

# WORKCOVER NEWS

# 60

The workplace safety and injury management magazine

March 2005 - May 2005

- Special feature: Mission Australia
- Using material safety data sheets
- Kahi Puru takes on the Big Apple





# WorkCover Accredited Public Courses 2005

Vital Training for Effective Risk Management

also available on-site

## ON-SITE TRAINING COURSES

### CONSULTATION, OHS COMMITTEES & REPRESENTATIVES

Course in OHS Consultation (4 days)  
OHS Committee Refresher\* (1 day)  
OHS Committee Chairperson\* (1 day)

### RISK MANAGEMENT

OHS Risk Management for Supervisors & Managers (1 or 2 days)  
OHS Risk Management\* (1 day)  
BackBasics Manual Handling Risk Management\* (3.5hrs)  
Accident Investigation\* (1 day)

### RETURN TO WORK

Introduction to Return to Work Coordination (2 days)  
Effective Case Coordination for RTW Coordinators (1 day)

### OHS LAW & RESPONSIBILITIES

OHS Law for Directors & Managers\* (2 hrs)  
OHS Responsibilities for Supervisors & Managers\* (2 hrs)

### INDUCTION

Construction General OHS Induction (1 day)  
OHS Induction for Employees (4 hrs)

### MANUAL HANDLING & WORKSTATIONS

BackBasics Manual Handling - for manual handlers\* (2 hrs)  
BackBasics Manual Handling Risk Management - for managers, supervisors, ohs committees, employees\* (3.5hrs)  
BackBasics Workstation Set-up & Manual Handling - for office workers\* (2 hrs)  
Manual Handling - for managers, supervisors & ohs committees (1.5 days)  
Manual Handling - for general employees (4 hours)

### HAZARDOUS SUBSTANCES

Workplace Substances - for general employees (1 day)  
Workplace Substances - for supervisors, managers, ohs committees (2 days)

### FIRST AID

Senior First Aid (2 days)  
Senior First Aid Recertification (1 day)  
(Note: SFA Recertification must be done prior to the expiry (three years from date of issue) of the SFA Course)

\* All courses are accredited by WorkCover NSW except those marked with an asterisk, for which there is no WorkCover course.

For more information call us on:

**9552 2380**

## JANUARY 2005 to JUNE 2005

### course in occupational health & safety consultation

accredited training for OHS Committees & OHS Representatives  
\$570 Plus 10% GST (\$627 incl. GST)

Jan	10	11	17	18	Parramatta	PAR1
Jan	10	11	17	18	City	CIT1
Jan	20	21	27	28	Parramatta	PAR1/2
Jan	20	21	27	28	City	CIT1/2
Jan/Feb	31	7	14	21	Parramatta	PAR1/3
Feb	1	8	15	22	City	CIT2
Feb	8	9	15	16	Parramatta	PAR2
Feb/Mar	9	16	23	2	City	CIT22
Feb	17	18	24	25	Campbelltown	CAM2
Feb	17	18	24	25	City	CIT23
Feb/Mar	18	25	4	11	Parramatta	PAR22
Feb/Mar	21	22	28	1	Chatswood	CHA2
Feb/Mar	21	22	28	1	City	CIT24
Feb/Mar	23	2	9	16	Hurstville	HUR2
Feb/Mar	24	3	10	17	Parramatta	PAR23
Feb/Mar	25	4	11	18	Rooty Hill	RH2
Feb/Mar	28	7	14	21	Wollongong	WOL2
Mar	1	8	15	22	City	CIT3
Mar	2	3	9	10	Parramatta	PAR3
Mar	7	8	14	15	Parramatta	PAR32
Mar	10	11	17	18	City	CIT32
Mar/Apr	30	31	6	7	City	CIT33
Mar/Apr	30	6	13	20	Chatswood	CHA3
Mar/Apr	30	6	13	20	Parramatta	PAR33
Mar/Apr	31	1	7	8	Parramatta	PAR34
Apr	4	5	11	12	Parramatta	PAR4
Apr	5	6	12	13	Hurstville	HUR4
Apr	13	14	20	21	Rooty Hill	RH4
Apr	13	14	20	21	Parramatta	PAR42
Apr	14	15	21	22	City	CIT4
Apr/May	19	26	3	10	City	CIT42
Apr/May	27	4	11	18	Campbelltown	CAM4
Apr/May	27	4	11	18	Parramatta	PAR43
May	2	3	9	10	Parramatta	PAR5
May	5	6	12	13	City	CIT5
May/Jun	11	18	25	1	City	CIT52
May	12	13	19	20	Parramatta	PAR52
May	16	17	23	24	City	CIT53
May/Jun	17	24	31	7	Hurstville	HUR5
May/Jun	17	24	31	7	Parramatta	PAR53
May	23	24	30	31	Parramatta	PAR54
June	1	2	8	9	Parramatta	PAR6
June	2	3	9	10	Wollongong	WOL6
June	2	3	9	10	City	CIT6
June	3	10	17	24	Campbelltown	CAM6
June	3	10	17	24	Parramatta	PAR62
June	7	8	14	15	Parramatta	PAR63
June	7	8	14	15	City	CIT62
June	7	14	21	28	Rooty Hill	RH6
June	16	17	23	24	Chatswood	CHA6
June	16	17	23	24	Parramatta	PAR64
June	16	17	23	24	City	CIT63
June	20	21	27	28	Parramatta	PAR65
June	20	21	27	28	City	CIT64

### ohs committee refresher\*

\$260 Plus 10% GST (\$286 incl. GST)

Feb	11	Parramatta	PARF2
Mar	7	City	CITF3
Apr	6	Parramatta	PARF4
May	4	City	CITF5
June	2	Parramatta	PARF6
June	30	City	CITF6

\* There is no WorkCover Accredited Course

### ohs risk management for supervisors & managers

formerly OHS for Supervisors & Line Managers  
\$470 Plus 10% GST (\$517 incl. GST)

Feb	10	11	City	CITS2
Feb	23	24	Parramatta	PARS2
Mar	8	9	City	CITS3
Mar	22	23	Parramatta	PARS3
Mar	30	31	City	CITS32
Apr	4	5	Parramatta	PARS4
Apr	18	19	City	CITS4
Apr	28	29	Parramatta	PARS42
May	16	17	Parramatta	PARS5
May	19	20	City	CITS5
June	15	16	City	CITS6
June	22	23	Parramatta	PARS6

### construction general ohs induction

\$130 (GST free)

Feb	28	City	CITCN2
Mar	29	Parramatta	PARCN3
Apr	22	City	CITCN4
May	23	Parramatta	PARCN5
June	14	City	CITCN6

### senior first aid

\$160 Plus 10% GST (\$176 incl. GST)

Feb	14	15	City	CITFA2
Feb/Mar	28	1	Parramatta	PARFA2
Apr	12	13	City	CITFA4
May	5	6	Parramatta	PARFA5
May	30	31	City	CITFA5
June	29	30	Parramatta	PARFA6

### ohs committee chairperson\*

\$260 Plus 10% GST (\$286 incl. GST)

Mar	17	Parramatta	PARC3
Apr	18	City	CITC4
May	16	Parramatta	PARC5
June	22	City	CITC6

\* There is no WorkCover Accredited Course

### introduction to return to work co-ordination

\$480 (GST free)

Feb	2	3	Parramatta	PARR2
Feb	23	24	City	CITR2
Mar	1	2	Parramatta	PARR3
Mar	14	15	City	CITR3
Apr	7	8	Parramatta	PARR4
May	12	13	City	CITR5
June	7	8	City	CITR6
June	20	21	Parramatta	PARR6

### workplace substances

1 day course \$260 Plus 10% GST (\$286 incl. GST)

Apr	27	City	CITW4
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for information on our courses, OH&S information, search facility & recent editions of our publications  
'Your Safety Matters'

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# Chief Executive Officer



I am pleased to announce the launch of a new unit dedicated to providing advice and assistance to small to medium sized businesses. WorkCover's Business Assistance Unit was launched on 14 February to give free advice on how small businesses can make their workplaces safer.

A major element of the unit's new role is to provide free educational workshops to businesses across NSW. These workshops will be a great opportunity to meet other small business owners and learn more about how occupational health and safety can be implemented using simple and effective tools. Workshops will cover a broad range of topics, such as chemical management, farming, construction, hairdressing and beauty therapy. (See pages 4/5 for more details about WorkCover's Business Assistance Unit.)

The Workers Compensation Insurance Fund has been established to improve performance of the workers compensation scheme funds. The new Workers Compensation Insurance Fund Investment Board is responsible for determining the appropriate investment strategies for the fund. The Investment Board's members have expertise in areas including banking, finance, insurance and law. It reports to NSW Minister for Commerce, John Della Bosca, on the investment performance of the Fund.

WorkCover is pleased to congratulate Paralympian Kahi Puru on his success in the 2004 New York Marathon. Kahi competed as a hand cyclist only six months after taking up the sport. He completed the 42km marathon in a time of just 1 hour and 58 minutes – a test

of endurance and the power of positive thought. See page 14 for more information on Kahi's amazing feat and on WorkCover's Paralympian Sponsorship Program.

