

WORKCOVER NEWS

70

The workplace safety and injury management magazine

September – November 2007



**SAFE WORK IS
ABOUT PREVENTING
WORKPLACE
INCIDENTS AND
MANAGING INJURIES**

Register your workplace activity with WorkCover NSW to receive a promotional kit to help promote your activity and be in the draw to win two tickets to The Safety Conference 2007 on 24-26 October.

Register your workplace activity at www.workcover.nsw.gov.au/SWWeek.
All NSW registered activities will be listed on the WorkCover NSW website.



Public Courses Training Calendar 2007

(WorkCover NSW Accredited & Specific Purpose Courses)

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OHS Consultation

(A WorkCover NSW Accredited Course)

This course is required to be attended by OHS Committee members & OHS representatives. It provides participants with the skills to apply the principles of workplace OHS consultation & effectively carry out their functions under the OHS legislation
Course Length: 4 days (9am - 4pm). Course Fee: \$627 incl. gst

Oct	Wed 3	Wed 10	Wed 17	Wed 24	City	CIT10
Oct	Thur 4	Thur 11	Thur 18	Thur 25	Parramatta	PAR10
Oct	Thur 4	Thur 11	Thur 18	Thur 25	City	CIT102
Oct	Fri 5	Fri 12	Fri 19	Fri 26	City	CIT103
Oct	Fri 5	Fri 12	Fri 19	Fri 26	Wollongong	WOL10
Oct	Fri 5	Fri 12	Fri 19	Fri 26	Hurstville	HUR10
Oct	Fri 5	Fri 12	Fri 19	Fri 26	Parramatta	PAR102
Oct	Mon 8	Tue 9	Mon 15	Tue 16	City	CIT104
Oct	Mon 8	Tue 9	Mon 15	Tue 16	Parramatta	PAR103
Oct	Thur 11	Fri 12	Thur 18	Fri 19	Campbelltown	CAM10
Oct	Thur 11	Fri 12	Thur 18	Fri 19	City	CIT105
Oct/Nov	Wed 17	Wed 24	Wed 31	Wed 7	Parramatta	PAR104
Oct	Thur 18	Fri 19	Thur 25	Fri 26	Rooty Hill	RH10
Oct	Mon 22	Tue 23	Mon 29	Tue 30	Chatswood	CHA10
Oct	Mon 22	Tue 23	Mon 29	Tue 30	Parramatta	PAR105
Nov	Thur 1	Fri 2	Thur 8	Fri 9	Campbelltown	CAM11
Nov	Fri 2	Fri 9	Fri 16	Fri 23	City	CIT11

Nov	Mon 5	Mon 12	Mon 19	Mon 26	Chatswood	CHA11
Nov	Mon 5	Tue 6	Mon 12	Tue 13	Hurstville	HUR11
Nov	Mon 5	Tue 6	Mon 12	Tue 13	Parramatta	PAR11
Nov	Mon 5	Tue 6	Mon 12	Tue 13	City	CIT112
Nov	Tue 6	Tue 13	Tue 20	Tue 27	Parramatta	PAR112
Nov	Wed 7	Thur 8	Wed 14	Thur 15	City	CIT113
Nov/Dec	Wed 14	Wed 21	Wed 28	Wed 5	Parramatta	PAR113
Nov	Thur 15	Fri 16	Thur 22	Fri 23	Parramatta	PAR114
Nov	Mon 19	Tue 20	Mon 26	Tue 27	Rooty Hill	RH11
Nov	Wed 21	Thur 22	Wed 28	Thur 29	City	CIT114
Nov/Dec	Mon 26	Tue 27	Mon 3	Tue 4	Parramatta	PAR115
Nov/Dec	Tue 27	Tue 4	Tue 11	Tue 18	City	CIT115
Dec	Mon 3	Tue 4	Mon 10	Tue 11	Parramatta	PAR12
Dec	Tue 4	Wed 5	Tue 11	Wed 12	City	CIT12
Dec	Wed 5	Thur 6	Wed 12	Thur 13	City	CIT122
Dec	Thur 6	Fri 7	Thur 13	Fri 14	Parramatta	PAR122

ON-SITE TRAINING COURSES

- Accident Investigation (1 day)
- Advanced Return to Work* (1 day)
- BackBasics Manual Handling (2 hrs)
- BackBasics Manual Handling Risk Mgmt (3.5hrs)
- BackBasics Workstation Set-up & M/Handling (2 hrs)
- Course in OHS Consultation* (4 days)
- Construction General OHS Induction* (1 day)
- Developing Workplace Safety Culture: Behaviour & Values (1 Day)
- Intro to Return to Work Coordination* (2 days)
- OHS Committee Chairperson (1 day)
- OHS Committee Refresher (1 day)
- OHS Induction for Employees (4 hrs)
- OHS Law for Directors & Managers (2 hrs)
- OHS Responsibilities for Super & Mgrs (2 hrs)
- OHS Risk Management (1 day)
- OHS Risk Mgmt for Super & Mgrs (1 or 2 days)
- First Aid (2 days)
- First Aid Recertification (1 day)
- Workplace Substances (1 day)

*WorkCover NSW Accredited Course

introduction to return to work co-ordination

(A WorkCover NSW Accredited Course)

This course is required to be attended by a return to work coordinator whose employer has a base tariff premium of more than \$50,000 pa. It develops the basic skills and knowledge needed to manage workplace injuries.
Course Fee: \$510 (gst free)

Course Length: 2 days (9am - 4:30pm).

Oct	Thur 25	Fri 26	Parramatta	PARR10
Oct	Thur 25	Fri 26	City	CITR10
Nov	Mon 12	Tue 13	City	CITR11
Nov	Mon 12	Tue 13	Parramatta	PARR11
Dec	Thur 6	Fri 7	City	CITR12
Dec	Tue 11	Wed 12	Parramatta	PARR12

advanced return to work co-ordination

(A WorkCover NSW Accredited Workshop)

This course provides accredited return to work coordinators who have at least 6 months experience, with further knowledge and skills so they can effectively handle more complex return to work cases.
Course Fee: \$374 incl. gst

Course Length: 1 day (9am - 4pm).

Nov	Fri 2	Parramatta	PARE11
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ohs risk management for supervisors & managers

(There is no WorkCover NSW Course)

This course provides participants with knowledge, skills and appropriate attitudes necessary to apply the principles of risk management and effectively manage health & safety in their areas of responsibility.
Course Fee: \$517 incl. gst

Course Length: 2 days (9am - 4pm).

Oct	Mon 15	Tue 16	City	CITS10
Oct	Thur 18	Fri 19	Parramatta	PARS10
Nov	Thur 8	Fri 9	Parramatta	PARS11
Nov	Mon 19	Tue 20	City	CITS11
Dec	Wed 5	Thur 6	City	CITS12
Dec	Wed 12	Thur 13	Parramatta	PARS12

construction general ohs induction

(A WorkCover NSW Accredited Course)

courses run every week

This course is required to be attended by persons working on a construction site. It provides the general OHS knowledge and skills needed by construction workers.

Course Fee: \$150 (gst free)

Course Length: 5 hours (9am - 3pm).

Oct	Mon 8	Parramatta	PARCN10
Oct	Mon 15	City	CITCN10
Oct	Mon 29	City	CITCN102
Nov	Mon 5	Parramatta	PARCN11
Nov	Mon 12	City	CITCN11
Nov	Mon 26	City	CITCN112
Dec	Mon 3	City	CITCN12
Dec	Mon 10	Parramatta	PARCN12

first aid

(A WorkCover NSW Approved Course)

This course is required to be attended by workplace first aid officers. It imparts the knowledge, skills and attitudes that are necessary to give competent care to the ill or injured until medical aid arrives.

Course Fee: \$176 incl. gst

Course Length: 2 days (8.30am - 5.00pm).

Oct	Thur 11	Fri 12	Parramatta	PARFA10
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workplace substances management

(There is no WorkCover NSW Accredited Course)

This course provides participants with practical knowledge to manage the risks associated with workplace substances.

Course Fee: \$286 incl. gst

Course Length: 1 day (9am - 4pm).

Oct	Tue 30	City	CITW10
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developing workplace safety culture: behaviour & values

(There is no WorkCover NSW Accredited Course)

This course is designed to give participants an understanding of the nature of a positive safety culture and provide them with the tools to create one in their own workplace.
Course Fee: \$363 incl. gst

Course Length: 1 day (9am - 4pm)

Oct	Mon 29	City	CITP10
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ohs committee refresher

(There is no WorkCover NSW Accredited Course)

This course is designed to refresh committee members on how to have an effective committee, revisit the OHS Act 2000 & OHS Regulation 2001 and provide updates on this legislation.

Course Fee: \$286 incl. gst

Course Length: 1 day (9am - 4pm).

Oct	Wed 10	Parramatta	PARF10
Nov	Tue 20	City	CITF11
Dec	Wed 12	Parramatta	PARF12

ohs committee chairperson

(There is no WorkCover NSW Accredited Course)

This course provides a chairperson with further skills and certainty so that they can operate the committee effectively and make a greater impact on health and safety.

Course Fee: \$286 incl. gst

Course Length: 1 day (9am - 4pm).

Oct	Mon 22	City	CITC10
Nov	Tue 20	Parramatta	PARC11
Dec	Wed 12	City	CITC12

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*From October 2004 to March 2007, when this Training Calendar went to print.

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Minister for
Industrial Relations,
John Della Bosca
with the new
WorkCover NSW
safety bus.

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Chief Executive Officer



As a result of reforms to the NSW workers compensation system and improved investment returns, premium rates were reduced by another five percent from 30 June this year. This makes the fourth rate reduction in 18 months and brings the WorkCover NSW Scheme's target collection rate to 1.86 per cent – its lowest level in more than a decade. These reductions have provided annual savings of \$675 million to NSW employers. New premium payment arrangements were also put in place for policies that commence or renew from 30 June 2007. The new arrangements allow premium payments for many employers to be made in quarterly or monthly instalments. A discount of three per cent is now available for annual premium payments made in advance.

To assist injured workers experience consistent, quality service and assistance regardless of their employer, WorkCover NSW has extended the application of 'Case Management Principles' to self and specialised insurers. This includes the appointment of a single, appropriately qualified, person who is responsible for actively managing an injured workers claim throughout its entire life. This will assist achieve timely, safe and durable return to work for injured workers.

In addition to our regular features, in this edition of WorkCover News, we take a look at the valuable support provided by the dedicated frontline staff of the WorkCover Assistance Service. This comprises the Information Centre (staff who operate the 13 10 50 call centre) and the Claims Assistance Service. Staff of the Information Centre were recently recognised for their exceptional service by winning a national award for the *Best Government Contact Centre operation with less than 30 employees*. I am very proud of this small and dedicated team who provide outstanding service to injured workers and employers over the phone, by email and across the counter every day.

We also highlight the valuable contribution of Industry Reference Groups (IRGs) that work with industry and employee groups to identify priority, industry-specific issues, trends and concerns on workplace safety, workers compensation and injury management issues. These groups provide a consultation forum to promote existing industry-specific solutions, as well as researching and developing new industry-specific resources and practical solutions. They disseminate information to the whole industry sector, collaborating with WorkCover NSW's industry-based teams.

