



WorkCover NEWS

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ISSUE
80
Apr-Jun
2010



WORK
SAFE  HOME
SAFE



OHS PUBLIC Courses Training Calendar 2010

WorkCover NSW Accredited & Specific Purpose Courses
Vital Training for Effective Risk Management



JANUARY to JUNE 2010 www.courtenell.com.au

OHS Consultation

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. (A WorkCover NSW Accredited Course)

Course Fee: \$610 (\$671 incl. gst) Course Length: 4 days (9am - 4pm).

PAR1	Jan	Tue 12	Wed 13	Tue 19	Wed 20	Parra	PAR4	Apr	Tue 6	Tue 13	Tue 20	Tue 27	Parra
CIT1	Jan	Thu 14	Fri 15	Thu 21	Fri 22	City	PAR42	Apr	Wed 7	Thu 8	Wed 14	Thu 15	Parra
PAR1/2	Jan	Thu 21	Fri 22	Thu 28	Fri 29	Parra	CIT4	Apr	Mon 12	Tue 13	Mon 19	Tue 20	City
CIT1/2	Jan	Wed 27	Thu 28	Wed 3	Thu 4	City	CAM4	Apr	Wed 14	Thu 15	Wed 21	Thu 22	Campb
PAR2	Feb	Mon 1	Tue 2	Mon 8	Tue 9	Parra	CIT42	Apr	Wed 14	Thu 15	Wed 21	Thu 22	City
PAR22	Feb	Wed 3	Wed 10	Wed 17	Wed 24	Parra	CHA4	Apr	Wed 28	Thu 29	Wed 5	Thu 6	Chats
CIT2	Feb	Fri 5	Fri 12	Fri 19	Fri 26	City	CIT5	May	Mon 3	Tue 4	Mon 10	Tue 11	City
CIT22	Feb	Mon 8	Tue 9	Mon 15	Tue 16	City	PAR5	May	Mon 3	Tue 4	Mon 10	Tue 11	Parra
HUR2	Feb	Tue 9	Wed 10	Tue 16	Wed 17	Hurst	HUR5	May	Mon 3	Tue 4	Mon 10	Tue 11	Hurst
CAM2	Feb	Tue 9	Wed 10	Tue 16	Wed 17	Campb	PAR52	May	Wed 5	Thu 6	Wed 12	Thu 13	Parra
CHA2	Feb	Wed 10	Thu 11	Wed 17	Thu 18	Chats	CIT52	May	Fri 7	Fri 14	Fri 21	Fri 28	City
PAR23	Feb	Thu 11	Fri 12	Thu 18	Fri 19	Parra	CIT53	May	Wed 12	Thu 13	Wed 19	Thu 20	City
RH2	Feb	Mon 15	Tue 16	Mon 22	Tue 23	Rooty/H	CAM5	May	Thu 13	Fri 14	Thu 20	Fri 21	Campb
CIT23	Feb	Mon 22	Tue 23	Mon 1	Tue 2	City	PAR53	May	Fri 14	Fri 21	Fri 28	Fri 4	Parra
PAR24	Feb	Fri 26	Fri 5	Fri 12	Fri 19	Parra	PAR54	May	Wed 19	Thu 20	Wed 26	Thu 27	Parra
PAR3	Mar	Mon 1	Tue 2	Mon 8	Tue 9	Parra	PAR55	May	Mon 24	Tue 25	Mon 31	Tue 1	Parra
CIT3	Mar	Mon 8	Mon 15	Mon 22	Mon 29	City	CHA5	May	Mon 24	Tue 25	Mon 31	Tue 1	Chats
CIT32	Mar	Tue 9	Wed 10	Tue 16	Wed 17	City	CIT6	Jun	Tue 1	Tue 8	Tue 15	Tue 22	City
PAR32	Mar	Tue 16	Wed 17	Tue 23	Wed 24	Parra	CIT62	Jun	Wed 2	Wed 9	Wed 16	Wed 23	City
CHA3	Mar	Thu 18	Fri 19	Thu 25	Fri 26	Chats	PAR6	Jun	Wed 2	Wed 9	Wed 16	Wed 23	Parra
RH3	Mar	Tue 23	Wed 24	Tue 30	Wed 31	Rooty/H	RH6	Jun	Wed 9	Thu 10	Wed 16	Thu 17	Rooty/H
CAM3	Mar	Wed 24	Thu 25	Wed 31	Thu 1	Campb	HUR6	Jun	Tue 15	Wed 16	Tue 22	Wed 23	Hurst
PAR33	Mar	Wed 24	Thu 25	Wed 31	Thu 1	Parra	CHA6	Jun	Thu 17	Fri 18	Thu 24	Fri 25	Chats
HUR3	Mar	Tue 30	Wed 31	Tue 6	Wed 7	Hurst							