Congratulations also to Bev Gibbeson, a Senior Information Officer in the WorkCover Assistance Service's Information Centre, who was awarded a Public Service Medal (PSM) on 26 January 2005 for her work in the NSW Public Service. The sole criterion for the award of the PSM is outstanding public service, and Bev has consistently gone above and beyond this to provide exceptional support to a broad range of WorkCover's clients. See page 17 for more information.

A stylized, handwritten signature in black ink, consisting of a large loop and a horizontal line extending to the left.

**Jon Blackwell**

Chief Executive Officer

WorkCover NSW

# asbestos consultant

## REMOVING ASBESTOS

The well documented dangers of asbestos to health present clear reasons for the need to treat asbestos products with due care and diligence. Any demolition work must have a management plan which has been developed by a competent person before work is commenced to ensure the health and safety of all persons at or near the site.

The NSW OHS Regulation 2001 requires that all demolition work, including the removal of material containing asbestos, must comply with the National Occupational Health and Safety Commission (NOHSC) code of practice and guidance material on asbestos, and also with Australian Standard 2601 – Demolition of structures. The Regulation also requires that a Hazardous Substances Management Plan (HSMP) must be developed by a competent person before work begins. Such a person, whether known as an occupational hygienist or an asbestos consultant, should be employed independently of the demolition contractor or asbestos removal contractor to make sure there is no perception of conflict of interest.

A competent person would be someone with a sound background in:

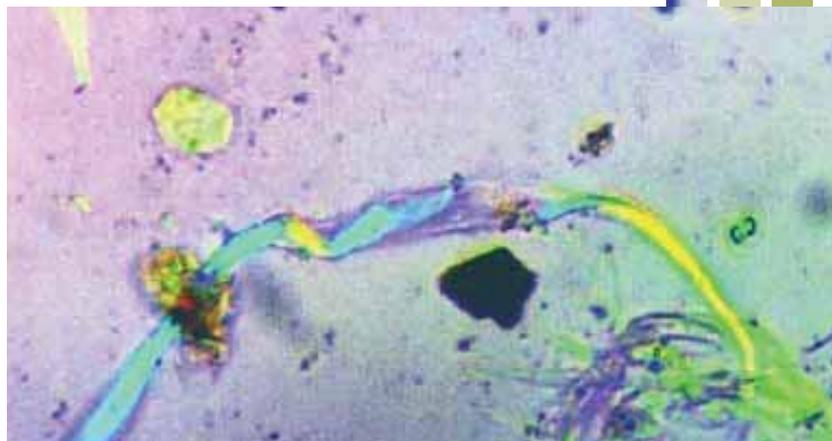
- OHS Regulation 2001 and associated codes of practice and standards
- occupational health and safety or occupational hygiene
- building architecture and construction
- knowledge of historical use and locations of asbestos
- mechanical system layout and operation
- abatement options and techniques at removal sites
- air sample testing (which must be conducted by a NATA registered laboratory) and interpretation of results
- asbestos clearance criteria (as described in the NOHSC code and guidance note on the Membrane filter method for estimating airborne asbestos dust) and the interpretation of results.

Additionally, if the competent person is engaged to supervise asbestos removal work, it is important that they have demonstrated project management experience.

The competent person, in preparing the HSMP, would conduct a site audit to identify the location, extent, accessibility, type and condition of hazardous substances such as asbestos. The HSMP must include the location and quantity of each substance, the method of control or removal, the methods of monitoring exposure and the procedures for handling, storing and disposing of the substance. The HSMP must satisfy the requirements in Chapters 6 and 8 of the OHS Regulation on the management of hazardous substances and asbestos/demolition work. The site audit is simply a part of the HSMP, along with information including risk assessment, training, consultation, risk control measures and documented safe working practices and procedures.

To find an occupational hygienist or asbestos consultant, check with employer and employee associations and other industry or professional associations such as ARCA (Asbestos Removal Contractors Association) on (02) **8586 3521** and AIOH (Australian Institute of Occupational Hygienists) on (03) **9335 2577** or at [www.aioh.org.au](http://www.aioh.org.au).

The WorkCover publication *Your Guide to Working with Asbestos – March 2003* is available on the WorkCover website [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) and the fact sheet *Choosing an asbestos consultant* (Catalogue No 4547) is available on the WorkCover website or by contacting the WorkCover Publications Hotline **1300 799 003** or the WorkCover Assistance Service on **13 10 50**.



# assistance unit

## ADVICE AND ASSISTANCE FOR SMALL AND MEDIUM SIZED BUSINESSES

WorkCover NSW has created a new unit dedicated to assisting small to medium sized businesses improve their workplace safety and understand their obligations under occupational health and safety (OHS) and workers compensation legislation.

The Business Assistance Unit (BAU) was officially launched by NSW Commerce Minister John Della Bosca on 14 February 2005 in response to a demand from smaller businesses for practical advice and assistance on how they can make their workplaces safer. The BAU provides free advice and assistance for businesses implementing OHS, workers compensation and injury management practices in their workplaces.

The BAU has established a program of educational workshops that are being delivered throughout NSW, many in consultation with industry associations. The workshops show small and medium sized business owners that good workplace safety is not as complex as many people would like us to believe, that it can be implemented using simple and effective tools, and that good safety is good for your business.

The workshop program will cover chemical management; farm safety; construction; heavy moving equipment; workers compensation and injury management; OHS for hairdressers and beauty therapists; and OHS and workers compensation for community services.

The first series of workshops have commenced and target businesses that work with hazardous chemicals. Over 50 per cent of businesses either work with or come into contact with chemicals in the workplace. The program covers a wide range of industries including pool chemical suppliers, weed and pest spray operators, cleaners, small registered clubs and spray painters.

Other programs address specific industries and issues such as businesses working with heavy moving plant such as bobcats, excavators and cranes, hairdressers, safety in construction, safety on farms and workers compensation/injury management.

The workshop program will be rolled out progressively with additional streams of workshops taking place throughout 2005. See page 20 for more details.



The Business Assistance Unit's advisory service acknowledges that although most smaller businesses want to ensure that they comply with the legislation, they have limited resources and continue to experience difficulty in understanding how to apply improved safety practices within their workplace along with their workers compensation and injury management responsibilities.

The unit has developed a series of practical exercises in which trained and experienced advisers will help business owners to develop greater confidence and assuredness about OHS responsibilities among business operators. The workplace risk assessment course, for example, has been designed to show business operators how they can assure themselves that they are appropriately safeguarding the health and safety of their workers and other people, such as customers, visitors or tradespeople who visit workplaces.

Businesses keen to find out more about the workshops to be held over the next few months can obtain details from the BAU subsections of the WorkCover website at [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au). See page 20 for more details.

Alternatively, a regular new email newsletter (WorkCover eNews) has been specifically designed to keep small and medium business operators advised of upcoming workshops, along with other helpful information.

Members of a business network or in a local area who would like to arrange a free workshop for businesses can email details to [businessassist@workcover.nsw.gov.au](mailto:businessassist@workcover.nsw.gov.au) or call **1800 624 097** and officers from the unit will discuss requirements and negotiate suitable programs, venues and dates.

In addition to conducting educational workshops, the new unit will also be conducting presentations to organisations such as chambers of commerce and other business networks.

To register for one or more of the workshops or to receive the free email newsletter simply call WorkCover on **1800 624 097**.



WorkCover already has available a range of material to assist small and medium sized businesses, including the Small Business Safety Starter Kit (incorporating the Small Business Safety Checklist (Catalogue No 50), the Workplace Safety Kit (Catalogue No 40), and more recently the 15 Minute Farm Safety Checklist (Catalogue No 666)). These materials are aimed at demystifying the process of improving workplace safety and explaining in simple terms what businesses need to do. Other materials that have been produced include fact sheets and an interactive CD ROM.

These publications can be downloaded in pdf format from the WorkCover website [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au), ordered on CD ROM or printed copy through the WorkCover Publications Hotline **1300 799 003**, or by contacting the WorkCover Assistance Service on **13 10 50**.

# mission australia

## HAPPY AND HEALTHY STAFF BENEFITS CLIENTS OF MISSION AUSTRALIA

Outstanding achievements in occupational health and safety (OHS) were highlighted recently at the inaugural WorkCover NSW Safe Work Awards, held in October 2004.

As the recipient of the Best Workplace Health and Safety Management Program award, Mission Australia was recognised for the development and implementation of an OHS management system to help ensure the safety of their staff, clients and visitors.

Mission Australia is one of Australia's leading charities, providing 265 services across the nation, with 136 of these services in NSW. Mission Australia has been in operation for over 140 years and provides a broad range of services including child and family care, youth services, accommodation, aged care, employment, training and community services.

Caring for people is at the core of Mission Australia's ethos, and it is recognised that looking after the health and safety of staff, clients and visitors is paramount. As such, the organisation embarked on a lengthy program to educate people in the workplace about health and safety.

Mission Australia has achieved an outstanding commitment to OHS from its stakeholders through a comprehensive program of consultation and initiatives that balances the needs and aspirations of clients, staff, donors, supporters and corporate partners.

