REGULATOR PERFORMANCE FRAMEWORK KEY PERFORMANCE INDICATORS 2016–17

Supporting participation and productivity through healthy and safe workplaces that minimise the impact of harm in workplaces covered by Comcare

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BACKGROUND

Comcare is established under the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act). Comcare has functions and responsibilities under the SRC Act, the *Work Health and Safety Act 2011* (WHS Act) and the *Asbestos-related Claims (Management of Commonwealth Liabilities) Act 2005* (ARC Act).

Comcare provides expert advice and services to the Safety, Rehabilitation and Compensation Commission (SRCC) and the Seafarers Safety, Rehabilitation and Compensation Authority (Seacare Authority).

Under the above legislation Comcare has a unique position as insurer, regulator and scheme manager. Comcare is the national work health and safety regulator under the national WHS Act. Comcare also manages the Commonwealth's asbestos-related claims liabilities.

Under the WHS Act, Comcare' jurisdiction incorporates 196 employers and 410,634 employees, comprising of:

Full time equivalent employees		Number of employers WHS Act	
Australian Government:	187,726	Australian Government:	165
Licensees:	160,908	Licensees:	30
ADF:	62,000	ADF:	1

As the national regulator, Comcare delivers risk-based, cost-effective and consistent national regulation of workplaces, encouraging compliance to improve health, safety and rehabilitation outcomes through education and appropriate, balanced enforcement.

Comcare regulates by assisting, supporting, guiding and advising employers, service providers, employees and their representatives. This ensures active and informed participation in decisions that affect these groups. Comcare assists workplaces to identify and rectify unsafe processes and promotes healthier workplaces. Where necessary, Comcare takes strong enforcement action with employers and employees who do not comply with their WHS obligations.

Comcare partners with employers and their employees, health and safety representatives (HSRs), unions, the community, media, industry groups and associations to improve employee health and safety and drive a positive health and safety culture. Our local presence allows us to interact at workplaces at the 'assist and support' level, helping duty holders achieve healthy and safe workplace outcomes.

Comcare's work underpins healthy and safe workplaces and plays a vital role supporting workforce participation and productivity, as well as making an important contribution to the Australian Government's Regulatory Reform Agenda.

INTRODUCTION

The Australian Government committed to boosting productivity and cutting red tape by $1 billion a year. All regulators, including Comcare, in line with Government procedure must review and reduce regulatory burden on individuals, businesses and community organisations. To measure the performance of regulators in achieving the Government's goal, a Regulator Performance Framework was developed.

In line with the Regulator Performance Framework, Comcare must self-assess its performance once every twelve months. The first report was submitted in 2016.

The Regulator Performance Framework also complements Comcare's corporate outcome. This supports participation and productivity through healthy and safe workplaces that minimise the impact of harm in workplaces covered by Comcare.

EXECUTIVE SUMMARY

This report forms the second annual self-assessment by Comcare against the Government's Regulatory Performance Framework.

Comcare committed to twelve measures against six key performance indicators (KPIs) for 2016-17. The findings below provide a synopsis of Comcare's self-assessment methodologies that have been collected from a range of existing internal and external measures, including the findings of the self-assessment against each measure.

The key findings of the self-assessment identified that Comcare met all twelve measurements of its key performance indicators (100%). Comcare is pleased with this outcome however we will continue to seek opportunities to improve our performance.

KEY FINDINGS

Comcare improved its performance against the Regulatory Performance Framework having met all its measures - an improvement of fifteen percent from 2015-16. However, Comcare will keep working to continually improve our performance to ensure positive engagement with our entities.

To ensure a consistent improvement cycle, Comcare seeks feedback from our regulated entities through surveys, forums, meetings and other review mechanisms as follows:

> Comcare conducted an online survey in 2017 to evaluate its service delivery activities. The majority of employers commented on the positive impact on their workplace and improved WHS outcomes post Comcare inspections. This is an improvement on the 2015-16 results.

> Regulated entities have an open opportunity to provide feedback on the Compliance and Enforcement Policy to Comcare at http://www.comcare.gov.au/the_scheme/regulatory_guides

> Comcare invites attendees from the APSC, government departments and Licensees to attend the Workplace Mental Health Community of Practice Face to Face Events on a bi-annual basis. The 2017 event was held on 12 May.

> Comcare engages Commonwealth employer representatives at the SES level annually through the Interdepartmental Forum on Mental Health.

> Comcare hosted a Small Agency HR Forum in May 2017 covering a healthy return to work, psychological injuries, and the benefits of work.