ohs risk management for supervisors & managers

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. (There is no WorkCover NSW Course)

Course Fee: \$550 (\$605 incl. gst) Course Length: 2 days (9am - 4pm).

PARS2	Feb	Mon 15	Tue 16	Parramatta
CITS3	Mar	Thu 4	Fri 5	City
PARS3	Mar	Mon 29	Tue 30	Parramatta
CITS4	Apr	Wed 7	Thu 8	City
PARS6	Jun	Wed 30	Thu 1	Parramatta

introduction to return to work co-ordination

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. (A WorkCover NSW Accredited Course)

Course Fee: \$570 (gst free) Course Length: 2 days (9am - 4:30pm).

CITR1	Jan	Mon 18	Tue 19	City
PARR2	Feb	Thu 4	Fri 5	Parramatta

CITR2	Feb	Wed 10	Thu 11	City
PARR3	Mar	Wed 10	Thu 11	Parramatta
CITR3	Mar	Tue 23	Wed 24	City
PARR5	May	Mon 17	Tue 18	Parramatta
CITR5	May	Mon 24	Tue 25	City
CITR6	Jun	Thu 17	Fri 18	City
PARR6	Jun	Thu 24	Fri 25	Parramatta

ohs committee chairperson

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. (There is no WorkCover NSW Accredited Course)

Course Fee: \$320 (\$352 incl. gst) Course Length: 1 day (9am - 4pm).

CITC2	Feb	Mon 1	City
PARC3	Mar	Thu 18	Parramatta
CITC3	Mar	Fri 26	City
PARC4	Apr	Fri 30	Parramatta
CITC6	May	Wed 26	City

ON-SITE Training Courses

The following courses can be delivered at your premises.

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

ohs committee refresher

This course is designed to refresh committee members on their role as a committee member and how to improve the effectiveness of their committee. (There is no WorkCover NSW Accredited Course)

Course Fee: \$320 (\$352 incl. gst)

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

CITF3	Mar	Thu 25	City
PARF4	Apr	Wed 28	Parramatta
CITF6	Jun	Thu 24	City

advanced return to work co-ordination

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. (A WorkCover NSW Accredited Workshop)

Course Fee: \$340 (\$374 incl. gst)

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

CITE4	Apr	Tue 6	City
PAR6	Jun	Thu 3	Parramatta

construction general ohs induction

This course will cease to be a WorkCover course on the 1st of September 2009 and can then only be delivered by a Registered Training Organisation that has been approved by VETAB NSW to deliver the unit CPCCOHS1001A Work Safely in the Construction Industry. We will advertise dates for this training after Courtenell has received approval from VETAB.

NATIONALLY ACCREDITED TRAINING IN OHS RISK MANAGEMENT

Looking for a WORK BASED AND FLEXIBLE program that will demonstrate competency in OHS Risk Management and OHS legal responsibilities?



This training contains 5 units from BSB41407 Certificate IV in Occupational Health and Safety



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www.courtenell.com.au

for information on our courses,
OHS information & recent
editions of our publication
'Your Safety Matters'.