## CONSULTATION

Consultation is a key element of Mission Australia's organisational structure. It operates at all levels and extends beyond direct consultation between formal bodies such as occupational health and safety committees and representatives. For example:

- employees are introduced to OHS discussion when they first join Mission Australia at the induction training day
- representatives from all levels within Mission Australia participate in the planning, development, implementation, monitoring and evaluation of workplace health and safety
- OHS representatives and OHS committees are elected at Mission Australia sites, with participation from staff and management, who then provide OHS reports back to others in the organisation

- employee consultative committees meet with management regularly to discuss a range of items including OHS objectives and directions
- staff, volunteers, clients and visitors are invited to participate in the reporting and remediation of OHS issues through a complaints/comments reporting process established at all their services
- staff at all workplaces are able to access their workplace's 'Risk Management Action Plan' at any time to document any OHS issues identified or brought to their attention.

Integration is achieved through a shared vision and a common understanding of how consultation works so that Mission's OHS objectives achieve efficient and effective outcomes for the organisation.

## OHS INTEGRATION ACROSS THE ORGANISATION

With 136 services across NSW, Mission Australia faces unique challenges integrating OHS across the organisation.

To maintain the consistency of the OHS policy and procedures, standardised forms are used such as:

- Mission Australia Incident Report Form
- Quarterly OHS Focused Workplace Inspection Checklists
- Risk Management Action Plan
- Risk Control Sheet
- Manual Handling Risk Assessment.

These forms have been developed in consultation with staff, clients and visitors to ensure their suitability across the broad range of services.

Through the NSW Professional Development Training Calendar, equal access is given to staff to attend specific OHS training. Training sessions are provided throughout the State to allow regional staff to attend training.

A designated OHS Resource Officer is responsible for, and has access to, all services across NSW. This person evaluates and coordinates the development, implementation and review of the Mission Australia OHS Policy and Procedures. The OHS Resource Officer reports directly to the NSW State Manager and participates in the consultation and planning of OHS objectives with the NSW State Operational Team Managers.

All site Service Managers have baseline OHS performance measures centred on meeting the Mission Australia OHS Policy and Procedures such as:

- monthly reporting on the site Risk Management Action Plan
- documentation of all OHS consultation conducted
- notification of incidents to the Mission Australia Human Resources Risk Unit within 12 hours
- immediate notification of serious incidents to WorkCover.

Mission Australia undertook an internal Cultural Audit in 2003 to measure staff perceptions towards such cultural elements as the organisation's Mission, Vision and Values. The results demonstrated the consistency in approach to OHS across operations with a good awareness of OHS objectives across the various NSW services.

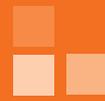
#### DEMONSTRATED IMPROVEMENT TO OHS

Mission Australia reviews its NSW OHS performance by conducting OHS Policy and Procedure Implementation Audits, which are designed to recognise services that perform well. It also identifies opportunities for improvement both at the service and organisational level.

Mission Australia's improved OHS performance has had significant financial benefits for the organisation due to the reduced number of claims, severity of incidents and associated costs.

In 2001/02, Mission Australia had 79 workers compensation claims. As at 31 July 2004, the organisation had only four claims. The associated incurred liability has fallen over the same time period from \$925,566 to just \$9194. Furthermore, Mission Australia's average cost per claim has dropped from \$12,178.50 in 2001/02 to \$2298.40 per claim in July 2004.

However, the greatest benefit to improving workplace health and management systems is not financial – it is ensuring a happy, healthy workforce that is able to better focus on the needs of their clients.



# Coming soon **2005** **WorkCover** NSW SafeWork Awards



For more information  
Visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)



# material safety

**HAZARDOUS SUBSTANCES ARE CLASSIFIED** by the harmful health effects they have on people. They include chemicals, which can be pure substances or mixtures, some forms of dusts, fumes and other by-products of chemical processes.

Many workplaces, such as farms, are high volume users of hazardous substances such as pesticides, herbicides and fumigants. Material Safety Data Sheets (MSDS) provide the information needed to ensure the safe use and handling of these substances.

As part of WorkCover's continuing commitment to farm safety, it has been identified that many suppliers, employers and workers in the farming industry may not be fully aware of their rights and obligations in relation to MSDS, in particular their supply and use.

MSDS are created by manufacturers of products identified as hazardous substances to provide users with the information required to use the products safely. MSDS should always be used in association with the product label.

NSW legislation places obligations on manufacturers, suppliers, employers and employees in relation to the use of MSDS.

MSDS are available from the respective manufacturer or through the supplier of the product and should be read and understood prior to using a hazardous substance. They contain information about the product such as:

- correct usage and precautions to follow
- ingredients
- safe handling and storage
- health hazard and first aid
- required safety equipment to use and handle the product.

Suppliers, employers and employees all play a role and have obligations in ensuring hazardous substances are used safely in the workplace.

Under the Occupational Health and Safety Regulation 2001, suppliers of hazardous substances are obliged to provide the MSDS to the employer on the first occasion the hazardous

substance is supplied. They are also obliged to provide the MSDS at any time on request, to persons who are associated with the use of the substance at work. It is also the supplier's responsibility to ensure that the hazardous substance is appropriately labelled.

Employers are required under the Regulation to:

- keep copies of the MSDS for each product used in a register
- store the MSDS in a place that is accessible to everyone such as where the chemicals are stored
- ensure that everyone is familiar with the contents of the MSDS for products used and trained in the correct use
- ensure that the MSDS is complete and not more than five years old
- provide health surveillance for employees where the substance is identified as requiring it.

Employers are also required to provide instruction and training to employees to help them understand the information on labels and MSDS and how to apply this information in the workplace. This training should include the safe storage and handling of hazardous substances, including decanting, and the safe and correct use, storage and maintenance of safety equipment.

Employees also play a vital role in ensuring workplaces that use hazardous substances are safe. Employees must cooperate with their employer to become competent in the storage, safe handling and use of the hazardous substances in their workplace. Depending on the substance, this may require attending formal training courses, receiving on the job instruction, reading and following MSDS information and wearing appropriate personal protective equipment recommended in the MSDS and provided by the employer.

For further information about MSDS or hazardous substances, contact the WorkCover Assistance Service on **13 10 50** or visit the WorkCover website at [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).

# safe work on roofs

## **WORKCOVER NSW HAS PRODUCED A REVISED VERSION**

of the *Code of Practice for Safe Work on Roofs Part 2 – Residential Buildings 2004*. The code has been updated to reflect the revisions made to occupational health and safety (OHS) legislation. It aims to assist employers, self-employed people and workers to develop and implement practices to prevent injury to people working on roofs.

Falls from heights is a significant problem on construction sites, both residential and commercial, and can result in serious injuries and death of workers. During 2002/2003, three workers were killed and 273 suffered permanent disability as a result of falls from heights while working on construction sites.

There is no excuse for exposing workers to this risk. Every employer has a legal duty to ensure that any worker required to work at heights can do so safely and without risk to their health.

The *Code of Practice for Safe Work on Roofs Part 2 – Residential Buildings 2004* applies to the planning, preparation and conduct of work for the installation, maintenance and removal of roof coverings and the movement of people working on residential roofs.

The code was developed in line with the Occupational Health and Safety Regulation 2001, which provides a hierarchy of control measures for work at heights.

In line with the hierarchy to prevent people falling from the edge of a roof, scaffolding should be erected around its perimeter; another type of temporary work platform, such as an elevated work platform, should be used; or a guardrail system erected along the length of the building.

A minimum height at which the control measures must be implemented is not specified as there are risks associated with working from any elevated position. However, where it has not been practicable to provide scaffolding, another temporary work platform or edge protection, fall arrest systems must be provided where workers can fall two metres or more.

The requirements of scaffolding and guardrails are detailed in the code, and cross-references are also provided. These include references to material such as AS/NZS 4494.2

*Temporary roof edge protection Part 2: Installation and dismantling*, which contains detailed examples of the types of roof edge protection available and their use.

The code of practice emphasises that fall arrest systems should only be used where it is impracticable to apply the higher control measures. Specific information on fall arrest systems, including the use of inertia reel systems, is contained in an appendix to the code. Detailed diagrams and illustrations are incorporated to indicate clearly what is meant by terms such as 'pendulum effect' and 'swing down effect'.

The code of practice sets out guidelines to prevent injury to people working on roofs and explains the need to appoint a principal contractor when construction work exceeds \$250,000 or when there is high-risk construction work being undertaken. Most work on roofs will be classified as 'high-risk' as it involves working at heights above three metres.

Principal contractors have additional responsibilities such as providing a site safety plan, work method statements and hazardous substances registers.

The code describes the responsibilities of designers, manufacturers and suppliers of plant to ensure health and safety regarding plant or substances used at places of work. These include the provision of adequate information to ensure that the plant or substances will be safe and without risks to health when used properly.

The *Code of Practice: Safe Work on Roofs, Part 2 – Residential Buildings 2004* has been developed by a tripartite industry working party and involved extensive consultation with members of the construction industry.