It's *Safe Work Australia Week* in October and this year in NSW WorkCover NSW is the major sponsor of the Safety Show and Conference, to be held in Homebush Bay. The 2007 WorkCover Safe Work Awards is a highlight of the show. Tickets to the conference, awards night and the show are still available (see page 15 for booking details). I encourage our readers to visit the WorkCover NSW stand at the Safety Show and attend the Conference. Both events provide a great opportunity to keep up to pace with the latest in workplace safety.

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke at the end.

Jon Blackwell
Chief Executive Officer
WorkCover NSW

WorkCover working in harmony with other States

WorkCover NSW has been working in harmony with other jurisdictions, in particular with Victoria and Queensland, to develop a nationally consistent approach to occupational health and safety and workers compensation while upholding safety standards.

Harmonisation is an initiative designed to make it easier for employers who conduct business across multiple States by reducing costs and eliminating unnecessary administration processes.

Harmonisation is a key priority for the NSW Government – to make it easier for people doing business across State borders. Agreement on measures that will improve simplicity and reduce duplication for both employers and workers have already been reached across some States and Territories.

Initiatives already in place as part of a nationally consistent approach include:

- mutual recognition of construction induction cards issued across NSW, Victoria and Queensland
- certificates of currency are now valid in NSW for a period up to 12 months, instead of four months. The certificate of currency forms have also been standardised across the jurisdictions of NSW, Victoria, South Australia and Queensland
- Victorian plant design registrations can be recognised in NSW with the supply of additional information during the application process
- uniform claim forms for workers compensation have been developed for use in NSW, Victoria and Queensland
- mutual recognition of return to work coordinators who provide services to injured workers across the State borders of NSW, Victoria and Queensland
- common approaches to State based self insurance application requirements have been agreed
- shared advertising campaigns to increase awareness of safety
- NSW “Serious About Safe Business” pack has been introduced in Victoria and Queensland.

Further work is being carried with the States to develop:

- common approaches to implementation of a national standard for licensing high risk work
- sharing expertise in a range of areas such as the regulation of major hazard facilities
- common premium reporting forms and standard forms for multi-State employers
- consistent guidance material to help employers improve workplace safety and manage compliance with workers compensation.

The Australian Safety and Compensation Council launched a national code of practice for construction induction in May this year. The code establishes an agreed framework for construction induction training across all Australian jurisdictions and all States and territories have agreed to adopt the code.

In consultation with key industry and employer groups, NSW, Victoria and Queensland are also developing guidance material in regards to a range of areas within the domestic construction industry including standardising information on supervision, site fencing, and amenities, expected to be released later this year.

To further reduce red tape, and make it easier for employers to do business in NSW, from 1 July 2007 WorkCover NSW has also removed the requirement for employers to have an external auditor or tax agent certify their wages declarations prior to lodging with their workers compensation agent, saving employers time and money.

Employers can now pay their workers compensation premiums in instalments and can receive a three per cent discount for payment in full, in advance. As well, employers that operate in more than one State can now have a single point of contact within their workers compensation insurance agent to deal with all their workers compensation queries.

By working collaboratively with industry and other jurisdictions, WorkCover NSW and the NSW Government will continue to implement improvements to workers compensation and occupational health and safety and to explore further harmonisation initiatives to benefit workers and employers.

Further information about harmonisation initiatives is available from the WorkCover NSW website www.workcover.nsw.gov.au

In profile

WorkCover Assistance Service

The WorkCover Assistance Service provides information and assistance to workers, industry and the community on workplace health and safety, injury management and the workers compensation system.

With close to 300,000 enquiries each year, the WorkCover Assistance Service is the central point of contact for a range of queries from businesses, workers and service providers. The dedicated information officers receive almost one thousand phone, email and counter enquiries each day.

Established in January 2002, the WorkCover Assistance Service comprises the Information Centre and the Claims Assistance Service. *The Information Centre* provides advice on issues that relate to all areas of WorkCover NSW's core business, while the *Claims Assistance Service* offers a specialised service to injured workers and employers about workers compensation claims, help with return to work after an injury and the resolution of disputes.

THE INFORMATION CENTRE

Information officers are the voice at the frontline of WorkCover NSW - on board to address your enquiries, requests for assistance or even complaints. The Information Centre receives around 900 calls each day, or 25,000 each month, that relate to many issues. Some of the most common calls are about:

- requests for clarification about an act or regulation
- requests for an inspector to visit a workplace
- information about licensing requirements
- reporting unsafe working conditions
- information about workplace health and safety, and workers compensation issues
- information about industry specific hazards and codes of practice for safe work operations.

In 2006/07, more than 296,000 telephone, email and counter contacts were received by the Information Centre. Although volume of calls is high, customer satisfaction remains the

Centre's primary focus.

In a recent customer satisfaction survey, nearly eight out of ten customers reported that the Information Centre service met or exceeded their expectations, and thought that staff had a friendly or polite manner. Ninety seven per cent of clients gave ratings of seven to ten for centre staff's politeness. More than half of those surveyed thought that staff used language that was easily understood, and that staff took their reasons for calling seriously, rating the service at eight out of ten.

CLAIMS ASSISTANCE SERVICE

The Claims Assistance Service was established after a series of reforms to workers compensation. These reforms were designed to reduce claim disputes by developing a more streamlined and efficient dispute resolution process, as well as improved claims management and assessment processes.

Other mechanisms also introduced to reduce disputes included the establishment of provisional liability and the Workers Compensation Commission. In 2006/07, the Claims Assistance Service handled more than 4600 cases, on average about 390 cases a month. They achieve an average monthly resolution rate of almost 83 per cent.



The Claims Assistance Service provides help to injured workers and employers about workers compensation claims. The service also provides advice and support to injured workers during the workers compensation claims process on a range of issues such as:

- payment of benefits
- dissatisfaction with the management of a claim
- delays in treatment and medical expenses
- return to work issues
- reporting of injuries
- seeking advice on disputes.

Some of the most common reasons for calls to the service include:

- delayed or unpaid benefits
- declined claims
- difficulties with medical and other expenses
- problems with return to work
- difficulties in making a notification to the insurer.

The Claims Assistance Service team mediates on disputes between injured workers, employers and insurers to try to reduce the number of cases that need to be lodged with the Workers Compensation Commission. It helps employers understand their obligations outlined in relevant workers compensation and injury management legislation.

WorkCover's Claims Assistance Service facilitates resolution of potential disputes by:

- emphasising speedy problem identification, action and resolution
- attempting to resolve disputes with workers compensation insurance agents within agreed timeframes
- liaising with workers compensation insurance agents on problems notified.

Although the Claims Assistance Service has an excellent dispute resolution rate, in some cases the Claims Assistance Service team will provide advice on how to lodge a dispute with the NSW Workers Compensation Commission.

WORKCOVER NSW WINS NATIONAL CONTACT CENTRE AWARD

The WorkCover Information Centre recently received a national award for its work as the *Best Government Contact Centre operation with less than 30 employees*.

The award acknowledges the achievements of all of the Information Centre staff who, on a daily basis, provide a positive and important public service.



Minister for Industrial Relations, John Della Bosca with Information Centre staff showing their award.

The WorkCover Assistance Service answers questions on a wide range of workplace issues. The free service is available and can be accessed by telephone, fax, mail and e-mail.

The WorkCover NSW Assistance Service is here to help you. If you have a question or concern about workplace health and safety, workers compensation, returning to work after an injury, or you would like to find out more about WorkCover NSW, call **13 10 50** or email contact@workcover.nsw.gov.au

You can always drop in and see us at our Head Office in Donnison Street Gosford, or a local office near you (see page 27 for details).

Safe Business

is Good Business Weeks

As part of Small Business Month, WorkCover Business Assistance will host a series of *Safe Business is Good Business Weeks* across New South Wales during September.

The Safe Business is Good Business Weeks are designed to highlight the occupational health and safety, workers compensation and injury management issues affecting small business.

As part of the Weeks, Business Advisory Officers – *Your local guide to safety*, conducted free workplace advisory visits and Safe Business Advisory Forums in Ballina and Newcastle. Safe Business is Good Business Weeks are still to be conducted in Bathurst and Wagga Wagga.

WorkCover Business Assistance provides small to medium sized business with free, practical advice and assistance to help build their capacity to appropriately manage important workplace safety issues.

A key component of WorkCover Business Assistance is the Business Advisory Officers located throughout regional and metropolitan NSW, available to discuss your workplace safety concerns and issues free of charge, and at a time and place convenient to you.

“I urge small and medium business operators to attend a workshop or to request a one-on-one session to experience the benefits of this service,” said The Minister for Industrial Relations, John Della Bosca.



Minister of Industrial Relations, John Della Bosca with the new WorkCover NSW safety bus.

“WorkCover Business Assistance conducts free workshops and seminars around NSW every week, taking safety information direct to the regions, and to individual workplaces” said the Minister.

SAFE BUSINESS ADVISORY FORUMS

Free Safe Business Advisory Forums will be held in the following locations during the remainder of September:

- Bathurst, Tuesday 18 September
- Wagga Wagga, Tuesday 25 September

Visit www.workcover.nsw.gov.au/safebusiness for details of time and location.

Register for a Safe Business Advisory Forum by contacting WorkCover Business Assistance on **1800 624 097** or email businessassist@workcover.nsw.gov.au.

Although the forum is an all-day event, you are welcome to attend individual sessions of your choice. The forums include two information sessions and a workshop.

INFORMATION SESSION: SAFE BUSINESS IS GOOD BUSINESS MENTOR PROGRAM

In this session you will find out about the Safe Business is Good Business Mentor Program, as well as hear from a participant in this year’s program.

The mentor program provides participating small and medium businesses with advice and practical assistance from a large business in their industry sector.

In partnership with WorkCover Business Assistance, large businesses act as mentors to participating small and medium businesses.

The 2007 program includes 13 large construction and manufacturing business mentors sharing their OHS, workers compensation and injury management expertise free of charge to 64 small businesses from across the state. The program runs for eight months and involves a combination of site visits, interactive workshops and information sessions, as well as individual consultation if requested.

2008 will see the expansion of the program to include the construction; manufacturing; rural; health and community services industries.

If you run a small or medium business in one of these industries, this free information session will fill you in on how you can be involved in the 2008 program. It not only has the potential to strengthen your knowledge base, but also your safety standards and business performance.

WORKSHOP: SERIOUS ABOUT SAFETY

This half-day workshop is designed to help take the confusion out of workplace safety obligations for small and medium businesses. It takes a practical approach to helping you to achieve compliance, whether you are starting from scratch or need only to build upon what you already have in place.

You will learn a number of simple steps to help make your business a safe business. As a bonus, by attending this workshop and completing a Safety Action Plan, you may be eligible for up to \$500 cash back for implementing a safety improvement in your workplace.

INFORMATION SESSION: SAFETY SOLUTIONS REBATE PROGRAM

In this one-hour session, you will learn how to implement a safety action plan in your workplace and how to qualify for the Safety Solutions Rebate Program.

The program provides an incentive for small business operators to work with their employees to identify safety problems and fix them. Employers who qualify for the rebate receive half the costs (excluding GST), up to \$500, of adopting an effective solution to a safety problem in their workplace.