> Comcare held National WHS Forums around the country between April to June 2017 and covered topics such as how risk perceptions vary, how to identify barriers to good WHS etc.

In 2016/17, Comcare introduced a series of performance targets aimed at progressively extending our regulatory reach to all entities in the scheme by 2019. The target for 2016/17 was for interaction with at least 60% of regulated entities. During the financial year, Comcare was involved in over 3000 regulatory interactions with 152 entities. This equates to 62% of the Comcare's regulated entities.

These interactions include:

> the provision of information and advice

> connecting locally activities

> executive engagement with employers

> a mental health community of practice

> outreach activities with entities

> WHS and rehabilitation management system audits

> investigations, and

> compliance monitoring activities.

In addition, Comcare conducted regulatory campaigns, health and safety forums, and delivered an education and training program. Comcare's regulatory campaigns are aimed at minimising harm in the workplace. Five campaigns were undertaken during 2016–17. Campaign topics were:

> falls of a person from a height

> mental health disorders

> healthy and safe by design

> supply chains and networks

> Globally Harmonised System of Classification and Labelling of Chemicals.

A total of 438 registrations were received for the National WHS Forum Program. The program covered:

> risk perceptions

> identifying barriers to good WHS

> precursor analysis for hazard identification

> the practical implications of WHS in contract management.

Comcare's Education Team delivered 184 training sessions across Australia to approximately 2600 participants. Comcare training provides participants with access to current research, description of WHS trends, and information about legislative changes affecting the industry and jurisdiction. Participant feedback was overwhelmingly positive.

To ensure our regulatory services are aligned with expectations, Comcare evaluates its regulatory performance to understand whether our approach improves WHS outcomes in workplaces and ensures regulatory actions are appropriate, responsive and relevant.

2016–17 indicated that Comcare is delivering its regulatory services in a manner that is meeting internal operational requirements and the expectations of our regulated entities. The majority of employers who participated in the evaluation felt the regulatory service they were involved with had a positive impact on their workplace and improved WHS outcomes.

Comcare has developed the Australian WHS Strategy which includes national targets and performance indicators that measure the success of national actions. Targets in Australia to be achieved by 2022 include:

1. a reduction in the number of worker fatalities due to injury of at least 20%

2. a reduction in the incidence rate of claims resulting in one or more weeks off work of at least 30%

3. a reduction in the incidence rate of claims for musculoskeletal disorders resulting in one or more weeks off work of at least 30%.

In 2016/17, the Comcare scheme (the scheme) recorded:

1. one claim for a compensable injury fatality

2. 5.4 claims per 1000 FTE employees. This rate of improvement, if continued, would exceed the requirements of the Australian WHS StrategyNote: a reduction to a rate of 1.4 claims per 1000 FTE employees. This is approximately 30% below the Comcare Scheme target for this measure for the same period.

The following tables lists the statutory reporting requirements under the *Work Health and Safety Act 2011.*

Notifiable incidents notified to Comcare under section 38 the WHS Act

Type of notifiable incidents	2014–15	2015–16	2016–17
Total notifiable incidents	1560	1408	1354
Deaths	26	33	34
Assessed as worker fatalities	9	12	15
Serious injury or illness	524	523	539
Dangerous incident	1010	851	781

Number of investigations and inspections commenced

Type of notifiable incidents	2014–15	2015–16	2016–17
Investigations/inspections	2404*	1807*	1968*

* Activities counted under the label 'Investigations/inspections' include liaison inspections, compliance inspections, verifications, stakeholder engagements and information and advice.

Note: In July 2016, Comcare introduced a *Compliance and Enforcement Policy* (C&E Policy) that realigned its approach to delivering regulatory services. On 1 April 2017, Comcare implemented business process changes that align regulatory operations with the C&E Policy.

Number of notices and directions under the WHS Act

Type of notifiable incidents	2014–15	2015–16	2016–17
Notices issued under section 191[1]	8	18	8
Notices issued under section 195[2]	6	8	9
Notices under section 198[3]	1	2	14

Seizures

During 2016–17, Comcare made eight seizures under section 175 or 176 of the WHS Act.

