

2004/2005 Recommended OHS KPIs

Summary of Lag and Lead KPIs

Measure	OHS Lag KPIs
Incidents & Hazards	1. No. & rate of incidents
Claims	2. No. & rate of standardised claims
	3. No. & rate of lost time claims
	4. No. of claims exceeding 13 weeks
Fatalities	5. Fatality claims
Claims Costs	6. Average cost per claim
Return to Work	7. Percentage of claims that have return to work plan
Measure	OHS Lead KPIs
Management Commitment	8. Evidence of OH&S policy statement; OH&S objectives; regular reporting to Senior Management of OHS; and OH&S plans (signed by CEO or equivalent)
	9. Evidence of OH&S criteria(s) in purchasing guidelines (including goods, services and personnel)
Consultation	10. (a) Evidence of agreed structure of DWG's, HSRs and Issue Resolution Procedures (b) Compliance with agreed structure on DWG's, HSRs and IRP
Risk Management	11. % of internal audits/inspections conducted as planned.
	12 % of issues identified actioned arising from: (i) internal audits; (ii) HSR PINs; (iii) WorkSafe notices; (iv) OHS Committee recommendations; and (v) OHS projects
Training	13. % of managers and staff that have received OHS training: (i) induction; (ii) management training; and (iii) contractors, temps and visitors
	14. % of HSR's trained (i) acceptance of role; and (ii) re-training (refresher)
OHS Survey – Managers, Workers and HSRs	15. Perception Survey: (i) level of support and recognition of HSRs; (ii) workplace consultation & participation; (iii) management commitment; (iv) awareness of OHS policies; and (v) reporting of incidents & injuries.

2004/2005 Recommended OHS KPIs

Lag Indicators will compliment OHS indicators in measuring overall organisational performance

Measure	KPIs & Definition	Objectives/Reason to Measuring	Issue(s)/Limitation(s)	Data	Target	Alignment with NOHSC ¹	Alignment with NSW Model ²
Incidents & Hazards	<p>1. No. & rate of incidents</p> <p>= No. of incidents / no. of FTEs *100</p>	<p>Incidents are occurrences that result in injury/illness or dangerous occurrences with potential to cause injury/illness. This KPI measures the volume and rate of occurrences that result in or potentially result in injury. The rate KPI per 100 FTEs standardises the measure to compare across different sized organisations.</p>	<p>Not all incidents may be reported.</p> <p>Some Dept's may not have systems in place.</p> <p>Potential for development of uniform definition for benchmarking across public sector.</p>	<p>Collected and maintained by the Dept.</p>	<p>Determined by Tripartite process</p> <p>No reduction target.</p>	<p>Covered in Targets, OHS Incidents and Statistical Indicators.</p>	<p>Covered in Criterion 9 Incident Reporting, Investigation, Analysis and Review.</p>
Claims	<p>2. No. & rate of standardised claims</p> <p>= No. of standardised claims / no. of FTEs * 100</p>	<p>Measures the volume and rate of injuries and diseases in the organisation. A standardised claim is an illness or injury that exceeds 10 days off work (or is expected to) <u>or</u> cost of claim exceeds threshold. The KPI-rate per 100 FTEs standardises the measure to compare across different sized organisations.</p>	<p>Standardised claims are used as proxy for injury and illness rate.</p> <p>Not all injuries and illnesses may result in a claim reported to VWA.</p>	<p>VWA to supply data. Dept to advise on no. of FTEs</p>	<p>Reduction of 3% for 04/05 (consistent with VWA measure)</p>	<p>Covered in Injury and Disease Targets and Statistical Indicators.</p>	<p>Covered in Criterion 9 Incident Reporting, Investigation, Analysis and Review; and Criterion 8 Claims Management.</p>

¹ National Occupational Health and Safety Commission, Australian Government., Guidance on OHS Reporting in Annual Reports, April 2004.

² Premiers Department New South Wales, Occupational Health and Safety Improvement Standard, A tool for measuring OHS performance within NSW Government Agencies., October 2002.

