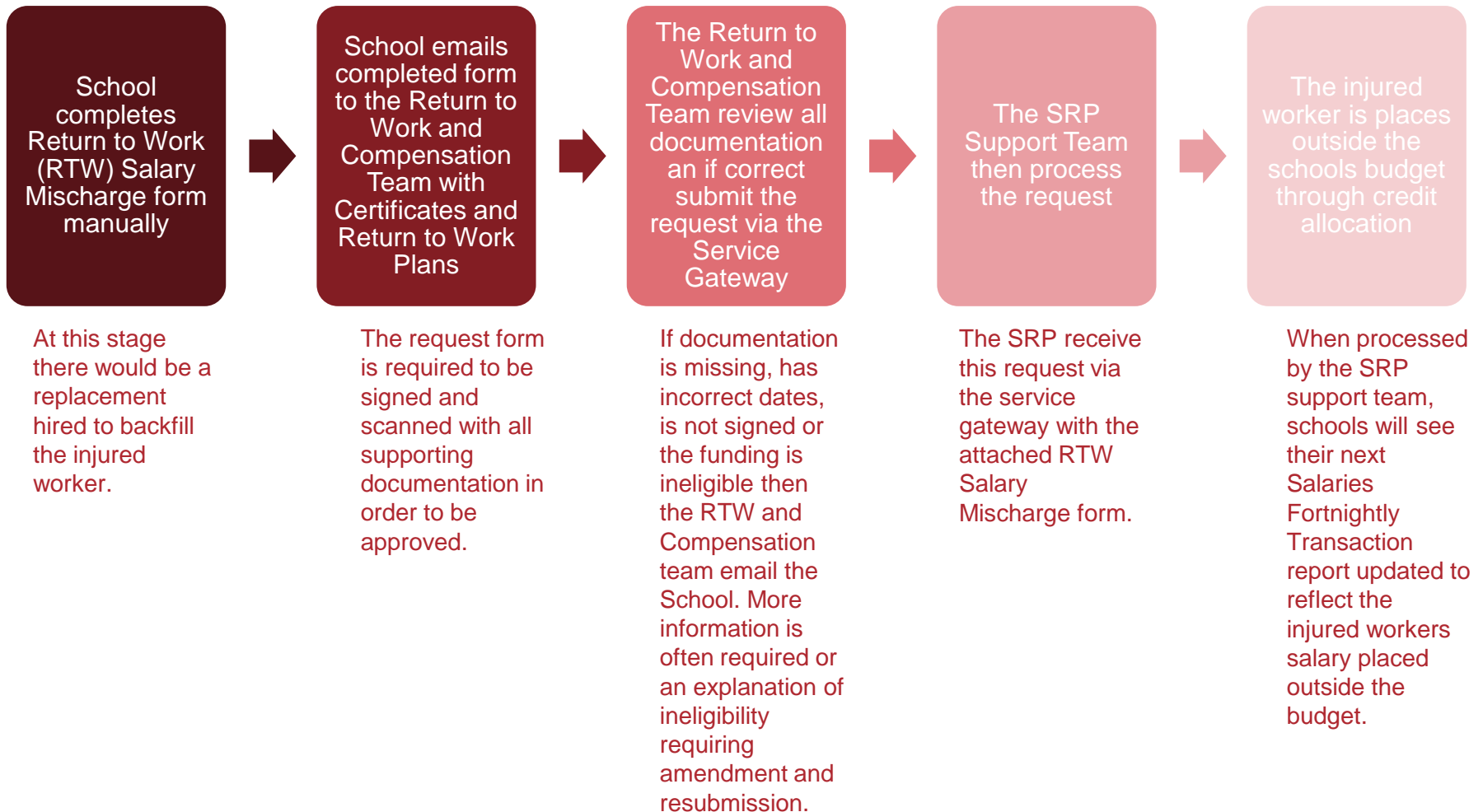


Enter **event code**

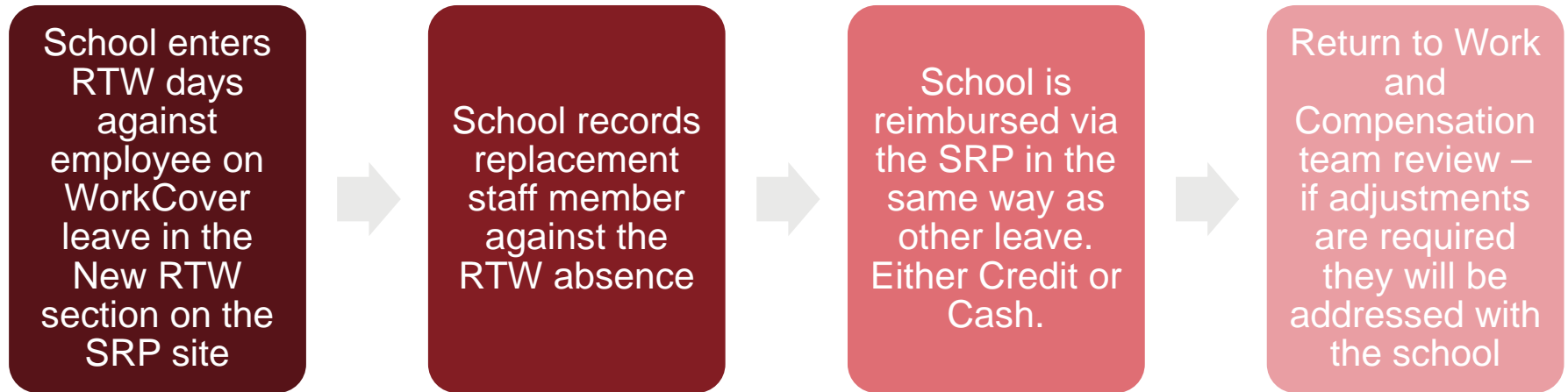
Join at **slido.com**
with code



RTW Funding - Current Process



RTW Funding - Proposed process