If you are unable to attend, you can request a free Safe Business Advisory Forum or Workplace Advisory Visit at a time and location convenient to you. Simply contact **1800 624 097** or email businessassist@workcover.nsw.gov.au

BUSINESS ADVISORY OFFICERS – YOUR LOCAL GUIDE TO SAFETY

Profile: Tamworth Business Advisory Officer, John Ringland



Dispelling myths is a common part of John Ringland's job as a Tamworth-based WorkCover Business Advisory Officer. With a background practising law as a solicitor in regional NSW, John is well-versed in the importance of getting the facts right.

"I hear it time and again that workplace safety is a burden and a waste of time, but when I sit down and discuss the issues with the employer, they realise this is not the case at all", says John.

"It sounds like a cliché but I feel like I can help put a light on for businesses. I help them realise it is not difficult or complicated, and that workplace safety can even make their businesses more profitable.

"Once a business can see that safety is achievable and doesn't have to be expensive, they end up being the best advocates for WorkCover NSW and safety in the workplace."

For John, no two days are the same as he works with a range of small to medium businesses on different workplace safety issues. On any given day you might find him holding a free public workshop, giving one-on-one workplace advice and information in the workplace or over the phone.

"I like the fact that my role is advisory in nature; that I am able to engage with all manner of different businesses and business people," John said.

"I'm lucky that the team I work with in Tamworth are from eclectic backgrounds so there is always someone here we can call upon for advice or to solve a problem."

"It's a great feeling being able to help employers and businesses, however simple or complex their issues may be."

Case Management

Consistency for all injured Workers in NSW Workplaces

To ensure that all NSW workers receive consistent, quality service and assistance in the event of a workplace injury, WorkCover NSW has extended the application of 'Case Management Principles' to self and specialised insurers.

When applied to workers compensation, case management means a co-ordinated and managed approach that integrates all aspects of injury and claims management, including:

- payment of benefits and entitlements
- liability determination
- treatment
- rehabilitation
- retraining
- factual investigation
- claims estimation
- investigation of recovery potential
- employment management practices – eg. risk management, return to work programs and occupational health and safety.

WorkCover NSW's 'case management framework' is a set of clearly defined practices, underpinned by quality assurance and continuous improvement, to ensure effective management of a claim from notification through to finalisation.

Fundamental to the framework is the appointment of a single, appropriately qualified, person who is responsible and accountable for actively managing an injured worker's claim throughout its entire life – with the ultimate goal of achieving a timely, safe and durable return to work for injured workers.

The framework incorporates eight case management principles:

1. **Case management philosophy and case manager's role** – a single, appropriately-qualified person responsible and accountable for active management of an injured worker's claim develops a management plan in consultation with the worker, their doctor, the employer and other relevant parties.
2. **Triage and screening** – early and accurate identification of needs, risks and potential barriers to achieving health and return to work outcomes ensures the focus of management is on risk factors indicative of poor outcomes, and that claims are assigned to appropriately-skilled case managers.

3. **Clearly-defined practices** – define the components of effective case management that proactively moves a claim to finalisation. The components include early contact and assessment, case management planning, file handover and finalisation, payment of benefits and entitlements, complaints and dispute management which support appropriate interaction with key parties to ensure that injured workers and employers receive services in a supportive, efficient and cost-effective manner.
4. **People management and training systems** – human resources systems that support recruitment, professional development, training and performance management of staff to enable effective application of case management.
5. **Records management** – ensures that a system is in place to deliver complete, accurate, timely, secure and accessible information that contributes to an injured worker's claim.
6. **Sound decision-making** – means considering options and acting to achieve outcomes for the injured worker, the employer, and the NSW workers compensation system, without preference or prejudice
7. **Cost-effective service** – outcome-focused management of the injured worker and their claim for compensation includes the need to effectively manage the overall costs associated with the worker's recovery, in the context of their return to work goals.
8. **Quality assurance and continuous improvement** – ongoing review, analysis and evaluation of systems and work practices, tools and resources to allow the organisation to identify areas of strength and opportunities to implement improvement strategies to enhance performance and achieve desired outcomes.

Through application of the case management principles within their business models, WorkCover NSW expects that self and specialised insurers will continuously improve their service levels by:

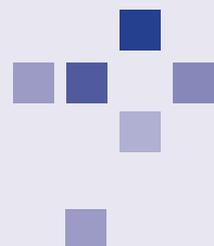
- managing injuries, claims and return to work outcomes in a holistic and systematic manner
- maximising return to work and health outcomes for injured workers, while minimising risk of re-injury
- establishing an effective claims management infrastructure and process with open communication channels
- delivering cost-effective case management with a strong focus on outcomes.

WorkCover NSW and the Self Insurers Association collaborated on the development of a case management auditing process to support the introduction of these principles. Self and specialised insurers undertake self-audits as part of their licensing requirements and WorkCover NSW conducts independent audits to verify a level of conformance that will satisfy licence continuation or renewal.

Implementing these arrangements demonstrates improvements in service delivery, which build on legislative

requirements. They reflect the commitment of WorkCover NSW and self and specialised insurers to ensure that workers receive the best possible treatment if they sustain a work related injury.

The Case Management principles are available from WorkCover NSW's website www.workcover.nsw.gov.au. Copies of the Case Management Audit Tool and Process may also be obtained from WorkCover NSW by email or via the WorkCover Assistance Service – **13 10 50**.



WorkCover NSW premium rates fall to a **ten-year low**

Businesses across the State are set to receive a further \$119 million in premium savings, following the release of the 2007/08 Insurance Premiums Order (IPO). The IPO saw all workers compensation premium rates reduced by five per cent.

"In the last 18 months, premium rates have fallen by 25 per cent, delivering a \$675 million a year saving to NSW employers and a boost to the State's economy," NSW Minister for Industrial Relations, Mr Della Bosca, said.

"This latest reduction has reduced the WorkCover NSW Scheme's target collection rate from 2.57 per cent to 1.86 per cent of wages, its lowest level in more than a decade," he said.

The latest five per cent premium rate reduction applies to all WorkCover NSW industry classes and is effective for policies commencing or renewing on or after 30 June 2007.

This latest reduction will deliver savings for NSW business and provide a practical benefit to individual employers:

- A Central Coast provider of aged care services will save \$6542
- A plant nursery in Sydney's North West will save \$1268
- A large appliance wholesaler in Sydney will save \$8193
- A small auto service centre in Sydney's West will save an additional \$475. This business is also protected from premium increases if it has a claim.

"Returning the WorkCover NSW Scheme to surplus has enabled the NSW Government to deliver lower premiums, increased benefits and an apprentice incentive scheme forecast to create 1000 new apprenticeships a year," the Minister said.

The Insurance Premiums Order is released annually and contains information about the WorkCover NSW Industry Classification System, premium rates, premium formulas, and dust diseases rates.

The Insurance Premiums Order 2007/08 and further information about workers compensation are available from the website at www.workcover.nsw.gov.au

NEW PAYMENT ARRANGEMENTS FOR WORKERS COMPENSATION PREMIUMS

From June 30 2007 new payment arrangements came in to effect to make it easier for businesses to pay their workers compensation premiums.

- Employers whose annual policy exceeds \$175, will receive a further three per cent discount if they pay their premium in full, in advance.
- Employers with a Basic Tariff Premium greater than \$1000 can pay their premium by quarterly instalments.
- Employers whose Basic Tariff Premium is greater than \$5000 can pay by quarterly or monthly instalments.

Poster Competition

Now in its second year, the Young Workers Poster Competition received record numbers of entries to promote awareness and prevention of manual handling injuries in the workplace.

Entries were required to carry the competition's theme and tagline: *Safe manual handling, Smart move*. Students from around the state participated with more than 420 entries received, up from 332 in its inaugural year.

Many businesses that traditionally employ young workers, such as Red Rooster, Hungry Jacks, KFC and Woolworths have been actively involved in promoting this year's competition.

Schools and tertiary institutions throughout NSW played an essential part in promoting and supporting this competition, as students and other young workers face a much greater risk of being injured on the job than any other age group. With 14 per cent of workplace injuries occurring among the state's 210,000 young workers, this puts their injury rate at more than 20 injuries daily.

At the launch of this year's competition, WorkCover NSW's Chief Executive, Mr Jon Blackwell, reiterated WorkCover NSW's commitment to reducing injuries and informing young workers and their employers of their rights and responsibilities.

"It is imperative for employers to consider the inexperience of young workers by educating them about safety issues and anticipating, eliminating and controlling risks in the workplace.

Although continued improvement in occupational health and safety has seen injuries and fatalities in NSW fall to their lowest level in 18 years, it is important that young workers are given the necessary support to perform their work safely." Mr Blackwell said.

The Young Workers Poster Competition is an excellent way of raising awareness in young workers, and this year's competition includes a prize pool of \$20,000 in cash and prizes. A total of 34 poster designs will be awarded prizes in two categories, with 21 prizes on offer for the high school category, and 13 for the tertiary category. An added bonus

in the 2007 competition is the inclusion of two new awards, the Industry Choice Award and People's Choice Award, with winners of each category receiving an iPod nano, valued at \$219 each.

Delegates at the 2007 Safety Show and Conference will have the opportunity to vote for their favourite posters in both the tertiary and high school category for the Industry Choice Award.

The People's Choice Award gives the general public the opportunity to have their say on which design they think is the most creative, or the most effective at getting the key message for this year's campaign across. The general public will have the option to register and vote for one of the top 40 entries in both categories for the People's Choice Award at www.youngworkers.com.au. Online voting commences in late September 2007.

The winning 2006 entries can be viewed online at the Young Workers website. Orders can be placed online to receive FREE A3 posters that can be displayed in workplaces and schools/tertiary institutions. The six posters are designed by NSW students and promote workplace safety and training for young workers.

For more information and advice on the rights and responsibilities of young workers and their employers, visit www.youngworkers.com.au



SAFE WORK

IS ABOUT PREVENTING WORKPLACE INCIDENTS AND MANAGING INJURIES

Workplaces across Australia will be organising activities during Safe Work Australia Week 2007 – **get involved!**

In New South Wales there are TWO ways you can participate:

1. Run an event or activity in your workplace

Register your activity with WorkCover NSW to receive a free promotional kit and be in the draw to win two tickets to The Safety Conference 2007 in Sydney.

2. Attend The Safety Show and/or Conference

Register and attend The Safety Show for free or attend The Safety Conference to receive the latest information on safety issues and products. To find out more visit www.thesafetyshow.com.au

For more information call 13 10 50, email events@workcover.nsw.gov.au or go to www.workcover.nsw.gov.au/SWAWeek



Changes to First Aid

Certification

If you are planning to complete a first aid course or organise first aid training for your workplace, make sure it is WorkCover NSW approved.

WorkCover NSW has recently changed what it has considered as approved training. WorkCover NSW has now begun recognising specific national units of competency.

All existing WorkCover NSW course approvals will expire on 30 June 2009, and after this date the only first aid training approved by WorkCover NSW are the specified national units of competency delivered by registered training organisations.

The national units of competency that are now recognised by WorkCover NSW are:

- First aid course

HLTFA301B Apply first aid

- Occupational first aid course

HLTFA301B Apply first aid

HLTFA402B Apply advanced first aid

HLTFA403A Manage first aid in the workplace.

WorkCover NSW will continue to recognise traditional first aid and occupational first aid certificates issued prior to 30 June 2009, until their expiry date (three years). After this date

WorkCover NSW will only recognise certificates issued in the titles listed.