COURTENELL Pty Ltd as Trustee for the Vowles Family Trust

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**Specialists in WorkCover NSW Accredited &
Specific Purpose OHS Training**



Alliance to make river project SAFER (see page 22)

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management and workers
compensation enquiries
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Subscription Enquiries

Phone: 1300 799 003

Advertising Enquiries

Phone: (02) 4321 5204

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Contents

4	Introducing our new CEO Lisa Hunt
6	Visit our new website
7	Legislation to go Australia wide
8	Homecomings campaign - making a difference
10	Hazard a Guess - Take the guess work out of workplace safety
11	Working with the waste disposal industry
12	New and improved Lung Bus hits the streets
14	Taking pride in safety
16	Harmonisation of WHS licences
17	Did you know?
18	Shannon Dallas courage and determination
19	Do you have the right safety culture?
20	Case Study: Manual handling at Danrae Waterproofing
21	Did you know?
22	Alliance to make river project safer
24	Workplace injuries drop during downturn
25	A safer approach to bricklaying
26	The right equipment helps return to work
27	Critical incidents
28	Personal injury education foundation
29	What to do when a worker is injured
30	Safety alerts
31	Common sense approach for house builders
32	'Safety in numbers' National Manufacturing Week
33	WorkCover NSW offices

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Introducing our new CEO Lisa Hunt



What about the CEO role interested you?

I have previously worked in the public sector and enjoy the opportunity to develop good public policy that delivers service outcomes for the people we seek to support. My last role was seven years as a national executive for a publicly listed company. It was a challenging role which gave me the opportunity to deliver real results in customer service and infrastructure development in the transport sector.

WorkCover appealed to me because I am interested in how we can improve workplace safety and look after the rights of injured workers in New South Wales. I like the challenge of trying to change the way people look at risk, supporting a focus on the quality of people's lives when they are injured and maintaining productive businesses.

I found a good personal nexus in the challenges as my brother is intellectually disabled and has suffered a severe stroke. My goal for Matthew is to bring out the many talents he has and help him enjoy his life to the best of his abilities.

Tell us about your previous roles

I have worked in both the public and private sector. My most recent role was Group General Manager Australia Transurban Limited. I also have extensive experience on private and public sector boards including: Westlink Limited, Sydney Catchment Authority, Queensland Rail, Infrastructure Partnerships Australia, Interlink Roads Limited and the Greater Western Sydney Economic Development Board.

What strengths do you bring to the role and why do you think they are important for WorkCover?

My strengths are in strategic management, strong and effective leadership and management with a focus on outcomes. I am very focused on the importance of stakeholders, and the benefits of working as a team with work colleagues to ensure we gain the most for our efforts.

What have been your first impressions on joining **WorkCover**?

The organisation has had to respond to many reforms over the last decade. The new direction to work in partnership with employers and other stakeholders to achieve better safety outcomes is being recognised. However, we can do more to communicate what we do, the full range of services we provide and how we benchmark success. Our efforts to make the workers compensation system fairer and easier to understand are showing some positive results. Despite this, we need to strengthen our messaging and back our action with clear performance measures. We need to measure how we are performing to learn from our successes and shortcomings, and so we can set a clear direction for the future.

What is your vision for WorkCover for the future?

One that is very pro-active and flexible, responding to changes in our business environment. An organisation that is results focused and a leader in workplace safety and workers compensation in Australia.

What would you like to see improved for our stakeholders?

I'd like to see an improvement in the advisory information we provide so that it is easy to understand, simple to follow and is easily accessible.

I think the launch of our new website will start this process but then we need to look at how clear our brand messages are for customers and review our 1,500 plus publications.

I'd also like a co-ordinated approach across all areas of our organisation so we ensure our stakeholders get the information they need from us.

What will be your first focus?