A copy of the *Code of Practice: Safe Work on Roofs, Part 2 – Residential Buildings 2004* (Catalogue No 308.1) can be obtained by calling the WorkCover Publications Hotline on 1300 799 003 or can be downloaded from the WorkCover NSW website [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).

For further information, please call the WorkCover Assistance Service on **13 10 50**.

# injury and claims

management through case management

**THE REHABILITATION OF AN INJURED WORKER** can be a complex process. To help meet the needs of workers and employers across the state, WorkCover has embarked on a series of innovative programs designed to improve the way injuries are managed.

Coordinated management of claims is just one of the initiatives WorkCover is addressing to improve outcomes for workers and decrease the cost of claims.

With more than 100,000 workers compensation claims in NSW each year, insurers in collaboration with WorkCover have implemented a comprehensive case management program that aims to significantly improve the injury management process.

## THE CASE MANAGEMENT PERSPECTIVE

Case management is a coordinated program that integrates all aspects of claims and injury management including treatment, rehabilitation, retraining and liability determination.

The model encapsulates a set of standards and practices to be adopted by insurers in the injury management and return to work process.

Case management plays a vital role in the injury management continuum, improving service delivery and associated results for injured workers.

Within a case management framework, the staff member overseeing the claim works in conjunction with treating physicians, employers and rehabilitation providers to coordinate appropriate and quality care for injured workers.

The anticipated result is improved health outcomes for injured workers and, in most cases, the facilitation of timely and durable return to work. It is expected that this will be achieved without reducing benefits to injured workers while remaining cost-effective to the scheme.

## MORE EFFECTIVE INJURY AND CLAIMS MANAGEMENT

The fundamental elements of case management are linked to increased accountability and proactive communication between all key parties involved in the claim such as the insurance staff member, nominated treating doctor, return to work coordinator, rehabilitation coordinator and the employer.

In order to manage claims more effectively, key parties are required to identify and address issues that will affect the health outcomes for injured workers or impact on claims costs.

Most insurers in NSW use a model where a dedicated person is responsible for managing all aspects of an injured worker's recovery and return to work, and also acts as the primary contact for all parties involved with the case.

A centralised point of contact makes it easier for injured workers to access services or obtain information about their benefits. It also facilitates communication and coordination of services to achieve agreed outcomes.

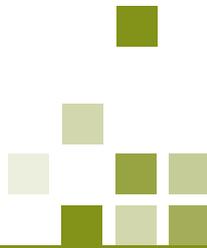
WorkCover's assessment of the implementation of this new initiative delivered encouraging results, demonstrating that all insurers have actively embraced the case management model. Further industry assessment will take place in early 2005 with positive results expected.

## THE FUTURE OF CASE MANAGEMENT

The ultimate value of case management will be measured by the achievement of specific outcomes such as improved return to work rates and improved Scheme performance.

The implementation of best practice case management aims to transform the way services are provided to injured workers.

Monitoring the effectiveness of claims management practices and return to work initiatives will help ensure that the case management concept is an area exposed to continuous improvement.



## BUILDING CASE MANAGEMENT CAPABILITY

As case management evolves, so will the professional development needs of claims managers.

WorkCover NSW, in consultation with key stakeholders, is facilitating the development of an industry-wide strategy to address the current shortage of qualified claims managers.

An industry advisory group has been established and will consult with key parties during the development of the resourcing strategy.

The advisory group will develop a range of accredited training options that are set to establish industry benchmarks and build a strong workforce of claims managers.

For further information visit the Workcover website [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

The next edition of WorkCover News will examine WorkCover's soft tissue injury management strategy – an initiative designed to improve the practices of health and return to work providers, that will complement improved case management by insurers.



# project update

### **A NEW WORKERS COMPENSATION SCHEME TAKES PLACE**

As a new workers compensation system begins to take shape, WorkCover is delivering changes that will bring positive results to injured workers and employers under the WorkCover Scheme.

The majority of changes to the WorkCover NSW Scheme will be generated through a number of initiatives involving the introduction of performance-based contracts with agents through a competitive tendering process.

### **A COMPETITIVE TENDER FRAMEWORK**

In a first for NSW, organisations are being asked to tender for the delivery of workers compensation services.

The new contract arrangements are designed to introduce competition to the market with the aim of improving services to injured workers and employers.

As well as supporting the implementation of the NSW Government's reforms to workers compensation, the tender framework has been structured to:

- ensure minimum disruption to injured workers and employers while maintaining service levels
- continually improve performance of the Scheme
- strive to improve service delivery.



The implementation of performance-based incentive contracts will see new agents increase their focus on delivering measurable outcomes.

To be awarded a contract, agents need to demonstrate they can provide effective, outcome-based services to injured workers and employers.

Agent performance will be evaluated by WorkCover on an ongoing basis.

### **RETURNING TO WORK**

Agents will be working more closely with third party service providers, such as rehabilitation providers and physiotherapists, to achieve the best possible return to work outcomes for injured workers.

Health and other service providers will have a key role to play in returning workers to safe and durable work.

### **ENHANCING SCHEME ASSETS**

WorkCover will manage the Scheme's assets to achieve positive investment results and ensure the long-term viability of Scheme funds.

Scheme funds are currently held by insurers in six separate funds worth more than \$5.8 billion. These funds will be consolidated into a single fund, to form the Worker's Compensation Insurance Fund, (WCIF).

The last quarter of 2004 also saw the establishment of WorkCover's new Investment Division, responsible for investment of the workers compensation Scheme funds and implementing strategies determined by the Workers Compensation Insurance Fund Investment Board.

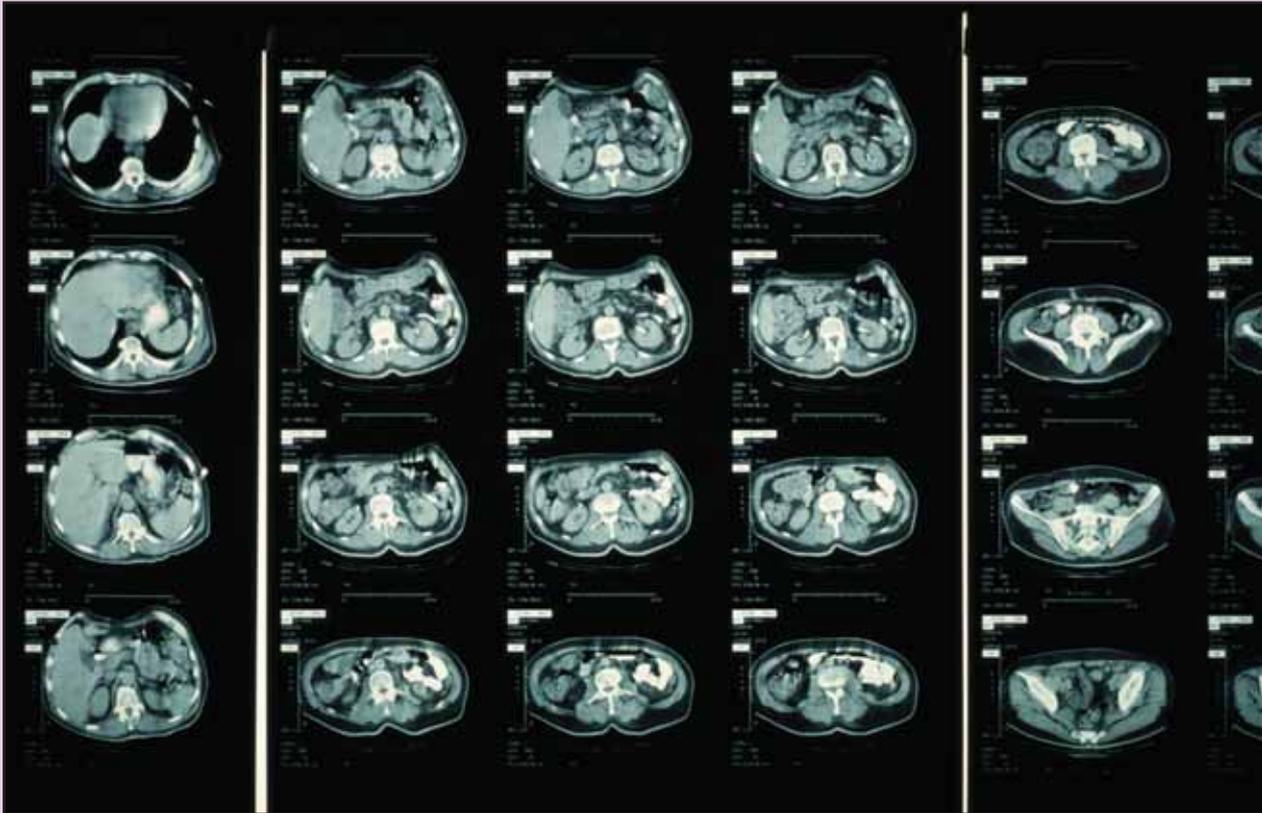
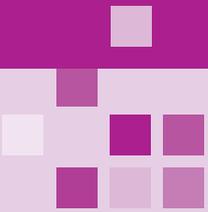
A new investment board was established in December 2004 and will manage the WCIF. The board will be responsible for determining investment strategies, such as asset allocation, fund manager selection and performance monitoring.

