



information
and privacy
commission
new south wales

IPC WHS Action Plan 2024-2026

December 2023



Contents

1. Introduction.....	3
2. Focus areas.....	4
3. Objectives and targets	5
4. Actions that will help us to realise our targets.....	6
4.1 Strengthening wellbeing	6
4.2 Minimising injuries	7
4.3 Strengthening engagement with Work Health and Safety	8

1. Introduction

This WHS Action Plan provides a roadmap for minimising injuries and improving wellbeing at the Information and Privacy Commission (IPC). Workplace injuries and illnesses can have a significant impact on mental health, productivity, and our ability to participate in things that we enjoy doing.

They also have a ripple effect that can impact family members, partners and other staff. The IPC is committed to taking action to reduce the risk of these incidents occurring. This Plan outlines the actions we can take to make a difference. All staff have a role to play in reporting incidents, and applying the lessons learned from past incidents to reduce the risk of a recurrence.

Maintaining compliance with relevant WHS legislation, standards, codes of practice and guidelines is paramount and provides a basis for continuous improvement.

The IPC will demonstrate its success by:

- Accepting responsibility and accountability for ensuring a healthy and safe workplace at all levels and evidencing that in its plans, meetings, register and reports
- Establishing clear and measurable WHS goals and targets as detailed in this action plan
- Allocating appropriate resources to effectively manage WHS
- Meeting legislative requirements, standards, codes of practice and guidelines
- Increasing awareness of the importance of prevention
- Providing competency based WHS education and training in accordance with workplace needs
- Encouraging employee participation and recognising persons who demonstrate excellence in their WHS performance and who develop innovative WHS solutions
- Regularly monitoring, evaluating and continuously improving WHS performance

By promoting a culture of regular and open communication, Directors, Managers and Supervisors will engage their employees in meaningful consultation and disseminate relevant WHS information that enables employees to contribute to the making of decisions that affect their health, safety and wellbeing.

2. Focus areas

FOCUS AREA	WHY IS THIS A FOCUS?
Strengthening the wellbeing of staff	<ul style="list-style-type: none"> • The IPC has made strong commitments to maintaining high levels of wellbeing. • Psychosocial injuries are typically harder to recover from and these illnesses can have a significant impact upon our colleagues, family, and partners. • The IPC enables staff to realise their full potential by managing the risks of excessive levels of stress, including exposure to traumatic incidents and heavy workloads. • Staff burnout was identified by staff a key area for improvement in the 2022 People Matter Employee Survey (PMES).
Maintain low levels of injuries and incidents	<ul style="list-style-type: none"> • Ensuring that all staff have the correct ergonomic set up when working remotely and when working in the office to prevent musculoskeletal disorders (MSDs) • We all have an important role in acting and influencing others to reduce and eliminate the WHS risks to our safety and wellbeing. • Injuries can be associated with falls, manual handling and performing repetitive tasks.
Strengthening staff engagement with Work Health and Safety	<ul style="list-style-type: none"> • Our goals and targets will only be realised if we all contribute to our safe working environment. • The IPC is committed to making ongoing improvements to work health and safety. • Staff engagement and participation in consultations informs ongoing improvements to our safe systems of work. • Ongoing improvements in WHS will strengthen governance and compliance. • Ensuring that all incidents are reported in a timely manner

3. Objectives and targets

OBJECTIVE	TARGET
<p>Support the wellbeing of staff</p>	<ul style="list-style-type: none"> • We demonstrate the adoption of the principles from the Public Sector Commission’s Positive & Productive Workplaces guide. All staff attend sessions on mental wellness and burnout • Managers receive WHS refresher training. • Encourage staff reporting of burnout. • Active demonstration of due diligence requirements in managing workplace bullying • Enable a safe and mentally healthy workplace
<p>Minimise common injuries that affect staff</p>	<ul style="list-style-type: none"> • Maintain low levels of injuries and incidents within the IPC • Staff trained to deal with difficult customers and unreasonable client behaviour with clear escalation guidelines in place • Building a culture of reporting incidents and injuries
<p>Strengthen staff engagement with Work Health and Safety</p>	<ul style="list-style-type: none"> • Ensure changes in legislation are implemented in the IPC WHS policies, procedures and action plans • WHS is a standing agenda item at all regular team meetings and all staff meetings. • SCS to maintain a Register of WHS actions resulting from staff reporting and outcomes of Health and Safety Committee Meetings. • A process for reviewing aged infrastructure eg. Technology, office furniture and workstations • Staff are aware of and trained on how to report incidents and injuries through mySafety

