

Annual Report

# Occupational Health & Safety Report 2021-22



The MAV is committed to fostering and promoting a healthy and safe working environment for all employees. We respect and care for our employees and the communities they live and work in.



Our foundation for managing workplace health and safety is the premise that all injuries are preventable, and our goal is to strive for zero harm to our employees, contractors and visitors.

We are committed to a proactive and positive safety culture, effectively balancing the need to reduce workplace hazards whilst focusing on creating a safety culture that promotes and encourages initiatives which lead to safer working environments.

## 2 OHS Management Plan

The OHS Management Plan outlines the basis on which we will improve our safety culture and performance.

The four cornerstones it's built on are:

1. Strong Committed Leadership
2. Building an Active and Mature OHS Culture
3. Establishing a systematic approach
4. Safe Workplaces and Equipment

This plan details the MAV's objectives for OHS management and proactive actions that will be implemented over a two-year period from September 2021. It is due for completion in August 2023.

## 3 Performance highlights

### 3.1 Strong Committed Leadership

Staff are encouraged to raise general health and safety matters, feedback or suggestions for future health, safety and wellbeing workplace initiatives with any member of the OHS Committee for discussion at a scheduled committee meeting, or with their manager if it's confidential.

Managers monitor OHS issues with their team and report any concerns back to the Manager, HR and Corporate Services and/or the Executive Team.

### 3.2 Building an Active and Mature OHS Culture

One of the key actions was the development of a process for the early intervention and management of Workers Compensation claims. This process guides the management of and supports early intervention and communication between the MAV and the employee.

Communication remains integral to improving the OHS culture. Measures and learnings from managers and staff in addition to bi-annual reporting to staff, outlining high level injury/hazards and opportunities for improvement, as well as regular OHS items in the staff newsletter, MAV Insider ensure OHS is on everyone's radar.

### 3.3 Establishing a systematic approach

The MAV Occupational Health and Safety (OHS) Committee was established in December 2020 to promote health, safety and well-being in the workplace.

It considers relevant information and strategies that may have organisational impact and discusses opportunities to improve OHS processes.

Four committee meetings were held in 2021-22. Members from June 2021 to April 2022 were:

- Troy Edwards, Director, Policy and Advocacy
- Alison Standish, Manager, HR & Corporate Services
- Anne-Maree Neal, Governance Adviser
- Grace Hamilton, Contracts Manager, MAV Procurement
- Kim Howland, Manager, Community Services
- Louise McFarlane, Manager, Strategic Communications
- Jess Fox, Human Resources Consultant

Among the outputs of the committee was the development of an OHS Committee terms of reference (TOR). This TOR clarifies the role of members of the committee so that they can better participate in meetings and support the organisation's OHS initiatives.

Under the TOR, the OHS Committee is best supported by participation of staff across a number of areas including: a senior manager, an HR representative and a member of the Communications, Learning and Events, Procurement and Policy and Advocacy teams.

The current membership of the OHS Committee is:

- Alison Standish, Manager, HR & Corporate Services
- Jess Fox, Human Resources Consultant
- Celia Robinson, Manager, Governance
- Anne-Maree Neal, Governance Adviser
- Emma Lake, Manager, Infrastructure & Community Resilience
- Shanelle Acosta, Learning & Events Support Officer
- Katrina Hinschen, Strategic Communications Coordinator
- Rachael Rodger, Procurement, Manager, Programs and Training

The committee also confirmed their support for Mental Health First Aid Officer training to proceed in the second half of 2022.

### 3.4 Safe Workplaces and Equipment

Staff continued work from home with hybrid working arrangements in place and support was provided to staff in the following ways:

- Sharing ergonomic tips and health and well-being information to staff via emails, TEAMS messages and in our fortnightly staff bulletin, ‘MAV Insider’.
- Providing updates regarding COVID and recommended COVID-safe actions
- Providing staff an updated laptop and monitor to use when working from home and giving them the option of purchasing a second-hand monitor from the MAV if required

### Resilience and Well-Being

Managers participated in a Leadership Development Program, which was delivered from August 2021 to March 2022, as part of a commitment to enhance the organisation’s culture of resilience and wellbeing.

Topics included Managing Resilience and Wellbeing, Courageous Conversations and Leading Hybrid Teams. As part of the program, managers were asked to explore the link between team resilience and wellbeing levels and team performance. They were provided an overview of models of team resilience and wellbeing.