RTW Funding - Data

2,200

RTW Funding requests in SRP
from January 2018 to June
2019

70^

Days of effort processing RTW
funding into SRP per year

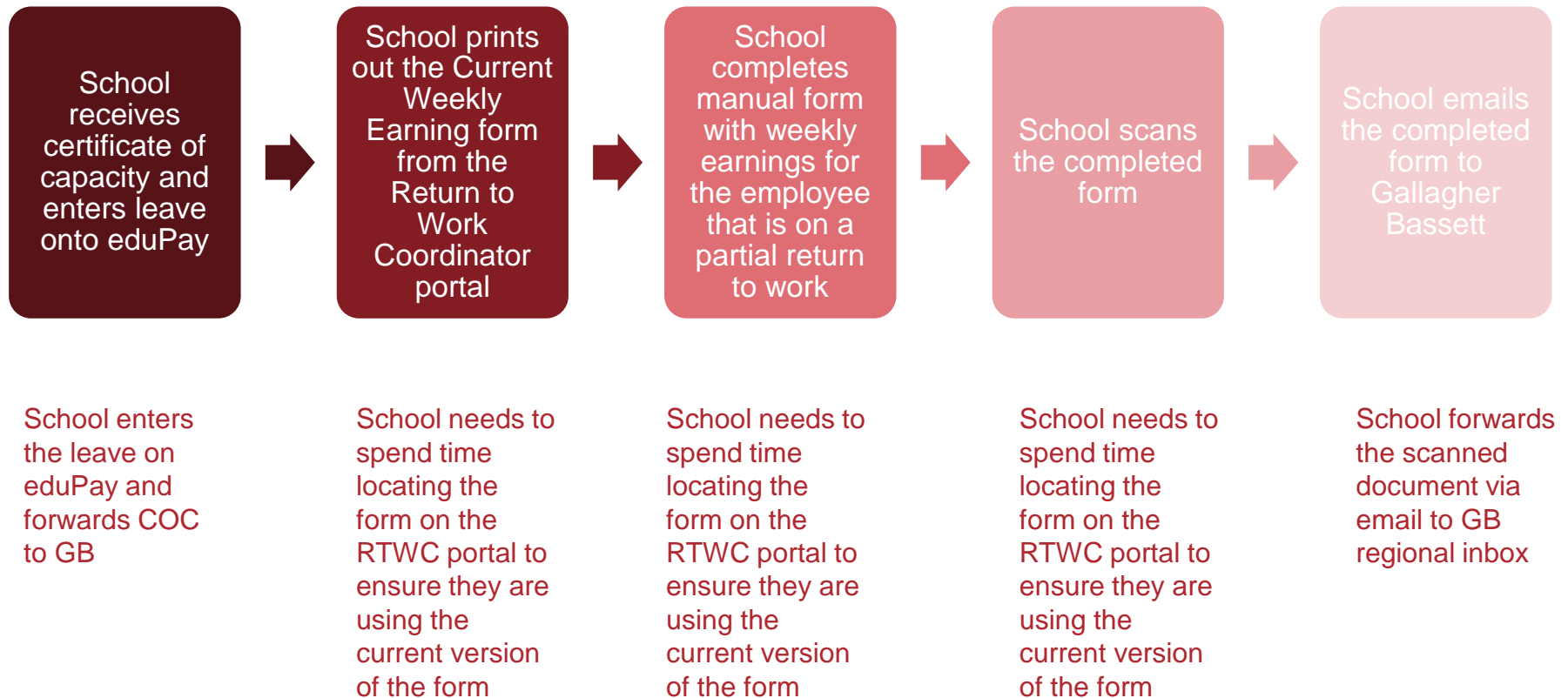
27*

