



SHORTLISTED

Transforming Workplace Safety and Well-Being at RSL LifeCare

Summary

RSL LifeCare (RSLLC) embarked on a transformative journey to enhance workplace safety, injury prevention, and workforce well-being. In response to high injury rates and rising workers' compensation costs, RSLLC implemented proactive measures to strengthen reporting culture, improve injury management, and empower leadership in workplace safety. Through digital reporting tools, targeted training, and early intervention strategies, RSLLC successfully reduced workplace injuries, fostered a culture of accountability, and improved overall workforce well-being.

The Challenge

In 2022, RSLLC was classified as a high-risk workplace by SIRA due to:

- **Excessive Injury Rates:** LTIFR was at 40, far above the industry benchmark of 18.3.
- **Poor Reporting Culture:** Risk secrecy and lack of leadership accountability hindered safety improvements.
- **Ineffective Injury Management:** Prolonged recovery times and high compensation costs due to inadequate intervention.

Recognising the urgent need for change, RSLLC prioritized workplace safety by enhancing hazard reporting, leadership accountability, and injury prevention initiatives.



The Solution

A structured, multi-faceted approach was implemented to address safety challenges:

- **Digital Reporting Integration:** RiskMan and Power BI enabled real-time insights and trend analysis.
- **Early Intervention Program:** Timely treatment reduced formal claims and improved recovery outcomes.
- **Leadership Training & Accountability:** Site leaders engaged in injury prevention and reporting.
- **Customised Manual Handling Training:** Data-driven training reduced injury frequency and severity.

Results and Next Steps

The initiative led to significant improvements in workforce safety and well-being:

- **LTIFR Reduction:** Dropped from 40 in 2022 to 9.4 in 2025.
- **Increased Hazard Reporting:** Staff engagement in reporting improved due to streamlined processes.

- **Decline in Workers' Compensation Claims:** Early intervention reduced costs and long-term absences.
- **Improved Leadership Engagement:** Site leaders actively contribute to safety initiatives.

The RSLLC model offers a scalable framework for aged care providers and other industries seeking to enhance workforce safety. Through strategic implementation, technology integration, and leadership engagement, workplace safety has been transformed into a proactive, data-driven priority.