



ISCRR

Institute for Safety,
Compensation and
Recovery Research

A joint initiative of WorkSafe Victoria and Monash University

ANNUAL REPORT

2020-2021

**achieving the highest
level of partner satisfaction**

Contents

From the Director (ISCRR)	3
From the Pro Vice-Chancellor (Monash)	5
From the Director of Research (WorkSafe)	6
About ISCRR	8
The ISCRR Team	9
ISCRR Capability and Strategy	18
Partner Satisfaction	21
Overview of Institute Activities (2020-21FY)	24
Statement of Income and Expenditure	46

From the Director ISCRR



ISCRR's mission is to collaboratively develop, execute and translate the highest quality research, helping to reduce occupational injuries and diseases, and improve health, vocational and social outcomes for the Victorian community. Thanks to the long-standing academic-government partnership between Monash University and WorkSafe Victoria, we have continued to achieve this all-important mission for this financial year.

This year ISCRR conducted and facilitated the delivery of 12 research projects, focussed on refining WorkSafe's communication with injured workers, promoting systems thinking in prevention, and preventing burnout and fatigue in hospitals, just to name a few. A further 18 projects are underway and others in development. The breadth and depth of this research cannot be overstated and can be seen in detail in the 'Overview of the Institute's activities' section towards the end of this report. We have delivered a total of 124 outputs, whilst continuing to remain flexible and adaptable to the whims of the pandemic. As COVID-19 continues to significantly impact the health and safety of Victorian workers and the community, ISCRR's research team has been able to pivot and apply their

expertise to respond to WorkSafe's changing evidence needs. As such, the team has contributed to our collective understanding of related issues such as the long-term health effects of COVID-19, trends in workers compensation arising from the pandemic, as well as broader OHS impacts and public policy responses to these.

Our government partnerships extend beyond WorkSafe Victoria, our prime industry partner. In December 2020, ISCRR collaborated with Deakin University to understand how the Department of Jobs, Precincts and Regions (DJPR) could best influence the culture of safety on Victoria's farms, and how they could effectively tailor Victorian government programs intending to influence this culture. This ongoing research has provided a sound evidence-base for informing Victorian Government priorities and approaches for influencing future farm safety culture and for the evaluation of current and future farm safety culture activities.

The Vicarious Trauma Awareness and Prevention Toolkit project is a multi-departmental state government partnership along with the Community and Public Sector Union (CPSU). The aim of the toolkit is to provide workplaces access to evidence-based resources enabling them to develop prevention-focussed strategies to address vicarious trauma in the Victorian Public Service. ISCRR is leading the evaluation of the toolkit. Baseline data collection is complete and the interim findings have been presented to each site and the executives across Department of Justice and Community Safety (DJCS), the Department of Families, Fairness and Housing (DFFH) and the Department of Health (DH). ISCRR's interim report will inform the strategic

direction for the second half of this project.

During the year Monash University conducted a 5-yearly Academic Review of ISCRR. The Expert Panel comprised leading Monash, government and independent academic experts. The Panel commended ISCRR on its long-term productive working relationship with WorkSafe Victoria, the teams' expertise and the very strong collegiate spirit amongst ISCRR staff and management. They praised ISCRR for maintaining its core mission through numerous changes in the composition of its leadership team and funding arrangements, and for contributing to the health of workers by meeting the expectation of their funders. ISCRR staff were recognised by external academics and industry partners as being highly competent, easy to work with and absolutely committed to delivering on the mission of the Institute. ISCRR has developed an action plan in response to the report's findings and recommendations, which will be presented to the Monash Research Committee in the next financial year.

Over the past year, our Research Program and Operations Management team have been working hard to enhance the way we manage and broker research to optimise impact. Despite a 200% increase in the External Research portfolio they have continued to coordinate institute governance and operations effectively and efficiently.

Our Research Communications and Translation team has been busy developing our communications strategy for 2021-2024. This includes enhancing our collaborative approach to translation planning with the WorkSafe Research Division, and continued commitment to monitoring

and measuring research impact. Communication and translation activities included the development of a detailed research impact case study of ISCRR's contribution to the WorkSafe's WorkWell initiative, contribution of research insights for the WorkSafe Insights Library, and the development of new offerings such as infographics.

We have continued to raise awareness about ISCRR as a leader in the field of OHS and workers compensation research by attending and presenting at key industry and academic conferences. ISCRR delivered seven research presentations at two global conferences in 2021: The Virtual Pre-Conference Global Injury Prevention Showcase; and The Evidence and Implementation Summit. In November 2020, data from ISCRR's evaluation of the Victorian Quad Bike Rebate Scheme was presented by Dr Jacque Cotton (National Centre for Farmer Health) at the Farmsafe Virtual Conference.

Our overwhelmingly positive staff satisfaction results this year, with 100% of staff agreeing that ISCRR is a great place to work, reflect the achievement of our goal to nurture and support ISCRR's talent to maintain a thriving team. Part of this vision included increasing the professional development activity for the entire team. Between July 2020 and June 2021, 550 hours of professional development were completed by ISCRR staff, aligned with their personal professional development plans. Thank you to the ISCRR team for their dedication, hard-work and professionalism in what continues to be a historically challenging time. Your flexibility and positivity are inspiring.

I am very proud of our achievements over the past year. I'd like to thank WorkSafe and Monash, including the members of ISCRR's Steering Committee, for supporting our important work through their continuing partnership. As our unique research-industry partnership continues to grow stronger, we find new and better ways to gain value through our accumulated knowledge, trust and expertise, and ultimately drive and enable the rapid and effective use of our research. We look forward to the year ahead to continue delivering high value research and finalising ISCRR's next Strategy into the future, for the benefit of the entire Victorian community.

Samantha Barker

Director, ISCRR



I would like to pay my compliments to the ISCRR team on their expertise, research knowledge and overall commitment to their partnership with WorkSafe Victoria, in what continues to be a challenging time in world history. ISCRR has clearly adapted well to a new way of working — virtually building and maintaining great relationships with end users, and continuing a translational research program that is making a difference. The productive relationships ISCRR has created and conserved with WorkSafe and its broader networks is highly valued by Monash University, and we pledge our continued support to the work being undertaken through ISCRR.

Monash University requires all Faculty and University Centres and Institutes to complete an academic review every five years. ISCRR began this process in late 2020, with ISCRR's response to the review's findings due in July 2021. The aim of the review was to provide a strategic assessment of an academic area, evaluate and benchmark current performance, and identify future directions and opportunities consistent with the University's strategic goals and resource availability. Preliminary feedback from ISCRR's review described its unique academic-government partnership as "the way of the future". This non-traditional

approach can be held high as a successful example for other institutions to follow, presenting many future opportunities for Monash.

ISCRR's research program included many highlights this year, in particular the five global scans that informed WorkSafe's Prevention First Program. The aim of this program is to drive a proactive, prevention first approach to Occupational Health and Safety and recovery in every Victorian workplace. The five global scans were necessary to identify examples of current and emerging interventions, leading practice trends and innovations worldwide across the industries of agriculture, construction, transportation, industry 4.0 technologies and worker representation such as Health and Safety Representatives. The scans were well-received, with the Prevention First Program team noting that ISCRR's research was extensive and would aid them in making informed decisions with respect to WorkSafe's Prevention First Strategy.

Another important project in the face of the COVID-19 pandemic was the Evidence Review of fatigue and burnout in the healthcare and social assistance industries. The published evidence on physical, mental and emotional fatigue revealed the prevalence and outcomes of fatigue on workers, the impact on patients, risk and protective factors, interventions and protective strategies, and practice guidelines for managing fatigue. ISCRR concluded that the optimal strategy to combat fatigue and burnout is a multimodal upstream approach, with a strong emphasis on organisational-level preventive strategies. This includes appropriate modification of work schedules, provision of sufficient opportunities for rest between shifts,

scheduled breaks during long work hours and adequate rest areas and facilities in the workplace. Such pertinent research has been essential to aid WorkSafe in its response to the pandemic.

The broader Monash University academic network also continues to provide their research expertise to WorkSafe working with ISCRR. Two projects recently reaching completion include: a systems-thinking approach applied to work-related violence and aggression in City Councils, led by Associate Professor Sharon Newnam of the Monash University Accident Research Centre (MUARC); and another on assessing Psychosocial Health and Safety attitudes, led by Associate Professor Brian Cooper of the Monash Business School.

With such a wealth of diverse research tailored specifically to the needs of the Victorian public, ISCRR has once again proven its worth as a world-class, valuable research institute. Monash is extremely proud to support them in their aim of creating knowledge and influencing thinking so that people can lead safer and healthier lives.

Sarah Newton

Deputy Dean (External Relations)
Pro Vice-Chancellor (Enterprise)
Medicine, Nursing and Health Sciences
Monash University

From the Director of Research WorkSafe Victoria



The unique research-industry partnership that WorkSafe Victoria and Monash University have cultivated over the past twelve years is an essential part of the success of WorkSafe's research investment. We value ISCRR's independence, and in particular their expertise and knowledge of the OHS and workers compensation system, and the professionalism they bring to each and every project.

It goes without saying that WorkSafe have been extremely busy as a result of the COVID-19 pandemic. ISCRR rose to this challenge and exceeded expectations. This is reflected in the most recent results of the annual Partner Satisfaction Survey, with 95% of WorkSafe staff who completed the survey reporting that they were either satisfied or extremely satisfied with the overall experience of using ISCRR research. These are the highest ever satisfaction results achieved since the survey began in 2016, and are a testament to the high-quality research and translation work that ISCRR delivers.

We are now two years into the current five-year Research Institute Collaboration Agreement (RICA). In

this time ISCRR has successfully transitioned to a new working model with WorkSafe, comprising new governance, a more responsive research model, and the implementation of the WorkSafe Research Register of Providers.

WorkSafe has been particularly delighted with two of ISCRR's most recent product developments designed specifically for the educational needs of WorkSafe staff: Program Logic Workshops and Thought Leadership sessions. The Program Logic Workshops were designed to assist the WorkSafe Mental Health Program, and provided advisory support and expertise in the development of new evaluation frameworks for the important Clinical Panel Redesign projects. These workshops have been invaluable to WorkSafe and as a result, more will be delivered by ISCRR's research team in the coming year.

The Thought Leadership sessions have been designed to provoke thinking and discussions on bigger picture topics that have been identified as being important to WorkSafe business needs. The inaugural Thought Leadership webinar on Behavioural Insights from Farm Safety was a huge success. It brought together a panel of behavioural science experts to discuss how behavioural insights have been used to positively affect change in the safety culture in agricultural settings. This prompted a broader conversation around how such tools can be used in other programs and business areas, and these discussions continue. We look forward to more stimulating ideas to

be put forth in the coming Thought Leadership sessions.

This past financial year, WorkSafe's Research Division have implemented enhancements to our research operating model including a new process for formalising knowledge translation planning within their business. In line with this, ISCRR developed new processes for project-level translation planning. These plans provide WorkSafe with a strategy to enable the achievement of intended research impacts, and to define where ISCRR can assist in this process. Thank you to the ISCRR Research Communications and Translation team for their hard work on this process and their support in the development of insights for the newly launched WorkSafe Insights Library.

I would like to also thank ISCRR's Director, Samantha Barker, for joining other research and knowledge experts to inform the Independent Review of the Agent Model in managing Victoria's complex WorkCover claims. The Review responded to recommendation 1 of the Victorian Ombudsman's 2019 report into complex workers' compensation claims. The review process is now complete with the final report delivered to the Minister for Workplace Safety in mid-2021. Such processes are vital to maintaining the integrity of our business, and we thank ISCRR for their lending their expertise to this important review.

The diverse set of valuable services and expertise that ISCRR provides as a partner with WorkSafe cannot be understated. I am thoroughly

pleased with the work we've achieved over the past year and am excited for what we can achieve in the year ahead. I would like to thank the entire ISCRR team for their hard work and diligence, and for continuing to produce high quality research and translation outputs that benefit the entire Victorian community.

Nicola Wojcik

Acting Director of Research
WorkSafe Victoria

About ISCRR

At ISCRR we create knowledge and influence thinking so that people can lead healthier lives.

ISCRR Key Functional Areas

ISCRR is led by a Director with three key functional areas: Research, Research Program Management, and Research Communications and Translation.

ISCRR Research

Responsible for the development of external research activity, as well as development and delivery of internal research activity and insights including qualitative research, evaluation and behaviour change research, rapid evidence reviews, environmental scans, and quantitative research.

