

Opportunity Theme	Management Response (Briefly state what actions will be taken to address the recommendation)	Recommendation ID	Action By [Regulatory Practice, Policy, Operations or Legal]	Implementation timeframe [Start – Finish]	Status [Not started/ In progress/ On hold/ Complete]	Prioritisation	
Demand and workload	<p>The Specialist Interventions change proposal is currently out for consultation. The proposed structure addresses a number of areas, including providing dedicated functions and processes to address consistency, preparedness and regulatory effectiveness. This report has contributed to and endorsed some of the thinking behind the proposal.</p> <p>Investigations Practice Joint Project - Specialist Interventions and Regulatory Practice have commenced a joint project. This project will create a more efficient end-to-end (WorkSafe wide) investigation processes. This project will analyse the current state processes, activities, forms, guidance and policy then implement the agreed changes. This project will incorporate this feedback.</p> <p>Investigation Priority Guidance Tool - The development of a Specialist Interventions Priority Guidance Tool ensures only investigations which support WorkSafe's priorities are undertaken. It also enables and supports consistent decision-making across the seven regions.</p> <p>WorkSafe High Level Case Management Requirements* - Specialist Interventions has commenced a scoping exercise to review the end to end investigation file requirements for all of WorkSafe. This will define the organisations needs and opportunities for improvement and feed into the enterprise wide case management project.</p> <p>I055 - Victim Support Management Function - Operations has prioritised the establishment of a Victim Support Management Function into a product backlog. This initiative will provide Inspectors the capability to better manage the growing demand of complex victim needs. The current process for managing victims is placing significant stress and pressure on our frontline inspectorate, who are not trained or equipped to be first response as victim support.</p>	[31] [35] [36] [37]	Specialist Interventions	13 November 2019	In progress Part of tranche one change proposal	High priority	
			Detailed arrangements				
			Regulatory Practice & Specialist Interventions	July 2019 - July 2020	In Progress (gap analysis)	High Priority	
			Operations	n/a	Completed		
			Operations	Aug 2019 - Feb 2020	In Progress (scoping)	Medium priority	
			Operations		(SC12/ I055 prioritised) ACC funded WRH psychosocial plan Tranche one change proposal establishes leadership role	Medium/high priority	
Investigation and investigator management	<p>Investigations Practice Joint Project - Specialist Interventions and Regulatory Practice have commenced a joint project. This project will create more efficient end-to-end (WorkSafe wide) investigation processes. This project will analyse the current state processes, activities, forms guidance and policy then implement the agreed changes. This project will incorporate this feedback.</p> <p>Investigation Priority Guidance Tool - The development of a Specialist Interventions Priority Guidance Tool ensures only investigations which support the WorkSafe priorities are undertaken. It also enables and supports consistent decision-making across the seven regions.</p> <p>I040 Audit and Assurance - Operations has had the Project Brief approved to uplift the current Audit and Investigations capability. This initiative will expand the current function to provide many benefits but</p>	[41] [42] [43]	Regulatory Practice & Specialist Interventions	July 2019 - July 2020	In Progress (gap analysis)	High priority	
			Specialist Interventions	n/a	Completed		
			Operations	Sep 2019 - Sep 2021	In Progress (recruitment to commence)		