To meet and talk with key industry groups to hear their views about WorkCover as an organisation, discuss their expectations and ensure that we have an open dialogue about issues.

Internally I am focused on meeting our staff and learning as much as possible about the organisation. Already I have listened to enquiries coming through the WorkCover Assistance Service call lines on a diverse range of issues and been out as an observer with inspectors as they conduct workplace visits.

What challenges do you see?

In addition to the WorkCover CEO role I am also the Chief Executive of the Compensation Authorities Staff Division ("CASD") which includes: WorkCover NSW, Motor Accidents Authority, Lifetime Care and Support, Dust Diseases Board, NSW Sporting Injuries Committee and the Long Service Payments Corporation.

I manage the day-to-day business of WorkCover only and delegate the day-to-day management of the other parts of CASD to the relevant general managers. I sit on all the boards of CASD. The challenge is getting across the core business of this cluster of agencies and looking at the strategic issues to ensure service improvements can be achieved.

The 'big ticket' items for WorkCover are implementing the new national work health and safety legislation and further improvements to the management of workers compensation claims so injured workers are able to continue or return to being productive members of the workforce.

Lisa Hunt
Chief Executive Officer
WorkCover NSW

Visit our NEW website

WorkCover NSW has a brand new website, and a sleek new look is just a small part of the big picture. With your help, we've worked hard on the site to make sure you can always find the information and assistance you're looking for – fast.

When it came time to refresh our website, we turned to you. We asked workers and employers across the state what they wanted: what they liked about the old site and what they thought we could do better.

And we listened.

Along with cosmetic changes there is new content and a smart, user-friendly design, so navigating to the information you need is quick and easy. As WorkCover's Director of Communications, Heidi Pollard, points out, the website focuses on employer and worker needs - making it easier for them to stay safe at work, and if an injury occurs giving them the right information to focus on their recovery.

'We've been working hard with NSW communities to make sure we all have safe and secure workplaces, and key to that is how we communicate,' Ms Pollard said.

'The new site offers improved access to accurate, clear and current OHS, injury management and workers compensation information, as well as the latest safety news, services and tools designed to help you.'

With easy to find links to the TestSafe, Young Workers, Sporting Injuries and Safe Work Awards websites, and related information and publications, the new site is your best source for workplace safety advice you can trust.

And with the homepage latest news section and RSS feed capability, keeping up to date is simple.

Importantly, to ensure the site is accessible for vision impaired and non-mouse based users, it was designed to comply with the international Web Content Accessibility Guidelines. Independent usability testing was also carried out with people from a broad range of demographic and industry backgrounds with excellent results.

'Delivering high quality customer service is something WorkCover is passionate about, and that includes online delivery too,' Ms Pollard said.

'We value feedback, and hope you'll visit the site and leave your comments on what we are doing well and how we can continue to improve the site for you.'

Five things you should know about our site:

1. we won't be leaving a forwarding address – you can still find us at workcover.nsw.gov.au
2. there's over 400 pages of the latest information on safety, legislation, insurance and workers compensation
3. you won't get lost, with the new left-hand menu letting you see exactly where you are on the site at all times
4. WorkCover publications are easy to download and order online
5. a new search engine means you'll get faster, more accurate results, every time.

Legislation to go Australia wide

On 4 April 2008, the federal Minister for Employment and Workplace Relations, the Hon Julia Gillard MP, announced a national review into model OHS laws.

One of the key elements of this task was the move towards one set of national laws, known as harmonisation.

Harmonisation aims to reduce the incidence of workplace death, injury and disease right across Australia. Safe Work Australia is responsible for developing the national model health and safety legislation. The model legislation package consists of a principal model Act, supported by model regulations and model codes of practice that can be readily adopted around Australia. In September 2009 a draft of the model Act was released for public comment. A total of 480 submissions received by SWA.

After reviewing feedback, amendments were made throughout the draft model provisions. One of these changes is in the use of the word 'occupational'.