Measure	KPIs & Definition	Objectives/Reason to Measuring	Issue(s)/Limitation(s)	Data	Target	Alignment with NOHSC	Alignment with NSW Model
Claims (cont'd)	<p>3. No. & rate of lost time claims</p> <p>= No. of time loss claims / no. of FTEs * 100</p>	<p>Measures the volume and rate of injuries and diseases that result in time off work in the organisation.</p> <p>A time loss standardised claim is an illness or injury that results in time off work. The rate KPI per 100 FTEs standardises the measure to compare across different sized organisations</p>	<p>Two data sources can be used. 1. VWA 'time loss' measure. This does not include days compensated that are covered by employer. 2. Dept time loss measure. This is preferable as it measures all injury and illness that results in time loss. Information may be supplied by Dept's. Some Dept's may not currently have systems in place to report time loss claims.</p>	VWA to supply data. Dept to advise on no. of FTEs	Reduction of 3% for 04/05 (consistent with VWA measure)	Covered in Injury and Disease Targets and Statistical Indicators.	Covered in Criterion 9 Incident Reporting, Investigation, Analysis and Review; and Criterion 8 Claims Management.
	<p>4. No. of claims exceeding 13 weeks</p> <p>= No. of standardised claims that exceed 13 weeks compensation</p>	<p>The KPI is a proxy for 'severity' of injury.</p> <p>Measures the number of claims that have exceeded 13 weeks or 65 days compensated by VWA.</p>	<p>Claims that exceed 13 weeks may be influenced by other factors than the severity of the injury or illness (eg. RTW management).</p>	VWA to supply data. Dept to advise on no. of FTEs	Reduction of 3% for 04/05 (consistent with VWA measure)	Covered in Injury and Disease Targets and Statistical Indicators.	Covered in Criterion 9 Incident Reporting, Investigation, Analysis and Review; and Criterion 8 Claims Management.
Fatalities	<p>5. Fatality claims</p> <p>= No. of fatality claims lodged</p>	<p>The reason for the inclusion is that fatality is the most serious occurrence of injury or illness in the organisation.</p> <p>Any fatality where a family dependent lodges a claim with VWA.</p>	<p>Not all fatalities will result in family dependents lodging a claim with VWA.</p>	VWA to supply	Target – no fatalities	Covered in Injury and Disease Targets and Statistical Indicators.	Covered in Criterion 9 Incident Reporting, Investigation, Analysis and Review; and Criterion 8 Claims Management.

Measure	KPIs & Definition	Objectives/Reason to Measuring	Issue(s)/Limitation(s)	Data	Target	Alignment with NOHSC	Alignment with NSW Model
Claims Costs	<p>6. Average cost per claim</p> <p>= fully developed cost of claims (including estimates) / no. of claims (per FY)</p>	<p>The average cost per claim shows severity of injuries as well as claims management of the injuries.</p> <p>Shows the average cost of all claims reported by the organisation. The KPI includes payments plus estimated future costs. Studies from Productivity Commission also show 1 to 3 ratio of claims (direct) costs resulting in indirect costs to the organisation.</p>	<p>An average cost per claim may be influenced by a small number of claims with large costs.</p>	<p>VWA to supply data.</p>	<p>Determined by Tripartite process</p> <p>Example: reduction by 3%</p>	<p>Covered in Statistical Indicators</p>	<p>Covered in Criterion 9 Incident Reporting, Investigation, Analysis and Review; and Criterion 8 Claims Management.</p>
Return to Work	<p>7. Percentage of claims that have return to work plan</p> <p>= No. of claims exceeding 20 days compensation with RTW plan/ total claims exceeding 20 days compensation</p>	<p>This measure shows compliance with RTW legislation.</p> <p>Shows the proportion of claims that have exceeded 20 days compensated that have RTW plan in place. By law, all claims that exceed 20 days must have RTW plan.</p>	<p>Maintenance and/or development of data and information on RTW. Some Dept's may need to develop systems to report on RTW.</p> <p>Issues with RTW, including mismatch of position(s) available and capacity of individual.</p>	<p>Collected and maintained by the Dept.</p>	<p>Target to be determined through tripartite processes within departments.</p> <p>Information on RTW plan provided by employer and insurer.</p> <p>Based on legislation, the target should be 100%.</p>	<p>Covered in Statistical Indicators</p>	<p>Covered in Criterion 9 Incident Reporting, Investigation, Analysis and Review; Criterion 8 Claims Management; and Criterion 7 Injury Treatment and Management.</p>