Average days between RTW
funding form being signed by
principal and processed into
SRP.

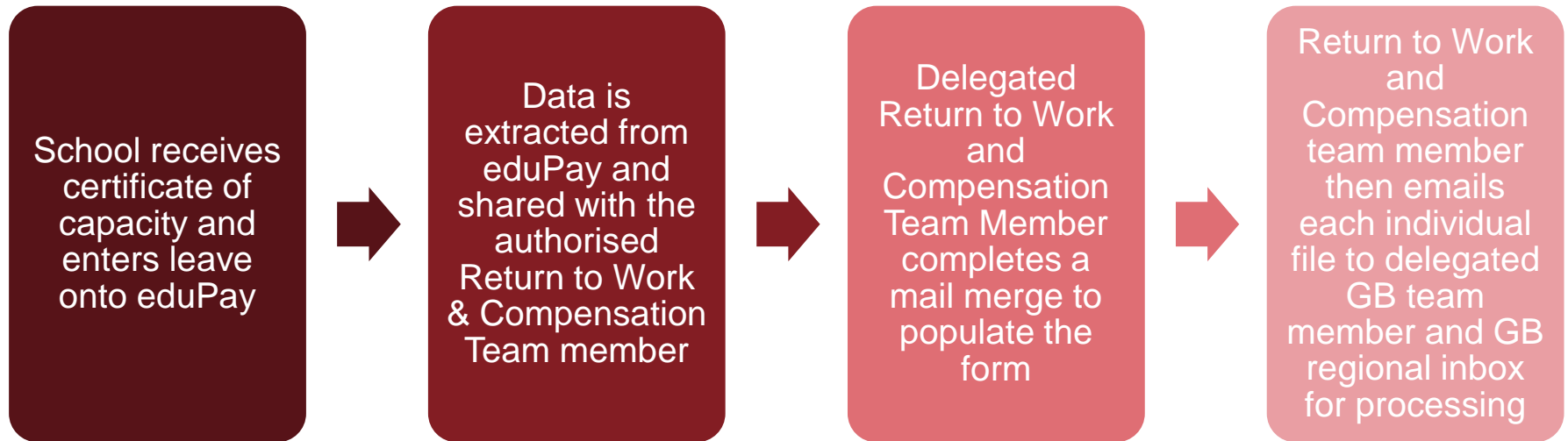
83*

Average days between first
incurring the cost and being
reimbursed.

