

Provision of Advisory, Information and Education Services for Tasmanian Employers and Workers

Applicant Guidelines



Overview

The WorkCover Tasmania Board ('the Board') is seeking proposals from organisations to provide advisory, information and education services to Tasmanian employers and workers.

1 Introduction

In order to effectively fulfil its legislative functions and stated objective of “healthier, safer and productive workplaces”, the Board is looking to engage service providers to deliver advisory, information and education services for Tasmanian employers and workers in order to promote and support:

- an understanding of the *Workers Rehabilitation and Compensation Act 1988* and the *Work Health and Safety Act 2012* through education and any other appropriate means; and
- the prevention of injuries and diseases in workplaces, the development of healthy and safe workplaces and the return to work of injured workers as soon as possible.

Applicants' proposals will be assessed on whether or not they align with or address one or more of the following objectives:

1. align with the strategies and action areas set out in the Board's *Strategic Plan 2018-23*;
2. address the priority industries, conditions and causes identified in the Board's *Strategic Plan 2018-23*;
3. address the Board's functions under the *Workers Rehabilitation and Compensation Act 1988*, section 10(f) and (j);
4. address the Board's functions under the *Work Health and Safety Act 2012*, Schedule 2, Part 2, clause 2(d) and (e).

Applicants are encouraged to provide services to all areas of Tasmania. However, whether these services are delivered to all areas of Tasmania by one or more successful applicants will be determined by the Board.

Applicants are encouraged to demonstrate their ability to utilise innovation and technology to deliver services through a variety of channels. Similarly, the Board encourages proposals that relate to emerging issues and opportunities.

Successful applicants will be funded to provide the agreed services for the period of up to three years from 1 July 2020, subject to an annual review of the program's objectives. The Board may extend the grant program for an additional period of one year at its discretion.

2 Background

2.1 About WorkCover Tasmania

The WorkCover Tasmania Board is a body corporate established under the *Workers Rehabilitation and Compensation Act 1988*, section 8 ('Board').

The Board exercises powers and functions under that Act as well as under the *Work Health and Safety Act 2012* and the *Asbestos-Related Diseases (Occupational Exposure) Compensation Act 2011*.

The Board's work is funded through a levy on workers compensation premiums.

2.2 Functions of WorkCover Tasmania

The Board:

- licenses insurers to cover employers for workers compensation claims made by their workers
- grants permits to employers to self-insure against workers compensation claims made by their workers
- approves the injury management programs of employers, licensed insurers and self-insurers
- accredits medical practitioners to assess permanent impairment
- accredits workplace rehabilitation providers to deliver workplace rehabilitation services in Tasmania
- supports services and projects that engage with workplaces and the wider community: to influence attitudes towards work health and safety, and empower change to positive behaviours.

More information on the WorkCover Tasmania Board is available on its website <www.worksafe.tas.gov.au> and in the Board's Annual Report <www.worksafe.tas.gov.au/Work-Cover-Tasmania-Board-Annual-Report-2018-19>

2.3 Context of the grant program

There are currently two externally operated services which have been operating for a number of years, one with a focus on providing information and education to employers and the other providing information and advisory services to injured workers under the workers compensation scheme and claimants under the Tasmanian asbestos compensation scheme. In addition to these externally operated services, the Board also operates an internal advisory service.



The Board is seeking proposals from individuals and organisations with capability to deliver advisory, information and education services for Tasmanian employers and workers. The Board is seeking these services through this grants program rather than through a request for tender.

Without intending to be prescriptive or exhaustive, applicants may propose providing services, funded by the Board, that address one or more of the following:

1. providing injured workers and employers with information about the workers compensation claims process, including in relation to the Workers Rehabilitation and Compensation Tribunal;
2. mediation between injured workers and employers/insurers to resolve complaints prior to any referral to the Workers Rehabilitation and Compensation Tribunal;
3. assisting with or facilitating injured workers' return to work and/or re-deployment, such as through the provision of return to work consultants;
4. age-related injuries such as body stressing and musculoskeletal disorders; and
5. employers' and workers' mental health awareness and mentorship, including in relation to work-related pressure, harassment and bullying.

These are provided by way of possible examples to assist applicants in scoping their proposals. They are not requirements, nor are they criteria.

The Board encourages a diverse range of proposals that address the Board's legislative functions as set out above.

