



WHS UNIT

# WHS PERFORMANCE MEASUREMENT AND REPORTING GUIDELINES

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## 1 Introduction

The review of WHS performance is a means for the University to ensure the WHS management system is effective in meeting the objectives stated in the WHS Policy. The analysis and review of WHS information is crucial in the identification of adverse health and safety trends and allows for continuous improvement of the WHS management system and the University's WHS performance.

These guidelines outline the processes and information required to ensure that the University objectively monitors and reviews WHS performance and implements corrective action to rectify adverse health and safety trends.

## 2 Purpose

The primary purpose of these guidelines is to outline the process for the:

- monitoring and evaluation of the performance of the WHS system
- reporting of WHS performance outcomes against objectives, targets and management plan
- outline of the process for the establishment of performance indicators for monitoring WHS performance
- identification of trends where WHS performance is required to be improved, and
- benchmarking of the University's WHS performance against appropriate external measures.

## 3 Definitions

<i>Objectives</i>	Objectives state what is intended to be accomplished.
<i>Targets</i>	Targets define a detailed quantified performance requirement that arises from the WHS Objectives that needs to be met in order to achieve those objectives.
<i>Performance indicators</i>	Performance indicators are measures to review whether objectives have been met. They include rates, ratios or indices which reflect how well the WHS management systems or its elements are operating.

## 4 Responsibilities

### 4.1 Senior Executive

The Senior Executive of the University are responsible for ensuring that WHS performance is monitored and evaluated and that initiatives to promote performance improvement and prevention of adverse trends are established and implemented.

### 4.2 Manager Workplace Health and Safety

The Manager Workplace Health and Safety is responsible for ensuring that information required for the monitor and evaluation of WHS performance is developed, collected and disseminated to the University according to this guideline.

### 4.3 WHS Committee

The WHS Committee is responsible for monitoring the effectiveness of the University's WHS System which includes the review of WHS performance.

## 5 Performance Indicators

Performance indicators are derived as outlined by the WHS Planning Guidelines to monitor the achievement of WHS objectives and targets. Also, additional performance indicators may be established for the organisation to measure WHS performance

There are two types of statistical techniques used to validate WHS performance. These include:

- proactive (positive) performance indicators, and
- outcome (negative) Indicators.

### 5.1 Proactive Performance Indicators

Proactive performance indicators measure the actions performed as part of the WHS management system. Proactive performance indicators are designed to measure the actions being taken by the University to prevent work related injury and illness. Proactive performance indicators that are used at the University include:

Focus	Performance Indicator	Description
Training	<ul style="list-style-type: none"> <li>▪ The number for training courses delivered or coordinated by the WHS Unit</li> <li>▪ The number of participants in training courses delivered or coordinated by the WHS Unit</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitors the number of WHS training courses</li> <li>▪ Monitors the number of training participants attending WHS training courses</li> </ul>
Hazard and Incident Reporting	<ul style="list-style-type: none"> <li>▪ The number of hazards, near misses and incidents reported</li> <li>▪ The number of high risk hazards, near misses and incidents reported</li> <li>▪ Percentage of completed hazard, near miss and incident reports</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitors the level of hazards (including near misses) and incidents being formally reported by SafetyNet and their completion.</li> </ul>
Risk Assessments	<ul style="list-style-type: none"> <li>▪ The percentage of risk assessments approved</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitors the completion of risk assessments for operational activities with WHS risk</li> </ul>
Safe Work Procedures	<ul style="list-style-type: none"> <li>▪ The percentage of safe work procedures approved</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitors the completion of safe work procedures for operational activities with WHS risk</li> </ul>
WHSMS Audits	<ul style="list-style-type: none"> <li>▪ Average compliance of internal and SafeWork WHSMS audits</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provides an overview of implementation of the WHS management system</li> </ul>

### 5.2 Outcome Indicators

Outcome indicators are statistics which measure the successfulness of the implementation of the WHS management system's implementation in achieving the objectives as stated in the WHS Policy. Examples of outcome indicators that may be analysed at the University include:

Focus	Performance Indicator	Description
Lost time injuries	<ul style="list-style-type: none"> <li>▪ Lost Time Injury Frequency Rate (LTIFR)</li> <li>▪ Average Time Lost Rate (ATLR)</li> </ul>	<ul style="list-style-type: none"> <li>▪ A frequency detailing the amount of lost time injuries per million hours worked</li> <li>▪ The average time away from work per occurrence of injury or disease</li> </ul>
Medically Treated Injuries	<ul style="list-style-type: none"> <li>▪ Medically Treated Injury Frequency Rate (MTIFR)</li> </ul>	<ul style="list-style-type: none"> <li>▪ A frequency detailing the amount of medically treated injuries per million hours worked</li> </ul>
Workers compensation	<ul style="list-style-type: none"> <li>▪ Workers compensation claims</li> <li>▪ Percentage of injuries which require lost time</li> </ul>	<ul style="list-style-type: none"> <li>▪ The number of workers compensation claims</li> <li>▪ Provides an overview of the severity of workers compensation claims received</li> </ul>

## 6 Statistical Techniques

### 6.1 Collection of WHS Statistics

The processes for collecting positive performance and outcome indicators are detailed in the [WHS Unit Procedure: Calculating WHS Statistics](#).

## 7 Reporting of WHS Performance

The following table details the performance indicators that are to be reported to University stakeholders, and identifies the timeframe within which they are to be disseminated.

Reporting Mechanism	Recipient(s)	Frequency	WHS Indicators
WHS Report	University Council.	6 times per year	<ul style="list-style-type: none"> <li>▪ LTIFR</li> <li>▪ MTIFR</li> <li>▪ ATLR</li> <li>▪ Workers compensation claims</li> <li>▪ Workers compensation claims costs</li> <li>▪ Hazard and incident reporting</li> <li>▪ Training course delivery</li> </ul>
WHS Report	Risk Audit and Compliance Committee	4 times per year	<ul style="list-style-type: none"> <li>▪ WHS information and matters</li> <li>▪ Operational risk</li> <li>▪ Resources and processes</li> <li>▪ Hazard, incident and risk reporting</li> <li>▪ Legal compliance</li> <li>▪ Verification activity</li> </ul>
WHS Unit Report	WHS Committee	Every two months	<ul style="list-style-type: none"> <li>▪ Workers compensation claims</li> <li>▪ Hazard and incident reporting</li> <li>▪ Training delivery</li> </ul>
Annual Report	NSW Parliament Community	Yearly	<ul style="list-style-type: none"> <li>▪ LTIFR</li> <li>▪ MTIFR</li> <li>▪ ATLR</li> <li>▪ Number of claims</li> <li>▪ Hazard and incident reporting.</li> </ul>
WHS Management Plan	University Council Risk Audit and Compliance Committee WHS Committee	Biannually	<ul style="list-style-type: none"> <li>▪ Number of WorkCover process improvement notices, penalty notices or prosecutions</li> <li>▪ Average compliance of internal WHS verification audits</li> <li>▪ Average compliance of SafeWork NSW Self-Insurer WHS audits</li> <li>▪ Percentage of risk assessments approved</li> <li>▪ Percentage of hazard and incident reports finalised</li> <li>▪ Percentage of safe work procedures approved</li> <li>▪ Percentage of injuries which require lost time.</li> </ul>

Table: WHS Reporting Mechanisms for the University of Wollongong

Further information on the use of WHS performance measures to improve the WHSMS is outlined in the WHSMS Guidelines.

## 7.1 Records

WHS performance is recorded and communicated to the University community and external parties via the following means:

- University Council and Administrative Committee meeting minutes
- WHS Committee meeting minutes
- University Annual Report
- Monthly WHS Unit Reports submitted to WHS Committee.

## 8 Program Evaluation

Conditions that might warrant a review of the guidelines on a more frequent basis would include:

- Change in the relevant legislation or Australian Standards
- Organisational needs
- WHS Committee concern.

## 9 Related Documents

- WHS Planning Guidelines
- WHS Management Plan
- WHS Management System Guidelines.

## 10 Version Control Table

Version Control	Date Released	Approved By	Amendment
1	June 2003	Manager WHS	New document created.
2	November 2006	Manager WHS	Document updated including definition of proactive and negative performance indicators.
3	December 2009	Manager WHS	Scheduled review, minor changes only.
4	August 2010	Manager WHS	Document updated to incorporate the Personnel name change to Human resources Division.
5	March 2011	Manager WHS	Re-brand
6	February 2013	Manager WHS	Scheduled Review
7	May 2015	Manager WHS	Updated to include RACC and other minor amendments in accordance with National Audit Tool V3.
8	March 2016	Manager WHS	Minor amendments.