Watson Wyatt Australia Pty Ltd has been appointed as the asset consultant for the WCIF and will provide investment advice on a range of issues, including allocation of fund assets, selection of specialist investment managers and development of an investment strategy.

### **MOVING FORWARD**

Improving overall Scheme performance will not compromise the services provided to injured workers and will allow employers to make informed decisions about their policies.

WorkCover will continue to work closely with both agents and service providers to promote innovation in service delivery for injured workers and employers in NSW.



#### **THE WORKERS COMPENSATION INVESTMENT BOARD**

Members of WorkCover's new investment board are: David Spruell, Chairperson; Nicholas Whitlam, Deputy Chairperson; Kerry Adby, Peter Collins and Terry Downing.

Board members have diverse and extensive experience in banking, finance, insurance and law.

The Board will report to the NSW Minister for Commerce on the investment performance of the Workers Compensation Insurance Fund.

#### **CLAIMS AND POLICY AGENT CONTRACTS**

Contracts are expected to be awarded to successful agents from July. These agents will then transition to the new Scheme arrangements later this year.

The initial contract period will be for three years with a renewal option for a further three years, subject to performance.

#### **OCCUPATIONAL REHABILITATION AND RETURN TO WORK PROVIDERS**

Industry consultation took place in January to highlight WorkCover's proposed position regarding occupational rehabilitation and employment service providers.

The session outlined the preliminary position paper 'Occupational Rehabilitation and Return to Work Providers' and described a proposed model to support agents to manage the return to work of injured workers as effectively as possible in the new Scheme arrangements.

The position paper is available on our website [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).



# Kahi Puru takes on the big apple

**'FAILURE IS NOT AN OPTION... AGE IS NO BARRIER.  
WE SHOULD KEEP TRYING NEW THINGS.'**

These are some of the values demonstrated by Paralympian Kahi Puru. As one of Australia's best bench press power lifters in the 100+kg class, Kahi decided to give hand cycling a try after a few jibes from his kids.

'The kids kept asking me why I couldn't go for a bike ride with them so I decided to give hand cycling a try.'

'The transition from power lifting to hand cycling was easy. You need strength for both but it is the endurance that makes the big difference.'

At age 41, he completed the New York Marathon in November 2004 after just six months of learning to ride a hand cycle. The New York Marathon was Kahi's first race and at a distance of 42km it was a true test of endurance and mind over matter. His time to complete the gruelling marathon was 1 hour and 58 minutes. The winner, 47 year old Todd Philpott, also a former power lifter from Australia, won the event with a time of 1 hour 17 minutes.

'All that went through my head in the race was that I am finishing the race, failure is not an option,' Kahi said.

Kahi was 29 when he was crushed in a forklift accident at work. His left leg was amputated at the hip and doctors feared that he would not survive the accident. But Kahi strongly believes in the power of positive thought, and with the love and support of his family he has defied the odds to become a world class athlete.

'My family are a great support and inspiration to me. I spend my down time with them.'

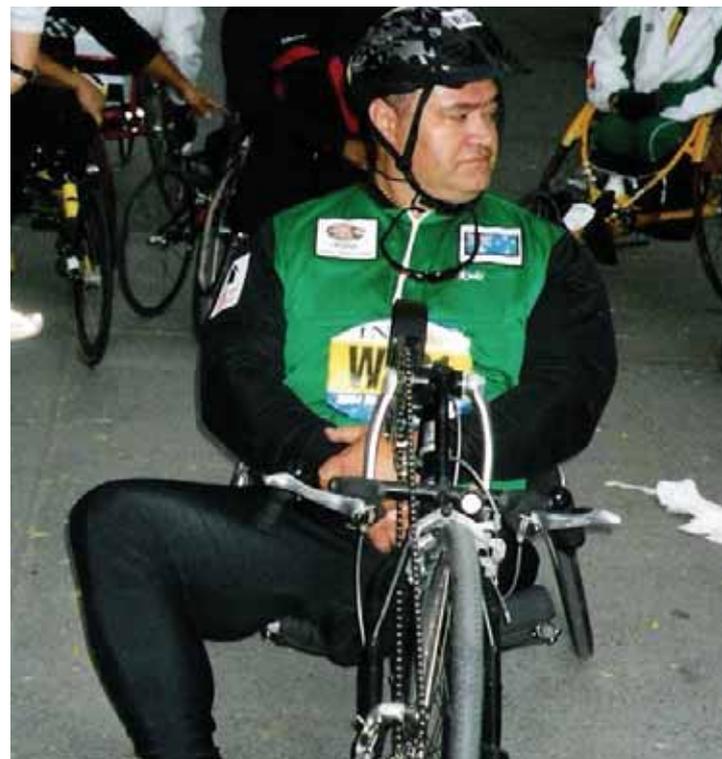
Kahi currently trains six days a week and loves the 5am starts every morning. A regular week's training includes cycling over 140kms, lifting weights and swimming.

'I am currently training for the Australian Championships that are being held in Perth in March. Then I will go back to New York in November to try and beat my previous time.'

As an athlete proudly sponsored by WorkCover NSW through the Paralympian Sponsorship Program, Kahi attends workplaces, industry groups, conferences, media events and annual dinners. He discusses how his accident occurred, measures that could have been taken to prevent the accident, and his efforts to overcome the trauma he experienced.

WorkCover sponsors five athletes through the Paralympian Sponsorship Program who are available to share their inspirational stories. They deliver the message that workplace safety is paramount and that it is the responsibility of both employers and workers.

For more details on the WorkCover Paralympian Sponsorship Program, visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au). You can book an athlete to speak by completing the form found on the website or by calling the WorkCover Marketing Communications Unit on (02) 4321 5344.



# national certificates

## of competency

**THE MISSION OF WORKCOVER NSW** is to work in partnership with the NSW community to achieve safe workplaces, effective return to work and security for injured workers. An important part of this mission is achieved through the incorporation into NSW law of the National Certificates of Competency system which authorises persons to carry out particular classes of work. Under Part 9.1 of the OHS Regulation 2001 (NSW), assessments for certificates of competency may only be carried out by accredited assessors, and WorkCover has produced four new accreditation manuals.

Each manual details:

- the accreditation requirements, including ethical conduct, for persons considering applying for accreditation as a WorkCover accredited assessor
- the information required to be submitted by applicants and the accreditation assessment processes
- the administrative processes implemented by WorkCover to ensure assessments meet the accreditation guidelines.

The manuals have been prepared in four separate packages for convenient use by those seeking accreditation:

- Package 1 is for new applications
- Package 2 is used to apply for an additional period of accreditation
- Package 3 is for assessors who wish to apply for accreditation in an additional class
- Package 4 is for approved interstate assessor status or those seeking transfer of accreditation from another state.

The WorkCover assessor accreditation processes are implemented to:

- ensure the competency of the holder of the certificates of competency
- ensure consistency, validity and confidence in the assessment process

- provide information to specialist accredited assessors
- improve organisational OHS performance through increased OHS skills and knowledge.

Apart from providing evidence of competency and industry experience in the Certificate Class applied for, applicants need to provide evidence of formal training qualifications a or higher training qualification. Applicants must also consent to a National Criminal Records Check, and need to be aware that an application for accreditation may be refused if there is evidence of any offence under any Australian OHS legislation or any criminal offence within the past five years. Please note that strict privacy requirements are adhered to and there are some exemptions as to what convictions WorkCover may access. A criminal record will not automatically lead to a refusal of the application, but will be a factor that WorkCover will consider when making a decision about your accreditation.

If the written application meets WorkCover requirements and the applicant achieves a satisfactory outcome from the compulsory National Criminal Records Check, the applicant will be invited to an orientation/assessment program where WorkCover's audit and administration arrangements will be explained. Attendance and successful completion of the two day orientation/assessment program is compulsory.

Each package is available on the WorkCover website at [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) or by contacting the Strategic Licensing Assessment and Management Unit on **1800 855 969**.

**Further information is available by writing to:**

Strategic Licensing Assessment and Management Unit  
WorkCover NSW  
Locked Bag 2906  
Lisarow NSW 2252

# safety with us

## WorkCover Assistance Service – frequently asked questions

### WHAT IS PERSONAL PROTECTIVE EQUIPMENT (PPE) AND WHAT ARE SOME OF THE TYPES?

If it is not reasonably practicable to eliminate a risk in a workplace, an employer must control the risk. Controlling the risk may involve the use of personal protective equipment (PPE) by workers, in order to reduce their exposure to hazards.

PPE refers to the equipment worn by workers to reduce their exposure to hazards and includes:

- eye protection (goggles, glasses)
- hearing protection (ear plugs, ear muffs);
- respiratory protection (respirators, face masks, cartridge filters)
- foot protection (safety boots)
- head protection (hard hats)
- body protection (aprons, safety harnesses)
- any substance used to protect health, for example, sun screen.

Clause 15 of the OHS Regulation 2001 provides information about the provision of PPE.