Given the nature of the services being sought and the Board's encouragement of a diversity of proposals, it is difficult to forecast the demand for services required from successful applicants and funded by the Board. To assist applicants to scope their proposals, data on the average number of services that have been provided each year under the existing contracts is provided below for information purposes only.

Actual numbers, volume and demand may be subject to variation and may increase or decrease subject to demand and other factors during the term of the grant deeds. The Board welcomes proposals that satisfy its objectives, set out above, in ways different to the services provided each year under the existing contracts.

Current Information and Education Service for Employers

Monthly average activity levels	
Number of Telephone Calls	28
Number of Emails	20
Number of Onsite Visits	10
Number of Campaigns	1
Number of Mentoring Consultations	5

Current Information and Education Service for Workers

Monthly average activity levels	
Actions Performed	186
Number of Emails per month	49
Contacts made	180
Issues Assisted	71

The Board has allocated an indicative project budget of approximately \$735,000 each year to provide services under this grant program across the three year term, paid out of the fund established by the *Workers Rehabilitation and Compensation Act 1988*, section 145.

It is anticipated that grants to one or more successful applicants may be provided by the Board for the approved purpose. The Board also welcomes proposals involving partnerships between applicants.

Applicants should note that the indicated project budget amount, referred to above, is indicative only. The actual budget, whether greater or smaller, will depend on the nature, scope and scale of the proposal(s) accepted by the Board. Applicants should also address proposed resourcing and key performance indicators.

The Board has deliberately chosen not to be prescriptive about the specific services it will fund, but has instead chosen to focus on the broad themes to be addressed as well as the outcomes that should be achieved.

The Tasmania Industry Overview State-wide Analysis for calendar year 2018, available from the Board's website, may assist applicants in scoping their proposals. Applicants are strongly encouraged to read that analysis. The Board welcomes proposals that address some or all of the following statistics, taken from the Board's State-wide Analysis and its Strategic Plan:

Tasmanian industry snapshot, 2018

Number of people employed	250,000
Number of employers	15,747
Number of injuries	7,520
Average lost time per injury (2015-2018)	44 days
Industry with greatest serious injury frequency rate	Healthcare and Social Assistance (13.6 serious injuries per million hours)
Industry with greatest increase in	Accommodation and Food



rolling average serious injury frequency rate	Services (from 6.2 per million hours in 2009 to 7.3 million hours in 2018)
Industry with the largest increase in hours worked	Rental, Hiring and Real Estate
Age group with highest serious injury frequency	55-64 year olds
Injury type experiencing the largest increase in percentage terms 2014-2018	Mental stress (17% increase)

The Workers Rehabilitation and Compensation Tribunal's 2018-2019 Annual Report, records that the injury category forming the largest proportion of referrals (other than under the *Workers Rehabilitation and Compensation Act 1988*, ss 81A or 77AB) to the Tribunal is psychological injuries, constituting 46% of referrals. The next highest category (excluding 'other') is back injuries.

In scoping proposals, applicants may be guided by the 'National Return to Work Strategy 2020-2030 Action Areas' report, published by Safe Work Australia and available at https://www.safeworkaustralia.gov.au/system/files/documents/1909/national_return_to_work_strategy_2020-2030.pdf.

Further information is contained in the annexed extract from the Board's Strategic Plan.

3 Statement of Requirements

3.1 General

Applicants should refer to the four objectives set out above in clause 1 of these guidelines.

Successful applicants will be funded to provide services in accordance with a program to be agreed with the Board.

The successful applicant must, in carrying out the funded service/s:

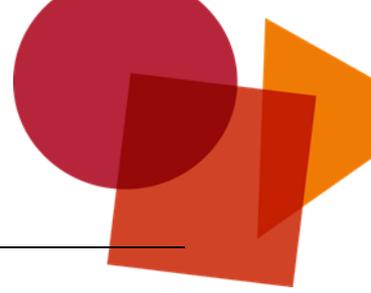
- (a) engage staff with the required knowledge and skills to provide an efficient and effective service;
- (b) develop and establish clearly defined procedures and systems to ensure the provision of consistent information and support;
- (c) maintain accurate and complete electronic records of client interactions that occur as part of delivery of the services;