### New HEPA filters

Three HEPA (High Efficiency Particulate Air) filters was purchased for the office to improve the air quality. HEPA filters work by removing contaminants (including COVID-19 particles) from the air.

### ‘Working from Home’ OHS refresher

A one-hour online OHS refresher was provided to all staff in June/July 2021 and delved into how staff can better manage the physical, cognitive and psychosocial risks that may occur when working from home.

### Safety Training

First Aid and CPR/Defibrillator Training was provided 8 June 2022 to enable staff to assist those who injured in an accident, or deal with an emergency situation. Priority was given to Corporate Services and Learning & Events staff and the remaining vacancies were allocated to interested staff.

The Corporate Services team also undertook onsite warden training in March 2022.

### Emergency evacuation

An emergency evacuation of the building occurred in late April 2022, due to the fire sprinklers being damaged and activated. Staff in the building responded appropriately under the management of the fire warden. The incident highlighted the importance of staff undergoing training and participating in mock drills when required.

### Emergency contact details form

An up-to-date staff emergency contact form is critical in an incident. As such, all staff were reminded to review and update their details.

### 4 Hazard/Incident Summary

Category	21-22	20-21	19-20	18-19
Hazards	0	0	0	1
First Aid	0	0	0	2
Incidents	0	3	0	2
Lost Time Incidents	0	0	0	0
Work Cover	1	1	1	0



#### 4.1 Quarterly OHS Inspection

There were no quarterly inspections of the office as everyone was predominantly still working from home. Corporate Services staff attended to minor office cleaning issues and AV cabling issues as required.

#### 4.2 Corrective Actions

The Corrective Actions Register provides a listing of all corrective actions identified from inspections, incident and hazard reports, risk assessments or observations.

We continued to provide staff access to their work computers, monitors, keyboards, mouse pads and ergonomic office chairs to use at home. New staff employed were required to complete the working from home checklist and provided with the necessary equipment to work safely in a home office.

#### 4.3 Other

##### Response to COVID-19 pandemic

A vaccination policy was developed following the Premier's mandated vaccination requirements for authorised workers from 1 October 2021.

While MAV staff were not been deemed as 'authorised workers' during the COVID-19 pandemic, the policy was developed in recognition of the need to provide a safe and healthy working environment for our staff and clarity regarding our processes and policies, especially during the return to the office.

A Risk Assessment Plan was also created to consider different factors including role requirements, location of work, interactions with the public (including stakeholders and members). It will identify measures to eliminate, or mitigate, the impact of these risks on staff.

A COVID-19 Workplace Transition Plan, which guided our return to the office, was developed in consultation with staff and the OHS Committee and is updated in keeping with changing government regulations.

Updates regarding COVID and recommended COVID-safe actions were regularly provided to staff, particularly through the fortnightly internal newsletter – MAV Insider.

Additionally, and in response to the issues and concerns raised by many councils regarding the management of COVID-19 vaccinations in the workplace, the MAV also presented a free on-line information session tailored to local government with Maddocks Lawyers in October 2021.

#### Continuation of hybrid working arrangements

Given the success of remote working, the MAV adopted a continued use of the hybrid model of work after the lifting of public health restrictions at the end of February 2022.

It takes advantage of the opportunity to build a culture of collaboration – face-to-face communication remains the most effective form of communication – as well as leveraging the benefits of working from home, especially on projects that require deep consideration and analysis.

#### Reflect & Review: Bushfires and COVID-19

Over almost two years, the MAV supported its members during two major emergency management events – the 2020 bushfires and the ongoing COVID-19 pandemic.

Both events relied on and tested our emergency management response and staff. As with all emergency management events, it is considered important to conduct a debrief exercise in order to reflect on the MAV's response and key learnings as well as identify actions to support our future response.

In October 2021, staff across all levels of the organisation participated in facilitated debriefing discussions on these events.

#### MAV Staff Social Club

A group of staff revitalized the MAV Staff Social Club in August 2021. This initiative, endorsed by the Executive Team, acknowledges that the Capitalise Social Club plays an important role in supporting staff well-being. It is also part of a shared commitment to building a positive work culture at the MAV.

The Social Club has now facilitated a series of health and well-being activities including My Marathon (fundraiser for the Heart Foundation), Christmas craft workshops, online trivia and games, an Easter morning tea and blood bank donations.

The MAV Occupational Health & Safety Report 2021-22 is supported by more detailed information that can be accessed [through our website](#) or directly through the links below.

[Annual Report Summary ↗](#)

[Finance Report ↗](#)

[Board & Governance Report ↗](#)