REPORTING AGAINST THE KEY PERFORMANCE INDICATORS

KPI		Measure
KPI - 1. Comcare does not unnecessarily impede the efficient operation of the regulated entities.	1.1	Comcare applies a risk-based, proportionate approach to regulation that draws on the compliance history of an entity and emerging trends and issues.
KPI – 2. Comcare communicates with regulated entities in clear, targeted and effective manner.	2.1	Comcare will ensure that advice/information is practical, reliable and timely making it easier for regulated entities to comply with their obligations.
	2.2	Comcare consults with regulated entities prior to changing policies.
	2.3	Comcare will make timely regulatory decisions in accordance with published performance standards.
KPI – 3. Actions undertaken by Comcare are proportionate to the regulatory risk being managed.	3.1	Comcare applies a risk-based approach to regulation ensuring that compliance and enforcement activities are targeted and proportionate.
	3.3	Comcare's risk framework recognises the compliance record of regulated entities and is reviewed annually to ensure effectiveness.
KPI – 4. Compliance and monitoring approaches are streamlined and coordinated.	4.1	Comcare will apply initiatives to ensure national consistency to regulation.
	4.2	Comcare will where possible, utilise contemporary information to minimise burden on entities and provide adequate notice for audits.
	4.4	Comcare will apply a risk-based approach to regulation and ensure regulatory activities minimise business disruption where appropriate.
KPI – 5. Comcare is open and transparent in its dealings with regulated entities.	5.1	Comcare has published compliance and enforcement policy and associated guidance material that define its regulatory approach ensuring transparency when dealing with regulated entities.
	5.2	Comcare has established mechanisms for two-way communication with regulated entities and is open and responsive to requests to refine its regulatory approach.
KPI – 6. Comcare actively contributes to the continuous improvement of regulatory frameworks.	6.1	(As per 5.2) Comcare has established mechanisms for two-way communication with regulated entities and is open and responsive to requests to refine its regulatory approach.

Legend: 🟢 Indicator is met 🟠 Indicator at risk of not being met 🔴 Indicator is not met

KPI 1: Comcare does not unnecessarily impede the efficient operation of the regulated entities.

Measure of Good Regulatory Performance 1.1: Comcare applies a risk-based, proportionate approach to regulation that draws on the compliance history of an entity and emerging trends and issues.

Output/Activity	Evidence	Status	Actions for improvement
Design and develop a risk framework that is tested and reviewed regularly.	Risk Management Framework has been developed and a prototype risk model has been created. A Regulatory Priorities Committee, including representatives from the Inspectorate and the Audit & Authorisation team has been created to consider emerging risks and recommend appropriate and proportional regulatory responses.	🟢	Indicator met Comcare frameworks, models and committees will be regularly evaluated to assess their value and outputs as part of a continuous improvement process.

KPI 2: Comcare communicates with regulated entities in clear, targeted and effective manner.

Measure of Good Regulatory Performance 2.1: Comcare will ensure that advice/information is practical, reliable and timely making it easier for regulated entities to comply with their obligations.

Output/Activity	Evidence	Status	Actions for improvement
Annual survey to test whether Comcare's advice/information is practical, reliable and timely for regulated entities.	In May 2017, Comcare invited 17 employers to complete an online survey to evaluate its service delivery activities as they had been involved in compliance monitoring activities as a result of a notified incident or identified event. A total of 11 employers agreed to participate, accounting for a total of 67% of all inspections conducted by Comcare. The majority (68%) of participating employers felt the regulatory services they were involved with had a positive impact on their workplace and improved their WHS outcomes. This is an improvement on the 2015–16 evaluation where 66% of employers felt their WHS knowledge had increased or the organisations' compliance had improved as a result of a compliance monitoring activity. The majority of employers (85%) felt Comcare's regulatory response was proportionate to the issue. Furthermore, all of the employers believed inspectors demonstrated an understanding of the issue, explained the purpose of the inspection, how the inspection would be conducted and was clear about what they required. Some examples of feedback received are: *'We have an excellent relationship, are able to work cooperatively, though with proper regard for regulatory role, to the benefit of our WHS understanding and performance.'* *'All of our dealings with the Inspectorate have been positive and value adding'* Comcare welcomes feedback as it tells us what is working well and allows us to recognise and celebrate outstanding service. It also informs us where we can do better and identifies opportunities for improvement. A dedicated Feedback team is responsible for the management of complaints and compliments for all Comcare and is the point of contact for anyone providing feedback to Comcare, whether positive or negative. The team liaises with stakeholders to investigate complaints and ensure a coordinated response is provided within a set timeframe. The Feedback team can be contacted at: feedback@comcare.gov.au	●	Indicator met but Comcare will strive to improve survey results through quality advice and information provided through education and targeted campaigns.

Measure of Good Regulatory Performance 2.2: Comcare consults with regulated entities prior to changing policies.