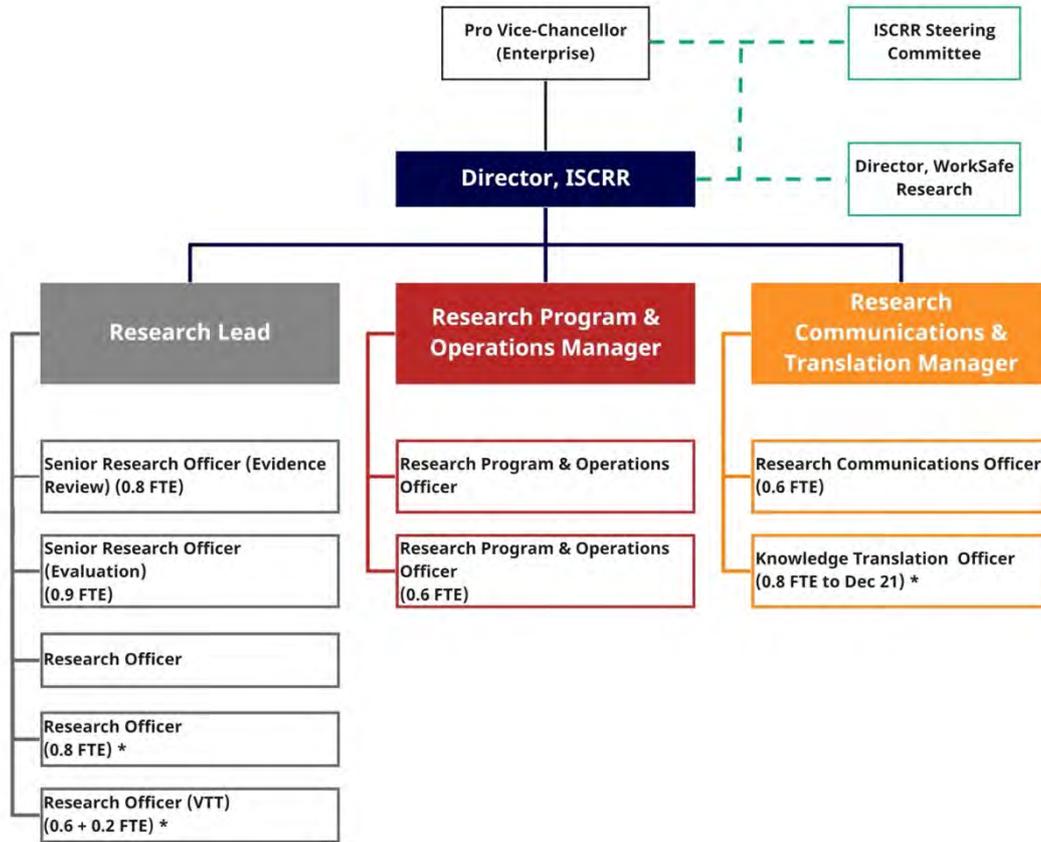
Research Program Management

Responsible for the management of ISCRR institute operations, project administration of internal ISCRR research projects, end-to-end project management of externally funded research projects, and supporting the development of new collaborations.

Research Communications and Translation

Responsible for the delivery of high-quality research communications, the development of tailored translation products to support research impact goals, as well as partner communication activities.

The ISCRR Team



* Non-core funding



Samantha Barker
Director

Sam is passionate about creating real change in public health by influencing policy through world-class applied research. As ISCRR Director, Sam oversees the Institute and provides key leadership in implementing ISCRR’s research plan and strategic activities. As a recipient of the Monash University Vice-Chancellor’s Award for Exceptional Performance by Professional Staff, she works hard in her role to provide exceptional services to our partners, and a healthy and productive work culture for her staff.

Sam has over 15 years of experience in the personal injury sector, specialising in research initiatives across government and industry, through various management and leadership roles. Her particular interests include the importance of good work for optimal physical and mental health, prevention and recovery from primary and secondary mental health illness, the impact of compensation systems on long term outcomes, and innovative approaches to ensuring evidence to be used effectively to inform decision making. Sam has a Bachelor of Applied Science, Psychology (Hons.) from Deakin University.

Prior to joining ISCRR, Sam worked in a number of roles at the TAC across the client services, claims and client research areas. She managed research and service improvement programs to develop and improve customer service and staff engagement, and maximise outcomes for people injured on the road.

Sam’s other hat is a hands-on mum of two fun and energetic kids, Noah aged 3 and Sienna aged 5. She loves travelling, day trips with the kids and husband Shaun, and just being in the moment as time flies by!

Co-designing research and evaluation with our stakeholders and performing high quality work with a variety of research designs that are both flexible and adaptable

ISCRR Research Team achievements

- Developed and delivered a capacity building program to build knowledge on the development of Program Logics for WorkSafe Victoria, and facilitated the design of multiple logic models for the business
- Developed a new methodology, Global Scans, to rapidly and responsively capture evidence to inform urgent policy and strategy work
- Performed ten Global Scans, on topics related to preventing fatalities and harm in the workplace and identification of risks, opportunities and trends in occupational health and safety and compensation arising from the COVID-19 pandemic
- Ongoing continuous improvement across research methods and approaches
- Major presentations:
 - A webinar open to all WorkSafe employees on Fatigue and Burnout in Healthcare and Social Assistance Industries
 - Evidence and Implementation Summit 2021: Achieving impact on policy through a rapid and flexible evidence-based program



Global Scans

The Research Team developed the Global Scan methodology and completed ten Global Scans: five related to fatality and harm prevention and five related to COVID-19. The Global Scans for the Prevention First program aimed to identify examples of current and emerging interventions, leading practice trends and innovations worldwide to aid the Prevention First Program team with making informed decisions with the Prevention First Strategy. The aim of the COVID-19 Scans was to identify risks, opportunities and trends in OHS and compensation arising from the COVID-19 pandemic by utilising information on international jurisdictions that the COVID-19 pandemic has impacted.

ISCRR Research



Dr Janine McMillan
Research Lead

Dr Janine McMillan leads ISCRR's internal research function. Janine commenced with ISCRR in 2017 as a Senior Research Officer and has worked across the Research Communications and Translation team and the Research Team. She has researched and written reports and presentations for projects with various methodologies including Evidence Reviews, Environmental Scans, Evaluations, Data Analyses, Horizon Scanning and Research Summaries.

Janine obtained her PhD from the University of Melbourne. Prior to joining ISCRR, she was in the Deakin University Metabolic Research Unit Management Team for eight years where her key role was to lead the Gene Discovery Group, identifying novel genes associated with obesity and Type 2 Diabetes, and selecting target proteins to move into a drug development pipeline. A number of genes were discovered and patented, attracting international drug company investment and forming the basis of several high impact publications. She was awarded the Vice-Chancellor's Award for Outstanding Achievement in Research.

Janine was also a Problem Based Learning (PBL) tutor at the School of Medicine, Deakin University, for seven years, and concurrently a Research Fellow conducting research into the effect of antidepressant and antipsychotic medication on bone cells, at the University Hospital Geelong and Deakin University for two years.

Janine enjoys hiking, camping and taking the dog for walks on the beach with her family.



Dr Sarah Oxford
Senior Research Officer
(Evaluation)

Sarah designs and delivers qualitative research and evaluation projects for ISCRR. She has extensive experience conducting research with people from socially vulnerable backgrounds, and managing projects from conception through to completion while collaborating with numerous stakeholders from industry, academia, government and the non-profit sector. Her goal is to ensure policy and decision-makers achieve a deep and empathetic understanding of the people, context and challenges that policies and programs aim to address.

Prior to ISCRR, Sarah was a lecturer at the Institute for Health and Sport, Victoria University. Sarah obtained a PhD in Sociology from Victoria University, where she received the Vice Chancellor's Award for Excellence in Research and Research Training (Research Degree Graduate). Her doctoral research contributed to new knowledge towards understanding how girls' participation in sport disrupts gender relations. She has a Master of Arts from the University of Bradford (UK) and a Bachelor of Arts from Sewanee: The University of the South (USA). Sarah has published numerous high-quality scientific publications in refereed journals and books.

When not at work, Sarah can be found surfing, mountain biking or attempting to cook something with ingredients she cannot pronounce.

ISCRR Research



Dr Petra Bywood
Senior Research Officer
(Evidence Reviews)

At ISCRR, Petra works closely with the research team to deliver high quality research to meet the needs of our clients. Petra has over 20 years' experience working as a researcher in a variety of medical research fields, including neuroscience, public health, drugs and alcohol and primary health care. She has experience collaborating with, and writing for, many different audiences, including policy-makers, clinicians and researchers.

Petra holds a PhD and Honours degree in Neuroscience, a Bachelor of Arts in Biology and Psychology, and post-graduate qualifications in Public Health and Public Policy from Flinders University in Adelaide.

Away from her desk, Petra spends her time hiking or riding in the hills around Adelaide.



Amanda Moo
Research Officer

In her role as a Research Officer at ISCRR, Amanda leads and conducts a range of projects from Environmental Scans to evaluations in occupational health and safety, compensation and return-to-work. She has also been involved in the continuous process improvements within the Institute, most recently playing a key role in the development of the research management database. She has more than 15 years of experience in qualitative research and project management.

Amanda also has an interest in the art of language translation and interpreting, and finds the chemistry when two worlds collide fascinating.



Carmen Schroder
Research Officer

Carmen leads ISCRR's monitoring and evaluation of the Vicarious Trauma Prevention and Awareness Toolkit project; a partnership with CPSU, the Department of Health and Human Services, the Department of Justice and Community Safety and WorkSafe Victoria.

Carmen has over 10 years of experience working with government, academic, not-for-profit and community organisations to evaluate and strengthen services, systems and policy. Motivated by social justice, Carmen has a keen interest in systems improvement and capacity building solutions. She has a Bachelor of Applied Science, Psychology (Hons.) from RMIT University.

In her spare time, Carmen enjoys pottering in her garden and playing boggle with her children.

ISCRR Research

Belinda Clark
Research Officer

Belinda works in the area of research and evaluation within ISCRR. She has conducted research into injury and road safety at Monash University for over 20 years. Over these years, Belinda has worked across a wide range of research programs for various stakeholder groups, resulting in substantial research experience. In her previous role at the Monash University Accident Research Centre (MUARC) Belinda specialised in researching illegal driving behaviours including drink and drug driving, driving while unlicensed, and “hooning”. Her evaluation research includes reviewing the Blood Alcohol Content (BAC) legislation across Australia and New Zealand, the Alcohol Interlock Program in the ACT and the Victoria Police ANPR program.

Belinda holds a Bachelor of Social Science, Psychology (Hons.) from La Trobe University. She is a member of the Road Trauma Support Services Victoria (RTSSV) Evaluation and Research Committee and is the recipient of their honorary Life Member Award (2020) in recognition of her contribution to their organisation and road safety. Belinda has been a member of the Monash University Human Research Ethics Committee for over 10 years.

In her spare time, Belinda is passionate about human rights and enjoys taking walks along the beach.

Research Program Management

Strengthening partnerships with WorkSafe and ISCRR's research stakeholder network

ISCRR Research Program Management achievements

- Worked collaboratively with WorkSafe to successfully implement a new Research Register of Providers and refresh ISCRR's Publication Policy
- Achieved high levels of partner satisfaction scores with tailored research brokerage and management expertise
- Optimised value and impact from projects relating to occupational cancer risk and work-related violence and aggression
- Coordinated and delivered ISCRR's Academic Review Self-Review Report and associated panel visit
- Increased project management efficiencies and streamlining reporting processes to reduce red tape
- Enhanced OH&S internal ISCRR processes for use across Monash and WorkSafe offices
- Implemented a new way of working in response to COVID-19 pandemic requirements to support staff individual needs



External
Research
portfolio

The ISCRR Research Program Management team successfully managed a 200% increase of the External Research portfolio whilst maintaining institute governance and operations. External projects doubled from an average of 5 projects to 11 projects in FY2021.

Research Program Management



Dr Kim Pham
Research Program and
Operations Manager

Kim leads the management of ISCRR institute operations, project administration of internal ISCRR research projects, and end-to-end project management of externally funded ISCRR research projects. Kim is passionate about continuous process improvement to provide a high-quality research program for WorkSafe and the broader collaborative network.

In her 15 years' experience in biomedical research management and 10 years collective experience in the not-for-profit and commercial sector, Kim has a diverse background in research program management and operations, educational program design and implementation, policy research and proposal development of high impact initiatives for large organisations.

Kim holds a Bachelor of Biomedical Science (Honours) from The University of Melbourne, a PhD in cellular immunology from Swinburne University of Technology and a postgraduate Certificate in Business Development from the Walter and Eliza Hall Institute of Medical Research.

In Kim's spare time, she likes bushwalking and making kimchi.



Kathryn Leslie
Research Program and
Operations Officer

Kathryn is the Research Program Officer at ISCRR and plays a key role in research project management and executive support. She is responsible for a range of project management activities including project data capture, milestone tracking, reporting and analysis, as well as output management. She works closely with the Research Program Management team to ensure internal and external compliance with ISCRR's governance.