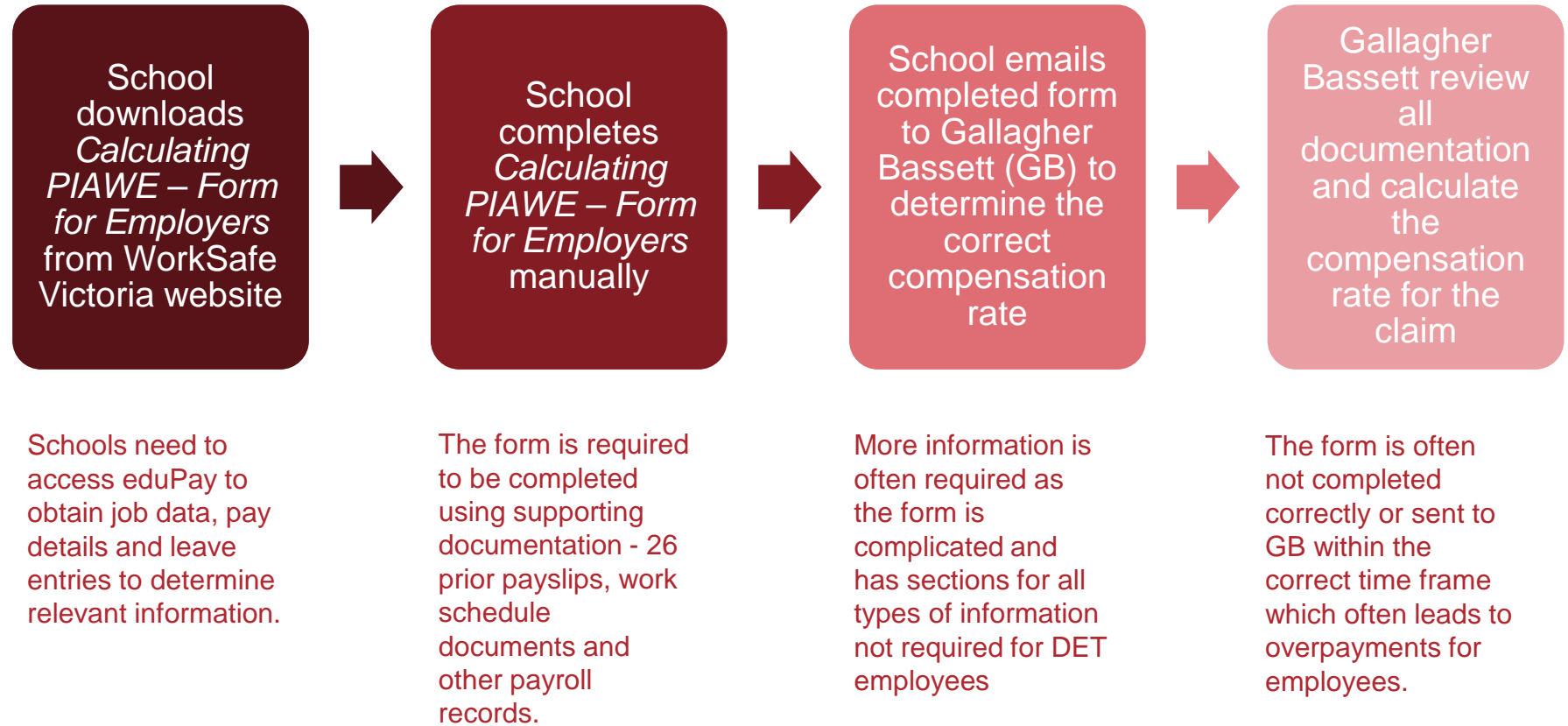
Current Weekly Earnings (CWE) - Current Process