In December 2009, the model Work Health and Safety Provisions were submitted to the Workplace Relations Ministers' Council for agreement and were endorsed.

The model provisions will now be known as the **Work Health and Safety (WHS) Act 2010**.

Each state and territory will be required to pass their own laws that mirror the national model laws and adopt them by December 2011.

How will model WHS legislation affect workers?

The new legislation will ensure that all types of workers are protected from work health and safety risks, because the duties of care will extend beyond the employer/employee relationship that currently exists in most state laws.

Every worker will have the right to elect health and safety representatives to represent them in health and safety matters. All persons conducting a business or undertaking will be required to consult with their workers about matters affecting their workers' health and safety.

How will this affect businesses?

New legislation will ensure that businesses can comply with one set of consistent laws regardless of which state or territory they are operating in.

This regulatory reform will reduce the costs borne by business in complying with inconsistent state laws. Instead of spending time developing systems to comply with each jurisdiction's requirements, multi-state businesses will be able to focus on developing and implementing effective company-wide prevention strategies.

For more information contact
WorkCover NSW on **13 10 50** or
Safe Work Australia on **02 6121 5317**, or
visit the websites workcover.nsw.gov.au
and safeworkaustralia.gov.au

Safe Work Australia is a national body established in **November 2009** to improve work health and safety and workers compensation provisions in Australia. SWA is working with the States and Territories to deliver and implement the harmonised legal framework.

Homecomings campaign making a difference

It's the day of your child's school performance. The play has started but your partner has not arrived from work. **Your daughter glances anxiously from the stage at the empty seat next to you, disappointed that daddy has not kept his promise.**

This familiar scenario is used powerfully in WorkCover's latest advertising campaign, *Homecomings*, to focus on the importance of being safe at work for the sake of loved ones at home. Launched in March, the campaign reinforces the message that when you work safely you can go home to your family safely. If you are injured or killed at work, your loved ones and friends bear the painful emotions and long-lasting consequences.

The campaign's message is an important one for the whole community as workplace injuries bear a heavy social and financial cost. In 2008/09 there were 79 work related fatalities in NSW and around 30,000 serious injuries, of which 4,775 resulted in permanent disabilities. The campaign airs on television across NSW from March to June and includes in-language advertisements for different ethnic groups. It is the third year the campaign has been run, each year featuring a different poignant reminder that your reason for workplace safety isn't at work at all.

Workplace safety is something that we all need to have top of mind all of the time. Injuries and deaths often occur because of momentary lapses, which is why it is hoped the campaign will trigger discussion amongst workers, employers, their friends and family about the need for being safe at work.

Workplace injuries and fatalities are preventable if safety is given the upmost priority, and it is with this in mind that the Homecomings message is: **work safe, home safe.**



**WORK
SAFE**  **HOME
SAFE**

Work safe. Home safe.

WorkCover NSW has also developed two FREE Home Safely kits. They provide you with the basics on work health and safety and injury management so you, and your loved ones can work safe, and come home safe, everyday. The Home Safely kits cover the safety basics, with practical information and advice on key health and safety topics, including:

- risk management
- slips, trips and falls
- manual handling
- workplace bullying
- managing workplace injuries, recovery and return to work.

Get your FREE kit

SMS the word KIT to **13 10 50** to get your free worker or employer kit or call **1300 799 003** and order your *Come Home Safely Kit* for workers (Catalogue No. WC02331) or for employers the *Get Them Home Safely Kit* (Catalogue No. CW02381).

Other resources

For information and assistance on staying safe at work, talk to us:

ONLINE:

browse workcover.nsw.gov.au for advice, activities, resources and programs to assist your business.

IN PRINT:

subscribe to WorkCover News and eNews, or view our catalogue of publications.

OVER THE PHONE:

phone **13 10 50** for information on workplace health and safety, injury management and workers compensation.

FACE TO FACE:

attend one of our **FREE** safety workshops or have a business advisory officer visit your workplace.