Prior to joining ISCRR, she worked at Marnoo Primary School as a Classroom teacher. She previously worked as a clinical education administrator for Ambulance Victoria and has spent some time working in the tertiary sector at NMIT. She has a Bachelor of Business and a Graduate Diploma in Education.

In her spare time, Kathryn is a basketball fanatic, both as a player and fan. She's also into the live band scene, enjoys socialising with friends, and relaxing at home with her husband, dogs, cat and baby.



Lucy Klein
Research Program and
Operations Officer

Lucy is the Research Program and Operations Officer at ISCRR and plays a pivotal role in the day to day operations of project management and executive support. Lucy is responsible for a range of project management and operational tasks including: milestone tracking, project data capture and enquiries, reporting and analysis, daily operations, finances and output management. Lucy works closely with the Research Program Management team and leads ISCRR's Occupational Health and Safety.

Prior to joining ISCRR, Lucy worked as a Project Officer coordinating a successful funding bid for Securing Antarctica's Environmental Future (SAEF), Monash University. In addition, Lucy has worked as a Technical Officer and as a Research Officer supporting technical, research and safety needs for the School of Biological Sciences, Monash University. Lucy has a Bachelor of Science (Marine Biology) from The University of Adelaide and a Bachelor of Science (Honours) from Deakin University.

In her spare time, Lucy enjoys gardening, long beach walks and karate, as well as relaxing at home with her family.

Research Communications and Translation

Driving research impact outcomes and adding value to ISCRR's research outputs

ISCRR Research Communications and Translation achievements

- Launched ISCRR's inaugural Thought Leadership session
 - The WorkSafe/ISCRR Thought Leadership sessions are opportunities to provoke new thinking and discussions on bigger picture topics that are important to WorkSafe business needs.
- Developed series of Strategic Insights for the new WorkSafe Insights Library
- Delivered Research Impact Case Study detailing ISCRR's contributions towards the development of WorkSafe's WorkWell initiative
- Launched new ISCRR stakeholder bi-monthly newsletter in August 2020
- Developed and trialled new translation products, including the successful infographic summaries
- Led series of staff team building exercises to improve connectivity during remote work



Research Communications and Translation



Dr Jimmy Twin
Research Communications
and Translation Manager

Jimmy oversees ISCRR's development of a variety of high quality and tailored research translation products that enhance our partners' capacity to use evidence to inform their decision-making and to reach research impact goals. Jimmy works closely with ISCRR's partners to ensure both our research findings and insights are delivered in an accessible, relevant and engaging way.

Jimmy has extensive experience in the research and communication fields spanning 18 years complemented with a diverse skill set which includes product development, web design, creative writing, event management, scientific editing and the development of database systems.

Prior to joining ISCRR, Jimmy held research translation roles with the Gastroenterological Society of Australia and headspace, coming from a postdoctoral research position at Murdoch Children's Research Institute. There he carried out research in the fields of infectious disease and sexual health while being an Associate Editor for scientific journal BMC Infectious Diseases. Jimmy has a PhD in Microbiology from the University of Tasmania, and a Master of Communication degree from Deakin University.

In his spare time, Jimmy enjoys painting, creating comic book and animation content, and has written and illustrated two children's books.



Blaire Dobiecki
Research Communications
Officer

Blaire specialises in developing engaging content for a range of stakeholders, across a variety of digital mediums. She manages ISCRR's social media presence, the bi-monthly stakeholder newsletter and internal communications. She is particularly passionate about telling the human stories that ISCRR research directly impacts, with a particular interest in videography.

Previous to ISCRR, she has 10 years of diverse experience within the science communication and education industries, including writing and editing popular science articles, presenting science shows, producing movies, teaching maths and science in high schools, and working as a research assistant. She has a Bachelor of Science (Hons) in Zoology and Environmental Science, and two Masters Degrees in Science Communication and Teaching, respectively.

At home, Blaire enjoys propagating plants both indoors and out, and spending time with her dearly beloved partner, daughter and dogs.



Peter Anikijenko
Knowledge Translation
Officer

Peter creates engaging content and provides key support in implementing the Institute's communication and research translation plan. Peter enjoys using his experience collaborating and communicating with varied audiences.

Peter has a diverse background within multiple industries, with 15 years of experience in business development, sales and marketing in the healthcare industry. He has experience working in the tertiary sector at Monash University and The University of Melbourne in research and communications roles. Peter has a Bachelor of Science (Hons) degree in Biological Science and a variety of certifications and postgraduate qualifications, including behavioural science application.

When not at work, Peter can be found testing the laws of physics using an assortment of wheeled devices or simply enjoying nature, music or being curious.

ISCRR Capability and Strategy

Capabilities

ISCRR is a world-class research institute with a unique academic-government partnership that enables rapid and targeted research to be translated into decision-making and auspicious, evidence-based policy. This evidence-into-action model enables ISCRR the flexibility to tailor our methodologies to meet the changing research needs and priorities of our partners. If a project requires a more thorough and systematic response, the scope and methodology can be adjusted to meet this need, whilst ensuring it will enable the findings and insights to be accurately applied.



Core competencies

The core competencies of ISCRR's research program include:

- Strategic alignment to the business of WorkSafe
- Innovative in research approaches according to high-quality academic standards
- Undertaken by the best and brightest researchers
- Responsive and tailored to partner context
- Providing evidence with high utility for decision-making
- Levering the University-Government partnership

The core competencies of ISCRR's research and operations management program include:

- Continuous development and implementation of program efficiencies
- Utilising the expertise from both within and outside of ISCRR by managing a world-class internal and external research program
- Actively management of issues with research projects as they arise

The core competencies of ISCRR's research communications and translation program include:

- Products that are easy to understand and utilise
- A wide range of translation product offerings that are tailored to partner needs

How we meet our goals

The second year of ISCRR's five-year funding agreement saw ISCRR facilitating and delivering another high impact research program amidst a challenging landscape with the ongoing COVID-19 pandemic. The Institute had four high-level goals for 2020-2021, with a focus on enhancing our co-design model to optimise the value of ISCRR's research:

1. Enhance our research approach to continually innovate and optimise the value of ISCRR research
2. Drive and enable research use, implementation and impact
3. Nurture and support ISCRR's talent to maintain a thriving team
4. Raise awareness about ISCRR to be a leader in the field of OHS and workers compensation research and research impact

1. Enhance our research approach to continually innovate and optimise the value of ISCRR research

Continuous improvement has always been a core belief since ISCRR's inception. To ensure our research is innovative and its value is optimised for our partners and their clients, we implemented the following activities in 2020-2021:

- Evaluated and refined our research methodologies and product offerings
- Enhanced ISCRR's OHS, regulation, workers compensation and technical expertise to better understand and support local and national priorities
- Implemented continuous improvements identified during 2019/20
- Engaged subject matter experts (SMEs) to inform ISCRR internal research
- Managed and informed Monash Academic Review of ISCRR to strengthen ISCRR's operational excellence and service delivery of projects
- Reviewed partner satisfaction survey methodology

2. Drive and enable research use, implementation and impact

This annual report showcases ISCRR's successes in delivering and facilitating a high quality and high impact research program. ISCRR prides itself on delivering research that can be implemented for maximum impact, and the following activities have helped us to achieve that goal:

- Implemented Phase 2 pilot of the Research Impact assessment program within ISCRR and WorkSafe
- Provided informed advice and support to WorkSafe to translate evidence into action from internal ISCRR research projects
- Developed and implemented initiatives to achieve dissemination, decision making and societal impact
- Delivered translation products, including Insights, Research Syntheses and stakeholder workshops, to optimise the use and impact of existing research

Strategy for the coming year

Looking ahead, ISCRR will continue to build upon and optimise our successes from the previous year. During 2021/22 the ISCRR team will work towards three high level goals with a continued focus on evidence into action, outlined below. A longer-term strategy will also be developed in collaboration with our partners.

Goal 1

Deliver a high-quality and high-impact research program to address current and emerging priorities in injury prevention and recovery

Goal 2

Optimise the value of the WorkSafe-Monash partnership through value-add activities and new collaborations

Goal 3

Uphold ISCRR as a great place to work

3. Nurture and support ISCRR's talent to maintain a thriving team

ISCRR's achievements are thanks to our talented team. We are focused on the satisfaction of our staff, recognising achievements and successes, and actively supporting individual and team professional development. The COVID-19 pandemic continues to affect workplaces around the world and ISCRR is no exception. ISCRR continues to implement a flexible work from home structure and adapts swiftly as restrictions change. The focus of the ISCRR management team continues to be on staff wellbeing to ensure all staff are supported during this time.

ISCRR staff satisfaction rating for 2020-2021 was the highest the institution has seen. Every member of staff reported this year they are proud to work for ISCRR; would recommend ISCRR as a great place to work; they enjoy their job; are motivated to go above and beyond in their jobs. Such results are a testament to ISCRR's close-knit team that enjoys being challenged every day and having fun in the process. Activities that were implemented to help to achieve this goal included:

1. Developing and pursuing opportunities for individual growth and development, including peer buddy program and joining specialist groups
2. Broadening ISCRR's circle of knowledge through knowledge sharing activities and an innovation mindset
3. Reviewing our DISC profiling work and implementing strategies to complement our individual work styles
4. Promoting an engaging and supportive workplace culture that recognises achievements, including enhancing ISCRR's Reward & Recognition program and strengthening team building activities

4. Raise awareness about ISCRR to be a leader in the field of OHS and workers compensation research and research impact

ISCRR is a world leader in OHS and workers compensation research. Activities that were implemented to help to achieve this goal included:

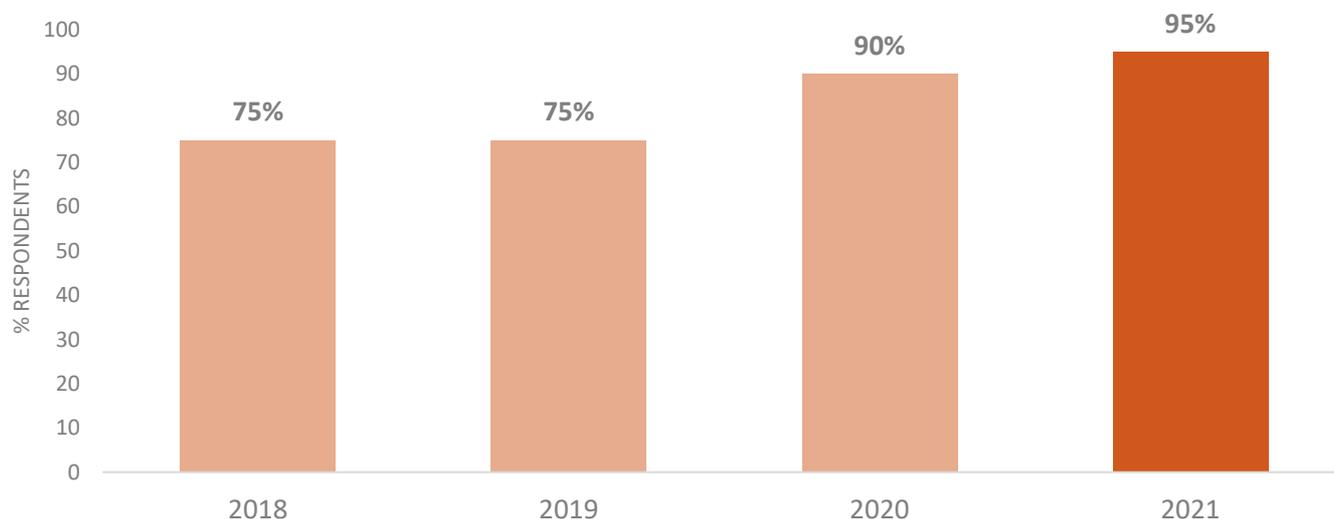
1. Development of a strategic communications plan, with a focus on WorkSafe, Monash and our broader stakeholder groups, utilising a range of communication channels and existing forums
2. Development of a strategic growth plan that outlines opportunities and vision to enhance the WorkSafe and Monash investment

Partner Satisfaction

Since 2016, ISCRR has invited key contacts from WorkSafe to complete an Annual Partner Satisfaction Survey which provides valuable data on their satisfaction with ISCRR research and the partnership with the Institute. In June 2021, the sixth Partner Satisfaction Survey was carried out with WorkSafe.

Twenty-one key WorkSafe contacts completed the survey. This year saw ISCRR achieve its highest satisfaction rate of 95% since collection of this data started in 2016. The below figure shows the impressive increase over time in the percentage of respondents who reported they were satisfied or extremely satisfied with the experience of using ISCRR research.

