

Work Health & Safety Report 2015

Overview

Work Health & Safety is central to our business culture. We are committed to the health and safety of all workers and persons who enter our workplaces. We remain on our continuous journey of improvement and as such are committed to:

- ▶ Legislative compliance with a best practice focus.
- ▶ Monitoring, improving and reviewing our measurable objectives and targets.
- ▶ Monitoring and reviewing performance and taking action.
- ▶ Continuously improving a model of consistent safe practice across our businesses.
- ▶ Being consultative and communicating with all key stakeholders.
- ▶ Maintaining systems which add value.
- ▶ Fostering a culture that empowers and encourages everyone to uphold these objectives and policies.

Everyone at Ramsay is encouraged to be a champion of safety and to speak up when unsafe behaviours are observed.

Scope

The National Safety Team (Australia) administers the RHC Safety Management System, which comprises primarily:

- ▶ Policies and procedures via standards and guidelines
- ▶ Education and instruction including specific safety based forums
- ▶ Compliance and risk management
- ▶ Performance and targets, including audits and inspections
- ▶ Consultation which is a fundamental cornerstone

Key Performance Indicators

Our KPI's include:

- ▶ Zero fatalities and ever reducing harm
- ▶ Accident and Incident measures including frequency / severity / duration
- ▶ Incident investigations and proactive root cause analysis
- ▶ Emergency preparedness and business continuity
- ▶ LTIFR / SLTIFR / Duration and Severity Rates
- ▶ Incidents PPD and by internal peer group

Initiatives – FY15

- ✓ Launch of the new National Audit Program – RNAT-S V2.0
- ✓ Materials Manual Handling Bio-Mechanics Review
- ✓ Continued electrical awareness campaign including development of dedicated Electrical Risk Assessment
- ✓ 2015 Safe Work Australia Week national campaign and competition
- ✓ National Injury Management Critical Job Demand Analysis Project
- ✓ WHS & RTW Qualifications and Education Framework developed
- ✓ Workers' Compensation Internal Premium Model launch

Outcomes in review

- ✓ Year-on-year reduction in number of incidents over total man hours.
- ✓ Lowest ever National LTIFR on record achieved in fiscal year 2015 with a low of 2.98 at March 2015.
- ✓ National LTIFR (2.98 or 2.77) less than a third of the National Health Industry Benchmark (9.90)¹.
- ✓ Complete review and release of the National Audit Program following RNAT-S V1.0 completion.
- ✓ National Staff Health Manual released for consultation.
- ✓ National agreement signed for best practice Staff Health electronic portal.
- ✓ 21% reduction in total number of Lost Time Injuries in FY15 over FY14.
- ✓ 13% reduction in shifts lost due to injury in FY15 over FY14.

CASE STUDY 1

New National Audit Program – RNAT-S V2.0

The original RNAT-S program came to an end in FY14 after more than six years of operation. The audit looked at over 900 criteria per site and was a complete safety management system compliance audit. Across the Australian group of hospitals more than twenty thousand individual recommendations were raised, monitored, actioned and closed out. Many national designs, programmes and ingenuities were also generated from the audit data.

The next audit program, RNAT-S V2.0, focuses on the fundamentals of safety relevant in FY15 and drills down into the critical areas of need given the maturity of the National SMS.

The areas of review will focus on:

- ▶ Manual handling
- ▶ Incident investigation and management of an incident
- ▶ Consultation
- ▶ Contractor management
- ▶ Risk assessments – how / when / why
- ▶ Management of key risks

The program will continue over four years, two years of audit and two years of recommendation period review.

CASE STUDY 2

Electrical Safety campaign

A dedicated Electrical Safety campaign (ESC) was launched in 2012 and continues throughout FY15 and beyond. Electrical safety is a focus of both industry and the Inspectorate of each jurisdiction given the catastrophic outcomes possible (death) which may result from events involving this essential service.

The RHC Board, Risk Management Committee, CEO and National Safety team all have this risk specifically identified as a special area of need given the growing number of electrical items being used in our business. We are committed to doing everything we can to prevent injuries via electrical incidents.

Initiatives from the ESC have included the release of electrically specific safety videos, dedicated electrical risk assessments, targeted electrical e-learning programs and training for all key staff in electrical risk and mitigation.

CASE STUDY 3

Materials Manual Handling Program Bio-Mechanics Review

Following the complete review of the RHC National PMHS (Patient Manual Handling System) in 2013/2014 a review of the RHC National Materials Manual Handling System (MMHS) commenced in FY15 and involved engaging a bio-mechanics specialist to review the program and pilot a study of staff working in real time to ascertain if any system improvements could be identified.

The pilot study has been extremely informative and a number of recommendations have been identified which are now being considered. This program is absolutely critical to the back of house environment of all hospitals which are a key business area.

CASE STUDY 4

WHS & RTW Qualifications and Education Framework

Following movement in industry relating to the formal accreditation and competency assessment of Safety Professionals and Practitioners RHC has built a qualifications and education framework to ensure all our dedicated WHS and RTW staff are properly skilled, educated and qualified to ensure best practice across this portfolio.

We have looked at all aspects of the role within our business and built a matrix to ensure our staff are in the best position possible to manage the large variety of tasks arising within these roles.

1 Safe Work Australia Industry Rate