### WHAT ARE THE EMPLOYER'S OBLIGATIONS IN RELATION TO PERSONAL PROTECTIVE EQUIPMENT (PPE)?

If an employer is using PPE to control risks, they must:

- determine if PPE is the most appropriate control, based on the risk management process
- provide or pay for all PPE for every person at risk
- ensure the PPE is appropriate for each particular hazard in the workplace
- ensure the PPE is appropriate for each particular worker and controls the risk for that person
- provide or arrange instruction and training for all workers using PPE (including informing the person using PPE of its limitations)
- provide additional training for supervisors so they understand their role in enforcing the use of PPE
- ensure PPE conforms to the relevant

Australian Standard

- enforce the uniform and proper use of PPE by affected staff
- ensure the equipment is provided in a clean and hygienic condition to the person
- ensure that PPE is maintained, repaired or replaced regularly or where necessary
- provide appropriate storage for PPE and ensure the PPE is stored in that place
- individually issue PPE where necessary
- Clearly identify areas in places of work where PPE must be used.

Clause 15 of the Regulation details specific requirements in relation to PPE.

### WHAT ARE THE WORKER'S OBLIGATIONS IN RELATION TO PERSONAL PROTECTIVE EQUIPMENT (PPE)?

Workers have a duty to cooperate with their employer to enable compliance with the legislation in the interests of health, safety and welfare (section 20 of the OHS Act 2000). This duty includes following the PPE requirements at the workplace.

### WHAT HAPPENS IF AN EMPLOYEE REFUSES TO WEAR PERSONAL PROTECTIVE EQUIPMENT (PPE)?

An employer is expected to develop a policy and procedure that clearly explains the workplace requirements and the action that will be taken for failure to comply with the policy. This policy should cover PPE requirements at the workplace.

The policy must be developed in consultation with the workers through the safety committee, health and safety representative or other agreed arrangements and where relevant, the union.

If a worker continues to resist wearing or using PPE, then the employer would be expected to take stronger action such as disciplinary action or moving the employee to another area. All of this should be documented in the procedure.

The employer as well as the worker could be subject to fines or prosecution for the failure to wear or use PPE.

### WHERE CAN I GET MORE INFORMATION?

Visit the WorkCover website [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) under the frequently asked questions (FAQ's) section or you can call **13 10 05** and speak to one of our representatives.

The very model of a

# modern information

officer



**BEV GIBBESON**, a Senior Information Officer in the WorkCover Assistance Service's Information Centre, was awarded a Public Service Medal for outstanding work for the NSW Public Service on 26 January 2005.

The Public Service Medal (PSM) is part of the official Australian system of honours and awards. Only 100 awards of the PSM can be made in any calendar year, and 22 of these are distributed to NSW. Recipients of the PSM are entitled to use the letters 'PSM' after their names to show that their outstanding service has been formally recognised.

The sole criterion for the award of the PSM is outstanding public service. Outstanding service includes service above and beyond the normal requirements of the position, a special achievement or success in the performance of duty in difficult or unusual circumstances, or sustained performance by an individual with a focus on outcomes and recognisable benefits to clients and the workplace. Outstanding service could be shown through: service excellence to the public, or to external or internal clients; innovation in program, project or policy development; leadership, from below or as a member of a team; the achievement of more efficient processes, cost savings, improved products or better service delivery.

Bev Gibbeson commenced with WorkCover almost 10 years ago in a three-month temporary position as an Advisory Officer in the Recom Telephone Centre. Bev's excellent understanding of workers compensation and rehabilitation was key to her selection for the position. It soon became clear that her previous experience as a nursing sister and rehabilitation coordinator was also important because she demonstrated great warmth, empathy and patience in handling several hundred calls a week on a broad range of topics from an equally broad range of clients.

Bev saw her role in the centre was to provide information on the total range of WorkCover's services in occupational health and safety, workers compensation, injury management and rehabilitation so that clients could 'gain maximum benefit' from WorkCover. Commendations were made in 1996, 1997 and 1998 for Bev's dedication to the provision of quality service, and in 1999 Bev was recognised as a 'model information officer, professional and caring in her dealings with callers, generous in her sharing of information with the trainees'.

Bev has consistently gone above and beyond the normal requirements of the position to provide outstanding service to the broad range of clients who come in contact with her each week either through email or telephone.

And Bev, of course, is characteristically modest about her achievement, pointing to her belief that she is a member of a highly skilled team which is equally dedicated to the provision of outstanding service to the broad range of clients who seek assistance either through email or telephone each day. All callers to the WorkCover Assistance Service 13 10 50 can be assured of service to the standard set by WorkCover's 2005 PSM recipient.

On behalf of WorkCover NSW,  
we offer our congratulations to Bev!

# Fatalities

THE FOLLOWING IS A LIST OF FATALITIES occurring in NSW workplaces since those listed in Vol 59 of WorkCover News.

## FATALITIES

- A man was electrocuted while carrying out shop fitting work at a shopping centre.
- A painter/handyman died while attempting to fix a leaky roof at a residential premises.
- Two workers died when the helicopter in which they were conducting survey work crashed.
- A truck driver sustained fatal crush injuries when apparently run over while preparing the load on a truck.
- A truck driver was fatally injured when a truck he was loading apparently reversed and pinned him against a loading dock.

- A guest at a hostel died when he fell from a sitting area located on the roof of the hostel.
- A concreter sustained fatal injuries when struck by construction machinery at a building site.
- A maintenance worker collapsed and died while performing maintenance work on a broken water pipe.
- A forestry worker sustained fatal injuries when struck by a falling tree during tree felling operations.
- A man was fatally injured when he fell while attending to hail damage on the roof of his company's premises.
- A worker sustained fatal injuries when crushed by a concrete panel at a building site.

Disclaimer: These reports are of a preliminary nature and are based on initial reports from WorkCover Inspectors. Full details of incidents will be available after the completion of coronial and other processes. No liability on the part of any parties referred to herein can be inferred from these reports.

# Prosecution Highlights

## MAN FINED FOR WORKERS COMPENSATION FRAUD

**Fine amount:** \$18,780

**Date of judgement:** 26 November 2004

A Sydney man has been ordered to pay \$18,780 and serve 250 hours of community service for falsely claiming workers compensation payments.

The defendant made the false claims while employed by a Sydney company as its workers compensation claims officer.

In the Chief Industrial Magistrates Court, Marciano Gaddi, was found guilty of breaching section 67(1) and section 235A(1) of the Workplace Injury Management and Workers Compensation Act 1998 after he had a car accident on his way to work and then made false statements in his claim for workers compensation.

The defendant was found guilty of seven breaches of the Act for making a false statement in his claim form by not revealing his secondary employment as a waiter and for producing six

medical certificates certifying him unfit to work, when he was actually working as a waiter during this time.

Upon fining the defendant, the Chief Industrial Magistrate made comment on the serious nature of the offence.

WorkCover's Chief Executive Officer, Jon Blackwell, commented: 'WorkCover actively seeks out fraudulent activities under the workers compensation legislation.

'Falsely claiming workers compensation benefits is a serious offence and anyone found doing so will be prosecuted,' he said.

## \$96,250 FINE AFTER MUSTERING FATALITY

**Company:** B H MacLachlan (NSW) Pty Ltd

**Fine amount:** \$96,250

**Date of judgement:** 2 November 2004

A NSW cattle station owner has been fined \$96,250 by NSW Industrial Relations Commission sitting in court session following the death of a 23-year-old supervisor in a mustering incident on 18 July 2001.

B H MacLachlan (NSW) Pty Ltd, owners of Gunbar Station at Merriwagga, near Griffith, pleaded guilty to failing to ensure the health and safety of the supervisor under section 15(1) of the Occupational Health and Safety Act 1983.

The supervisor was found with serious head injuries lying beside his horse by two jackaroos who had been mustering cattle under his direction.

WorkCover evidence showed the company had no documented occupational health and safety policy, risk assessment or training procedures, or requirement for employees to wear a safety helmet while on horseback.

Justice Haylen said it was impossible for him to make a finding on what the effect of wearing a helmet may have had on the accident

'The evidence demonstrates the slow awakening of the rural community to its obligations under the Occupational Health and Safety Act, and the need to rethink its everyday work practices,' he said.

WorkCover Chief Executive Officer, Jon Blackwell, said the company had failed to provide or maintain a safe system of work that was without risk to its workers.

'The tragic death of this young man highlights the tragic consequences that can occur when employers fail to fulfil their responsibilities for ensuring the safety of young people working in an isolated location.'

### **\$19,809 IN PENALTIES FOR WORKERS COMPENSATION FRAUD**

**Fine amount:** \$19,809

**Date of judgement:** 1 November 2004

A man who undertook secondary work while receiving workers compensation benefits has been ordered to repay \$10,493 in restitution, \$9316 in legal costs and sentenced to 1500 hours community service by Forbes Local Court.

Alan Arthur Merritt was convicted of one charge under section 178B of the Crimes Act 1900 and two charges under section 235A of the Workplace Injury Management and Workers Compensation Act 1998.

Merritt was sentenced to 500 hours community service on each of the three charges, to be served concurrently.