Percentage of respondents who reported they were satisfied or extremely satisfied with the experience of using ISCRR research



Other key results include:

- **95%** of WorkSafe respondents reported that research reports were useful, the same result from last year, but up from 75% in 2019.
- **91%** of WorkSafe respondents reported that ISCRR manages the research portfolio well, up from 65% in 2020.
- **91%** of WorkSafe respondents indicated they incorporated much or some of the research findings into their work, up from 86% in 2020.
- **91%** of respondents reported that ISCRR actively managed issues with research projects as they arose, up from 74% in 2020.
- **89%** of WorkSafe respondents reported that ISCRR research can be translated into improvements in their area, up from 71% in 2020.

Partner Satisfaction KPIs

Following the 2018 Partner Satisfaction Survey, ISCRR developed a number of specific KPIs to measure performance, and these were further increased in 2021. The 2021 Partner Satisfaction Survey results have been assessed against the current KPIs - all six of these KPIs were met, although the statistics for research use and research communication declined slightly from 2020 results.



82% used ISCRR research
in their work, discussions or planning KPI=80%

89% translated ISCRR research
into improvements in their area KPI=80%



90% understood the
research findings KPI=85%

95% satisfied with the
experience of using ISCRR research KPI=80%



91% reported ISCRR actively
managed issues as they arose KPI=80%

91% reported ISCRR managed
the research portfolio well KPI=80%



Response to partner feedback results

The 2021 Partner Satisfaction Survey has provided valuable insights into the areas where ISCRR is doing well, including its highest ever overall satisfaction result at 95%. It has also highlighted some focus areas for 2021/22.

Strength areas include the skills, professionalism and experience of the ISCRR team, the usefulness of ISCRR's research, communication with research end-users, and the quality of the communication and translation products on offer.

Suggested areas for improvement by respondents focused on raising awareness of ISCRR's activities, a need to strengthen WorkSafe's understanding of ISCRR's role and clarifying how ISCRR and the WorkSafe Research Division can achieve the best collaborative partnership.

The table below lists current and planned activities to be undertaken by ISCRR during 2020/21 that seek to address the improvement areas mentioned above.

Summary of current/planned improvement strategies in 2021/22

Focus area	Improvement Strategies
Raise awareness of ISCRR within WSV	<ul style="list-style-type: none">● Explore ways to increase dissemination and usage of ISCRR research into the WSV business, and maximise impact● Increase promotion of what communications and translation products we can offer within WSV (in collaboration with WSV Research Division)● Continue involvement at the RAC● Include discussion about ISCRR's role during new project development
Anticipate WSV needs	<ul style="list-style-type: none">● Identify opportunities with ISCRR Steering Committee
Usefulness of research outputs	<ul style="list-style-type: none">● Present Partner Satisfaction Survey findings to WSV Research Division, as a continuous improvement exercise to reviewing research model
Survey review	<ul style="list-style-type: none">● Review of the Partner Satisfaction Survey to inform the 2022 survey - to ensure it remains relevant, to address issues with the analysis and interpretation of some questions, and to simplify analysis.

Overview of Institute Activities (2020-21 FY)

ISCRR's largest program of work has been on delivering a large volume of high-quality research outputs. In 2020/21 we produced a diverse range of tailored research that was directly aligned to the core strategies of WorkSafe in two main themes – Prevention and Recovery.

Prevention studies a range of factors that affect the health and safety of workplaces, including investigating how risks can be measured and managed. These are further separated into three categories: Identifying and measuring workplace risks, preventing workplace injury and illness and promoting healthy working environments. In 2020-2021 ISCRR has completed a total of 11 projects in the Prevention space.

Recovery examines the effectiveness of various clinical approaches to treatment in areas including trauma, persistent pain and mental health. These can be further categorised into: treatment, claims management and return to work. In 2020-2021 ISCRR has completed four projects in the Recovery space.

Along with these 15 projects completed by ISCRR, there have been 124 outputs delivered during this financial year. These related to the categorised projects below, but also to ongoing projects that ISCRR are continuing to manage. In addition to our annual research program, ISCRR has accommodated an increase in new priority project requests to align with WorkSafe's Strategy (December 2020). This included numerous Global Scans and emerging projects, and a total of 17 new projects approved this financial year.

Prevention

Identifying and measuring workplace risks

225 Inspector Training Evaluation – Evaluation of WorkSafe Victoria's Inspector induction, on-going training and continuing professional development programs

Aims: To evaluate the induction, ongoing training and continuing professional development (CPD) programs delivered to three cohorts of "new-start" OHS inspectors employed by WorkSafe Victoria. The evaluation focuses on the process and impact outcomes specific to the development of influencing skills, job crafting and adaptability of OHS inspectors.

Outcomes: Project in progress.

Outputs: Project in progress.

241 An Evaluation of the Effectiveness of Encouragement Interventions (Essential Program) and Enforcement Interventions (OHS inspection) in Improving Sustainable Workplace OHS Performance

Aims: At present, there is an absence of rigorous research findings, comparing enforcement and encouragement interventions, required to guide OHS regulators in terms of the allocation of resources and relative emphasis given to the two approaches. This study sought to redress this oversight by comparing the effectiveness of enforcement and encouragement interventions in terms of improving OHS performance with regard to leading indicators of OHS (i.e., Health and Safety Inspector Checklist; HASIC) and lagging indicators of OHS (i.e., WorkCover claims aggregated to the workplace level).

Outcomes: Project in progress.

Outputs: Project in progress.

256 Notices Research Program

Aims: The aim of the project was to understand the processes that enable or prevent inspectors from issuing notices, and if issuing notices continues to be the most effective method of regulation.

Outcomes: This project contributes to WSV knowledge on how to better support inspectors in regulating industry which will directly transfer to fostering safer workplaces for Victorians. Inspectors have a strong sense of ownership with their notices and regard notices as an effective enforcement tool. From the interviews conducted with 27 inspectors, various factors that could have affected the number of notices issued were identified at inspector level, organisational level, industry level and topic level. The most commonly reported factors were inspector's experience, time constraints, inconsistent training, poor project targeting, and changes in organisational and team culture.

Outputs:

Presentation and slide pack

Moo A, Oxford S, McMillan J. WorkSafe Inspector Notices. Presented to: WSV; 2020 April 23, 2020 September 29; Melbourne, AU. ISCR Reference: 256-0920-P02.

Report

Moo A, Oxford S, McMillan J. Inspector issuance of notices. October 2020

259 Systems thinking review and revision of risk controls: Impact and Outcome Evaluation

Aims: This project will build upon the success of the Patient Handling Injuries Review of Systems (PHIRES) Project, which was funded by WorkSafe Victoria via ISCR. The PHIRES project involved the co-design of a Toolkit for reviewing and revising risk controls following a patient handling injury, in partnership with subject matter experts from Health Care Providers across Victoria.

The aims of this project were to:

1. Develop a digital application (App) to support the sustainable implementation of the PHIRES Toolkit across the Healthcare and Social Assistance sector;
2. Develop an online training/coaching program on using systems-thinking to review and revise risk controls to support the reliable implementation of the App; and
3. Evaluate the cultural, safety and financial benefits Health Services and Aged Care Providers realise by using the Toolkit to review and revise their risk controls following the report of a musculoskeletal disorder (MSD).

Outcomes: Project in progress.

Outputs: Project in progress.

274 Systems-thinking applied to work-related violence and aggression in City Councils

Aims: To adapt key methodological components from the successful 'PHIRES' project, funded through WorkSafe Victoria. The PHIRES project successfully co-designed a Toolkit (with relevant key stakeholders) for reviewing and revising risk controls following *patient handling injury*, leading to a systems-thinking approach to investigating injuries and associated actions within several public hospitals across Victoria.

The objectives of the proposed project were to:

1. Develop a prototype 'system-thinking' toolkit for investigating WV incidents
2. Pilot the application of the prototype toolkit for guiding a systems-thinking investigation of WV incidents within a Victorian City Council

Outcomes:

- The pilot application of the work-related violence tool helped guide a systems-thinking investigation of incidents, which promoted a revision to risk controls, identified roles and responsibilities for key stakeholders.
- The prototype work-related violence tool provided evidence that systems-thinking is effective and shows viability for further investigation.
- The work-related violence tool identified the complex network of relationships between risk factors.
- The work-related violence tool generated revision and review of risk controls for stakeholders.

Outputs:

Research Report

Newnam S. Work-related violence incidents: Pilot of Systems Toolkit Final Report. Melbourne (AU): Monash University, MUARC; 2021. 10 p. ISCR Reference: 274-0621-R02.

Case Studies

Newnam S. City Council Workplace Violence Incident Review Toolkit - Case Study 1 Parking Officer Assault. Melbourne (AU): Monash University, MUARC; 2021. 10 p. ISCR Reference: 274-0621-CS01.

Newnam S. Case Study 2 - Community Care Sexual Harassment. Melbourne (AU): Monash University, MUARC; 2021. 10 p. ISCR Reference: 274-0621-CS02.

Newnam S. Case Study 3 - Regulatory Services Admin phone abuse. Melbourne (AU): Monash University, MUARC; 2021. 10 p. ISCR Reference: 274-0621-CS03.

277.1 Prevention First Program Scans – Agriculture fatalities

Aims: Work-related deaths in agriculture are a key concern for WorkSafe Victoria. This global scan sought to identify initiatives, such as programs, strategies and protective equipment, that contribute to the successful prevention of fatalities within the agriculture industry. The focus was on rollovers and runovers related to farm-use vehicles. Deaths from other causes (e.g. falls, poisoning, suicide) in the agricultural industry were excluded. Interventions such as behaviour change campaigns, legislative and regulatory approaches were also explored. ISCRR conducted a rapid global scan of grey literature and journal articles from 2010 to 2020 using Google and Google Scholar.

Outcomes: Workplace fatalities have historically been most prevalent in the agriculture industry. Types of control measures can be depicted in a hierarchy, from elimination to substitution, engineering controls, administrative controls and personal protective equipment (PPE). Farming culture of “just get the job done” presents difficulties in addressing safety. Heavy vehicles such as earth-moving equipment and tractors; and side-by-sides used on farms are usually equipped with a Roll-Over Protective Structure or System (ROPS).

Outputs:

Presentation and slide pack

Bywood P, Moo A, McMillan J. Prevention First Global Scan - Agriculture Fatalities. Presented to: WSV; 2020 November 26; Melbourne, AU. ISCRR Reference: 277.1-1120-P01.

277.2 Prevention First Program Scans – Construction Scan

Aims: To identify examples of current and emerging interventions, leading practice trends and innovations worldwide to aid the Prevention First Program team with making informed decisions with the Prevention First Strategy. The Construction Scan aimed to identify initiatives (e.g. programs, strategies) that are contributing to the successful prevention of fatalities within the construction industry.

Outcomes: Preventing falls from heights in construction can occur by improving training to apprentices and workers, applying design and technology advances, re-considering the role that inspectorate and regulations play, and considering cognitive and temporal aspects which influence worker behaviour and the safety culture.

Outputs:

Presentation and slide pack

du Plessis K. Prevention First Global Scan - Construction - Fatal Falls from Heights. Presented to: WSV; 2020 November 10; Melbourne, AU. ISCRR Reference: 277.2-1120-P01.

277.3 Prevention First Program Scans – Transportation Scan

Aims: This rapid global scan of grey literature from 2015-2020 aimed to identify initiatives (e.g. programs, strategies) that contribute to the prevention of motor vehicle fatalities in the road freight industry.

Outcomes: The scan revealed the trucking industry is currently experiencing rapid change in policy, growth and technology. Data on truck-related fatalities is imperfect as there are different ways to classify deaths from heavy vehicles depending on the source. The online content is primarily information addressing regulations and trainings. Current strategies mainly target behaviour change among individual drivers or organisations.

Outputs:

Presentation and slide pack

Oxford S, McMillan J. Transportation (road freight industry) fatality prevention. Presented to: WSV; 2020 October 1; Melbourne, AU. ISCR Reference: 277.3-1020-P01.

277.4 Prevention First Program Scans – Industry 4.0 Technologies Scan

Aims: As part of WorkSafe’s Prevention First Program, this project sought to identify industry 4.0 technologies that are being used locally and internationally to eliminate or reduce the risk of musculoskeletal disorders (MSD) as a result of hazardous manual handling in the manufacturing and warehousing industries. Industry 4.0 is to a new phase in industrial development focused heavily on interconnectivity, automation, machine learning and real-time data. ISCR conducted a Rapid Global Scan of grey literature and journal articles from 2015 – 2020 using Google Advanced, Google Scholar and PubMed. The focus was on technologies that are either being piloted or on the market, and can be applicable to small to medium organisations. The scan also considered practical examples from larger organisations.

Outcomes: The manufacturing industry has adopted various types of Industry 4.0 technologies to bridge the physical with digital, enabling a more interlinked and holistic approach in their operations. This scan identified four types of technologies that could help minimise or eliminate hazardous manual handling and prevent work-related musculoskeletal disorders. They are wearables, automation, computer vision and digital twins. Wearables can assist workers perform manual handling tasks in a safer way whereas automation does the manual handling tasks in place of employees. Computer vision and digital twins can help businesses plan and design their operations so that hazardous manual handling is minimised or eliminated.