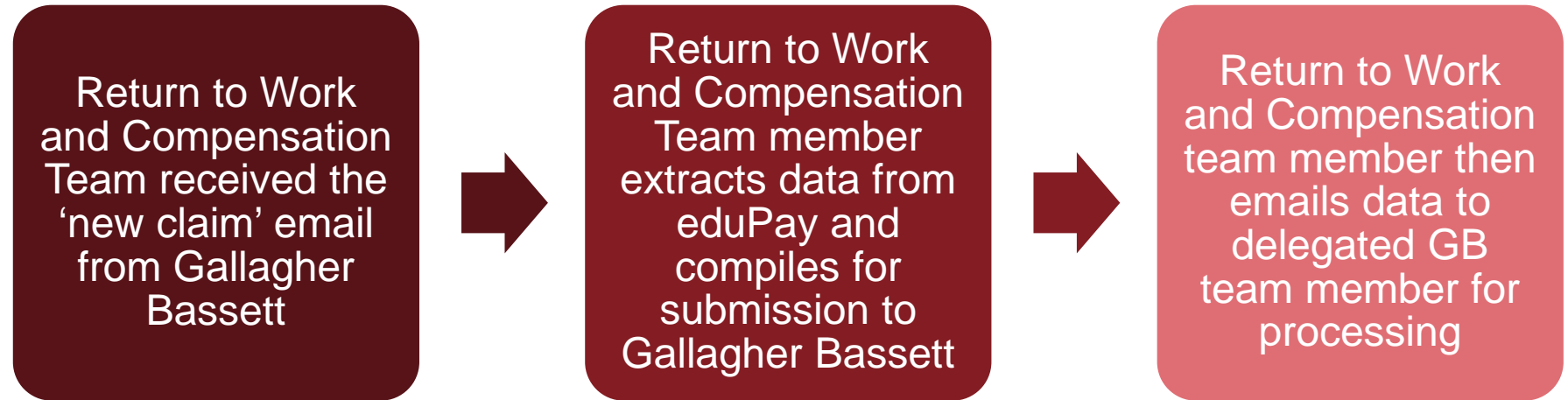
Current Weekly Earnings (CWE) - Proposed Process



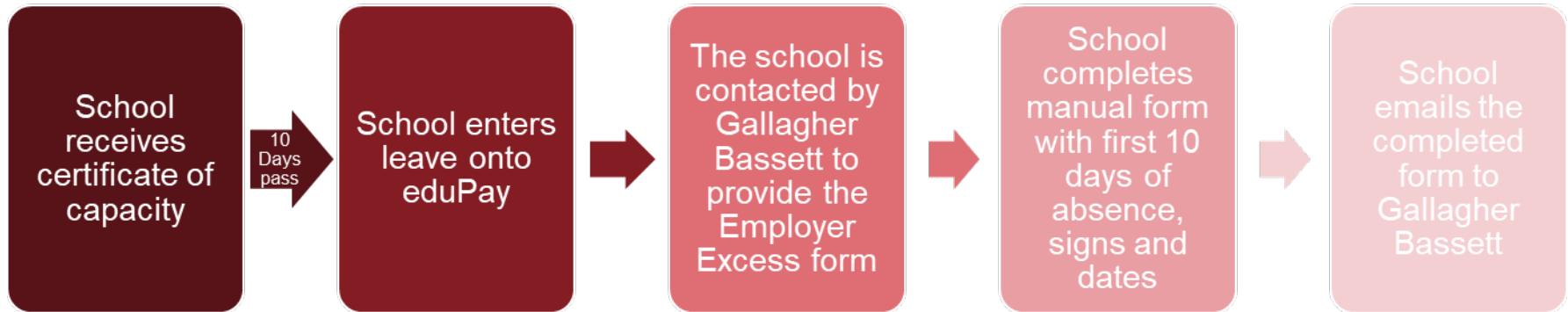
Pre-injury Average Weekly Earnings (PIAWE) - Current Process