WorkCover NSW Chief Executive Officer, Jon Blackwell, said: 'This court outcome sends a strong message to the community that WorkCover is serious about prosecuting fraudulent claims on the Workers Compensation Scheme.

'Fraud by both workers and employers increases the cost of running the Workers Compensation Scheme, which impacts on the whole community,' said Mr Blackwell.

'WorkCover wants to make sure businesses compete fairly and that everyone upholds their responsibilities to ensure we have a viable workers compensation scheme,' he said.

### **WORKCOVER WINS APPEAL IN APPRENTICE BULLYING CASE**

**Company:** M A Joinery Pty Ltd

**Fine amount:** \$9000 and \$12,000

**Date of judgement:** 3 November 2004

WorkCover NSW has won an appeal against fines imposed on two directors of a Sydney company which failed to prevent the bullying of a 16-year-old apprentice on 21 December 2001.

Brian Coleman and Graham Coleman, directors of M A Joinery Pty Ltd, were each fined \$1000 in the Chief Industrial Magistrate's Court on 5 May 2004, for failing to ensure the health and safety of their workers.

The Industrial Relations Commission sitting in Court Session has increased the fines of Brian Coleman to \$9000 and Graham Coleman to \$12,000.

The asthmatic apprentice was wrapped from neck to feet in cling wrap at the company's Lidcombe premises, secured to a work trolley and wheeled to the open edge of an access penetration 4.2 metres above the ground.

Sawdust was thrown over him, and glue and a firehose squirted into his mouth.

In the original judgement, M A Joinery was fined \$24,000, one of the workers involved in the incident fined \$500, and five other workers placed on good behaviour bonds.

WorkCover Chief Executive Officer, Jon Blackwell, said: 'Bullying in any NSW workplace is unacceptable, and any worker found doing so, or any employer who fails to stop such conduct, will be prosecuted.'

# Diary

## WORKCOVER BUSINESS ASSISTANCE

### UNIT WORKSHOPS

WorkCover's Business Assistance Unit is conducting a series of free workshops throughout the state to provide practical assistance and advice to small and medium sized businesses on how they can make their workplaces safer and comply with their occupational health and safety (OHS) and workers compensation responsibilities.

Places are limited so bookings prior to attendance at the workshops is essential and can be made by phoning **1800 624 097** or emailing **businessassist@workcover.nsw.gov.au**.

The workshops 'Working safely with heavy moving plant' are being run in conjunction with the Civil Contractors Federation (CCF) and will be followed by an optional dinner. Booking arrangements can be made for the workshops and dinner by phoning the CCF on (02) 9631 8610. The cost to attend the optional dinner is \$50 per person.

Location		Workshop	Date
Newcastle	Phoenix Sports Mayfield, Industrial Drive, Mayfield	Working safely with hazardous chemicals	17 March
Newcastle	Phoenix Sports Mayfield, Industrial Drive, Mayfield	Workers compensation and injury management	17 March
Somersby	To be confirmed	Focusing of farm safety	21 March
Queanbeyan	To be confirmed	Farm safety evening	22 March
Sydney	Rydges Hotel Parramatta, James Ruse Drive, Rosehill	Working safely with heavy moving plant	1 April
Tamworth	To be confirmed	Focusing on farm safety	5 April
Camden	Camden Valley In Country Lodge Cnr Wire Lane & Remembrance Drive, Camden	Safety in construction	5 April
Griffith	Griffith TAFE, Neville Place, Griffith	Health and safety for hairdressers	5 April
Dubbo	Dubbo RSL Club & Resort Cnr Brisbane & Wingewarra Sts, Dubbo	Safety in construction	7 April
Coffs Harbour	Pacific Bay Novotel Resort Cnr Pacific H/way & Bay Drive, Coffs Harbour	Safety in construction	12 April
Moree	Moree Services Club, Albert Street, Moree	Working safely with hazardous chemicals	13 April
Moree	Moree Services Club, Albert Street, Moree	Workers compensation and injury management	13 April
Port Macquarie	Westport Bowling Club, Buller Street, Port Macquarie	Safety in construction	14 April
Wollongong	Novotel Northbeach, 2-14 Cliff Road, Wollongong	Workers compensation and injury management	14 April
Wollongong	Novotel Northbeach, 2-14 Cliff Road, Wollongong	Working safely with hazardous chemicals	14 April
Gosford	Central Coast Leagues Club, Dane Drive, Gosford	Health and safety for community service organisations	19 April
Sydney CBD	Hotel Occidental, Cnr Erskine & York Streets, Sydney	Health and safety for community service organisations	26 April
Tocal	To be confirmed	Focusing on farm safety	27 April
Gosford	Central Coast Leagues Club, Dane Drive, Gosford	Managing injured workers	27 April
Dubbo	Dubbo TAFE, Myall Street, Dubbo	Health and safety for hairdressers	27 April

# Webwise

## BUSINESS ASSISTANCE UNIT

WorkCover appreciates that many small and medium business owners are busy people and require help in understanding how to meet their occupational health and safety obligations.

This is why the WorkCover Business Assistance Unit (BAU) section of the Workcover website has been set up. The website provides practical tools and advice to small and medium business operators meet their obligations in regards to occupational health and safety. The website provides information on how to implement workplace safety systems, as well as advice on workers compensation and return to work programs.

The BAU site can be accessed via the WorkCover homepage ([www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)) by selecting the Business Assistance Unit icon in the lower right hand side of the screen. On this site you will find assistance for small and

medium sized business operators, including the development of concise, easy-to-read information in downloadable format, and a detailed calendar of seminars and workshops.

## RECENT PUBLICATIONS

- Code of Practice: Safe Work on Roofs, Part 2 – Residential Buildings
- Code of Practice: Control of Work-Related Exposure to Hepatitis and HIV (Blood-Borne) Viruses
- Code of Practice: Noise Management and Protection of Hearing at Work
- OHS Resolution Protocols for the Taxi Industry
- Risk Assessment for Hazardous Tasks Performed by Housekeepers
- WorkCover NSW 2003/2004 Annual Report.

## WorkCover NSW Offices

### Head Office

Office Hours 8:30am – 5:00pm  
Monday to Friday  
92-100 Donnison Street  
GOSFORD 2250  
Phone (02) 4321 5000  
Fax (02) 4325 4145  
Postal Address:  
WorkCover NSW  
Locked Bag 2906  
LISAROW 2252

### WorkCover Assistance Service

Office Hours 8:30am – 5:00pm  
Monday to Friday  
92-100 Donnison Street  
GOSFORD 2250  
Phone 13 10 50

### LABORATORIES

#### Thornleigh

5A Pioneer Avenue  
THORNLEIGH 2120  
Phone (02) 9473 4000  
Fax (02) 9980 6849  
Email:lab@workcover.nsw.gov.au

#### Londonderry

TestSafe Australia  
Ground Floor,  
919 Londonderry Road  
LONDONDERRY 2753  
Phone (02) 4724 4900  
Fax (02) 4724 4999  
Email:testsafe@workcover.nsw.gov.au

### REGIONAL and LOCAL OFFICES

Office Hours 8:30am – 4:30pm  
Monday to Friday

### REGIONAL OFFICES

#### Newcastle

Suite C Level 1  
Cnr Cowper & Fitzroy Streets  
CARRINGTON 2294  
Phone (02) 4921 2900  
Fax (02) 4940 8558

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Fax (02) 6041 2580

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Phone (02) 6491 6600  
Fax (02) 6494 7151

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BLACKTOWN 2148  
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Fax (02) 9831 8246

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Fax (02) 9413 1190

#### Coffs Harbour

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Fax (02) 6652 8213

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Fax (02) 6884 2808

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Phone (02) 4824 1500  
Fax (02) 4822 1242