- (d) ensure that all communication with clients is conducted in a sensitive and respectful manner;
- (e) develop and establish processes to ensure the privacy and confidentiality of information in accordance with relevant privacy legislation;
- (f) maintain a complaint and dispute handling system as well as a system to deal appropriately with conflicts of interest, including providing reports to the Board as required by the Board and in a form specified by the Board;
- (g) maintain up-to-date case management, record management and data management systems;
- (h) maintain meaningful statistics and information on services provided and the outcome of those services;
- (i) provide quarterly and annual reports in a form approved by the Principal;
- (j) provide a representative to report to the Board in person at least twice each year as requested by the Board;
- (k) ensure that the supplier's service operates from 9.00am to 5.00pm on business days during the term of the program;
- (l) provide multiple channels of communication, including but not limited to a telephone line, email service, web presence and (depending on the applicant's service type) an accessible office for the provision of general advice and support to employers and workers;

3.2 Funded services

Successful applicants will be funded to one or more of the following outcomes:

1. increasing awareness of work health and safety with as many Tasmanian employers and workers as possible;
2. educating employers and workers on their work, health and safety roles, rights and responsibilities;
3. improving the work safety culture and attitudes of Tasmanian employers and workers;
4. encouraging employers to adopt safer work practices and compliance with work health and safety obligations;
5. ensuring that workers in the Tasmanian Workers Compensation Scheme have access to basic information and advice and can navigate their way through the process of having sustained an injury at work;
6. enhance understanding of the *Workers Rehabilitation and Compensation Act 1988*, *Work Health and Safety Act 2012* and the *Asbestos-Related Diseases (Occupational Exposure) Compensation Act 2011*;
7. promote a positive injury management culture and return-to-work culture.



4 Reporting Requirements

Successful applicants must, as part of their delivery of the funded services, comply with the following reporting requirements:

4.1 Quarterly Reporting

A quarterly report, in a form approved by the Board, must be provided to the Board no more than 30 days after the end of each quarter.

4.2 Client Satisfaction Surveys

A client satisfaction survey, in a form approved by the Board, must be undertaken in June of each year (or for ad hoc/intermittent/non-ongoing services, a survey must be undertaken at the end of the service).

The results of each survey are to be included in the Annual Report required under cl 4.3 below)

4.3 Annual Reporting

An annual report, in a form approved by the Board, must be provided to the Board no more than 60 days after the end of each financial year.

5 Additional documentation

The following documents will provide further background and context and may assist applicants in scoping their proposals:

- *Workers Rehabilitation and Compensation Act 1988* (available from www.thelaw.tas.gov.au).
- *Work Health and Safety Act 2012* (available from www.thelaw.tas.gov.au).
- *Asbestos-Related Diseases (Occupational Exposure) Compensation Act 2011* (available from www.thelaw.tas.gov.au).
- *WorkCover Tasmania's Strategic Plan 2018-2023* (available from www.worksafe.tas.gov.au)
- Safe Work Australia's 'National Return to Work Strategy 2020-2030' (available from www.safeworkaustralia.gov.au)
- Safe Work Australia's 'Australian Work Health and Safety Strategy 2012-2022' (available from www.safeworkaustralia.gov.au)
- *WorkCover Tasmania's annual reports* (available from www.worksafe.tas.gov.au).

- Australian Government Digital Service Standard (available from www.dta.gov.au)

The Board will administer the grants program. Funding will be provided in instalments over the life of the project subject to grant deed negotiations.

Eligibility Criteria

Applicants must be recognised legal entities in Australia and must have an Australian Business Number.

To be considered for funding applicants must, as a minimum, provide the following information:

1. A statement identifying the applicant legal entity and an organisational profile of the organisation.
2. Details of the Proposal addressing the Assessment Criteria outlined below, including a proposed program for the delivery of the funded services and an outline of how the service/s will be delivered and referencing how these relate to the Board's objectives set out in these guidelines, including assurance of continuity, availability and accessibility of the applicant for the period of service delivery (1 July 2020 – 30 June 2023).
3. Identification of any other funding sources relevant to the applicant's proposed services.
4. Overview of the organisational capacity and experience (with particular reference to previous experience delivering similar services).
5. Details of key staff skills and experience, including contact details for a person authorised to act on behalf of the applicant.
6. Contact details for two referees who can provide feedback on the applicant's previous similar work.
7. Evidence of insurances (public liability, worker's compensation and professional indemnity).
8. Details of any limit of the applicant's occupational liability under any relevant scheme in force under the *Professional Standards Act 2005 (Tas)* together with a copy of the relevant scheme (if applicable).
9. Financial statements or a declaration of solvency.
10. Quality Assurance Certificates (if available).
11. Details of the applicant's relevant operational policies and procedures (including but not limited to complaint handling, risk management and protection of personal information).
12. Details of any conflicts of interest that may arise or need to be managed in providing the services.
13. Any other documentation that will assist in the evaluation of the applicant.