Pre-injury Average Weekly Earnings (PIAWE) - Proposed Process



1ST 10 Days – current process



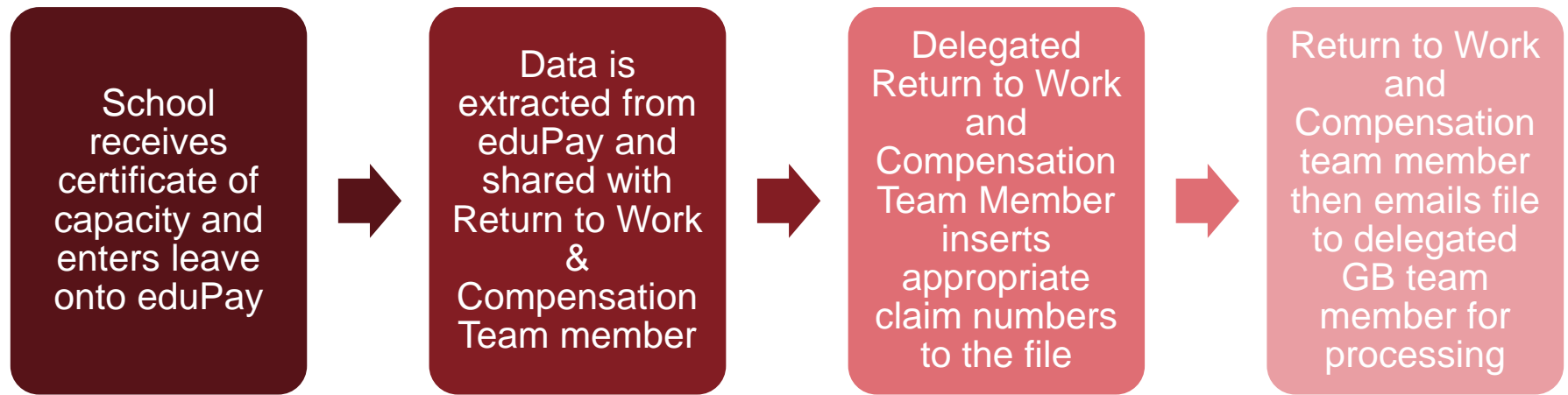
This process is the same as entering any leave for an employee.

This can be directly printed by schools if they have experience with workers compensation claims.

