

 Workers Compensation Scheme	2010 LGA Workers Compensation Scheme KPI Audit Report	Version No:	1.0
		Issued:	27/08/10
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Local Government Association Workers Compensation Scheme

Yankalilla District Council

Audit Report

2010 LGA Workers Compensation Scheme Key Performance Indicator Systems Audit

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Risk Consultant

AUDIT DATES: 11th & 12th November 2010

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Attachment 1 : RiskEMap evaluation

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1. Introduction

Marc Puz, Regional Risk Coordinator and Sean Power, Risk Consultant, on behalf of the Local Government Association Workers Compensation Scheme, conducted an audit of the OHS&W Management Systems at The District Council of Yankalilla on the 11th and 3rd of November 2010.

The purpose of conducting an assessment of Council's OHS&W Management System is to provide Council management with the opportunity to identify any continuous improvement opportunities.

The KPI Systems Audit is based on the WorkCover Corporation Performance Standards for Self Insurers (PSSI). The Audit tool is used to measure the degree of commitment in respect to Occupational Health, Safety and Welfare systems. Compliance with the PSSI is required and therefore the system is tested at all levels of the organisation for effectiveness.

This includes checking that the system:

- Identifies Council's key hazards, legislative and Self Insurance compliance needs arising from it's activities and operations
- Implements programs to identify, assess and control hazards and arising risks
- Measures and tests if these programs are effective (using objectives, targets and KPIs) and feedback into continuous improvement processes.

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2. Methodology

The 2 day audit of Yankalilla Council's internal OHSMS included a review of existing documentation and meetings with Council management and employees.

Council is advised that a full WorkCover audit would likely cover 5 days, the first two days of which would predominantly focus on document review and the remainder on testing the implementation & adequacy of Council's OHSMS.

Comments and recommendations including an action plan (from RiskEMap) provide management with an opportunity to improve OHSW and Injury Management processes.

Ultimately, it is Council's responsibility to ensure that appropriate corrective actions are determined and implemented for the identified non-conformances.

There may be additional non-conformances and/or areas for improvement identified by Council after reading this report.

Employee's involved in the validation process included:

- Ms Sheridan Hamlyn, Customer Service Officer, OHS & Depot Administration
- Mr Brad Briggs, OHSW Consultant
- Ms Corinne Garrett, Manager Corporate and Community Services
- Mr Graeme Francis, Works Manager
- Mr Steve Ryles, Manager – Major Projects

Documentation Review

The review included consideration of a variety of The Council's OHS&W Management System documents.

Recommendations in the report set out the performance of the Occupational Health Safety and Welfare Management System, demonstrating continuous improvements have been achieved in a number of areas since the last KPI audit in 2009.

The findings of this report should be used for:

- Planning for continuous improvement by Council of Occupational Health, Safety and Welfare and Injury Management Systems
- Compliance with the WorkCover Corporation Performance Standards for Self Insurers

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3. Performance

Council has made significant progress in implementing its OHS management system since the last audit in 2009. In particular, it is encouraging to note the ongoing involvement of senior managers in the process. While there remains a considerable amount of planning and implementation, it is recognised that this is being approached in a structured and strategic manner.

The process of adapting the LGAWCS One System documents continues to be presented to the organisation. It is envisaged that the process of amending, endorsing and implementing the One System documents will continue into 2011.

Over the last 12 months, the OHS Coordinator and OHSW Consultant have developed an improved framework for OHS which includes mapping of existing policies to the 'One System' documents as well as the development of standard processes for hazard identification, risk assessment and control, training, consultation and emergency management.

While document management issues have been rectified since the last audit, the system remains somewhat unsystematic. However, it is recognised that this will be significantly improved with the planned introduction and implementation across the organisation of the 'Synergy' system.

A full assessment of each element of the performance standards is available via the RiskEMap audit tool, to which Council has been granted password access. A copy of the completed audit document is provided as Attachment 1.

The following is a summary of the key opportunities for improvement identified during the evaluation:

- Policies/procedures to be collated into a single policy/procedure manual
- Hazard registers to be completed
- Contingency arrangements to be formally prepared, distributed and tested.
- Evacuation drills have not been completed as per the existing schedule – this is a statutory requirement
- Plant risk register to be reviewed and updated and should include a more complete series of risk assessments of plant and equipment
- Corrective actions are not fully documented and rely heavily on the diligence of OHS personnel and the OHS committee. A system for identifying, recording, tracking progress and completion of corrective actions is strongly recommended and should include accountabilities assigned to relevant managers/supervisors with a process for escalating issues where actions are not completed within appropriate timeframes
- While the 'One System' contractor management documents have been adopted, some work orders did not contain any information on OHS and could not be tracked to risk assessments and/or job safety analyses
- There is no documented process for evaluating tenders with respect to the OHS component. A transparent process should be included to ensure Council can justify the inclusion of any particular contractor on a 'preferred provider' register which should also track contractors' licenses, certifications and insurances to ensure all are current at any particular time
- It is apparent from sighted documents that various types of inspection, testing and workplace monitoring is undertaken. However, this requires a defined, documented process that can be evaluated for consistency and compliance
- There is no internal audit process for reviewing the OHS system that allows tracking of improvements or that records completion of corrective actions.

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4. Conclusion

Compliance with legislative requirements is the absolute minimum standard expected of a self-insured entity.

Please be aware that the actions detailed in this report should not be considered an exhaustive list and should be read in conjunction with the RiskEMap report. Additional non-conformances and/or areas for improvement are likely to be identified by Council after reading this report.

Management commitment to implementation of the OHS Contractor Management system/program will need to be a key focus over the next 12 months.

There are a number of areas for improvement as listed above. Council should plan for these improvements within available human, physical and financial resources and appropriately measure performance and outcomes to ensure progress against the plan.

In general Council has demonstrated steady improvement in the OHS management system and managers have indicated a commitment to continuous improvement. I would encourage council to ensure management processes are used to progress the plan and improvements in health and safety systems rather than rely on the OHS personnel. This will ensure the improvements made become organisation-wide achievements.

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5. Audit score

SCORE	OHS (80%)	IM (20%)
RISKEMAP	42/54	20/20
%	77%	100%
WEIGHTED SCORE	62.2%	20%
OVERALL	82.2%	