Outputs:

Presentation and slide pack

Moo A. Industry 4.0 Technologies – Prevention First Program. Presented to: WSV; 2020 September 24; Melbourne, AU. ISCR Reference: 256-0920-P01.

277.5 Prevention First Program Scans – Worker Representation Scan

Aims: As part of WorkSafe’s Prevention First Program, this project sought to identify what could be done to support health and safety representatives (HSRs) in their roles. The project involved undertaking a rapid global scan of the grey literature from the last 10 years with the aim of identifying initiatives (e.g., programs, strategies) that engage the preventative potential of HSRs.

Outcomes: The global scan identified 10 factors that could support HSRs to more effectively fulfil the roles, which would then improve their preventive potential.

Outputs:

Presentation and slide pack

du Plessis K, McMillan J. Prevention First Global Scan - Worker Representation. Presented to: WSV; 2020 Sep 24; Melbourne, AU. ISCRR Reference: 277.5-0924-P01.

282 Systems-thinking applied to preventing workplace incidents involving a light motor vehicle

Aims: To adapt key methodological components from the successful ‘PHIRES’ project, funded through WorkSafe Victoria. The PHIRES project successfully co- designed a toolkit (with relevant key stakeholders) for reviewing and revising risk controls following patient handling injury, leading to a systems-thinking approach to investigating injuries and associated actions within several public hospitals across Victoria.

The objectives of this project were to:

- Develop a prototype ‘systems-thinking’ toolkit for investigating work-related driving incidents involving light vehicles.
- Pilot the application of the prototype toolkit for guiding a systems-thinking investigation of work-related driving incidents involving light vehicles within a large workplace.

Outcomes: Project in progress.

Outputs: Project in progress.

283.1 COVID-19 Global Scans – COVID-19 Outbreaks and Controls

Aims: This global scan aimed to identify industries or workplaces that have had COVID-19 outbreaks in 2020, outside Australia, and how they were controlled, including public policy responses. Victorian industries that experienced COVID-19 outbreaks in the second wave such as meat processing facilities, healthcare and aged care, were excluded from the scan (as these are covered elsewhere within WorkSafe).

This global scan is part of the research to identify risks, opportunities and trends in OHS and compensation arising from the COVID-19 pandemic by utilising information on international jurisdictions that have been impacted by the COVID-19 pandemic.

Outcomes: This global scan identified outbreaks and public health interventions in the manufacturing, logistics and warehousing, retail, hospitality, mining, construction and community services (correctional facilities).

Outputs:

Presentations and slide pack

Moo A. COVID-19 Global Scans – Outbreaks in workplaces and their control measures. Presented to: WSV; 2020 December 15; Melbourne, AU. ISCRR Reference. 283-1220-P03.

Moo A. COVID-19 Global Scans - Outbreaks in workplaces and their control measures. Presented to: WSV and ISCRR webinar series; 2021 March 17; Melbourne, AU. ISCRR Reference: 283-0321-P06.

283.2 COVID-19 Global Scans - COVID-19 & OHS Impacts

Aims: The aim of this project was to identify broader OHS impacts (both positive and negative) arising from the pandemic and the controls and public policy responses to these, and the effectiveness of the controls/responses.

Outcomes: There are benefits and challenges to working from home, with flexible arrangements the future trend; Working from home has an impact on OHS (including ergonomics, eye health and physical activity); There are mental health impacts globally with poorer mental health observed in the general population; Many services have adapted their offerings during the pandemic (e.g., telehealth).

Outputs:

Presentations and slide pack

du Plessis K. Global Scan: COVID-19 & OHS Impacts. Presented to: WSV; 2020 December 15; Melbourne, AU. ISCRR Reference: 283-1220-P02.

du Plessis K. Global Scan: COVID-19 & OHS Impacts. Presented to: ISCRR; 2021 March 17; Melbourne, AU. ISCRR Reference: 283-0321-P04.

283.3 COVID-19 Global Scans – Workers’ Compensation Trends and Public Policy Responses

Aims: WorkSafe needed to identify trends in workers’ compensation arising from the COVID-19 pandemic and any public policy responses. ISCRR conducted a global desktop scan using Google Advanced and Google Scholar.

Outcomes: Data on workers’ compensation claims from February 2020 - December 2020 were high level, meaning there was no breakdown to distinguish specific increases and decreases (e.g., mental health, manual handling) among COVID-19 worker’s compensation claims.

Claims trends included:

- A lag in data pinpointing that claims trends are typically long-tail and yet to materialise
- Declines in claims in industries that transitioned to work from home and/or laid off employees
- Increases in claims in the healthcare sector and social services
- Adverse mental health conditions associated with COVID-19 resulting in an anticipation for a rise in mental health claims
- A positive shift in claims processes with faster digital computing and communications.

Public policy trends included:

- Shifting the burden of proof to the employer
- Labelling COVID-19 an occupational disease
- Relaxing qualifying criteria for workers’ compensation

Outputs:

Presentation and slide pack

Oxford, S. COVID-19: Workers' Compensation Trends and Public Policy Responses. Presented to: WSV; 2020 December 8; Melbourne, AU. ISCRR Reference: 283-1220-P01.

292 Agricultural Chemical Use Mapping Research Project

Aims: To understand what chemicals are being used on farms in Victoria, which farming industry sub-sectors and locations they are being used for, how widespread is its usage, and, the level of and evidence base for health risk. This will inform a risk matrix that will enable the Agriculture team to design targeted programs and enforcement initiatives.

Outcomes: Project in progress.

Outputs: Project in progress.

Preventing workplace injury and illness

080 The CRC for Alertness, Safety and Productivity

Aims: To develop, test and validate new tools and approaches to improve alertness.

Outcomes:

- Healthcare workers (HCWs) are chronically sleep restricted, on average getting less than 6 hours sleep per night. This places them at risk of the adverse health and performance consequences of cumulative sleep debt.
- There are clear associations between shift work disorder (SWD), diminished mental health and increased sick leave. Those at high risk for SWD had poorer sleep hygiene habits. Other physical health implications of SWD include type 2 diabetes, obesity, cardiovascular disease, high blood pressure, digestive problems, depression and anxiety.
- The impairment in performance and alertness in relation to physiological circadian timing has significant implications in performance at work and particularly when commuting home from night shift.
- Despite the well documented adverse risks of extended duty hours, the AMA Safe Hours Audit in 2016 suggests that medical staff are still working excessive hours which is placing themselves and their patients at risk.
- Screening HCW at risk for shift work disorder and or poor adaptation to shift work and providing individual guidance due to the inter-individual differences.

Outputs:

CRC for Alertness, Safety and Productivity. Alertness CRC Legacy Book. Queensland, Australia: Rogue Print and Mail Pty Ltd; 2020. Pg 1-16. ISCR Reference: 080-0920-R06.

165 Applying systems thinking to review risk controls: development of a method for patient transfer tasks

Aims: To develop, pilot and implement a reliable and valid systems-based approach to identifying the factors influencing the success of risk control measures for tasks involving transferring people in hospital setting.

Outcomes:

- Developed a standardized process for reviewing and revising risk controls following the report of an injury to staff in a hospital setting (PHIRES Toolkit)
- Developed systems-thinking and PHIRES training material to help guide practitioners to use Toolkit
- Delivered the training material and implemented toolkit within 10 Victorian public hospitals.
- Evaluated the usability and effectiveness of the Toolkit and training material
- Aggregated PHIRES report findings to help WorkSafe and other stakeholders identify strategic interventions to drive systemic change across the sector
- Created individual aggregate PHIRES reports for the participating hospitals

Outputs:

Journal Article

Newnam S, Goode N, Read GJM, Salmon PM, Gembarovski A. Systems-thinking in action: Results from implementation and evaluation of the Patient Handling Injuries Review of Systems Toolkit. ISCR Report No: 165-0720-J02. Safety Science; 2021; 134.

Presentations

Newnam S, Goode N, Read GJM, Salmon PM, Gembarovski A. Systems-thinking in action: Results from implementation and evaluation of the Patient Handling Injuries Review of Systems Toolkit. ISCR Report No: 165-0620-P05. PHIRES – narrated video presentation; 2020.

254 Occupational Cancer: Welding Fumes - Required controls and expected exposures

Aims: To conduct an evidence review to better understand the exposure risk during a range of welding activities, and increase industry knowledge of requirements for the prevention of exposure and control of risk from welding fume and UV radiation. The research explored what reasonably practicable controls employers can implement, e.g. ventilation (including local exhaust ventilation), isolation through shielding, on tool extraction, to ensure employees are not exposed to risk during welding activities. It will also seek to identify the expected exposure (mg/m^3 over 8-hour time weighted average) when using each identified control.

Outcomes: This project contributed to WorkSafe knowledge, Victorian employers and workers of expectations for controlling exposure to welding fumes and UV radiation during welding activities, which may reduce workplace related or occupational cancer incidence. By using relevant PPE such as goggles, auto darkening visors, barriers and extraction or ventilators exposure levels can be significantly decreased.

Outputs:

Emerging Findings Presentation

Driscoll T. Controlling fumes and ultraviolet radiation exposure from welding and minimising the associated risk of cancer. Presented to: WSV; 2020 July 16; Melbourne, AU. ISCR Reference: 254-0720-P01.

Report

Driscoll T. Controlling fumes and ultraviolet radiation exposure from welding and minimising the associated risk of cancer – review of published evidence

271 Preventing Burnout: Fatigue in Hospitals

Aims: To develop an evidence base to underpin the program of work within the strategy and articulate the risk of fatigue to the industry.

Outcomes: This project contributed to the knowledge regarding long hours and shift-work across HCSA areas, task-specific fatigue, as well as mental and emotional fatigue. Organisational preventive strategies were found to be more effective than individual-focus interventions.

Outputs:

Evidence Review

Bywood P, du Plessis K, Moo A, McMillan J. Fatigue and burnout in healthcare: Prevalence, impact and interventions. Institute for Safety, Compensation and Recovery Research; 2020 August. Pg 1-69.

Bywood P, McMillan J. Fatigue and burnout in the healthcare and social assistance industry. Institute for Safety, Compensation and Recovery Research; 2020 October. Pg 1.

Emerging Findings Presentation

Bywood P, du Plessis K, Moo A, McMillan J. Fatigue and Burnout in healthcare and social assistance - Prevalence, impact and interventions. Presented to: WSV; 2020 July 28; Melbourne, AU. ISCR Reference: 271-0720-P01.

Presentations and slide pack

Bywood P, du Plessis K, Moo A, McMillan J. Fatigue and Burnout in healthcare and social assistance - Prevalence, impact and interventions. Presented to: Health Services and Aged Care Stakeholder Working Group; 2020 Aug 11; Melbourne, AU. ISCR Reference: 271-0820-P02.

Bywood P, du Plessis K, Moo A, McMillan J. Fatigue and Burnout in healthcare and social assistance - Prevalence, impact and interventions. Presented to: Social Assistance Stakeholder Working Group; 2020 Aug 18; Melbourne, AU. ISCR Reference: 271-0820-P03.

Bywood P, McMillan J. Fatigue and Burnout in healthcare and social assistance - Prevalence, impact and interventions. Presented to: WSV; 2020 December 1; Webinar. ISCR Reference: 271-0112-P04.

275 Workplace evaluation of online procedures to manage risk of both musculoskeletal and stress-related mental health disorders

Aims: To amend and field test an existing set of risk management procedures: A Participative Hazard Identification and Risk Management (APHIRM) Toolkit. This evidence-based toolkit is freely available online for use by workplace managers to reduce risk of musculoskeletal disorders (MSDs) in targeted jobs, with input from workers via their smartphones. Effective MSD risk management requires assessment and control of psychosocial hazards as well as 'manual handling' ones, so the APHIRM Toolkit already includes procedures to identify, assess and control risk from psychosocial hazards, using participative procedures to ensure controls are customised to local needs. Importantly, psychosocial hazards are the main sources of occupational stress, which is a major determinant of risk of stress-related mental health disorders (MHDs) as well as MSD risk.

Outcomes: Project in progress.

Outputs: Project in progress.

279 COVID controls for health and aged care workers

Aims: Workers at highest risk of infection from coronavirus 2019 (COVID-19) are those working in close contact with COVID-19 infected individuals in healthcare and aged care settings. ISCRR conducted a rapid global scan to examine the current evidence related to the implementation and use of effective infection control measures for workers in healthcare and aged care settings.