Output/Activity	Evidence	Status	Actions for improvement
Establishment of formal consultation mechanisms to engage with regulated entities and to obtain feedback about regulatory approach.	Compliance and Enforcement Policy has been implemented. Mechanism in place to receive feedback on the Compliance and Enforcement Policy; http://www.comcare.gov.au/the_scheme/regulatory_guides Comcare CEO and General Manager Regulatory Operations are consistently in contact with Senior Officers of our regulated entities and receive feedback on our regulatory performance from them directly. Additionally, Comcare facilitates forums and consultation processes that bring together senior representatives from our jurisdiction partners to give them the opportunity to provide feedback. An example of this is the bi-annual Defence Liaison Forum, a forum held between Comcare and senior WHS practitioners in Defence. A series of WHS National Forums scheduled from May to August 2017 also supported two-way engagement with regulated entities. The Comcare 2017–18 Corporate Plan identifies Comcare as the national regulator; working with employers, employees and other stakeholders to improve work health, safety and rehabilitation outcomes through consistent, risk based regulation. Specifically the plan includes the following measures: > Our proactive regulatory reach is extended to all entities in our scheme, to further our breadth of activities both in cities and remote workplaces, and ensure we have increased the number of active relationships with entities. > Our approach improves WHS outcomes in workplaces, measured by increased knowledge, awareness and compliance to ensure regulatory intervention makes a positive difference. > A sustained high level of satisfaction and engagement with services provided, measured by survey, to ensure regulatory actions are appropriate, responsive and relevant.	🟢	Indicator met Comcare ensures timeframes for decision-making are incorporated into Regulatory Guides or other guidance materials for regulated entities to improve.

Measure of Good Regulatory Performance 2.3: Comcare will make timely regulatory decisions in accordance with published performance standards.

Output/Activity	Evidence	Status	Actions for improvement
Comcare's risk framework is applied to target regulatory activities including risk-based campaigns and guidance.	Comcare has developed a risk management framework which is compliant with the Commonwealth Risk Management Policy. The framework includes: > A Risk Management Policy, > Risk Management Plans, > Risk Registers for each plan, and > Guidance that provides information, rules and guidance on risk management and related processes. Comcare's new Regulatory Risk Model collates data from a variety of internal and external sources to create a comprehensive and comparative assessment on the WHS performance of entities within Comcare's jurisdiction. Comcare then uses the Risk Model to allocate regulatory resources in an intelligent, efficient and risk based manner to address regulatory priorities and emerging risks.	●	Indicator met Comcare has recently revised its enterprise risk register into a new format. Comcare will aim to improve with further work to align the various groups risk registers with the new format to ensure consistency across the organisation and risk controls are appropriate and where possible, interlocked.

KPI 3: Actions undertaken by Comcare are proportionate to the regulatory risk being managed.

Measure of Good Regulatory Performance 3.1: Comcare applies a risk-based approach to regulation ensuring that compliance and enforcement activities are targeted and proportionate.

Output/Activity	Evidence	Status	Actions for improvement
Compliance with Comcare's published performance standards for inspections and audits.	Comcare implemented a series of performance indicators for inspections and audits. The results for 2016–17 are as follows: > 100% of WHS enquiries received by the WHS Help Desk were actioned within five business days. *The indicator was fully met.* > 100% of authorisation and approval decisions were made within required timeframes. *The indicator was fully met.* > All investigations are completed within 15 months. *The indicator was fully met* > 80% of all workplace inspections are completed in 90 days or less. *The indicator was almost met with 74.5% of inspections meeting the 90 day requirement.* > All internal reviews are conducted within 14 days as per s226 of the WHS Act. *The indicator was fully met.*	🟢	Indicator met

Measure of Good Regulatory Performance 3.3: Comcare's risk framework recognises the compliance record of regulated entities and is reviewed annually to ensure effectiveness.