Measure	KPI	Objectives/Reason to Measuring	Issue(s)/Limitation(s)	Data	Target	Alignment with NOHSC	Alignment with NSW Model
Management Commitment	8. Evidence of OH&S policy statement; OH&S objectives; regular reporting to Senior Management of OHS; and OH&S plans (signed by CEO or equivalent)	This KPI is an indicator of management involvement and commitment.	Indicator is only one of several indicators of management commitment. There may not be management commitment.	Collected and maintained by the Dept.	Reported Quarterly & /or Annual Example: Empirical evidence of OHS plans, policies and reporting processes.	Covered in Policy Statement; CE's Statement and OHS Reporting	Covered in Criterion 1 OHS Policy; and Criterion 2 Management Responsibility.
	9. Evidence of OH&S criteria(s) in purchasing guidelines (including goods, services and personnel)	This KPI is an indicator of management involvement and commitment.	Indicator is only one of several indicators of management commitment. Existence of formally negotiated written agreement which has OHS requirements (eg. Enterprise agreements or other industrial instrument that outlines obligations on employers about such matters as who attends training and how chosen).	Collected and maintained by the Dept.	Reported Quarterly & /or Annual Example: Empirical evidence of OHS criteria in purchasing guidelines.	Covered in Policy Statement; Planning, design and procurement; CE's Statement and OHS Reporting	Covered in Criterion 1 OHS Policy; and Criterion 2 Management Responsibility.
Consultation & Participation	10. (a) Evidence of agreed structure of DWG's, HSRs and Issue Resolution Procedures (b) Compliance with agreed structure on DWG's, HSRs and IRP	Indication of workplace engagement by having OHS consultation mechanisms in place.	Measure shows the existence of DWG but not effectiveness/involvement.	Collected and maintained by the Dept. Example: Empirical evidence of agreed structure in place and compliance with structure.	Determined by Tripartite process	Covered in Contribution by employees.	Covered in Criterion 4 Consultation.

Measure	KPI	Objectives/Reason to Measuring	Issue(s)/Limitation(s)	Data	Target	Alignment with NOHSC	Alignment with NSW Model
Risk Management	11. % of internal audits/inspections conducted as planned.	Indication of management systems operating in the organisation.	Does not measure severity of risk or priority of controlling OHS hazards.	Collected and maintained by the Dept. Example: 80% of internal audits conducted.	Determined by Tripartite process	Covered in How OHS is managed and Environment monitoring.	Covered in Criterion 5 Risk Management.
	12 % of issues identified actioned arising from: (i) internal audits (ii) HSR PINs (iii) WorkSafe notices (iv) OHS Committee recommendations (v) OHS projects	Indication of management systems operating in the organisation.	Does not measure severity of risk or priority of controlling OHS hazards.	Collected and maintained by the Dept. Example: 80% of issues raised actioned.	Determined by Tripartite process	Covered in How OHS is managed and Environment monitoring.	Covered in Criterion 5 Risk Management.
Training	13. % of managers and staff that have received OHS training: (i) induction (ii) management training (iii) contractors, temps and visitors	The proportion of staff and managers that have undertaken OHS training (such as induction and other specific OHS training – does not include HSR training)	Training does not directly correspond to action.	Collected and maintained by the Dept. Example: 100% induction (incl. temps and contractors) 50% of mangers etc	Determined by Tripartite process	Covered in Staff training and induction.	Covered in Criterion 6 Information, Instruction and Training.
	14. % of HSR's trained (i) acceptance of role (ii) re-training (refresher)	Measure shows the percentage of HSRs once elected/nominated that have undertaken training.	Training for HSRs is optional. Only mandatory if HSR seeks to undertake training.	Collected and maintained by the Dept. Example: 75% of HSRs trained	Determined by Tripartite process	Covered in Staff training and induction.	Covered in Criterion 6 Information, Instruction and Training.

Measure	KPI	Objectives/Reason to Measuring	Issue(s)/Limitation(s)	Data	Target	Alignment with NOHSC	Alignment with NSW Model
<p>OHS Survey – Managers, Workers and HSRs</p>	<p>15. Perception Survey: (i) level of support and recognition of HSRs; (ii) workplace consultation & participation; (iii) management commitment; (iv) awareness of OHS policies; and (v) reporting of incidents & injuries.</p>	<p>The survey is to obtain workers, management and HSRs perception and feedback on a range of OHS issues.</p>	<p>Based on perception and feedback of survey participants.</p>	<p>The survey to be conducted through “People Matters Survey”.</p> <p>Questionnaire to be developed.</p> <p>A baseline will need to be undertaken and KPIs established following the initial survey results.</p> <p>Example: Following baseline, 3% improvements per year.</p>	<p>Baseline required by 05-06.</p>	<p>Covered in contribution by employees; training, OHS programs; OHS incidents; environmental monitoring and how OHS is managed.</p>	<p>Covered in Criterion: 2. Mgt Responsibility; 4. Consultation; 6 Training; 8. Incident Reporting;</p>