These changes will benefit course providers, employers and employees by reducing red tape in the accreditation processes for providers and streamlining the validation process for first aid certificates.

An added benefit is the recognition of nationally accredited statements of attainment from other States and Territories. These statements of attainment are currently being issued by registered training organisations in all states, so you will notice a change in the first aid certificates submitted to you.

For every workplace of over 25 people, there must be at least one first aid trained employee.

Further information

To find out more about the organisations delivering the units of competency, visit the National Training Information Service website, www.ntis.gov.au

Frequently asked questions about the move towards first aid competency can be found at www.workcover.nsw.gov.au or from WorkCover NSW's Strategic Licensing Assessment and Management Unit on 1800 855 969.

Asbestos

the changing laws

In November 2007, WorkCover NSW will undertake the second, and final, round of a two part statewide public information seminar series discussing reductions to the asbestos removal threshold levels.

The next phase in the reduction of the asbestos removal threshold, to areas 10 square metres or greater (which represents approximately the size of an average residential bathroom) will come into effect from 1 January 2008.

This threshold reduction will now impact on the residential sector, through the requirement for smaller renovation businesses and contractors (who undertake work on houses containing asbestos), to hold a licence to remove, repair or disturb bonded asbestos.

These changes are designed to protect and benefit workers and the public in contact with these types of activity by preventing unsafe exposure to asbestos and the subsequent serious health risks, such as asbestosis, mesothelioma or even lung cancer.

Asbestos licences will naturally require the undertaking of training, to ensure proper understanding of the risks involved and prevention techniques, as well as advising of correct asbestos handling procedures.

Training can be completed through a WorkCover NSW recognised course provider and the completion of a 4-hour course on bonded asbestos, and a 4-hour supervisors course, which is a pre-requisite under the licensing requirements.

Courses are estimated to cost between \$100 and \$150 per person.

Further information on WorkCover NSW recognised courses and providers is available by contacting the WorkCover Assistance Service on **13 10 50** or by visiting our website at www.workcover.nsw.gov.au

SECOND ROUND OF WORKCOVER NSW PUBLIC INFORMATION SEMINARS

Planned to run throughout November and December 2007, the WorkCover NSW Public Information Seminars will offer attendees information on all changes to regulations affecting asbestos and demolition such as:

- Regulation changes and how they affect the industry
- Threshold reductions - licensing requirements
- Extensions to asbestos & demolition work notification requirements
- Work permit requirements – friable asbestos removal
- WorkCover NSW notification process changes
- WorkCover NSW licensing process changes

This seminar series is an ideal opportunity for those currently working within the asbestos and demolition industry and those that will now be required to be licensed (as well as home owner/renovators) to obtain information on the changes to the laws relating to asbestos and demolition work.

For more information on dates and locations, or to reserve your place at the second round of the statewide public information seminars please call the WorkCover Assistance Service on **13 10 50**.



2007 Safety Show

to be biggest yet

The Sydney Safety Show remains the largest dedicated workplace health and safety trade show in Australia and, in 2007 the NSW event will be bigger than ever, with the largest amount of exhibition floor space booked since the inception of the show.

This year's show boasts the co-located Sydney Materials Handling Show and an exciting range of new features, including a dedicated corporate health feature. On offer will be free safety tours led by industry experts and a live demonstration area where OHS products can be put to the test.

The 2007 event will see more than 350 companies displaying products and services to improve safety performance in the workplace. Show organisers are expecting to see more than 10,000 visitors from a variety of industry sectors to pass through the exhibits - a clear indication of how the importance of workplace health and safety is regarded across NSW and Australia.

WorkCover NSW will again have a strong presence at the Sydney Safety Show and Conference from 24-26 October at Sydney Olympic Park. As principal sponsor of the Safety Show and Conference 2007, WorkCover NSW will be providing free information, advice and tools to help employers meet occupational health and safety OHS requirements.

During the show WorkCover NSW will run a series of free daily "Business Assist" workshops for small business, while delegates at The Safety Conference held in the adjoining South Pavilion will hear from local and international experts on topics as diverse as mental health, injury management and checklist tools for managers. WorkCover NSW will again host a safety hypothetical where a panel of industry stakeholders debate a number of workplace safety challenges.

TALK SAFETY WITH US

At the WorkCover NSW exhibition stand, Inspectors and Business Advisory Officers will be available to answer questions about a range of workplace safety and workers compensation issues.

Visitors can pick up a copy of the *Talk Safety* CD-ROM, which holds over 800 WorkCover NSW publications, including an extensive range of industry-specific guidance material, fact sheets and a variety of brochures.

A highlight of the WorkCover NSW stand will be an interactive display allowing visitors to receive guided navigation around the WorkCover NSW website. For the first time, visitors to this year's stand can also lodge online requests for information, advice and assistance and subscribe to *WorkCover News* and *eNews*.

For further information visit the WorkCover NSW website www.workcover.nsw.gov.au or register online for tickets to the conference, hypothetical or awards dinner at www.thesafetyshow.com



The Sydney Safety Show (24-26 October) will be one of many activities to be held during Safe Work Australia Week (21-27 October).

Safe Work Australia Week is a national week developed to focus attention on workplace safety issues around Australia. It aims to encourage all working Australians particularly employers to get involved and concentrate on safety in their workplace to reduce death, injury and disease.

You can help ensure that safety in the workplace remains everyone's business by getting involved in the national week. Why not hold a training session morning tea or lunch with a theme of common safety risks or hazards in your workplace or industry. Register your workplace safety activity on line at www.workcover.nsw.gov.au to obtain your free promotional workplace safety kit. For more ideas visit the Australian Safety and Compensation Council website www.ascc.gov.au or the WorkCover NSW website www.workcover.nsw.gov.au

THE SAFETY CONFERENCE

SYDNEY 2007

Wed 24 - Fri 26 October 2007
Sydney Showground, Sydney Olympic Park

DAY 1 - INPUTS

WEDNESDAY 24 OCTOBER 2007



7.30AM OPENING BREAKFAST

Mr Kahi Puru, WorkCover Paralympian, Power Lifting/Hand Cycling



9.00AM KEYNOTE ADDRESS

Australian Occupational Health and Safety Law - Retrospect and Prospect
Prof Ron McCallum, Blake Dawson Waldron Professor of Industrial Law, University of Sydney

DAY 2 - PROCESSES

THURSDAY 25 OCTOBER 2007



9.00AM KEYNOTE ADDRESS

Why BP Failed to Learn the Lessons from Elsewhere: The Texas City Refinery Fire
Assoc Prof Andrew Hopkins, FSIA, Reader in Sociology, Australian National University

CHALLENGING SAFETY ENERGIES



10.30am Challenging Some Accepted Risk and Accident Prevention Models

Dr Geoff Dell, CFSIA, National President, Safety Institute of Australia and Director, Protocol Safety Management Pty Ltd



11.00am The Changing Role of the OHS Regulator

Mr John Watson, General Manager, Occupational Health and Safety, WorkCover NSW



11.30am OHS Regulation from the Employers' Perspective

Mr Garry Brack, CEO, Employers First

12.00 - 1.30pm Lunch and Trade Show



1.30pm The Concept of 'Reasonable Practicability'

Mr Will Murphy, Executive Lawyer, & Mr James Mattson, Associate, Bartier Perry Solicitors



2.00pm Harmony or Friction - State and Federal OHS, Now and the Future

Mr Barry Sherriff, FSIA (Hon), Partner, Freehills



2.30pm Focus on Prevention

Ms Jenny Thomas, Director, Industry Programs Group, OHS Division, WorkCover NSW

3.00 - 3.30pm Afternoon Tea



3.30pm WorkCover NSW Hypothetical

Featuring Moderator Adam Spencer

5.00pm Concludes

TRAINING AND DEVELOPMENT: READY, WILLING AND ABLE

10.30am Practical Application of Safety Culture

Mr Danny Spadaccini, Global QHSE Advisor, Weatherford Global

11.15am The Missing Link in Human Factors

Dr Werner Naef, Director, Naef Limited

12.00 - 1.30pm Lunch and Trade Show

1.30pm Making OHS Training Engaging

Mr Greg Seberry, Director, Greg Seberry & Associates

2.00pm Stirred not Shaken: A Blended Learning Approach

Mr Andrew Douglas, Regional Manager, CGU Safety and Risk Services, Insurance Australia Group

2.30pm Positive Performance and Leading Indicators - What on Earth are They Talking About?

Ms Kay Hevey, CPMSIA, OHS Consultant, Davis Langdon Australia Pty Ltd

3.00 - 3.30pm Afternoon Tea

3.30pm Achieving Real ROI with Wellness

Mr Bill Sims Jnr, President, Bill Sims Award of Excellence

4.15pm Business in the Future - Strategic Health Promotion

Ms Shivaun Conn, Dietitian - Manager Sydney & Illawarra Region, Corporate Bodies International

5.00pm Concludes

CORPORATE GOVERNANCE AND BUSINESS SUSTAINABILITY

10.30am Safety Audit - Myth or Marvel?

Mr David Skegg, CFSIA, Registrar, Safety Institute of Australia, College of Fellows

11.00am Implementing A Legal Due Diligence Framework For Your Organisation

Mr Michael Tooma, CPMSIA, RSP (Aust), Senior Partner & Ms Holly Howison, Senior Associate, Deacons Solicitors

11.30am Leadership and Liability - Governance, Effectiveness and Exposure

Mr Miles Bastick, Partner, Freehills

12.00 - 1.30pm Lunch and Trade Show

1.30pm Officeworks, a Case Study in World's Best Practice Fall Prevention

Mr Carl Sachs, Managing Director, Falls Prevention Specialist Workplace Access & Safety

2.15pm Intermediate Measures For Safety

Mr Geoff McDonald, Director, Geoff McDonald and Associates Pty Ltd

3.00 - 3.30pm Afternoon Tea

3.30pm Health Effects of Workers Exposed to Glutaraldehyde

Ms Gnani Thenabadu, Senior Project Officer, WorkCover NSW

4.15pm Can Corporate Social Responsibility Reporting Improve OHS Performance?

Mr Warwick Pearse, Manager, HSE Services

5.00pm Concludes

CHANGE MANAGEMENT

10.30am Sustaining Safety - The Safety DNA Model

Dr Angelica Vecchio-Sadus, CPMSIA, OHS&E Manager, CSIRO Minerals

11.00am Culture Change: Fact or Fiction?

Ms Sarah Bollins, OH&S Coordinator, Crane Copper Tube

11.30am Leading a Safety Culture

Mr Carl Reams, Managing Director, People and Quality Solutions Pty Ltd

12.00 - 1.30pm Lunch and Trade Show

1.30pm Using Behaviour - Based Programs to Engage, Motivate and Recognise Employees

Mr Bill Sims Jnr, President, Bill Sims Award of Excellence

2.15pm Developing SHEQ Leadership Capability

Mr Bob Reid, Director, Safetyshare Pty Ltd

3.00 - 3.30pm Afternoon Tea

3.30pm Health & Safety Leadership

Mr George Robotham, Chief Consultant, OHS Change

4.15pm Why Is Everyone Around You So Dysfunctional?