Opportunity Theme	Management Response (Briefly state what actions will be taken to address the recommendation)	Recommendation ID	Action By [Regulatory Practice, Policy, Operations or Legal]	Implementation timeframe [Start – Finish]	Status [Not started/ In progress/ On hold/ Complete]	Prioritisation
	<p>mainly for this response the ability to perform internal Assurance of key organisational processes and activities. This will enable the measurement and performance of the key processes identifying those which are substandard. This initiative currently has funding approved.</p> <p>WorkSafe High Level Case Management Requirements* - Specialist Interventions has commenced a scoping exercise to review the end to end investigation file requirements for all of WorkSafe. This will define the organisations needs and opportunities for improvement and feed into the enterprise wide case management project.</p>		Specialist Interventions	Aug 2019 - Feb 2020	November/December) In Progress (scoping)	
Victim Focus	<p>Investigations Practice Joint Project - Specialist Interventions and Regulatory Practice have commenced a joint project. This project will create more efficient end-to-end (WorkSafe wide) investigation processes. This project will analyse the current state processes, activities, forms guidance and policy then Implement the agreed changes. This project will incorporate this feedback.</p> <p>I055 - Victim Support Management Function - Operations has prioritised the establishment of a Victim Support Management Function into a product backlog. This initiative will provide Inspectors the capability to better manage the growing demand of complex victim needs. The current process for managing victims is placing significant stress and pressure on our frontline inspectorate, who are not trained or equipped to be first response as victim support.</p> <p>WorkSafe High Level Case Management Requirements* - Specialist Interventions has commenced a scoping exercise to review the end to end investigation file requirements for all of WorkSafe. This will define the organisations needs and opportunities for improvement and feed into the enterprise wide case management project.</p>	[53] [55] [57] [58]	Regulatory Practice & Specialist Interventions Operations Specialist Interventions	July 2019 - July 2020 Aug 2019 – TBC Aug 2019 - Feb 2020	In Progress (gap analysis) (SC12 /I055 prioritised) ACC funded WRH psychosocial plan Tranche one change proposal establishes leadership role In progress (scoping)	Medium/High priority Medium/high priority Medium priority
Case Management business model	<p>WorkSafe High Level Case Management Requirements* - Specialist Interventions has commenced a scoping exercise to review the end to end investigation file management requirements for all of WorkSafe. This will define the organisations needs and opportunities for improvement and feed into the enterprise wide case management project.</p> <p>Investigations Practice Joint Project - Specialist Interventions and Regulatory Practice have commenced a joint project. This project will create more efficient end-to-end (WorkSafe wide) investigation processes. This project will analyse the current state processes, activities, forms guidance and policy then Implement the agreed changes. This project will incorporate this feedback.</p> <p>I041 - Centralised File Management Function – Investigation files are currently managed by an inspector and can span more than 12 months and are administratively burdensome. This initiative proposes a function to centrally manage and control the workflow associated to cases. Operations has prioritised the</p>	[62] [64]	Specialist Interventions Regulatory Practice & Specialist Interventions Operations	Aug 2019 - Feb 2020 July 2019 - July 2020 Aug 2019 - TBC	In Progress (scoping) In Progress (gap analysis) Not yet initiated	Medium/High priority

Opportunity Theme	Management Response (Briefly state what actions will be taken to address the recommendation)	Recommendation ID	Action By [Regulatory Practice, Policy, Operations or Legal]	Implementation timeframe [Start – Finish]	Status [Not started/ In progress/ On hold/ Complete]	Prioritisation
	establishment of a Centralised File Management Function into the product backlog.					
Alignment and national consistency	<p>IO24 - PCBU centred interventions - WorkSafe predominantly responds to reactive notifications of harm and incidents. There is limited focus on proactive, complex interventions that involve the use of insights and intelligence, or targeting known non-complaint industry types or PCBUs where risk of catastrophic harm exists. Operations has prioritised the Targeted Complex Interventions capability into the product backlog. This initiative will incorporate this feedback.</p> <p>Investigations Practice Joint Project - Specialist Interventions and Regulatory Practice have commenced a joint project. This project will create more efficient end-to-end (WorkSafe wide) investigation processes. This project will analyse the current state processes, activities, forms guidance and policy then Implement the agreed changes. This project will incorporate this feedback.</p> <p>IO40 - Audit and Assurance - Operations has had the Project Brief approved to uplift the current Audit and Investigations capability. This initiative will expand the current function to provide many benefits but mainly for this response the ability to perform internal Assurance of key organisational processes and activities. This will enable the measurement and performance of the key processes identifying those which are substandard. This initiative currently has funding approved.</p>	[69] [70] [72]	Operations	Aug 2019 - TBC	In progress Innovation team	Medium Priority
			Regulatory Practice & Specialist Interventions	July 2019 - July 2020	In Progress (gap analysis)	
			Operations	Sep 2019 - Sep 2021	In Progress (recruitment)	Medium/High priority

- When referenced, case management in this response refers to the end to end process of managing a investigation file and not the IT case management project currently underway