Outcomes:

This project identified COVID-19 controls according to the hierarchy of control measures: elimination, substitution, engineering, administration and personal protective equipment (PPE). Lessons learned from other countries (China, Singapore, Italy, Canada) highlighted the importance of being prepared, adopting an early, rapid response to outbreaks, flexible infrastructure, expert consultation on infection prevention and control, and targeted support for areas of greatest need. Lessons learned from the aged care sector identified the need for infection control training in all staff, rapid isolation of infected cases, and appropriate support for workers.

Outputs:

Presentation and slide pack

Bywood P, McMillan J. COVID-19 infection control in healthcare and aged care. Given to: WSV; 2020 November 11; Melbourne, AU. ISCRR Reference: 279-1120-P01.

284 Alertness CRC Translation Activities

Aims: The healthcare industry is the second largest body of shift workers in Australia. This report is a focussed summary on the recent publications from Alertness, Safety and Productivity Cooperative Research Consortium on shift work in healthcare workers (Project 080).

Outcomes:

- Healthcare workers (HCWs) are chronically sleep restricted. On average, getting less than 6 hours sleep per night. This places them at risk of the adverse health and performance consequences of cumulative sleep debt.
- There are clear associations between shift work disorder (SWD), diminished mental health and increased sick leave. Those at high risk for SWD had poorer sleep hygiene habits. Other physical health implications of SWD include type 2 diabetes, obesity, cardiovascular disease, high blood pressure, digestive problems, depression and anxiety.
- The impairment in performance and alertness in relation to physiological circadian timing has significant implications in performance at work and particularly when commuting home from night shift.
- Despite the well documented adverse risks of extended duty hours, the AMA Safe Hours Audit in 2016 suggests that medical staff are still working excessive hours which is placing themselves and their patients at risk.
- Screening HCW at risk for shift work disorder and or poor adaptation to shift work and providing individual guidance due to the inter-individual differences.

Outputs:

Report Summary

Kennedy JL, Howard ME. Shift Work in Healthcare: Rapid Research Summary. Melbourne, AU; 2021. Pg 1-30. ISCR Reference" 284-0121-R01.

295 Lead Lighting Evidence Review

Aims: To find evidence that establishes whether people undertaking lead lighting work are at risk of elevated blood lead levels. This information will help inform legislative decision making.

Outcomes: Project in progress.

Outputs: Project in progress.

Promoting healthy working environments

264 CALD – Best Practise & Effective Communications

Aims: The research comprised two stages. First, a grey literature review of previous research from government and community organisations was conducted. The review aimed to examine different approaches to presenting translated OHS material. Second, ten in-depth telephone interviews were conducted with employers of CALD employees. The interviews aim to explore current approaches to communicating OHS information with CALD employees, and what information and supports are required to assist them in doing so.

Outcomes: The grey literature review identified six key factors that were important to consider when presenting translated content online (translated content availability, translation type/method, number of languages used, method for accessing translated content, types of content translated and format of translated content). Interviews with employers identified four key phases at which activity was required for effective communication with CALD employees (educating, identifying, communicating and confirming).

Outputs:

Environmental Scan

ORIMA Research. Report on qualitative research relating to best practice and effective communications with Culturally and Linguistically Diverse audiences. Melbourne, AU; 2020. Pg 1-29. ISCR Reference: 264-0720-R01.

272 Assessing Psychosocial Safety Attitudes

Aims: To develop, validate and deliver a suite of psychosocial attitudinal measures. This suite of measures can be applied in a subsequent intervention study but is out of scope for the current project.

Outcomes: Project in progress.

Outputs:

Presentation and slide pack

Cooper B, Donohue R, De Cieri H, Shea T. Assessing Psychosocial Safety Attitudes: Emerging Findings. Presented to: WSV; 2021 May 12; Melbourne, AU. ISCR Reference: 272-0521-P02.

286 Thought Leadership Series

Aims: The Thought-leadership series are designed to provoke thinking and discussions on bigger picture topics that have been identified as being important to WorkSafe business needs.

Outcomes: Project in progress.

Outputs:

Webinar

Twin J, Phelps G, Moore M. Behavioural Insights: Lessons from Farm Safety. Presented to: ISCR, WSV; 2021 June 22. ISCR Reference: 286-0621-P01.

293 Agriculture Behavioural Insights

Aims: To uncover strategies and insights on behavioural interventions successfully used in agriculture and other relevant industries globally, which could be applied to WorkSafe prevention strategies and campaigns in Victoria. The insights will be used to design a pilot to test using behavioural interventions in the Victorian agriculture industry to increase safe behaviours and reduce risk behaviours.

Outcomes: Project in progress.

Outputs: Project in progress.

Recovery

Treatment

227 Lumbar Spinal Fusion Surgery Outcomes

Aims: Spinal Surgery model evaluation of long-term impacts of spinal surgery compared to injured workers who received non-surgical treatments for the same injury. The aim of this project was to conduct further analysis into the worker outcomes from Lumbar Spinal Fusion based on WorkSafe Victoria claim data and publish the analysis in a peer reviewed journal to inform the broader discussion about the effectiveness of Lumbar Spinal Fusions.

Outcomes: Twenty-four months after LSF surgery, 282 (32.3%) of the 874 injured workers had substantial work capacity, 388 (44.4%) were prescribed opioids, and 330 (37.8%) were receiving mental health treatment.

Opioid prescription and limited work capacity before surgery were independent strong predictors of opioid prescription, reduced work capacity and mental health treatment 24 months after LSF. Pre-operative mental health treatment was associated with the use of mental health treatment at 24 months. Other predictors for poor outcomes included a greater than 12-month duration from injury to surgery, LSF re-operation, and common law or impairment benefit lodgement before surgery.

Outputs: Project in progress.

227.2 Lumbar Spinal Fusion Surgery Outcomes – Multidisciplinary-IME evaluation

Aims: The MD IME model was designed to be more patient-centric than the previous approach. The aim of this project was to evaluate the strengths and limitations of the MD IME and to gain insight into injured worker outcomes.

Outcomes: Project in progress.

Outputs: Project in progress.

270 Evaluation of the Clinical Panel Early Intervention for Trauma Claims with Victoria Police

Aims: To evaluate the effectiveness of the Early Intervention Trauma Initiative from the perspective of treating health practitioners and staff that support the person being treated. This information will provide evidence of current practices (processes and mechanisms) that shape how the intervention is utilised.

Outcomes: The findings from this evaluation provided evidence to inform future work on tailoring pathways for individual injured workers with complex claims at Victoria Police and potentially across other employer stakeholders. In particular this evaluation highlighted the level of collaboration which led to the intervention lessening, and the views of psychologists to inform future work.

Outputs:

Evaluation Report

Oxford S, McMillan J. Evaluation of the Early Intervention Trauma Initiative - Supporting Victoria Police. Melbourne, AU; 2020. 23 p. ISCR Reference: 270-0820-R01.

Emerging Findings Presentation

Oxford S, McMillan J. Early Intervention Trauma Initiative - Victoria Police. Presented to: WSV; 2020 August 4; Geelong, AU. ISCR Reference: 270-0820-P01.

280 Clinical Evidence Review Program

Aims: The Clinical Evidence Review program is an annual program of reviews conducted by ISCRR that produces evidence-based reviews to support development of WorkSafe clinical policy, and facilitate effective decision-making. The topics of interest are identified through discussion with WorkSafe Clinical Panel.

For the financial year 2020/2021 two areas of interest have been identified:

1. Investigation of “n-of-1” trial models for treatments that would not meet the New and non-established treatment (NeNET) policy criteria.
2. Review of the evidence for use of ketamine for relief from persistent pain.

Outcomes: Project in progress.

Outputs:

Evidence Review

Bywood P, McMillan J. Investigation of N-of-1 trial models. Institute for Safety, Compensation and Recovery Research; 2021 June 4. Pg 1-57. ISCRR Reference: 280-0421-R01.

Presentation and slide pack

Bywood P. Investigation of n-of-1 trial models. Presented to: WSV; 2021 March 22; Melbourne, AU. ISCRR Reference: 280-0221-P01.

Claims Management

261 Evaluation of Transition Support

Aims: Transition Support is an initiative through WorkSafe Victoria that supports injured workers when they no longer have an entitlement to benefits under the workers compensation scheme. The tailored transition support initiative is intended to inform workers about external services that will assist them to manage their finances, health and social needs independently of the scheme. The aim of this project is to evaluate the Transition Support initiative for its effectiveness in supporting injured workers whose payments are being ceased.

Outcomes: Project in progress.

Outputs: Project in progress.

281 Long-term health effects of COVID-19

Aims: To examine the evidence related to the long-term physical health effects of COVID-19, establish the current evidence related to the type, frequency and duration of ongoing symptoms, and identify key sources and ongoing studies that should be monitored.

Outcomes:

This global scan characterised COVID Long as involving multiple systems and syndromes, of which the mechanisms and long-term impacts are not fully understood. The immunological response to the virus differs between individuals and may underpin many of the different symptoms. The scan identified a need to continue scanning the literature for new evidence as it emerges.

Outputs:

Presentation and slide pack

Bywood P, McMillan J. COVID-19: Long-term health effects. Presented to: WSV; 2020 December 15: Melbourne, AU. ISCR Reference: 281-1220-P01.

Bywood P, McMillan J. COVID-19: Long-term health effects. Presented to: WSV and ISCR; 2021 March 17: Melbourne, AU. ISCR Reference: 281-0321-P02.

287 Support Coordination Pilot Evaluation

Aims: This project is an evaluation of a two-year pilot program to test if offering individualised Support Coordination as a provider service option can improve the recovery outcomes of injured workers with complex claims who have been off work for over 130 weeks.

Outcomes: Project in progress.

Outputs: Project in progress.

288 APS Trial Data Analysis

Aims: To evaluate the effectiveness of the pilot webinar, delivered by WorkSafe and APS in October 2020, from participating psychologists' perspective.

Findings will help inform future training by WorkSafe for psychologists and other provider groups, as well as to complement WorkSafe's Quality Provider Model work.

Outcomes: This evaluation found that the webinars were well received and educational with reference materials highly regarded for decision making. Attendees were interested in further education around claims timelines, the roles of various stakeholders (including psychologists), ethical considerations and the RTW process.

Outputs:

Emerging Findings Presentation

Moo A, Oxford S, McMillan J. Psychologist Pilot Webinar Evaluation. Presented to: WSV; 2021 25 March; Melbourne, AU. ISCR Reference: 288-0321-P01.

Slide pack

Moo A, Oxford S, McMillan J. Psychologist Pilot Webinar Evaluation. Submitted to: WSV, 21 April 2021; Melbourne, AU. ISCR Reference: 288-0421-P02.

296 Evaluation of the Clinical Review Panel Pilot

Aims: WSV need to know if they should consider the piloted Clinical Review Panel for a larger rollout alongside other changes to the Clinical Services function in terms of its benefit to injured workers and other stakeholders. The evaluation will explore the pilot's effectiveness from the perspective of participating Agent teams, the Treating Healthcare Providers (THPs) involved in the panel reviews, and the WSV clinicians leading the reviews.

Outcomes: Project in progress.

Outputs: Project in progress.

297 Evaluation of the Clinical Hotline Pilot

Aims: WSV need to know if WSV should consider the hotline (or a version of this hotline) for a larger rollout alongside other changes to the Clinical Services function, in terms of its benefit to Agents & THP's and therefore injured workers. The evaluation will explore the pilot's implementation and outcome effectiveness from the perspective of participating Agents, THPs, Hotline Clinicians, and the pilot's Working Group representatives. The hotline pilot will last for eight months and include three phases.

Outcomes: Project in progress.

Outputs: Project in progress.

298 Best Practices for Person-Centred Case Management

Aims: To understand the guidelines for best practice implementation of a needs-based, person-centred case management model, including identifying the necessary supporting roles, benchmarking measures, and workforce strategies for cultural embedding of a person-centred case management model. This research will inform a capability strategy that aligns to WSV's Service Model that meets the individual needs of injured workers and improves their recovery and return to work outcomes. This work will also inform how WorkSafe measure and support the workforce to transition to delivering best practice person-centred case management.

Outcomes:

- Many examples of best practice person-centred case management, but limited evaluation.
- Person-centred case management is not a linear process.
- Person-centred practice helps individuals feel empowered and supported.
- Clear, strong leadership and resources from the top underpins person-centred culture.
- A multidisciplinary support network complements person-centred service delivery.
- While technology may enhance person-centred outcomes, it is not a substitute.

Outputs:

Research Report

Moo A, Bywood P, Clark B, McMillan J. Best Practices for Person-Centred Case Management: A literature review. Melbourne (AU): Monash University, ISCRR; 2021. 10 p. ISCRR Reference: 298-0621-R01.

Presentation and Slide Pack

Moo A, Bywood P, Clark B, Iles R, McMillan J. Best practices for person-centred case management. Presented to: WSV; 2021 June 21; Melbourne, AU. ISCRR Reference: 298-0621-P01.