That information should be provided in Microsoft Word or PDF format.



Assessment Criteria

1 Capacity to fulfil the Board's requirements

- Demonstration of the applicant's ability to meet the Board's objectives referred to in these guidelines, including the tasks and outputs required.
- A statement linking the proposal to the statement of requirements in these guidelines.
- A statement demonstrating and understanding knowledge of the Tasmanian Workers Compensation Scheme context.
- General standard and quality of the proposal.

2 Capability

- Demonstrated capability of the applicant, including previous experience in similar and/or related work – verified by referees.
- Relevant experience and expertise offered by the applicant, including qualifications and experience of the staff who would deliver the services.
- Organisational maturity of the applicant, including demonstrated evidence of sound policies and processes in place in relation to relevant governance and operational matters (including management of risks, constraints and conflicts of interest, complaint handling, protection of personal information, and quality assurance).
- Ability to comply with the reporting requirements set out in these guidelines.

3 Planning

- Best practice development and delivery of the project, supported by current research.
- A risk profile, identifying project risks and mitigation strategies.
- Established partnerships and respective responsibilities.
- Safety standards and practices, including physical and mental health and wellbeing.
- Proposed timeframes and milestones to ensure the implementation of the project within the period for funding.
- Mechanisms for monitoring, review and evaluation.
- Governance and management arrangements.

4 Value for money

- Provision of a schedule identifying the linkage between the grant monies sought and the services to be delivered by the applicant
- Applications must demonstrate value for money by submitting a realistic budget that enables the delivery of services throughout the proposed timelines. All sources of funding for the project must be included in the application.
- Evidence confirming any funding secured from other sources must be submitted.

Funding conditions

1. The total funding available is approximately \$735,000 each year (exclusive of GST).
2. Applicants must demonstrate that the project or activities to be undertaken will be completed by appropriately qualified and experienced people who have appropriate insurance cover, where needed. The successful applicant(s) and its/their partners must hold, and maintain throughout the delivery of the project, professional accreditation(s) and/or registration(s) to deliver the activities.
3. Applicants must meet the assessment criteria noted above.
4. Organisations that currently have a grant with overdue reporting and acquittal obligations will not receive grant funding from this program until the reporting and acquittal obligations for the previous grant are completed.
5. The project must be completed and the grant money expended within 3 years, commencing 2019-20, unless otherwise agreed or extended by the Board.
6. All funding is subject to the terms and conditions which will be outlined in the grant deed with the successful applicant. Major funding terms and conditions include:
 - funding must be used for the purposes outlined in the application and the subsequent grant agreement, and any changes to the purposes of funding must be requested in writing to the Board and agreed to;
 - organisations seeking retrospective funding for projects that have already started or have been completed will not receive funding; and
 - a financial acquittal of the grant must be provided to the Board.
7. Projects that require ongoing or additional funding that is not secured will not be considered.
8. Applications which are incomplete or missing any supporting documents or attachments will not be considered.
9. Funding is subject to each successful applicant entering into a grant deed with the Board on terms and conditions to the satisfaction of the Board.

Goods and Services Tax (GST)

Applicants must indicate whether they are registered for GST in their grant application.

Need help?

Please contact the Australian Taxation Office (ATO) on 13 28 66 or www.ato.gov.au if you require any clarification on GST.



Application Process

An information session will be held at the Board's offices at 30 Gordons Hill Road, Rosny Park, Tasmania, on 16 March 2020 from 11am-12pm (midday).

Applicants must submit their proposals in Microsoft Word or PDF format.

Applications must be received by **5.00pm on Friday, 27 March 2020**

Electronic submission of applications via email to WorkCover.TasmaniaBoard@justice.tas.gov.au is preferred.