4. Actions that will help us to realise our targets

4.1 Strengthening wellbeing

NUMBER	ACTIONS	RESPONSIBLE	WHEN
SW.1	Staff attend wellbeing courses	Executive Assistant and Office Administrator and Managers (the IPC will continue to offer staff wellbeing courses)	Annually
SW.2	Discuss wellbeing issues, including workload, with colleagues and managers, and collaborate to find solutions	All staff	Annually, during Team meetings and 1:1 meetings
SW.3	Provide support to staff who are impacted by traumatic incidents	Managers to support Staff by providing contact with HR about EAP trauma counselling.	Ongoing
SW.4	Introduce wellbeing improvements that address the IPC Pulse Survey responses that expose gaps in wellbeing, including workload and burnout.	Executive	Annually
SW.5	Promote wellbeing within teams	Managers and Health and Safety Committee	During Team and staff meetings and 1:1 meetings
SW.6	Place treated psychosocial hazards on risk registers whenever they are reviewed	Executive and Health and Safety Committee	As required
SW.7	Promote and provide resources and information on WHS to staff.	Health and Safety Committee	Quarterly
SW.8	Ensure the IPC have sufficient number of accredited mental health first aiders	Health and Safety Committee	Every 3 years or when staff leave the IPC
SW.9	Review internal psychosocial hazard assessment conducted in 2022 to review existing controls and identify any new hazards.	Health and Safety Committee	Annually

4.2 Minimising injuries

NUMBER	ACTIONS	RESPONSIBLE	WHEN
MI.1	Report incidents and participate in the review of any reports that result from ergonomic injuries, psychosocial stress and traumatic incidents	All Staff	As required
MI.2	Conduct WHS inspections that reduce the number of trip and fall hazards within the office	Health and Safety Committee	Quarterly
MI.3	Discuss safety and wellbeing during team meetings, including discussions about reporting hazards	Health and Safety Committee and Managers	Monthly
MI.4	Share lessons from incidents (informing improvements in WHS risk management) when and as required	Health and Safety Committee and Managers	Monthly
MI.5	Hold a Safety Moment quarterly at the all staff meeting to inform staff about lessons from any injuries and remind staff about their safety obligations.	Health and Safety Committee	Quarterly
MI.6	Health and Safety Committee to provide support to the IPC in identifying and managing common WHS risks	Health and Safety Committee	Ongoing
MI.7	Develop and implement reporting systems for exposure to traumatic or distressing events, including prompting supervisors to support workers, reviewing incidents and control measures	Systems and Corporate Services and Managers	By 2024
MI.8	Implement a process for reviewing aged infrastructure e.g. technology, office furniture and workstations	Health and Safety Committee	By end of 2024
MI.10	Frontline staff undertake training or refresher training on how to deal with difficult and unreasonable customers	Managers and Executive Assistant and Office Administrator	Annually
MI.11	Frontline staff are provided ongoing support and strategies to manage difficult and unreasonable customers including ensuring staff are informed of the IPC's Procedure for Dealing with unacceptable behaviour or threats to personal security for IPC staff	Managers	Ongoing

4.3 Strengthening engagement with Work Health and Safety

NUMBER	ACTIONS	RESPONSIBLE	WHEN
SE.1	Complete ergonomic checklists for remote and office workstations	Systems and Corporate Services and All Staff	Annually
SE.2	Nominated first aid and mental health first aid officers to undertake training to ensure currency of certification.	Executive Assistant and Office Administrator	As required
SE.3	Nominated staff attend fire warden and evacuation training	Fire wardens	As required
SE.4	Staff to complete WHS training	Executive Assistant and Office Administrator	Every 2 years
SE.5	Familiarise each team with their Health and Safety committee representative	Managers	Ongoing
SE.6	Contribute to consultations about WHS policies, procedures and action plans	All Staff	As required
SE.7	Engage with relevant DCS Health and Safety Representatives to consider significant WHS issues that could impact the IPC	Health and Safety Committee	Quarterly
SE.8	Identify, review, and manage significant WHS risks	Executive, Managers and Health and Safety Committee	Ongoing
SE.9	Review WHS induction to ensure that sufficient guidance is provided about WHS at the IPC	Health and Safety Committee	By 2025

Document information

Identifier/Title:	IPC WHS Action Plan 2024-2026
Business Unit:	Information and Privacy Commission (IPC)
Author:	Manager Systems and Corporate Services
Approver:	Director Business Improvement
Date of Effect:	December 2023
Next Review Date:	December 2025
EDRMS File Reference:	D23/034257/DJ
Key Words:	Work Health and Safety, reporting, incidents, wellbeing, engagement, Health and Safety Committee