Other outputs delivered during the 2020-21 FY

Project No	Project Title	Output Title	Output Type
022.010	Updated Injury Risk/Benefit Analysis of Quadbar Crush Protection Device (CPD) For All-Terrain Vehicles (ATVS)	Quad bike safety rebate scheme evaluation (235 and 022)	Insights
068	Defining Effective Safety Communication in the Workplace: An Observational Study	Defining Effective Communication in the Workplace: An Objective Approach	Journal Article
080/284	The CRC for Alertness, Safety and Productivity	Alertness CRC Translation Activities	Insights
086	Understanding Individual, Workplace & System Level Influences on RTW in a changing Australian labour market (ARC Linkage project).	Sleep disturbances and disability following workplace injury and illness: Examining longitudinal relationships across three follow-up waves	Journal Article
146	Long term outcomes of work injury for Victorian workers – identify factors that contribute to outcomes and opportunities to improve outcomes	Victorian Injured Worker Outcomes Study (VIWOS) Phase 1	Insights
184	Current and emerging industry approaches for supporting long-term injured workers to Return to Work	Long-term injured worker experiences after compensation cessation	Conference Abstract
184	Current and emerging industry approaches for supporting long-term injured workers to Return to Work	Long-term injured workers to Return to Work – VIWOS Phase 3	Insights
207	Workload management	Workload Management in the Victorian Public Service	Insights
209	WorkSafe Public Safety Campaigns	WorkSafe Public Safety Campaigns: Bullying data Analysis	Insights
209	WorkSafe Public Safety Campaigns	WorkSafe Public Safety Campaigns: Manual Handling	Insights
226	Cumulative exposure leading to trauma	Vicarious trauma and Cumulative exposure to trauma at work	Insights

Project No	Project Title	Output Title	Output Type
226	Cumulative exposure leading to trauma	Cumulative exposure to trauma at work. Phase 2 - Prevention and intervention strategies	Insights
229	Overcoming barriers to return to work	Overcoming barriers to return to work	Insights
230	Workplace Bullying definition	Workplace Bullying definition	Insights
231	Clinical effectiveness of platelet rich plasma injections for epicondylalgia	Platelet rich plasma for epicondylalgia	Insights
232	Bitumen contents and fumes	Bitumen contents and fumes	Insights
233	Evidence-based best practice in managing claims from firefighters	Evidence-based best practice in managing claims from firefighters	Insights
234	Epidemiology of Silicosis and safe work methods	Epidemiology of Silicosis and safe work methods	Insights
235	Quad bike safety and rebate scheme evaluation	Learnings of farmer behaviour from the Victorian Quad Bike Rebate Scheme	Conference Abstract
235	Quad bike safety and rebate scheme evaluation	Learnings of farmer behaviour from the Victorian Quad Bike Rebate Scheme	Conference Abstract
235	Quad bike safety and rebate scheme evaluation	Quad bike safety rebate scheme evaluation (235 and 022)	Insights
236	Developing and Testing a Research Impact Framework for WorkSafe	Developing and Testing a Research Impact Framework for WorkSafe	Insights
237	The Victorian on-demand economy rapid review	The Victorian on-demand economy rapid review.	Insights
238	IBU Triage modelling project	Triage modelling	Insights
240	Case Conferencing in medical service delivery	Multidisciplinary Case Conferencing	Insights
243	Gig Economy Market Review	Gig Economy Market Review	Insights
248	Repetitive Transcranial Magnetic Stimulation review	Repetitive Transcranial Magnetic Stimulation review	Insights
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Baseline findings: Housing	Presentation – Formal
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Ballarat Focus Group and Interview Summary	Presentation – Partners

Project No	Project Title	Output Title	Output Type
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Broadmeadows Focus Group and Interview Summary	Report Summary
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Nema Focus Group and Interview Summary	Report Summary
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Vicarious trauma organisational readiness guide: Ballarat summary results	Report Summary
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Qualitative Overview - Bendigo	Presentation – Partners
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Consultation Overview - Broadmeadows	Presentation – Partners
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Consultation Overview - Ballarat	Presentation – Partners
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Consultation Overview - Nema	Presentation – Partners
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Findings Review - Franklin St	Presentation – Partners
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Baseline findings: Department of Justice and Community Safety	Presentation – Partners
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Bendigo Focus Group and Interview Summary	Report Summary
251	CPSU Vicarious Trauma Prevention and Awareness Toolkit	Franklin St focus group and interview summary	Report Summary
252	MSD Reduction in Compliance and Enforcement	MSD Reduction in Compliance and Enforcement	Insights
253	Models of preferred providers - Environmental Scan and Interviews	A Model of Quality Providers	Insights
254	Occupational Cancer: Welding Fumes - Required controls and expected exposures	Occupational Cancer: Welding Fumes - Required controls and expected exposures	Insights
255	Treatment options for crystalline silica exposure related occupational acquired disease	Silica exposure-related disease - Current and emerging treatment options	Insights
256	Notices Research Program	Notices Program	Insights
257	Research Impact Implementation	First year learnings from the WorkSafe-ISCRR Research Impact Pilot	Conference Abstract
257	Research Impact Implementation	ISCRR Research Impact Pilot	Impact Measures
257	Research Impact Implementation	WorkWell research impact case study	Impact Measures

Project No	Project Title	Output Title	Output Type
257	Research Impact Implementation	Developing and Testing a Research Impact Framework for WorkSafe	Insights
258	Medicinal Cannabis	Medicinal Cannabis – Snapshot Review	Insights
270	Evaluation of Early Intervention Trauma Initiative	Evaluation of the Early Intervention Trauma Initiative - Victoria Police	Insights
271	Preventing Burnout: Fatigue in Hospitals	Fatigue and burnout in healthcare: Prevalence, impact and interventions	Insights
274	Systems-thinking applied to work-related violence and aggression in City Councils	Systems-thinking applied to work-related violence and aggression in City Councils	Insights
276	Conference presentations and workshop tracking FY2020-2021	Mental Health Program Logic Workshop - Part 1	Research Evaluation Activity
276	Conference presentations and workshop tracking FY2020-2021	Mental Health Program Logic Workshop - Part 2	Research Evaluation Activity
276	Conference presentations and workshop tracking FY2020-2021	Achieving impact on policy through a rapid and flexible evidence-based program	Presentation – Formal
276	Conference presentations and workshop tracking FY2020-2021	Factors for achieving success in a research-policy partnership: a case study	Presentation – Formal
276	Conference presentations and workshop tracking FY2020-2021	Improving worker mental wellness - from the office to front line workers	Presentation – Formal
276	Conference presentations and workshop tracking FY2020-2021	Factors for achieving success in a research-policy partnership: a case study	Presentation – Formal
276	Conference presentations and workshop tracking FY2020-2021	Success factors for achieving long term impact of a research-policy partnership	Conference Abstract
276	Conference presentations and workshop tracking FY2020-2021	Factors for achieving success in a research-policy partnership: a case study	Conference Abstract
276	Conference presentations and workshop tracking FY2020-2021	Achieving impact on policy through a rapid and flexible evidence-based program	Conference Abstract
276	Conference presentations and workshop tracking FY2020-2021	Improving worker mental wellness - from the office to front line workers	Conference Abstract
277.1	Prevention First Program Scans - Agriculture Scan	Prevention First Global Scan: Agriculture fatalities	Insights
277.1	Prevention First Program Scans - Agriculture Scan	Work-related deaths in agriculture are a major concern	Infographic

Project No	Project Title	Output Title	Output Type
277.2	Prevention First Program Scans - Construction scan	The Construction industry has the 3rd highest work fatalities in Australia	Infographic
277.3	Prevention First Program Scans-Transportation Scan	Prevention First Global Scan: Transportation (road freight industry) fatality prevention	Insights
277.3	Prevention First Program Scans-Transportation Scan	Fatigue remains the main cause of fatal single heavy vehicle crashes	Infographic
277.4	Prevention First Program Scan - Industry 4.0 Technologies scan	Prevention First Global Scan: Industry 4.0 Technologies	Insights
277.4	Prevention First Program Scan - Industry 4.0 Technologies scan	Industry 4.0 - to eliminate or reduce the risk of musculoskeletal disorders	Infographic
277.5	Prevention First Program Scans - Worker Representation scan	Prevention First Global Scan: Worker Representation	Insights
277.5	Prevention First Program Scans - Worker Representation scan	The Preventative Potential of Worker Representatives	Infographic
279	COVID controls for health and aged care workers	COVID-19 infection control in healthcare and aged care	Insights
280	Clinical Evidence Review Program	Clinical Evidence Review Program	Insights
281	Long-term health effects of COVID-19	COVID-19: Long-term health effects	Insights
283	COVID-19 Global Scans	COVID-19: Workers' Compensation Trends and Public Policy Responses	Insights
283	COVID-19 Global Scans	COVID-19 Outbreaks and controls	Insights
283	COVID-19 Global Scans	Global Scan: COVID-19 & OHS Impacts. Focus: Healthcare workers and Teachers	Insights
283	COVID-19 Global Scans	Global Scan: COVID-19 & OHS impacts. Focus: OHS and Service provision	Insights
283	COVID-19 Global Scans	Global Scan: COVID-19 & OHS impacts. Focus: Mental health and intimate partner violence.	Insights
283	COVID-19 Global Scans	Global Scan: COVID-19 & OHS impacts. Focus: Working from home.	Insights
294	Influencing Farm Safety	Influencing Farm Safety Climate and Culture – Grey Literature Findings	Evidence Review
294	Influencing Farm Safety	Influencing Farm Safety Climate and Culture	Presentation – Formal

Statement of Income and Expenditure

STATEMENT OF INCOME AND EXPENDITURE

INSTITUTE FOR SAFETY, COMPENSATION AND RECOVERY RESEARCH

Statement of Income and Expenditure

For the Financial Year ended 30 June 2021

For purpose of compliance with the reporting requirements of the

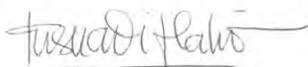
Research Institute Collaboration Agreement 2019

Statement of Income and Expenditure	Table	Core Funding			Non-Core Funding	2020/21 TOTAL
		WSV	Monash	Total Core Funding		
		\$'000	\$'000	\$'000	\$'000	\$'000
Revenue						
Funding revenue	2	2,285	-	2,285	184	2,469
Monash ancillary contribution		-	255	255	-	255
Interest income		18	-	18	3	21
Total Revenue		2,303	255	2,558	187	2,745
Expenditure						
Research & Evaluation by Research Partners	3	418	-	418	40	458
Research & Evaluation by ISCRR (Non Operational)	4	-	-	-	97	97
Research & Evaluation by ISCRR (Operational)	5	606	-	606	-	606
Research Communication & Translation	6	345	-	345	-	345
Research Program Management	7	270	-	270	-	270
ISCRR Management	8	206	-	206	-	206
Institute costs	9	82	255	337	24	361
Total Expenditure before Adjustments		1,927	255	2,182	161	2,343
Adjustments		-	-	-	-	-
Net balance for the financial year		376	-	376	26	401
Brought forward unspent funds		746	1	747	576	1,322
Accumulated unspent funds carry forward	10	1,121	1	1,122	602	1,724

The Statement of Income and Expenditure should be read in conjunction with the accompanying notes to the Statement.

Certification

We certify that the above Statement correctly reflects the income and expenditure as recorded in the Monash University Accounting and Financial Reporting System against the funding revenue received from the Transport Accident Commission, WorkSafe Victoria and Monash University and has been expended in accordance with the Research Institution Collaboration Agreement.



Robert Halim

Manager, Research and Revenue Accounting Services (Central Portfolio)

Date: 03 September 2021



Samantha Barker

Director

Institute for Safety, Compensation and Recovery Research

Date: 03 September 2021

NOTES TO THE STATEMENT OF INCOME AND EXPENDITURE

Notes to the Statement of Income and Expenditure

The Institute for Safety, Compensation and Recovery Research ("ISCRR") was established in April 2009 under the Research Institute Collaboration Agreement (the "Agreement") between the Transport Accident Commission ("TAC"), WorkSafe Victoria ("WSV") and Monash University ("Monash") for the purpose of acting as a centre of excellence to facilitate research and best practice in the areas of injury prevention, rehabilitation and compensation practice and to improve outcomes in those areas. ISCRR is an unincorporated entity not established for the purpose of making a profit. Under the 2018 RICA the management structure of ISCRR consists of the Steering committee and the Director.

Operationally, ISCRR is part of Monash and is located within the Office of the Provost and Senior Vice President. Monash provides the ancillary assistance and resources towards the conduct of ISCRR activities and is responsible for the accounting function. There is no separate bank account for ISCRR as all monies are paid to and administered by Monash. All employees of ISCRR are employed by Monash and salary and on costs are recharged to ISCRR.