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Fax (02) 6964 1738

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Fax (02) 9824 0348

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Fax (02) 4933 0807

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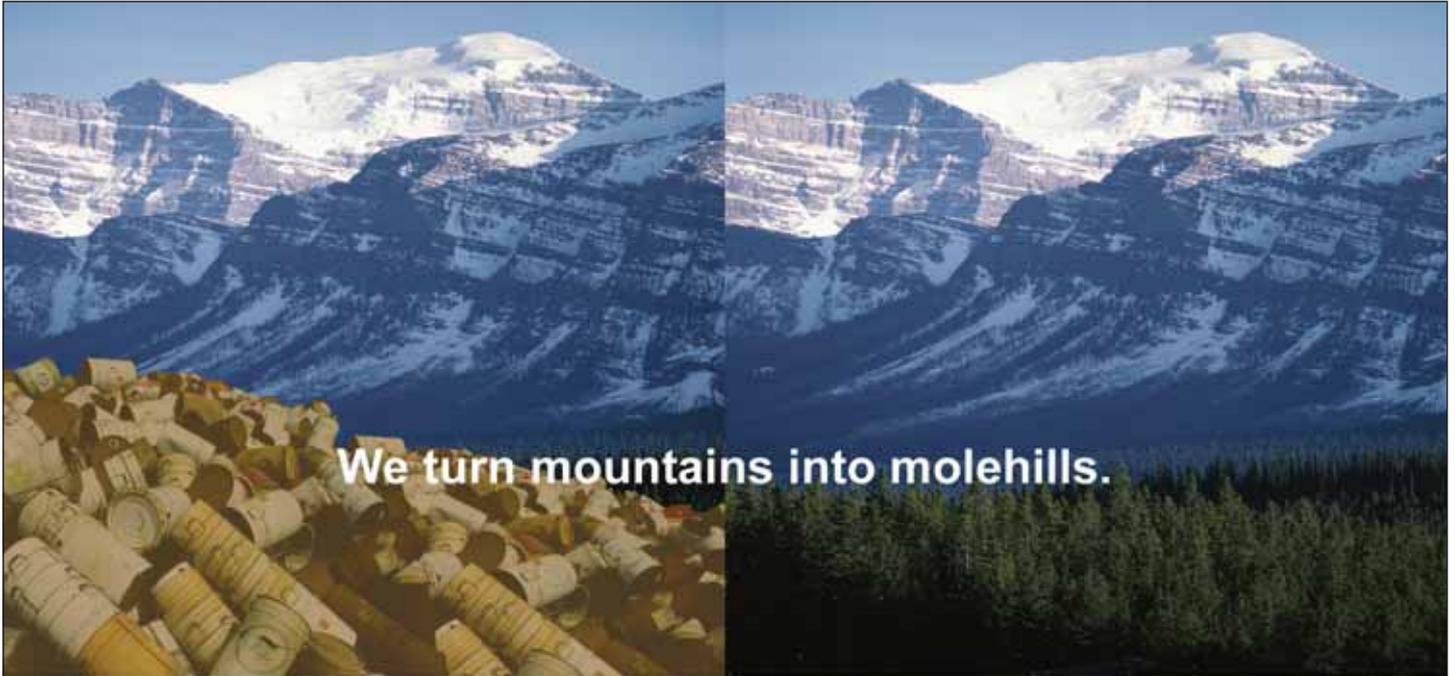
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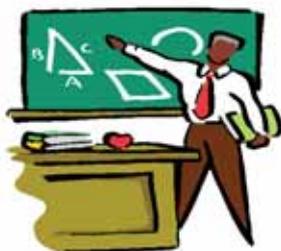
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28 Feb & 7,14,21 Mar (Parr) / 3,4,10,11 Mar (CBD) / 4,5,11,12 Apr (CBD)

#### Return to Work Coordinator - 2 Days

**\$350.00 + \$35.00GST = \$385.00**

20, 21 Apr / 21, 22 Jun (All CBD)

#### Construction Induction - 1/2 Day

**From \$95.00 (GST Exempt)**

2 Mar (CBD) / 1 Apr (Parr) / 22 Apr (Parr) / 9 May (Parr)

#### Risk Mgt For Supervisors - 2 Days

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30, 31 Mar / 30, 31 May (All CBD)

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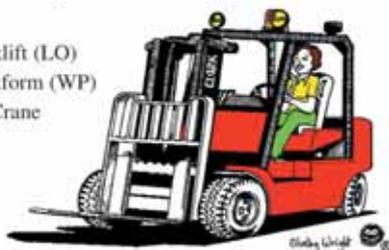
- OHS Consultation
- OHS Risk Management
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OHS CONSULTATION TRAINING COURSE		
EVENT CODE	DATE	LOCATION
OHSE0105	March 2,3,9,10	Parramatta
OHSE0205	Mar/Apr 30,31, 5,6	Arncliffe
OHSE0305	May 19,20,23,24	Cammeray
OHSE0405	June 8,9,14,15	Parramatta
OHSE0505	June 22,23,29,30	Arncliffe
OHSE0605	Jul/Aug 28,29, 1,2	Cammeray
OHSE0705	August 9,10,16,17	Parramatta
OHSE0805	September 14, 15,21,22	Sydney CBD
OHSE0905	October 12,13,18,19	Cammeray
OHSE1005	Nov/Dec 29,30, 6,7	Parramatta

**COST (incl. GST):** ABL Members \$589 Non-members \$620  
**TIME:** 9.00am - 4.00pm daily  
**INCLUSIONS:** Full course notes and catering

RETURN TO WORK COORDINATOR COURSE		
EVENT CODE	DATE	LOCATION
OHSE2005	26,27 May	Parramatta

**COST (incl. GST):** ABL Members \$510 Non-members \$565  
**TIME:** 9.00am - 4.00pm daily  
**INCLUSIONS:** Full course notes and catering

RISK MANAGEMENT COURSE FOR SUPERVISORS AND MANAGERS		
EVENT CODE	DATE	LOCATION
OHSE1105	March 18 (awareness program)	Parramatta
OHSE1205	April 28,29	Cammeray
OHSE1305	May 26 (awareness program)	Arncliffe
OHSE1405	June 23,24	Parramatta
OHSE1505	July 21,22	Sydney CBD
OHSE1605	August 25,26	Parramatta
OHSE1705	September 22 (awareness program)	Cammeray
OHSE1805	October 27,28	Arncliffe
OHSE1905	November 24,25	Parramatta

**COST (incl. GST):**  
**TWO DAY COURSE** ABL Members \$440 Non-members \$495  
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**TIME:** TWO DAY COURSE 9.00am - 4.00pm daily  
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**INCLUSIONS:** Full course notes and catering

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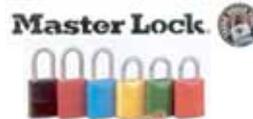
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## 2005 TRAINING CALENDAR

### OHS Risk Management for Supervisors and Managers

> 9-10 March > 4-5 April > 2-3 May  
> 6-7 June > 11-12 July > 3-4 August  
> 8-9 September, > 12-13 October  
> 9-10 November

### OHS Consultation (for Committee Members and OHS Representative)

> 7, 8, 14, 15 March > 19, 20, 21, 22 April  
> 6, 13, 20, 27 May > 16, 17, 23, 24 June  
> 19-22 July > 5, 12, 19, 26 Aug  
> 3, 12, 13-16 Sep > 10, 11, 17, 18 Oct  
> 4, 11, 18, 25 November > 6-9 December

### OHS Committee Refresher Training

> 1 March > 18 July > 5 October

### Writing Workplace Documents

> 5-6 May > 25-26 August > 16-17 November

### Introduction to Return to Work Coordination

> 6-7 April > 2-3 June > 10-11 August  
> 6-7 October > 1-2 December

### OHS Committee Chairperson

> 30 March > 8 June > 7 Sep > 30 November

### Senior First Aid

> 14-15 Apr > 18-19 May, > 14-15 June  
> 7-8 July > 17-18 August > 20-21 September  
> 19-20 October > 16-17 November

### Senior First Aid Recertification

> 15 Apr > 19 May > 15 June > 8 July  
> 18 August > 21 September > 20 October  
> 17 November

### Manual Handling Employee Awareness

> 24 Mar > 26 Apr > 24 May, > 27 June  
> 26 July > 23 August > 27 September  
> 31 October > 22 November

### OHS Developing and Implementing OHS Management Systems

> 31 Mar - 1 Apr, > 9-10 June  
> 29-30 September > 28-29 Nov

### How to Conduct an OHS Audit

> 28-29 April > 5-6 July > 27-28 Oct  
> 12-13 December

### Accessing & Using OHS Information

> 8 April > 15 July > 7 November

### OHS & Managing Human Resources

> 13, 20, 27 April > 4 May > 6, 13, 20, 27 July  
> 4, 11, 18, 25 November

### Accident/Incident Investigation

> 11 March > 1 June > 12 September

### Hazardous Substances

> 4-5 May > 1-2 September

### Construction Induction (Green Card)

> 21 March > 11 April > 9, 30 May > 20 June  
> 4, 25 July > 15, 29 August > 19 Sep  
> 24 Oct > 14 Nov > 5 Dec

Our aim is to continue to provide quality training and consultancy services tailored to our customers' requirements. Our trainers have qualifications in OHS and Adult Education. They are WorkCover Accredited and have extensive industry experience in OHS and training.

### OTHER COURSES

- > Certificate IV in Workplace Safety (12174 NSW)
- > Certificate IV in Assessment and Workplace Training (BSZ40198)
- > Managing Occupational Violence
- > Managing Contractor Safety
- > OHS Workplace Committee-Refresher
- > OHS Employee Induction
- > OHS Employee Induction- Construction
- > Noise in the Workplace
- > Accident Investigation
- > Planning for Emergencies
- > OHS for Labour Hire Companies
- > Site Safety Induction
- > Emergency First Aid
- > OHS in the Office

### CONSULTING AND ADVISORY SERVICES

- > Developing and Implementing OHS Management Systems
- > Emergency Response Training
- > Documentation of Policy and Procedures Manual
- > OHS Newsletters
- > Job Hazard Analysis
- > Site Safety Services
- > OHS Video Production

### AUDITING AND SURVEY SERVICES

- > OHS System Audit
- > Safety MAP Audit
- > Compliance Audit
- > Plant Safety Audit
- > Desktop Audit
- > Workplace Hazard Inspections
- > Ergonomic Survey
- > Manual Handling Survey

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