Mrs Michelle Bowden, Director, Michelle Bowden & Associates

5.00pm Concludes

For Conference Registration Visit

CONTINUING PROFESSIONAL DEVELOPMENT
Safety Institute Members
This conference attracts 3 CPD points per day
Building & Construction Industry
This Conference is approved by the NSW Office
of Fair Trading to earn 10 CPD points per day

PRESENTED BY



SAFETY INSTITUTE OF AUSTRALIA
(NSW DIVISION) INC

PRINCIPAL SPONSOR



MAJOR SPONSOR



DAY 3 - OUTPUTS FRIDAY 26 OCTOBER 2007



9.00AM KEYNOTE ADDRESS

The Human Face of a Crisis -
Lessons From Beaconsfield

Mr Matthew Gill, Beaconsfield Mine Manager &
Dr Robert Long, Director, Human Dimensions Pty Ltd

1.30PM AFTERNOON KEYNOTE ADDRESS

Leadership A Risky Business -

Drama Based Learning Presentation
Mr Kevin Berry, Director, My Safety Net

CRITICAL INCIDENT MANAGEMENT, PREPARATION RECOVERY & INVESTIGATION

10.30am Crisis Management

Mr Neville Betts, CFSIA,
Director, Booreea Rudd Pty Ltd

11.15am Managing the Campus Crisis - Learnings and Response from the US Virginia Tech University Shooting

Mr Ross Campbell, Principal,
Ross Campbell & Associates

12.00 - 1.30pm Lunch and Trade Show

1.30PM AFTERNOON KEYNOTE ADDRESS

2.30pm Critical Organisational Failure: Reasons for Longford Explosion

Mr Michael Clarke, Technical
Director, ETRS Management
Services Pty Ltd

3.00pm When Disaster Calls - Will You Be Prepared?

Mr Ken Nolan, Manager,
Corporate Services,
Eurobodalla Shire Council

3.30pm OHS Management Systems and Major Hazard Incidents

Prof Michael Quinlan,
CPMSIA, University of
New South Wales

4.30pm Concludes

PRACTICAL RISK MANAGEMENT SOLUTIONS

10.30am The Importance of 'Human Deliberation' in Causing Accidents

Mr Ian Thomas, Principal,
IF Thomas & Associates

11.15am Showcasing the Mentor Program Under the Banner of 'Partnering'

Mr Tony Robinson, Director,
Business Assistance Branch,
WorkCover NSW

12.00 - 1.30pm Lunch and Trade Show

1.30PM AFTERNOON KEYNOTE ADDRESS

2.30pm Back Strain Prevention Awareness - When All Else Fails

Mr Kelvin Blackney, FSIA,
Principal Consultant,
Manual Handling Resilience -
Beyond Traditional Safety

3.00pm Employee Engagement, the Key to Reducing the Risk of Muscular Skeletal Disorder in a High Risk Employee Group.

Mr David Clancy, CPMSIA,
OHS Coordinator,
Melton Shire Council &
Mr Garry Francis-Pester,
Manual Handling Specialist,
Kodak (Australasia)

3.30pm High Pressure Waterjetting - A Potential Minefield in Safety

Mr Andrew Stanbury,
General Manager,
Management of Major
Hazards, IFAP

4.00pm Emergency Preparedness in a Zoo Environment

Ms Christine Smith, Safety
and Environment Manager,
Zoological Parks Board of NSW

4.30pm Concludes

THE HUMAN FACE OF SAFETY

10.30am Health & Wellbeing Programs for an Ageing Workforce

Ms Louise Rolland, Principal,
Ernst & Young

11.15am The State of Disability Management in Australia: NIDMAR

Ms Carole James,
Program Convener,
University of Newcastle

12.00 - 1.30pm Lunch and Trade Show

1.30PM AFTERNOON KEYNOTE ADDRESS

2.30pm The Latest Ageing Research

Dr Lynette Guy, Senior Research
Officer, University of Newcastle

3.30pm The OHS Implications of the Emerging Nanotechnology Industry

Mr Stephen Thomas, Chartered
Safety & Health Practitioner,
Innovative OHS Risk Solutions

4.30pm Concludes

HELD IN CONJUNCTION WITH



24 - 26 October 2007

Sydney Showground, Sydney Olympic Park

DISCOVER 350+ COMPANIES AT
AUSTRALIA'S LARGEST DEDICATED
WORKPLACE HEALTH, SAFETY AND
MATERIALS HANDLING TRADE SHOW

Free Visitor Registration at www.thesafetyshow.com

SPECIAL EVENTS

WORKSHOP: THE MISSING LINK IN COMMUNICATION, SELF AND STRESS MANAGEMENT

Date Tuesday 23 October 2007

Time 9.00am - 5.00pm

Venue Novotel Olympic Park

Cost Tickets are \$132.00 per person (inc GST)

Morning tea, lunch and afternoon tea included.

OPENING BREAKFAST

Date Wednesday 24 October

Time 7.30am

Venue Southee Complex, Sydney Showground

Cost Tickets are \$55 per person or \$500 for table of ten (inc GST)

Breakfast is not included in the conference registration fee.

WORKCOVER NSW HYPOTHETICAL

Date Wednesday 24 October 2007

Time 3.30pm - 5.00pm

Venue Southee Complex, Sydney Showground

Cost Attendance of the Hypothetical is included in the conference registration fee if you have registered to attend on Wednesday.

Tickets are also available separately at \$55 per person for delegates not booked to attend the Conference on Wednesday, or non-delegates who wish to attend the Hypothetical only.

WORKCOVER NSW SAFE WORK AWARDS DINNER

Date Thursday 25 October 2007

Time Cocktails commence at 7pm

Venue Waterview Convention Centre,
Bicentennial Park, Sydney Olympic Park

Cost Tickets are \$110 per person or \$990 for table of ten (inc GST)

Dinner is not included in the conference registration fee.

Book Special Events at www.thesafetyshow.com

www.thesafetyshow.com

Manual Handling

New awareness campaign a smart move for workplace safety

This September sees the launch of WorkCover NSW's *Safe manual handling - smart move awareness* campaign and website.

WorkCover NSW's CEO Jon Blackwell says "the campaign will have a number of innovative features which should make people look twice. We'll have basic manual handling information as close to worksites as we can get, with humorous messages on portals and a series of buses with the mime rocking back and forth with the motion of the bus to alert commuters to the dangers of repetitive movement."

"The campaign is based on our latest market research that shows even though manual handling is involved in 37 per cent of workplace injuries, people don't really understand what it is. Many workers and employers believe they know about manual handling but they only relate it to lifting and heavy manual labour."

The research also showed that many people who believe they know how to work safely don't always do it. They may forget because they are in a hurry or thinking about something else. The campaign will feature ads depicting workers from different industries working safely in a range of manual handling tasks.

The advertisements reinforce that manual handling is about more than just a bad back. It involves not only lifting but also pushing, pulling, carrying or moving, holding or restraining objects, people or animals. It also includes sustained postures or repetitive movements.

Manual handling is all about movement – even carrying light objects can hurt you if you have to reach awkwardly, or if you make small movements repeatedly, or if you move suddenly. Even the weight of your own arms can become a burden if

you have to hold them out from your body for a long time. The effects of doing the same task for years on end are virtually unknown except to those who are suffering from these injuries and the employers who are losing their experienced workers to these 'cumulative injuries'.

Inexperienced workers are also affected by manual handling. Manual handling is the largest cause of injury in young workers. Developing bodies are easily injured and young workers can lack the experience to work safely. These young workers will be targeted via a text message campaign that will direct them to the new website where they can register to win an iPod shuffle.

Every one that registers on the new website can enter the competition. www.smartmove.nsw.gov.au will allow employers and workers to get information about safe manual handling in their industry.

Over time, registered smart move users will receive industry specific newsletters, be able to participate in real time discussion forums, or just browse for information on manual handling. The website will be a one stop shop for manual handling.

Workplace posters from the awareness campaign will also be available free of charge through the smart move website.

Jon Blackwell says "Safe manual handling really is about making a smart move – we're not just talking about the way your body moves but also using your mind to find solutions to manual handling problems – it is about taking actions that are smart. Safe manual handling is not necessarily about buying expensive equipment – it's about working smarter and thinking about the way you do things."

So make a smart move and visit www.smartmove.nsw.gov.au for information on manual handling this September.

Safe manual handling ► **Smart Move**



Alcohol and drugs

in the workplace: new fact sheet available

WorkCover NSW launched a new fact sheet in August to assist employers address the misuse of alcohol and other drug use in the workplace.

The new fact sheet, *Establishing a policy to manage alcohol and other drugs in the workplace*, acts as a step-by-step guide for small and medium-sized businesses on how to develop a policy for managing the misuse of alcohol and drugs in the workplace.

WorkCover NSW's Chief Executive Officer, Jon Blackwell explained that the misuse of alcohol and drugs at work is an important issue that affects workers and employers, and can contribute to productivity losses, absenteeism, anti-social behaviour, and unlawful conduct.

"Workers affected by alcohol or drugs at work not only jeopardise their own safety, they may place their colleagues and others in the workplace at risk.

"Employers and workers need to be aware of the potential consequences associated with the misuse of drugs and alcohol, and the potential serious consequences for workplace health and safety, such as an increased risk of injury.

The fact sheet provides practical and workable solutions, and encourages both employers and workers to manage risks associated with drug and alcohol use by adopting a preventative approach.

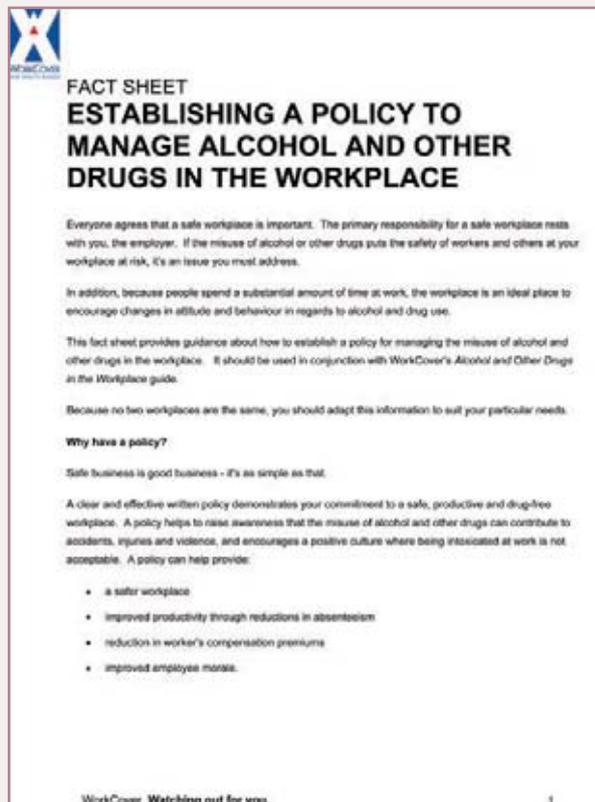
The fact sheet will help employers develop a guide that is tailored to their individual workplace and highlights the importance of developing a written alcohol and other drugs policy in close consultation with their workers.

"Employers are encouraged to provide education, and to use counselling, treatment services and support programs as appropriate risk-management tools for controlling alcohol and drugs in the workplace," Mr Blackwell explained.

The guidance material is consistent with the outcomes of the 2003 NSW Summit on alcohol abuse: *Changing the Culture of Alcohol Use in NSW*, and the State Plan goal of achieving healthier NSW communities through reduced illicit drug use and risk drinking.