The original RICA ("2009 RICA") expired on 30 June 2013 and the new RICA ("2013 RICA") was signed by the 3 parties for the period from 1 January 2014 to 30 June 2018. Upon the expiration of the 2013 RICA, WSV entered into a further RICA ("2018 RICA") with Monash for another financial year ending 30 June 2019. Although TAC did not opt into the 2018 RICA, ISCRR continued to manage existing Neurotrauma TAC projects for the 2018/2019 financial year. ISCRR and TAC agreed on a set amount of RICA 2013 and Neurotrauma funds to be utilised to manage these projects, the remaining TAC RICA 2013 funds were returned in late 2018.

Upon the expiry of the RICA extension expired on 30 June 2019:

(a) WSV has entered into a new five-year contract with Monash from 1st July 2019 to 30th June 2024. The unspent 2009 & 2013 RICA funds amount to \$434,582. This amount less the project commitments was returned to WSV subsequent to this reporting date.

(b) TAC has opted not to participate in the new five-year contract from 1st July 2019 to 30th June 2024, New RICA. The remaining Neurotrauma projects that continue past 1st July 2019 have been returned to TAC to manage and as a result the accumulated unspent funds, \$404,417 less any final project commitments made by ISCRR, were returned to TAC in December 2019. Accordingly, there has been no further funding received from WSV and TAC under the terms of the 2013 RICA or the RICA extension of 2018.

1. Summary of Significant Accounting Policies

The statement of income and expenditure has been prepared solely for the purpose of compliance with the Agreement between TAC, WSV and Monash and is based on the accounting policies listed below:

(a) Revenue recognition

Funding revenue is recognised when calls are made on funding agencies in accordance with respective funding agreements in the operating statement to correspond to the period to which the research project and operating expenditure are allocated.

Core funding revenue relates to the contribution as set out in the agreement between WSV and Monash, adjusted for the carry forward amount from the previous financial year.

External funding revenue relates to contribution other than in relation to the above-mentioned agreements.

(b) Interest income

Interest income is recognised on an accrual basis and is earned on funds in the ISCRR cost centre accounts held in bank accounts maintained by Monash. These funds are invested in accordance with Monash's approved treasury policy and interest earned is returned to ISCRR as revenue for use in ISCRR activities.

(c) Recognition and allocation of expenditure

Funding for research projects is recognised as expenditure when funding is transferred to project funds in accordance with the approved Project Plans. The balance of project funds is held and managed by Project Leaders for payment of research costs and expenses until the completion of the projects.

All other expenditure is recognised on an accrual basis.

Staff salaries and on costs including operating costs not directly attributable to research projects but incurred in undertaking research activities are allocated to Research expenditure. All other costs are allocated to Research Development and Translation or Operations expenditure.

(d) Employee benefits

No provision is made for benefits accruing to employees in respect of annual leave, long service leave or superannuation as these benefits have been included in the salary and on costs recharged to ISCRR.

(e) WSV ancillary contribution:

WSV provides ancillary contribution as part of its Operational funding or via RICA project funding. There were recoveries made from projects towards central support charges for projects conducted by ISCRR. These charges are to support the cost of space, utilities, purchasing/leasing and maintenance of any permanent infrastructure available to the research team.

(f) Monash ancillary assistance and resources

Total expenditure in the operating statement includes the cost of ancillary assistance and resources directly attributable to the conduct of ISCRR activities which has been provided by Monash as set out in

the agreement between WSV and Monash. The value of such ancillary assistance and resources provided is recognised as contribution by Monash and as revenue to ISCRR. In addition, Monash also provides research infrastructure support for ISCRR projects conducted by Monash organisational units, where overheads are not fully funded via ISCRR. Infrastructure support includes the cost of space, utilities, purchasing/leasing and maintenance of any permanent infrastructure available to the research team. The value of infrastructure support provided by Monash is not recognised in these financial statements.

(g) **Accumulated funds**

Accumulated fund represents the accumulated unspent funds of revenue less deduction for expenditure incurred to reporting date.

(h) **Rounding**

The amounts in the financial statement are rounded off to the nearest thousand dollars unless otherwise indicated.

2. Funding Revenue

This table reflects revenue movement in the current financial year and adjusted Monash ancillary contribution.

Funding Revenue	WSV	Monash	External parties	2020/21 TOTAL	2020/21 BUDGET
	\$'000	\$'000	\$'000	\$'000	\$'000
Core Funding revenue					
- 2019 RICA	1,533	-	-	1,533	1,533
- 2019 RICA Projects	752	-	-	752	997
- Monash ancillary contribution	-	255	-	255	255
Core funding revenue	2,285	255	-	2,540	2,785
Non core funding revenue	-	-	184	184	142
Total funding revenue	2,285	255	184	2,724	2,927

3. Expenditure: Research & Evaluation by Research Partners

The following tables detail expenditure of Research and Evaluation by Research Partners for projects approved from RICA 2019 and non-core funding.

Research & Evaluation by Research Partners	WSV	External parties	2020/21 TOTAL	2020/21 BUDGET
	\$'000	\$'000	\$'000	\$'000
2019 RICA				
Faculty of Business and Economics				
Assessing Psychosocial Safety Attitudes	100	-	100	100
Sub-total Faculty of Business and Economics	100	-	100	100
Monash University Accident Research Centre (MUARC)				
Systems thinking review and revision of risk controls	-	-	-	-
Systems-thinking applied to work-related violence in City Councils	79	-	79	79
Systems-thinking applied to preventing workplace incidents involving a light motor vehicle	50	-	50	50
Sub-total Monash University Accident Research Centre	129	-	129	129
Non-Monash research groups				
Occupational Cancer- Welding Fumes	57	-	57	57
Workplace evaluation of online procedures to manage risk of both musculoskeletal and stress-related mental health disorders	50	-	50	50
Support Coordination Evaluation	45	-	45	45
Agricultural Behavioural Insights	37	-	37	37
Sub-total Non-Monash research groups	189	-	189	189
Total Research & Evaluation by Research Partners funded from 2019 RICA	418	-	418	418

Research & Evaluation by Research Partners	WSV	External parties	2020/21 TOTAL	2020/21 BUDGET
	\$'000	\$'000	\$'000	\$'000
3.2 Funded from Non Core Funding				
Monash University Accident Research Centre (MUARC)				
Patient handling - review of risk controls	40	-	40	40
Sub-total Monash University Accident Research Centre	40	-	40	40
Total Research & Evaluation by Research Partners from Non Core Funding	40	-	40	40
Total Research & Evaluation by Research Partners	458	-	458	458

4. Expenditure: Research & Evaluation by ISCRR (Non-Operational)

The following tables detail expenditure Research and Evaluation by ISCRR that are not part of RICA 2019 Operational funding, including projects approved from RICA 2013, RICA 2019 Pipeline Projects funding, and non-core funding.

Research & Evaluation by ISCRR	WSV	External parties	2020/21 TOTAL	2020/21 BUDGET
	\$'000	\$'000	\$'000	\$'000
4.2 Funded from Non Core Funding				
ISCRR				
Quad bike compliance and enforcement module evaluation	-	1	1	1
Vicarious Trauma Toolkit (CPSU)	-	96	96	96
Sub-total ISCRR	-	97	97	97
Total Research & Evaluation by ISCRR Non Core Funding	-	97	97	97
Total Research & Evaluation by ISCRR	-	97	97	97

5. Expenditure: Research & Evaluation by ISCRR (Operational)

This table describes expenditure for Research and Evaluation by ISCRR as part of RICA 2019 Operational Core Funding.

Research activities by ISCRR	WSV	External parties	2020/21 TOTAL	2020/21 BUDGET
	\$'000	\$'000	\$'000	\$'000
5.1 Funded from Core Funding				
ISCRR Internal				
Research & Evaluation by ISCRR Staff (incl. on-costs)	593	-	593	593
Research & Evaluation by ISCRR Centre Specific Expenditure	13	-	13	13
Sub-total ISCRR Internal	606	-	606	606
Total Research & Evaluation by ISCRR	606	-	606	606

6. Expenditure: Communications and Translation

This table describes expenditure for ISCRR Communications and Translation as part of RICA 2019 Operational Core Funding.

	Core Funding			Non-Core Funding	2020/21 TOTAL	2020/21 BUDGET
	WSV	Monash	Total Core Funding			
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Research Communication & Translation						
Staff (incl. on-costs)	320	-	320	-	320	320
Centre Specific Expenditure	25	-	25	-	25	25
Research Communication & Translation	345	-	345	-	345	345

7. Expenditure: Research Program Management

This table describes expenditure for ISCRR Research Program Management as part of RICA 2019 Operational Core Funding.

	Core Funding			Non-Core Funding	2020/21 TOTAL	2020/21 BUDGET
	WSV	Monash	Total Core Funding			
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Research Program Management						
Staff (incl. on-costs)	270	-	270	-	270	270
Centre Specific Expenditure	-	-	-	-	-	-
Research Program Management	270	-	270	-	270	270

8. Expenditure: ISCRR Management

This table describes expenditure for ISCRR Management as part of RICA 2019 Operational Core Funding.

	Core Funding			Non-Core Funding	2020/21 TOTAL	2020/21 BUDGET
	WSV	Monash	Total Core Funding			
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
ISCRR Management						
Staff (incl. on-costs)	206	-	206	-	206	206
Centre Specific Expenditure	-	-	-	-	-	-
ISCRR Management	206	-	206	-	206	206

9. Expenditure: Institute costs

This table describes expenditure for ISCRR Operations and Infrastructure costs as part of RICA 2019 Operational Core Funding or Project funding (RICA 2019 Projects or Non-Core).

	Core Funding			Non-Core Funding	2020/21 TOTAL	2020/21 BUDGET
	WSV	Monash	Total Core Funding			
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Institute costs						
Operational expenses	35	-	35	-	35	35
Infrastructure expenses	30	-	30	-	30	30
Central Support Costs	18	255	273	24	296	296
Institute costs	82	255	338	24	361	361

10. Accumulated Unspent Funds as at 30 June 2021

Accumulated Unspent Funds as at 30 June 2021	WSV	TAC	Monash	External parties	2020/21 TOTAL
	\$'000	\$'000	\$'000	\$'000	\$'000
Core Funding revenue					
- 2013 to 2018 RICA	116	-	1	-	117
- 2019 RICA	1,005	-	-	-	1,005
	1,121	-	1	-	1,122
Non core Funding revenue	-	-	-	602	602
Total accumulated unspent funds carry forward	1,121	-	1	602	1,723

- a) The RICA extension expired on 30 June 2019. Accordingly, there is no funding to be received from WSV and TAC under the terms of the 2013 RICA or the RICA extension of 2018, except for the \$1K interest income which is recognised on an accrual basis and maintained by Monash. These funds are invested in accordance with Monash's approved treasury policy and interest earned is returned to ISCRR as revenue for use in ISCRR activities.
- b) WSV is in its second year of a five-year contract with Monash from 1st July 2019 to 30th June 2024. The unspent RICA (2013 & 2019) funds amounted to \$1,121K carried forward from FY1920.



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INDEPENDENT AUDIT REPORT Institute of Safety, Compensation and Recovery Research

This audit opinion is prepared for the purposes of the 2019 Collaboration Agreement (“the **Agreement**”) which commences on 1 July 2019, between the **Victorian WorkCover Authority ('WorkSafe')** (“the **Agency**”) and Monash University (“the **University**”).

Scope

We have audited the Statement of Income and Expenditure (“the Statement”) for the period beginning 1 July 2020 and ending 30 June 2021 provided by the University which specifies an amount of \$2,343,045.30 of Expenditure an amount of \$2,744,185.34 of State Government and other revenue and funding contributions to support the activities of the **Institute for Safety, Compensation and Recovery Research (ISCRR)** in order to express an opinion on it for the purpose of the Agreement. The management of the Corporate Finance Division of Monash University are responsible for the preparation of the Statement, and for meeting the requirements of the Agreement

We have conducted an independent audit of the Statement in order to express an opinion on it to the members of the Agency and the University. We disclaim any assumptions of responsibility for any reliance on this report or on the Statement to which it relates to any person other than the Agencies and the University, or for any purpose other than that for which it was prepared for.

Our audit has been conducted in accordance with the Australian Auditing Standards. Our procedures included an examination, on a test basis, of evidence supporting the amounts within the Statement. These procedures have been undertaken to form an opinion as to whether the Statement is true and fair.

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Audit Opinion

We confirm that in our opinion:

- The Statement of Income and Expenditure for the period of inception until 30 June 2021 is true and fair in all material respects.
- The funds have been expended in accordance with operations of the research institute.
- The balance of funds as at 30 June 2020 was \$1,723,612.75.

Rsm

RSM AUSTRALIA PTY LTD

K J Dundon

K J DUNDON
Director

Dated: 6 September 2021
Melbourne, Victoria