Output/Activity	Evidence	Status	Actions for improvement
Comcare's risk framework is reviewed and utilises up-to-date data collection.	Comcare uses an information management system to manage the entire suite of its regulatory functions. This system allows the entry of all compliance monitoring activities as a result of incident notifications and other intelligence. It captures information to understand where risks in the jurisdiction exist, previous responses and what corrective actions were implemented. This information allows Comcare to build a significant base of historical data and the ability to apply consistent decision making for regulatory response. Comcare's Regulatory Risk Model includes audit results, inspection numbers, notices issued and prosecutions undertaken in order to assess the compliance record of employers in our jurisdiction. This data is updated annually.	🟢	Indicator met Comcare has recently revised its Governance arrangements to keep step with the regulatory reform project. A new Regulatory Priorities Committee has been formed and meets monthly to discuss risk profiles of employers of interest and other WHS hazards and risks. This Committee escalates recommendations to decision making forums where a service delivery or compliance monitoring outcome is considered necessary. Continued development of the Regulatory Risk Model will include additional data sources. Conduct review after the completion of proactive regulatory activity will ensure that the harms identified by the Regulatory Risk Model have reduced as a result of the regulatory activity.

KPI 4: Compliance and monitoring approaches are streamlined and coordinated.

Measure of Good Regulatory Performance 4.1: Comcare will apply initiatives to ensure national consistency to regulation.

Output/Activity	Evidence	Status	Actions for improvement
Annual monitoring of regulatory policies, and a program of activities to encourage consistency including inspector workshops, rotations and training.	Comcare has recently undertaken a major reform of its regulatory framework and how it is applied. This has included a new information management system for regulatory management, revised end-to-end processes to ensure a more consistent approach with service delivery and a quality management program that is designed to ensure changes are effectively implemented and consistency is being achieved. Moderator Workshops with inspectors are held annually. These provide participants with an opportunity to share and consolidate inspector experience, provide meaningful feedback on regulatory process and systems and identify capability gaps and training needs. The Comcare Regulatory Inspectorate Consistency project. This project builds on and complements activities across the Inspectorate. The focus of the project is to: > Achieve greater levels of efficiency and national consistency across the Inspectorate allowing standardisation across team structures and reporting lines, team design, task allocation and workloads (across teams and individuals), governance, processes, decision making and delegated authority. > Support improved operational planning and measurement, resource allocation and management and liaison with relevant stakeholders. > Provide assurance to the Regulatory Operations internal and external stakeholders. Following on from the Comcare Digital Transformation Program (DTP), Comcare's Executive Committee endorsed the Regulatory Operations Service Delivery Reform Project. The project promises to build a platform that will better support Comcare's Regulatory Operations business processes. The Service Delivery Project also established a Change Champions group from regulatory staff. The Change Champions met every fortnight and relayed key messages and themes to their colleagues covering: > Project Update > Communications Update > Feedback from the Inspectorate	🟢	Indicator met Comcare has recently revised its Governance arrangements to keep step with the regulatory reform project. A new Regulatory Priorities Committee has been formed and meets monthly to discuss risk profiles of employers of interest and other WHS hazards and risks. This Committee escalates recommendations to decision making forums where a service delivery or compliance monitoring outcome is considered necessary. Continued development of the Regulatory Risk Model will include additional data sources. Conduct review after the completion of proactive regulatory activity will ensure that the harms identified by the Regulatory Risk Model have reduced as a result of the regulatory activity.

Measure of Good Regulatory Performance 4.2: Comcare will, where possible, utilise contemporary information to minimise burden on entities and provide adequate notice for audits.

Output/Activity	Evidence	Status	Actions for improvement
Regular environmental scans of emerging risks are produced, and a quality framework to ensure that data captured in the business system is accurate and-up-to date.	Comcare's new Risk Management Framework aims to identify emerging WHS risks. This framework was implemented in 2016–17 and allows for integrated risk modelling, including around industry sectors and organisational WHS performance. A second layer to the risk framework is being delivered in the form of an environmental scan outlining emerging key risks and strategic issues affecting Comcare as a national regulator. The first environmental scan was delivered in August 2017. The new Integrated Regulatory Information System (IRIS) delivered in April 2017 has allowed for greater data quality. Along with the governance framework, a new compliance regime ensures information recorded is complete, relevant and accurate.	🟢	Indicator met The new Integrated Regulatory Information System (IRIS) will be regularly evaluated to assess its value and outputs as part of a continuous improvement process. Compliance checks of inspectorate work including records management and compliance with agreed regulatory processes will continue to occur monthly across 2017–18.

Measure of Good Regulatory Performance 4.4: Comcare will apply a risk-based approach to regulation and ensure regulatory activities minimise business disruption where appropriate.