Further information on how to establish a workplace alcohol and other drugs policy is available in the *Alcohol and Other Drugs in the Workplace* guide, released in February this year.

The fact sheet and guide were developed in consultation with industry stakeholders, including employers, unions and health workers. **Both the fact sheet and guide are now available at www.workcover.nsw.gov.au**



industry groups

WorkCover NSW's Industry Reference Groups (IRGs) include representatives from employer associations, unions, government agencies and WorkCover NSW who meet regularly about the design and delivery of workplace safety, workers compensation and injury management programs.

IRGs help industry by identifying priority, industry-specific issues, trends and concerns and provide a consultation forum to promote existing industry-specific solutions, as well as researching and developing new industry-specific resources and practical solutions. They disseminate information to the whole industry sector, collaborating with WorkCover NSW's industry-based and other teams.

The IRGs were established because employers and workers with first-hand knowledge of their workplaces are in a good position to identify emerging issues and develop effective strategies relevant to their particular industry.

To continue with the safety initiatives of the 2002 Workplace Safety Summit, the NSW Government convened the NSW Workplace Safety Summit 2005 in August that year. More than 250 industry leaders and experts in the field of OHS attended the workshops held at the Summit and Industry Action Plans were developed.

A SAMPLE OF CURRENT IRG PROJECTS

The Rural IRG has a project to increase awareness of and provide practical guidance in the safe use of mobile plant in the rural sector. The project will produce demonstrations on the safe use of mobile plant at Farm Safety Field Days.

They are also working to increase awareness of the safe use of hazardous substances such as pesticides, herbicides and dangerous goods. This project will produce displays at Farm Safety Field Days, new and updated fact sheets, and correspondence to suppliers about their duties under the law.

Falls from the same level are being addressed by the Retail and Wholesale IRGs in partnership with industry to identify and develop practical solutions to prevent and minimise such falls. Four case studies will be produced focusing on spills, housekeeping, work design, flooring material and environmental issues. A poster highlighting fall-related hazards will be produced for shopping aisles in supermarkets.

Raising awareness of NSW Police Crime Prevention Officers also is a task for this IRG, which is arranging ten seminars across NSW to deliver better risk management strategies to reduce client-initiated violence.

The Business Services IRG has a project to raise awareness of risk management strategies to reduce client-initiated violence, with ten seminars to be held across the State.

Working in partnership with industry, the Wholesale IRG also aims to improve awareness of traffic management and to provide employers with a practical traffic management tool - a 12 page Traffic Management Plan Checklist to assist with the design and redesign of warehouses.

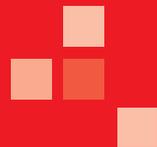
The Transport and Storage IRG is working to enable employers and workers in the industry to identify the factors that contribute to dangerous levels of fatigue. A 12 page fatigue resource is being developed.

The Consumer Services IRG is producing a fact sheet on managing the risk of violence at work that will raise awareness of violence management strategies.

To improve the understanding of employers and workers about violence in accommodation services, an agreed set of definitions will be developed by the IRG. A survey with 180 participants will be undertaken and baseline data identified. A resource will be developed with the help of a consultative forum.

WHICH INDUSTRIES ARE COVERED BY THE IRG'S?

- Rural
- Construction
- Manufacturing
- Wholesale
- Retail
- Transport & Storage
- Consumer Services
- Government, Administration & Education
- Health & Community Services
- Business Services
- Utilities.



Work near

underground assets

and overhead powerlines

The WorkCover NSW Construction and Utilities Industry Reference Groups have combined their resources with the Civil Contractors Federation and other peak industry associations in a new project to improve the management of risk associated with inadvertent contact with overhead powerlines and underground services.

Launched on 29 August 2007, the project involves the promotion, through a series of seminars, of the *Work Near Overhead Powerlines Code of Practice* and the *Work Near Underground Assets Guide*. The publications were produced in response to issues raised at the 2005 NSW Workplace Safety Summit.

The Utilities and Construction Industry Reference Group (IRG) Convenors, Graeme Lambkin and Peter Fripp, said that the project was aimed at supervisors and workers involved in a wide range of tasks in both the construction and utilities industries.

'Information sessions are currently being held throughout NSW in 18 locations, including the Central West, North and South Coasts', Mr Lambkin said. Details of remaining sessions to be held are provided below.

'As well as promoting the code of practice and 60 page guide, the information sessions will have an expert panel to answer questions from industry.'

Mr Fripp said that the information sessions will run through until December this year.

'Too often, incidents that involved inadvertent contact with overhead powerlines and underground services could have been avoided.

'It is great to see industry, unions and WorkCover NSW working together through the Utilities and Construction IRGs to help reduce these incidents and make safer and more secure workplaces for this sector,' Mr Fripp said.

A copy of the Guide and the Code of Practice will be provided to all those attending the seminars. They are also available on the WorkCover NSW website. For seminar bookings, contact the Civil Contractors Federation on (02) 9009 4000.



Telecommunication cable laying on a construction site, pulled out by an auger.

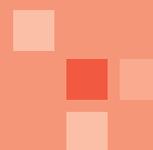
INFORMATION SESSIONS - 7:30AM TO 10:00AM

Cost: \$45.00 (Includes hot breakfast)

VENUES AND DATES

Batemans Bay	Comfort Inn Lincoln Downs	Wednesday 26 September 2007
Shellharbour	Shellharbour Resort	Thursday 27 September 2007
Tamworth	Frog & Toad Inn	Wednesday 17 October 2007
Port Macquarie	Quality Resort Sails	Thursday 18 October 2007
Newcastle	West's Leagues Club	Friday 19 October 2007
Lismore	Invercauld House	Friday 2 November 2007
Nowra	Nowra Golf Club	Thursday 15 November 2007
Liverpool	Liverpool Catholic Club	Friday 16 November 2007
Wagga Wagga	Wagga Wagga Commercial Club	Tuesday 20 November 2007
Bathurst	Bathurst Convention and Function Centre	Wednesday 21 November 2007
Dubbo	Dubbo Golf Club	Thursday 22 November 2007
Griffith	Gemini Hotel	Friday 23 November 2007
North Sydney	Gordon Bowling Club	Friday 7 December 2007

All phone enquiries: Civil Contractors Federation – (02) 9009 4000



High Risk

Work Licences Recognised

The move towards a system of nationally recognised licences for people performing high risk work has begun, with Victorian issued licences now recognised and accepted in NSW.

The National Standard for Licensing Persons Performing High Risk Work (the national standard) was declared on 6 April 2006 with the aim to establish an efficient, nationally uniform licensing system and to ensure people working in high risk work have the knowledge and skills to perform their work safely.

This means that if you work in a high risk area like forklift operation and you have been issued a photo licence in Victoria under the new national standard, you will now be eligible to work in NSW in the same capacity, under the same licence class.

As one of the key reforms, all training and assessment **will be required** to be undertaken through a Registered Training Organisation (RTO) under the Australian Quality Training Framework (AQTF).

Under the new national standard, licences will also be renewed every five years and will include a photograph of the licence holder.

WHY THE CHANGE?

The national standard was declared by Australian Safety Compensation Council (ASCC) and in response to the findings of a review of the National OHS Certification Standard for Users and Operators of Industrial Equipment [NOHSC:1006(2001)] and the supporting National Guidelines for Competency Standards for Operation of Loadshifting Equipment and Other Types of Specified Equipment [NOHSC:7019(1992)] supporting improvements to the national licensing system, and in recognition that.

- (a) the continued separation of training and assessment processes from the VET sector is unsustainable and the distinct benefits of introducing quality education and training into systems for licensing of high risk work.
- (b) the disparate treatment of loadshifting equipment by states and territories is costly and inefficient with no clear benefit, and

- (c) the earlier Standard was inflexible and unable to accommodate contemporary work practices or emerging technologies.

The Workplace Relations Ministers Council (WRMC) originally agreed in May 2005 to a two-staged review of the certification system. The draft National Standard and associated public comment was the outcome of Stage 1. The National Standard Stage 2 Review, which is due to commence shortly, will mainly involve the review of the licence classes against the following criteria:

- (a) Level of risk
- (b) Scope of use
- (c) Operator control, and
- (d) Alternatives to licensing.

Further information on the National Standard Stage 2 Review is due to be released shortly.

WHEN WILL IT HAPPEN IN NSW?

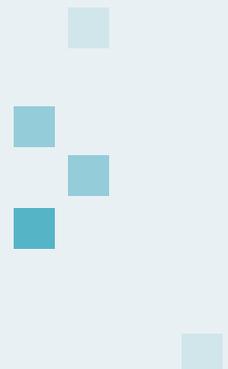
NSW proposes to introduce the national standard from 1 July 2008 with appropriate transitional arrangements.

WorkCover NSW is currently engaged in extensive dialogue with other States and territories to discuss effective implementation of the national standard across the country.

Now that Victoria has commenced the changeover, if you have a Victorian certificate of competency, you need to contact WorkSafe Victoria to determine when your licence expires and how to apply for a Licence to Perform High Risk Work.

Further information and advice is available from WorkCover NSW's website at www.workcover.nsw.gov.au or phone:

13 10 50.



High Risk

Work Licences Recognised Con't.



WHAT IS HIGH RISK WORK?

High risk work includes operating forklifts, pressure equipment (such as boilers), cranes and hoists, as well as scaffolding and rigging work.

There are 29 classes covered by the national standard. The new licences will contain a photo of the licence holder and which of the following class/es the operator is licensed for.

Basic scaffolding (SB)	Intermediate scaffolding (SI)	Advanced scaffolding (SA)
Basic rigging (RB)	Portal boom crane (CP)	Boom-type elevating work platform (WP)
Intermediate rigging (RI)	Bridge and gantry crane (CB)	Personnel and materials hoist (HP)
Advanced rigging (RA)	Vehicle loading crane (CV)	Vehicle-mounted concrete placing boom (PB)
Dogging (DG)	Non-slewing mobile crane (CN)	Slewing mobile crane up to 20T (C2)
Forklift truck (LF)	Order-picking forklift truck (LO)	Slewing mobile crane up to 60T (C6)
Materials hoist (HM)	Self-erecting tower crane (CS)	Slewing mobile crane up to 100T (C1)
Tower crane (CT)	Basic boiler operation (BB)	Slewing mobile crane over 100T (C0)
Derrick crane (CD)	Intermediate boiler operation (BI)	Reciprocating steam engine operation (ES)
Turbine operation (TO)	Advanced boiler operation (BA)	



Invitation

to subscribe to WorkCover's e-news:

Would you like to be?

- Kept posted on safety alerts
- Informed of the latest updates to Occupational Health and Safety and Workers Compensation legislation.
- Notified of WorkCover Safety Workshops and Seminars in NSW and your local area
- Provided with information regarding rebates, grants and subsidies
- Brought up to date on new publications and forms available.

Subscribe to WorkCover's e-News for all of this and more

To subscribe simply visit www.workcover.nsw.gov.au/eNews

For further information please contact **WorkCover** on **13 10 50**.



New South Wales Government

OUR CUSTOMER SERVICE CHARTER



"To ensure safe and secure workplaces WorkCover NSW is committed to providing high quality service. This charter identifies the standard of service you can expect to receive from WorkCover NSW.