Get talking

The campaign's print advertisements and a comprehensive range of workplace safety information can be viewed and downloaded for free at workcover.nsw.gov.au. These resources can be used in the workplace to reinforce workplace safety messages.

Join the *Homecomings* campaign on Twitter and become a fan of **Work safe. Home safe.** on Facebook. On the fan page you will be able to share your thoughts and stories about the importance of coming home safely, as well as receive safety updates and event information.



Hazard a Guess

'Take the guesswork out of workplace safety'

Young people now have a fun, interactive way of learning about workplace safety with WorkCover NSW's new online quiz game, **Hazard a Guess**.

Developed by WorkCover as a free eLearning tool, its purpose is to assist employers and educators in the work health and safety (WHS) training process. Young workers must be provided with information and training about work hazards and safe work practices, yet it is not always easy to get the message across. Hazard a Guess simplifies the education process with its user-friendly hands-on format specifically designed to appeal to a young audience.

The game covers the important-to-know topics for young people joining the workforce, including issues associated with manual handling; personal protective equipment (PPE); slips, trips and falls and the workplace environment. It uses scenarios based on real life situations that young workers may face, helping them to learn some simple and effective ways to avoid being injured at work.

Scenarios covered include:

- what kind of protective safety wear is considered as PPE?
- how can the risk of slips, trips and falls be reduced?
- is there a maximum allowable weight when lifting?

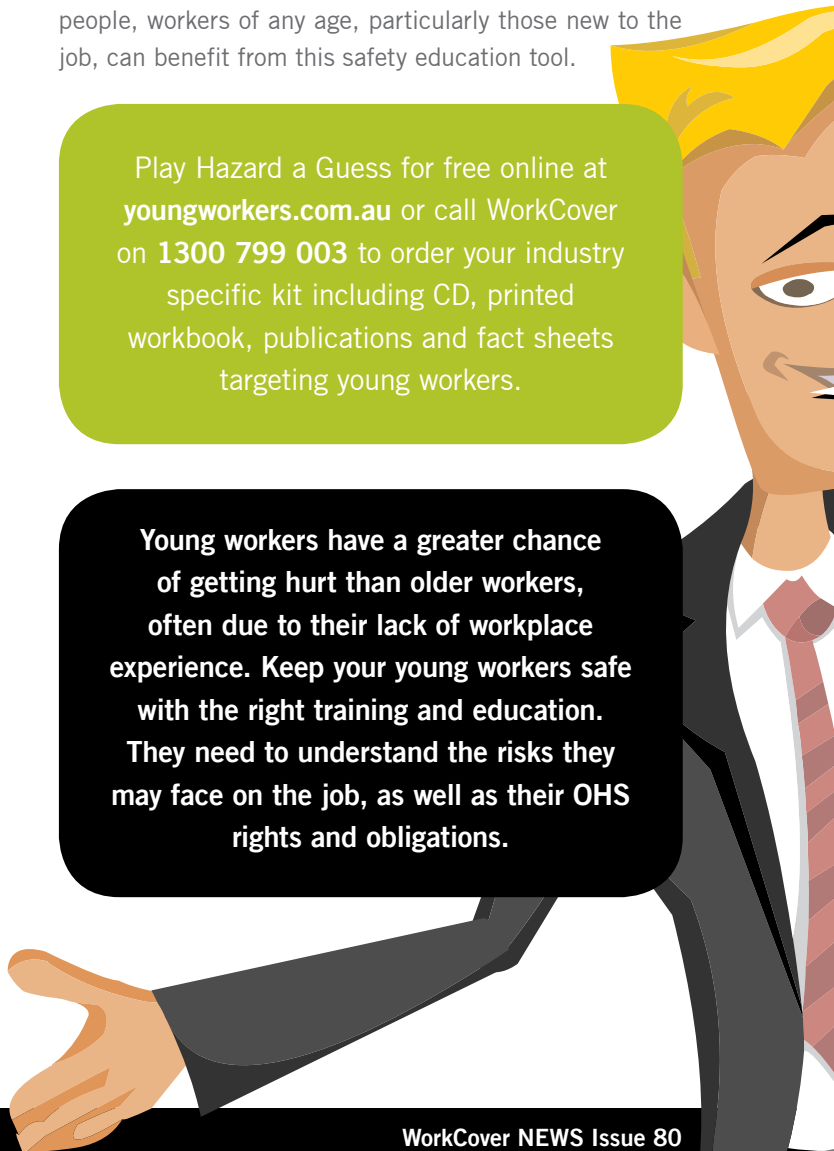
Employers and educators can test the WHS knowledge of their young workers/students by creating their own multiple choice quizzes in which they can upload images,