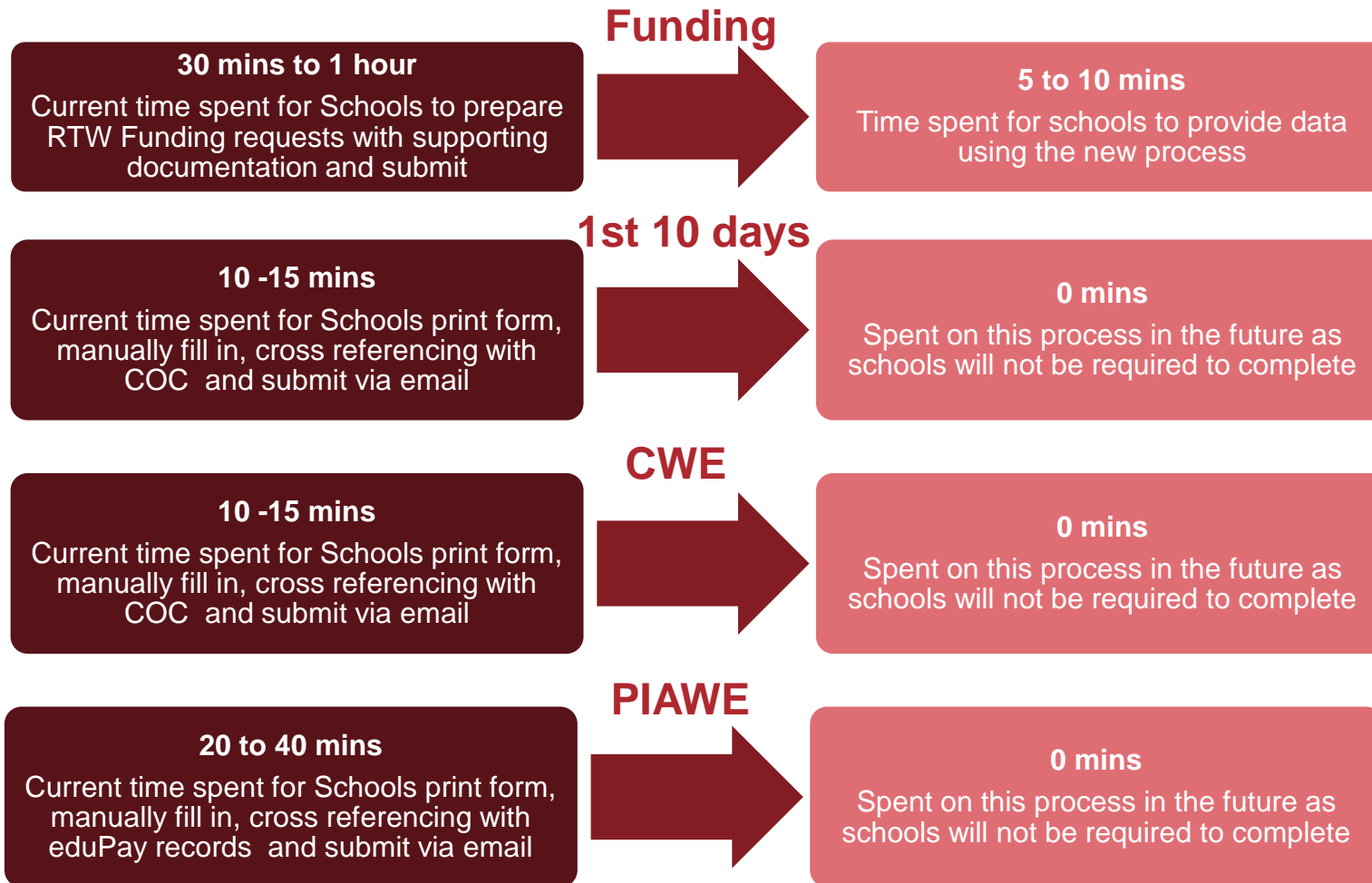
The request form is required to be signed and scanned with all supporting documentation. This information is complied off eduPay

Gallagher Bassett will then start paying compensation from the 11th day.

1st 10 days Proposed Process



Claims administration - Time Saved



Webinars and RTW Coordinator training



Return to Work Coordinator Webinars

Register for workers' compensation webinars

Training is available for all staff who are responsible for the administration of workers' compensation.

REGISTER FOR A WEBINAR

Term One

Return to work obligations and responsibilities - Wednesday 18th March 10am

eduPay Workers' Compensation management - Wednesday 25th March 10am

Term Two

Workers Compensation Records Management - Wednesday 29th April 10am

Workers' Compensation Q&A - Wednesday 20th May 10am

Temporary Return to Work Placement - Wednesday 3rd June 10am

Mental Health Claims Management - Wednesday 17th June 10am

Return to work Coordinator and Workers' Compensation Training

two-day WorkSafe-accredited sessions

Melbourne CBD – 4 and 5 May 2020

Melbourne CBD – 1 and 2 June 2020

one-day workers' compensation sessions

Greensborough – 17 March 2020

Newcomb – 24 March 2020

Benalla – 21 April 2020

Ballarat – 28 April 2020

Craigieburn – 12 May 2020

Dandenong – 19 May 2020

Geelong – 26 May 2020

Sale – 28 May 2020

Forest Hill – 9 June 2020

Greensborough – 16 June 2020

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