Output/Activity	Evidence	Status	Actions for improvement
Inspectorate and audit operating procedures and guidelines apply Comcare's risk framework.	Risk assessment of notifications includes a harm assessment matrix to determine appropriate regulatory response. The Inspectorate and Audit teams regularly avail themselves of intelligence reports developed by the Risk & Analysis Team to target their activities. The Regulatory Priorities Committee was established in January 2017 to drive proactive regulatory action on issues that arise in Regulatory Operations. Each monthly meeting, the Committee discuss issues and concerns which are derived from facts and evidence, and together the members come up with a response which is immediately referred to Regulatory Operations Service Delivery Management forum for approval. The committee also identifies opportunities for the Regulator to address regulatory concerns nationally rather than in a piece-meal fashion.	🟢	Indicator met The Inspectorate procedures have been recently revised in line with Comcare's risk framework and policies.

KPI 5: Comcare is open and transparent in its dealings with regulated entities.

Measure of Good Regulatory Performance 5.1: Comcare has published compliance and enforcement policy and associated guidance material that define its regulatory approach ensuring transparency when dealing with regulated entities.

Output/Activity	Evidence	Status	Actions for improvement
Regulatory policy, advice and guidance are published and available to all stakeholders.	The Compliance and Enforcement Policy was published. Comcare has been reviewing its approach to compliance and enforcement activities to ensure our regulatory approach is aligned with the Public Governance, Performance and Accountability Act 2013. Comcare's Regulatory Guides explain our views on topics such as: > The nature of duties and obligations owed by regulated entities. > The decision-making process for authorisations and approvals. > Specific compliance tools and how we decide when to use them. The Regulatory Guides also provide general guidelines in relation to the prosecution of offences and the acceptance of WHS undertakings under the WHS Act. Comcare also provides Regulatory Guides on a broad range of important topics for the jurisdiction and welcomes feedback at regulatoryguides@comcare.gov.au on their coverage, content and format. The Comcare Annual Report 2016–17 contains relevant FOI statistics for the reporting period.	🟢	Indicator met Comcare continues to develop regulatory guides that support its Compliance and Enforcement Policy. These guides are developed to provide practical guidance on technical regulatory issues such as the issuance of notices.

Measure of Good Regulatory Performance 5.2: Comcare has established mechanisms for two-way communication with regulated entities and is open and responsive to requests to refine its regulatory approach.

Output/Activity	Evidence	Status	Actions for improvement
Stakeholder events are held to facilitate two-way engagement with regulated entities.	Comcare's proactive regulatory reach is extended to all entities in our scheme, to further our breadth of activities both in cities and remote workplaces and ensure we have increased the number of active relationships with entities. In 2016/17, Comcare has undertaken over 3000 regulatory interactions involving 152 regulated entities. This equates to 62% of regulated entities in our scheme.	🟢	Indicator met As a part of Comcare's Corporate Planning, it is currently delivering against an engagement strategy as a means to engage smaller regulated entities to ensure they understand their WHS obligations under the legislation and the regulatory services Comcare offer.
	Comcare delivers several regulatory services under its Compliance and Enforcement Policy that provide effective two way communications with the entities it regulates. This includes education, cooperative monitoring activities and other proactive, preventative and consultative activities. Comcare plan these activities, based on the needs of the jurisdiction and our analysis of information, intelligence and data.		
	Comcare undertake stakeholder engagement with Unions providing an advisory role for Health and Safety Representative (HSR) training when required.		
	Comcare invites attendees from the APSC, government departments and Licensees to events such as the Workplace Mental Health Community of Practice Face to Face event held bi-annual.		
	Comcare engages employer representatives at the SES level annually including the Interdepartmental Forum on Mental Health.		
	Comcare hosted the Small Agency HR Forum in May 2017. The agenda included healthy return to work, psychological injuries, and 'Good work is good for you'.		
	The Comcare National WHS Forum series, which was held in various locations around the country between April to June 2017, discussed the following topics: > how risk perceptions vary, > how to identify barriers to good WHS, > understanding the practical implications of embedding WHS into contract management; and > how Comcare inspectors responds to workplace incidents.		

KPI 6: Comcare actively contributes to the continuous improvement of regulatory frameworks.

Measure of Good Regulatory Performance 6.1: Comcare has established mechanisms for two-way communication with regulated entities and is open and responsive to requests to refine its regulatory approach.

Output/Activity	Evidence	Status	Actions for improvement
Stakeholder events are held to facilitate two-way engagement with regulated entities.	As above – refer to 5.2 Comcare is undertaking a project to make contact with employers who may not have notified an incident to Comcare in some time to offer regulatory support, guidance and advice. Education and training is delivered to employers on a regular basis, including the delivery of training on requested regulatory topics. Comcare undertook regulatory connecting local events across all regions.	🟢	Indicator met