documents, video and audio clips specific to their business or industry. These online test results can be used to track their student or young worker's progress and assess whether future training is required.

Young people often lack the experience or maturity to ask workplace safety questions, so this quiz game provides a way of filling in the blanks and raising awareness of existing or potential risks. Although targeted at young people, workers of any age, particularly those new to the job, can benefit from this safety education tool.

Play Hazard a Guess for free online at youngworkers.com.au or call WorkCover on 1300 799 003 to order your industry specific kit including CD, printed workbook, publications and fact sheets targeting young workers.

Young workers have a greater chance of getting hurt than older workers, often due to their lack of workplace experience. Keep your young workers safe with the right training and education. They need to understand the risks they may face on the job, as well as their OHS rights and obligations.



Working with the waste disposal industry

During 2007/08 there were more than 770 claims reported to WorkCover NSW across the waste collection and disposal services industry, **many of which were preventable workplace incidents.**

WorkCover has teamed up with the Waste Contractors and Recyclers Association of NSW (WCRA) to develop cost-effective and productive work health and safety and injury management practices with the goal of reducing this figure and helping workers return home safely each day.

The year-long partnership program involves more than 130 businesses across NSW, assisting 90 per cent of the state's waste contractors and recycling businesses to meet their workplace safety and workers compensation obligations.

WCRA Executive Director, Tony Khoury, said the agreement will maximise the potential for positive work health and safety outcomes for both workers and employers.

'The Association is committed to working with WorkCover to improve productivity and safety performance throughout the industry.'

'The partnership agreement will help the Association build on its existing relationship with WorkCover and support industry stakeholders in reducing injuries and benchmarking safety,' he said.

WorkCover is committed to working in partnership with industries such as waste collection and disposal to meet nationally agreed fatality and injury reduction targets set in 2002.

The projected targets include a 40 per cent reduction in fatality rates and a 20 per cent reduction in injuries, by the end of June 2012.



New and improved Lung Bus hits the streets

A new state-of-the-art 'Lung Bus' is now available to provide a vital screening service to a greater number of workers across NSW.

Funded by the Dust Diseases Board, the Mobile Respiratory Screening Unit known as the 'Lung Bus', was launched by NSW Minister for Finance Michael Daley in February.

With an \$870,000 price tag, the new lung bus will help save lives by increasing accessibility to screening and testing, particularly for workers in regional areas who may have been exposed to potentially deadly materials, such as asbestos and crystalline silica through their employment.

'This new vehicle replaces the existing nine-year-old bus and is fitted with improved technology making early detection and referral for respiratory problems easier,' Mr Daley said.

'Screening on the Lung Bus, the only one in Australia, is comprehensive and includes an x-ray, lung function test and examination by a doctor with the results checked by a radiologist and specialist respiratory physician.'

The new bus allows screening of up to 50 workers per day, with almost 30,000 screenings conducted across NSW since the service began in 2001. Over the next 12 months the bus will also visit regional centres including Orange, Newcastle, Tweed Heads and Nowra.

'This is a great benefit to both employers and workers in regional areas as they don't lose time or incur the cost of travelling to the city for testing,' said Mr Daley.