The charter covers the whole of WorkCover NSW and the services provided, and we welcome feedback on our services."

Jon Blackwell
Chief Executive Officer



WHAT WE DO

We work in partnership with the NSW community to achieve safer workplaces, effective recovery, return to work and security for injured workers.

WHAT YOU CAN EXPECT FROM US

We will help you with your rights and responsibilities by providing professional, relevant and timely services.

Our actions will be:

- fair, honest and impartial
- completed within an identified timeframe
- considerate of your individual needs.

Our information and advice will be:

- easy to access
- accurate
- consistent
- useful.

Our staff will:

- treat you with courtesy and respect
- listen carefully to you and respond to your needs
- follow through on commitments they make
- value and encourage your feedback.

YOU CAN HELP US BY:

- working cooperatively to address workplace safety and compensation issues
- checking our website for the information you need
- having all relevant information ready when dealing with us
- treating our staff with respect and courtesy
- providing feedback, either by way of suggestion, compliment or complaint.

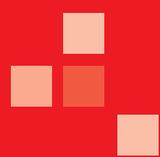
FEEDBACK

WorkCover NSW welcomes your feedback and the opportunity to improve our services. Our contact details are listed below.

MORE INFORMATION

You can find out more information about WorkCover NSW by:

- viewing our WorkCover website at www.workcover.nsw.gov.au
- visiting a WorkCover NSW Office in your metropolitan or regional centre
- telephoning our Information Centre on **13 10 50**
- emailing us at contact@workcover.nsw.gov.au
- mailing us at Locked Bag 2906 Lisarow NSW 2252.



WorkCover NSW

Corporate Plan 2007-10

WorkCover NSW recently released its Corporate Plan for the three years 2007-10. The following summary is provided to give WorkCover NSW News readers information on the future goals of the organisation.

WorkCover NSW is committed to helping NSW achieve safe, secure and productive workplaces.

The organisation's Mission is:

'To work in partnership with New South Wales employers, employees and the New South Wales community to achieve safer and more productive workplaces, effective recovery, return to work and security for injured workers'.

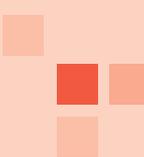
A safe workplace is a productive workplace. WorkCover NSW' Vision reflects the influence a safe workplace has on improving an organisations productivity. WorkCover NSW management and staff are committed to working towards a vision of: 'Safe secure and productive workplaces'.

Two key core objectives that drive WorkCover NSW's direction are:

- Injury and Illness Prevention, and
- An Effective Workers Compensation System.

WorkCover NSW recognises that delivery of its core objectives is dependent upon its capacity to develop effective stakeholder relationships, and to continually improve its own internal organisational capabilities.

WorkCover NSW continues to recognise that one of its most valuable assets is its staff. WorkCover NSW continues to promote a positive culture that embraces its core values of:

- commitment
 - customer service
 - ethical behaviour, and
 - accountability.
- 

INJURY AND ILLNESS PREVENTION

NSW now has the lowest work related fatalities and employment injury rates in 18 years. Despite these outstanding results, WorkCover NSW constantly reviews the way it does business to continually improve safety for all NSW workers. The Corporate Plan communicates these changes to our managers, staff and our stakeholders.

Three key strategies will assist NSW achieve safer and more productive workplaces through:

- A balanced provision of information, assistance, education, advice and sanctions
- An effective and efficient legislative framework, and
- Enabling employers to undertake risk elimination and minimization.

These strategies are fundamental to WorkCover NSW's increased focus on educational and advisory functions that actively engage our stakeholders.

AN EFFECTIVE WORKERS COMPENSATION SYSTEM

Following the major reforms to the NSW workers compensation system in 2001, an independent valuation of the Workers Compensation Scheme in June 2006 revealed a surplus for the first time since the early 1990s.

Maintaining this surplus will be a major priority for WorkCover NSW over the life of the new Corporate Plan. Key strategies have been developed to ensure NSW employers and employees are provided with effective and affordable workers compensation through:

- A financially balanced Workers Compensation Scheme and System.
- Improved health outcomes and return to work outcomes for injured workers
- An effective disputes system
- Management and oversight of agents, insurers, investment managers and service providers
- Review of agent contracts that supports the needs to the Scheme
- Engagement and education of system participants, and
- Effective funds management.

\$110,000 invested

in sports injury research

A total of \$110,000 will go to the successful applicants for the 2007 Sports Research and Injury Prevention Scheme Grants announced in June.

The NSW Sporting Injuries Committee received a record number of quality applications for the 2007 round of research grants, making the decisions difficult.

The successful applicants will receive funding to continue their research into sports injuries, providing a vital contribution to reducing the incidence or severity of sporting injuries in NSW.

The successful applicants are:

- **Dr Roslyn Poulos, University of NSW**, for the study Understanding the barriers and bridges to the development and implementation of evidence-informed sports injury prevention policy in NSW. With help from State sporting organisations, the project will explore the perceived barriers, as well as potential motivators and enablers, to developing a sports injury prevention strategy in NSW. The project will assist to promote future policy development and implementation.
- **Mr Kenneth Graham, NSW Institute of Sport**, for a review of the relationship between musculoskeletal screening and injuries in athletes. The study will investigate risk factors identified by musculoskeletal screening of scholarship athletes at the NSW Institute of Sport. It will examine risk factors and trends emerging from ten years of athlete screening and injury reporting at the NSW Institute of Sport, to advance the understanding of musculoskeletal injury.
- **Dr Bridget Munro, University of Wollongong**, for the study Preventing ankle injuries in sport. The study will determine the musculotendinous properties of the calf muscles that affect calf muscle function and ankle range of motion. It will concentrate on basketball, volleyball and football, although the results can be applied to any sports where landing movements are performed.

- **Dr Robin Callister, University of Newcastle**, for the study Identifying risk factors for lower limb injury in team sport athletes. Local netball, soccer, rugby league and rugby union sports clubs from across Newcastle will participate in the study that examines risk factors and injury risk screening protocols for athletes with an increased risk of non-contact lower limb injuries.
- **Dr Benedicte Vanwansleele, University of Sydney**, for a project reviewing effects of using external ankle support on ankle and knee joint loading during cutting and landing tasks. The project will review injuries to the lower leg, and the effectiveness of using external ankle support in reducing netballers' ankle injuries.

Research grants of more than \$1.5 million have been awarded to leading NSW medical researchers since the Research and Injury Prevention Scheme was introduced in 1991.

Participation in sport is very important to the health of the NSW community, and money invested through the grants scheme can lead to a safer environment for sports participants.

The NSW Sporting Injuries Committee is a non-profit statutory organisation that provides sports insurance, and promotes injury prevention and safe sport practices within the NSW community. Visit the Committee's website for results of research undertaken by previous successful grant applicants at www.sportinginjuries.nsw.gov.au

The NSW Sporting Injuries Committee can offer your sporting organisation competitive premiums for serious accident and death cover.

Our representatives can visit your organisation to explain the role of the Committee and how you can play a part in making sport in NSW safer.

For more information about the sporting injuries committee or to enquire about sports insurance for your school or sporting club, visit the website www.sportinginjuries.nsw.gov.au or call 4321 5392.

Calendar

of Events



EVENT TYPE	TITLE	EVENT DATE	EVENT TIME	TOWN/SUBURB	ADDRESS
Workshop	Managing for Safety Interactive Workshop	Monday 24 September 2007	9am – 2pm	Port Macquarie	Port Panthers Club
Advisory Forums/ Workshops/ Workplace advisory visits	Safe Business is Good Business Week	Monday 24 September to Friday 28 September 2007	Various	Wagga Wagga	See WorkCover NSW website
Workshop - Manufacturing Industry	Managing for Safety Interactive Workshop	Wednesday 26 September 2007	9am – 2pm	Lidcombe	Dooleys Lidcombe Catholic Club
Workshop - Rural Industry	Managing for Safety Interactive Workshop	Friday 28 September 2007	9am – 2pm	Blacktown	Blacktown RSL Club
Workshop	Managing for Safety Interactive Workshop	Wednesday 3 October 2007	9am – 2pm	Deniliquin	Deniliquin RSL
Workshop	Managing for Safety Interactive Workshop	Friday 5 October 2007	9am – 2pm	Armidale	Country Comfort Armidale
Workshop - Hotel and Clubs Industry	Managing for Safety Interactive Workshop	Monday 8 October 2007	9am – 2pm	Sydney	Sydney Rugby Club
Workshop - Construction Industry	Managing for Safety Interactive Workshop	Wednesday 10 October 2007	9am – 2pm	Parramatta	Parramatta RSL Club
Workshop	Managing for Safety Interactive Workshop	Friday 12 October 2007	9am – 2pm	Wollongong	TBA
Workshop - Pubs and Clubs Industry	Managing for Safety Interactive Workshop	Tuesday 16 October 2007	9am – 2pm	Mt Pritchard	Mounties Club
Rural Field Day	AN Field Day	Tuesday 16 October – Thursday 18 October 2007	8.30am - 5pm	Orange	Borenore Rd, Borenore
Workshop - Veterinarian Industry	Managing for Safety Interactive Workshop	Wednesday 17 October 2007	9am – 2pm	Sydney	Sydney Rugby Club
Exhibition and Conference	2007 Safety Show and conference	Wednesday 24 October - Friday 26 October 2007	10am – 5pm. Friday 10am – 4pm	Homebush	Sydney Showground, Sydney Olympic Park
Workshop	Managing for Safety Interactive Workshop	Thursday 25 October 2007	9am – 2pm	Ballina	Ballina RSL
Awards Ceremony and Dinner	NSW Safe Work Awards 2007	Thursday 25 October 2007	7pm – 12 midnight	Homebush	Waterivew convention Centre, Bicentennial Park, Homebush Bay
Workshop - Rural Industry	Managing for Safety Interactive Workshop	Friday 26 October 2007	9am – 2pm	Blacktown	Blacktown RSL
Workshop	Managing for Safety Interactive Workshop	Friday 26 October 2007	9am – 2pm	Nowra	TBA
Workshop - Waste & Recycling Industry	Managing for Safety Interactive Workshop	Tuesday 30 October 2007	9am – 2pm	Lidcombe	Dooleys Lidcombe Catholic Club
Workshop - Manufacturing Industry	Managing for Safety Interactive Workshop	Wednesday 31 October 2007	9am – 2pm	Lidcombe	Dooleys Lidcombe Catholic Club

For information on WorkCover NSW public information seminars on the new requirements for asbestos removal visit the WorkCover NSW website www.workcover.nsw.gov.au or call **13 10 50**.

The 'Managing for Safety Workshops' are subject to sufficient demand being received. For booking telephone 1800 624 097.