Hard copies can be mailed to:

Advisory, Information and Education Services for Tasmanian Employers and Workers
WorkCover Tasmania Board
30 Gordons Hill Road
Rosny Park TAS 7018
Attention: Corporate Secretary

Any questions regarding the application process, can be directed to the Board's Corporate Secretary, Mr Sam Thompson on (03) 6165 3698 or email at WorkCover.TasmaniaBoard@justice.tas.gov.au.

Your organisation will be contacted to acknowledge receipt of your application within five working days of the closing date. If you do not receive confirmation of your application within this time, please contact the Board's Corporate Secretary on (03) 6165 3698.

Assessment

The selection panel will undertake an assessment process against the above eligibility and assessment criteria and make recommendations to the WorkCover Tasmania Board for approval.

The assessment panel may comprise representatives from the Department of Justice and the WorkCover Tasmania Board. Panel members will be required to declare and manage any conflict of interest.

The assessment process provides for two stages of assessment at the discretion of the selection panel:

- Stage 1 – the selection panel will undertake a formal appraisal and assessment process that will consider the merits of written applications against the eligibility and assessment criteria.
- Stage 2 – the selection panel will make recommendations to the WorkCover Tasmania Board for approval.

The Board reserves the right to negotiate with an applicant as to the scope and/or terms of the applicant's proposal and the terms of any grant deed.

Timeframes

Applications open on Saturday, 29 February 2020 and close at 5.00pm on Friday, 27 March 2020. Late applications will not be accepted.

Applicants can expect to be notified of the outcome of the application by early June 2020. Successful applicants will receive a grant agreement outlining the funding terms and conditions.

Reporting and evaluation

The successful applicants will be required to meet reporting requirements under a grant deed, with a final report using a template that will be provided by the Board.

Information gathered from all reports will be used to evaluate the project and satisfy Board's reporting requirements.

The final report must include an explanation of how the grant funds were used, including a financial acquittal. Organisations may be required to complete a statement of compliance declaring that the grant has been spent in accordance with the grant application and agreed purpose of funding.

Personal information

Personal information will be managed in accordance with the *Personal Information Protection Act 2004*. You can request access to your personal information from the WorkCover Tasmania Board.

Right to information

Information provided to the WorkCover Tasmania Board is subject to the provisions of the *Right to Information Act 2009*. You can view the Act in full on the Tasmanian Legislation website at www.thelaw.tas.gov.au

6 Strategic Plan extract

Strategies, Priorities, Issues and Opportunities

- Strategy 1 Targeted Harm Reduction - Reducing harm in Tasmanian workplaces**
- Targeting priority industries and high consequence activities
 - Focusing on priority conditions and their cause
 - Improving the use of information
- Strategy 2 Building Culture and Capability - Responding to current and emerging WHS issues**
- Increasing stakeholder awareness and knowledge
 - Equipping workers and industry to create safe workplaces
 - Encouraging workplaces to be work health, safety and wellbeing leaders
- Strategy 3 Regulatory Frameworks – Ensuring regulatory frameworks are contemporary and effective**
- Maximising opportunities to improve regulatory framework
 - Promoting innovative solutions
 - Facilitating meaningful opportunities for community consultation
- Strategy 4 Exemplar Regulator – Striving for excellence as a regulator**
- Delivering principles-based regulation
 - Valuing our people and building organisational capability
 - Improving our systems and processes



Priority Industries & Activities

- Agriculture
- Public Administration and Safety
- Dangerous Substances
- Health Care and Social Assistance
- Construction
- Retail Trade
- Major Hazards and Mines
- Road Transport

Priority Conditions & Causes

- Musculoskeletal disorders
- Mental health conditions
- Asbestos-related disease
- Hazardous manual tasks
- Slips, trips and falls
- Safe movement of vehicles and plant

Emerging Issues & Opportunities

- Return to Work and Navigation of Workers Compensation System
- Occupational Diseases such as:
 - Occupational lung diseases eg silicosis,
 - Asbestos related diseases
- Age-related Injuries such as:
 - Body Stressing
 - Musculoskeletal disorders
- Mental Health Conditions
- Musculoskeletal disorders
- Cancers (including skin cancer and asbestos-related cancers)
- Contact dermatitis, and
- Noise-induced hearing loss

WorkCover Tasmania Board

Phone: (03) 6165 3698

Email: WorkCover.TasmaniaBoard@justice.tas.gov.au

<https://worksafe.tas.gov.au/about/about-the-workcover-tasmania-board>