Fatalities

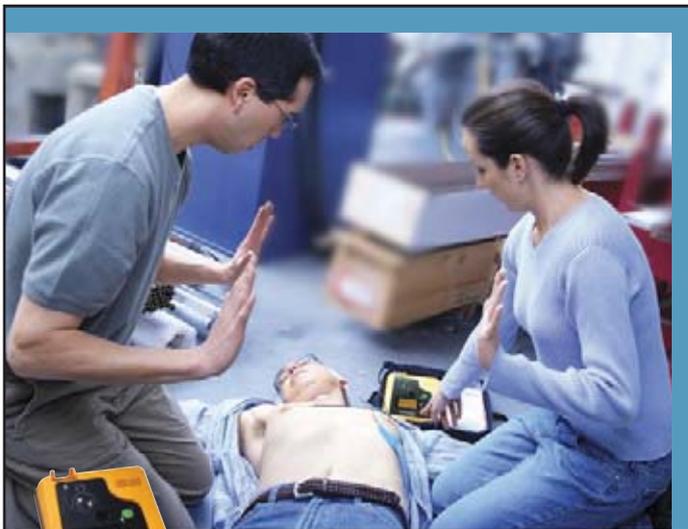
The following is a list of workplace fatalities occurring in New South Wales since those listed in Volume 69 of WorkCover News. This covers traumatic incidents that resulted in a fatality, occurring from 1 April 2007 to 30 June 2007 inclusive.

FATALITIES

- A young worker died after being overcome by fumes while working on a new gas line connection.

- A young worker suffered fatal neck injuries when struck by an overturning forklift.
- A young worker died after being found unconscious with serious head injuries on the bottom of a Cotton Module Builder by co-workers.
- A young worker died when the forklift split rim tyre he was changing exploded, the force propelling the rim into his head.

Disclaimer: These reports are of a preliminary nature and are based on initial reports from WorkCover NSW 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.



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GOSFORD 2250
Phone (02) 4321 5000
Fax (02) 4325 4145
Postal address
WorkCover NSW
Locked Bag 2906
LISAROW 2252

WorkCover NSW Assistance Service

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

REGIONAL, METROPOLITAN and DISTRICT OFFICES

Office hours 8:30am - 4:30pm
Monday to Friday

REGIONAL OFFICES

Newcastle

Level 1, Suite C
Cnr Fitzroy and Cowper Street
CARRINGTON 2294
PO Box 2186 Dangar NSW 2309
Phone (02) 4921 2900
Fax (02) 4940 8558

Wollongong

106 Market Street
WOLLONGONG 2500
Phone (02) 4222 7333
Fax (02) 4226 9087

METROPOLITAN and DISTRICT OFFICES

Albury

Suite 5, 1st Floor
429 Swift Street
ALBURY 2640
PO Box 905 Albury 2640
Phone (02) 6042 4600
Fax (02) 6041 2580

Ballina

11 Grant Street
BALLINA 2478
PO Box 903 Ballina 2478
Phone (02) 6620 6900
Fax: (02) 6681 6100

Bega

Shop1, 248 Carp Street
BEGA 2550
PO Box 943 Bega 2550
Phone (02) 6491 6600
Fax (02) 6494 7151

Blacktown

Suite L.0302, Level 3, 22 Main St.
BLACKTOWN 2148
PO Box 886 Blacktown 2148
Phone (02) 8882 4200
Fax (02) 9831 8246

City - CBD South

Level 10, Centennial Plaza
Building C, 300 Elizabeth Street
SYDNEY 2000
PO Box 1476 Strawberry Hills 2012
Phone (02) 8260 5877
Fax (02) 9281 9633

Chatswood

Suite 1101, Level 11
67 Albert Avenue
CHATSWOOD 2067
Phone (02) 9406 3800
Fax (02) 9413 1190

Coffs Harbour

Suite 33
Jetty Village Shopping Centre
361 Harbour Drive
COFFS HARBOUR 2450
Phone (02) 6659 1700
Fax (02) 6652 8213

Dubbo

Level 2, 1 Church Street
DUBBO 2830
Phone (02) 6841 7900
Fax (02) 6884 2808

Goulburn

Lower Ground Floor
159 Auburn Street
GOULBURN 2580
PO Box 242 Goulburn 2580
Phone (02) 4824 1500
Fax (02) 4822 1242

Griffith

Suites G06 & G07
Government Office Block
104-110 Banna Avenue
GRIFFITH 2680
Phone (02) 6962 8900
Fax (02) 6964 1738

Hurstville

Level 2, 12 Butler Road
HURSTVILLE 2220
Phone (02) 9598 3366
Fax (02) 9585 0261

Liverpool

Level 3, 33 Moore Street
LIVERPOOL 2170
PO Box 959 Liverpool 1871
Phone (02) 9827 8600
Fax (02) 9824 0348

Maitland

19 Mitchell Drive
GREEN HILLS 2323
PO Box 2360 Green Hills 2323
Phone (02) 4931 6800
Fax (02) 9287 4796

Narrabri

Suite 6, Level 1
100 Maitland Street
NARRABRI 2390
PO Box 134 Narrabri 2390
Phone (02) 6792 8720
Fax (02) 6792 3532

Nowra

Level 1, 5 O'Keefe Avenue
NOWRA 2541
PO Box 1597 Nowra 2541
Phone (02) 4428 6700
Fax (02) 4422 4997

Orange

74 McNamara Street
ORANGE 2800
PO Box 1056 Orange 2800
Phone (02) 6392 7600
Fax (02) 6362 8820

Parramatta

Level 4, 128 Marsden Street
PARRAMATTA 2150
Phone (02) 9841 8550
Fax (02) 9891 1474

Port Macquarie

Suite 5, 63 Lord Street
PORT MACQUARIE 2444
PO Box 1646 Port Macquarie 2444.
Phone (02) 6588 7000
Fax (02) 6584 1788

Tamworth

126 Marius Street
TAMWORTH 2340
PO Box 396 Tamworth 2340
Phone (02) 6767 2500
Fax (02) 6766 4972

Tweed Heads

Units 25 & 26 Corporate House
8 Corporation Circuit
TWEED HEADS SOUTH 2486
PO Box 3214DC
Tweed Heads South 2486
Phone (07) 5506 1400
Fax (07) 5524 6300

Wagga Wagga

Level 2, 76 Morgan Street
WAGGA WAGGA 2650
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Fax (02) 6937 3616

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Through the all new Advanced Fall Protection range, we have endeavoured to make the harness as comfortable as possible, whilst ensuring maximum protection to the user. This, when coupled with a competitive pricing structure, makes the new range ideal for the competitive and demanding Australian Market.

All of the new range is of the highest quality, meeting the requirements of Australian Standards AS/NZS 1891.1. It offers maximum protection in areas of fall arrest and rescue and a myriad of choices for compliance with the relevant Standards, Codes of Practice as well as the Occupational Health and Safety Legislation.

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TEMPORARY ANCHORS
Affords 360° Fall Arrest Protection
Rated at 24kN

\$239.00



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\$79.00

August/September SPECIALS



FULL BODY HARNESS [SA21]
Dorsal attachment D-Ring. Adjustable shoulder and thigh straps.

\$63.30



FULL BODY HARNESS [SA22]
Two chest attachment belay loops rated for fall arrest and a dorsal attachment D-Ring. Adjustable shoulder and thigh straps.

\$76.00



FULL BODY HARNESS [SA42]
Two chest attachment belay loops rated for fall arrest and a dorsal attachment D-Ring for fall arrest, two lateral D-Rings for work positioning and tool loops. Adjustable thigh straps, waist belt and shoulder straps.

\$116.50

ENERGY ABSORBING WEBBING LANYARD [SA325]
2.0m with double action snaphooks at each end.



\$66.70



Compliance of this product with the standard AS/NZS 1891.1 is monitored by Certification Solutions Pty Ltd Sydney, Australia. ID No. 51031

AS/NZS 1891.1 CERTIFIED PRODUCTS
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5m Gal Cable

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10m FALL ARRESTOR
4mm Gal Cable
(Not suitable for horizontal use)

\$691.65



2.5m RETRACTING LANYARD
Double Action Snaphook

\$158.05

SCAFFOLDERS KIT

- SA21 Harness with rear D (lightweight) • Anchor sling
- Multipurpose lanyard with scaffold hook and snap hook • FREE carry bag

[SEE HARNESS SPECS AT TOP OF PAGE]

\$186.00

BASIC ROOFERS KIT

- SA22 Multipurpose Harness (lightweight) • 20m rope safety line with snap hook and adjuster
- Karabiner (22kN) • Shock absorber with karabiners at each end • Anchor sling • FREE carry bag

\$330.00

MULTIPURPOSE KIT

- SA22 Multipurpose Harness (lightweight) with front restraint loops
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- Multipurpose lanyard with scaffold hook and snap hook • FREE carry bag

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With this service you can:

- Use the online Self-Assessment Tool
- Call a toll-free hotline, or
- Apply for a private ruling



To find out more call the
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NDARC Education Trust (NET)

The National Drug and Alcohol Research Centre (NDARC) is acknowledged as the premier alcohol and other drug research institution in Australia. NET was recently formed to widely disseminate the information acquired through research at NDARC.

Alcohol and other drugs have become a major issue for all organizations in recent times due to OH&S requirements.

What can NET do for your organization?

- With access to latest research and statistical data, we can provide a range of training programs and education sessions
- The trainers delivering workshops and lectures have access to the best resources in the field
- Sessions and programs can be tailored to any audience

Contact details:

NET Information Manager - Paul Dillon:
t: 02 9385 0226 e: p.dillon@unsw.edu.au

NET Project Manager - Kati Haworth:
t: 02 9385 0252 e: k.haworth@unsw.edu.au

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Work Skills Vouchers (an Australian Government initiative)

OHS Consultation (for committee members)

OHS Risk Management (for managers and supervisors)

White Card Training (for construction industry)

BLUECARD Training (for transport industry)

Fire Fighting Equipment Training

Fire Warden Training

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process of piling up
facts;

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2007 TRAINING CALENDAR

OHS Risk Management

> 23, 24 July > 12, 13 September
> 17, 18 October > 26, 27 November

OHS Consultation

> 18, 19, 25, 26 June > 16, 17, 18, 19 July
> 6, 7, 13, 14 August > 4, 11, 18, 25 September
> 15, 16, 22, 23 October > 5, 6, 7, 8 November
> 3, 4, 10, 11 December

OHS Workplace Committee Chairpersons Course

> 28 June > 13 December

OHS Committee Refresher Training

> 29 October

OHS Fundamentals

> 2, 9, 16, 23 August

Managing Plant Hazards

> 28, 29 November

Applying Principles of Occupational Health

> 12, 13 November

Developing & Implementing OHS Management Systems

> 19, 20 September

How to Conduct an OHS Audit of Your Workplace

> 3, 4 October

First Aid Certificate

> 25, 26 July
> 5, 6 September > 19, 20 November

First Aid Refresher

> 26 July
> 6 September > 20 November

OHS Incident Investigation

> 29, 30 August

Manual Handling Employee Awareness

> 12 June > 27 September
> 12 December

Introduction to Return-to-Work Co-ordination

> 18, 19 June > 20, 21 August
> 14, 15 November

OHS Construction Induction (Green Card)

> 14 June > 20 July > 15 August
> 10 September > 9 October > 19 November

Unless otherwise stated, courses are held in our training rooms in the city • All courses can be delivered on site at your workplace.

Our aim is to continue to provide quality training and consultancy services tailored to our clients' 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

- > Managing Occupational Violence
- > Managing Contractor Safety
- > OHS Workplace Committee – Refresher
- > OHS Employee Induction
- > OHS Employee Induction – Construction

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

- > Noise in the Workplace
- > Accident Investigation
- > Planning for Emergencies
- > OHS for Labour Hire Companies
- > Site Safety Induction
- > Emergency First Aid
- > OHS in the Office



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