Work related respiratory screening is also still available at the Dust Diseases Board Medical Centre in Sydney.

In addition to screening and testing, the Dust Diseases Board also supports research into dust diseases and provided \$8 million for the construction and operation of the Bernie Banton Asbestos Diseases Research Institute.

For Lung Bus bookings or more information on the services provided by the *Dust Diseases Board* visit ddb.nsw.gov.au or call **02 8223 6600**.

Pictured left:

NSW Minister for Finance Michael Daley launches the new Lung Bus at the Art Gallery of NSW.



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or contact us on
13 10 50.



WorkCover NSW Workshop Calendar

WorkCover NSW will be running a series of FREE
***Workplace Safety
and Health Essentials***
workshops across NSW
during April and May.

Workshop topics include:

- ***bullying in the workplace,***
- ***working with contractors,***
- ***manual handling,***
- ***working with chemicals,***
- ***working with heights*** and
- ***workers compensation.***

Registration is essential.

For a full calendar of workshops
visit

workcover.nsw.gov.au

and click on WorkCover
events in the Noticeboard section.



Taking pride in SAFETY

After an employee was injured at work, Darrin and Lisa Pride of IFE Forklifts knew they had to reassess how they were managing safety. Understanding safe business is good business, IFE created a safety program – *Take Pride in workplace safety* – that not only complied with legislation but promoted a positive safety culture.

The program took out the 2009 SafeWork Award for small business.

We sat down with Lisa to find out how IFE continues to support their workers to think, talk and take pride in their safety, and in the safety of others.

Why is safety important to you and your business?

When one of our workers was injured and later resigned, our management decided that as a responsible company we needed to lift our standards. This would ensure our staff were safe and, if injured, supported to return to work promptly and safely.

Our first aim is zero harm.

We also believe a safe work environment is fundamental to our success; for small business, injuries can have major financial and human costs. Our goal was an innovative and systematic approach to work health and safety (WHS) that wasn't dependant on one person, but part of everyone's workday – everyday.

How did *Take Pride in workplace safety* begin?

Following the incident, we took stock of our overall approach to safety and quality. Significant improvements were needed to meet our legislative and regulatory requirements.

Together, management and workers came up with a motto for a safety and quality program that played on Darrin's surname; *Take Pride in workplace safety*. To keep staff up-to-date and foster a safe work culture, the program included regular formal and informal consultation and monthly safety and quality competitions.

What does 'taking pride' in safety mean on a day-to-day basis for IFE?

'Taking Pride' means staff are proud of their safety accomplishments. Our safety system was created by us, for us. It is relevant and applicable to everything that we do – essential in gaining staff support and shifting culture.

In just 18 months we have moved from zero focus on safety to winning a significant safety award. Everyone is now very conscious of staying safe, and for the safety of their colleagues and others who visit the company.



What impact does being a safe business have on business?

By being strong on safety we've gained significant new business. Especially with larger companies looking to work with businesses with a similar WHS focus. IFE now has an air of professionalism, and companies and customers see we are striving for excellence.

You mentioned the SafeWork Award, what has winning meant to you and to your staff?

Our staff were excited at every step of the award process. Initially, we were pleased to make it to the finalist stage. Then winning allowed us to be acknowledged for all of our efforts. We were also pleased to receive so many 'congratulations', much excitement and support from our customers and suppliers – the award has been a real talking point.

Our workers believe the SafeWork Award sets them and IFE apart. It gives them well-deserved recognition for working so hard to make safety a part of all aspects of their work.

Importantly, winning the award has given us confidence that we're 'on the right track' and renewed our enthusiasm for maintaining and strengthening our safety systems.

Where to from here?

Improving our safety and quality is ongoing, something we are continually setting out to do.

With a new training position, we are working hard to develop our internal and external training opportunities – like our induction program and apprentice mechanic program.

We are also currently consulting with staff and customers on an application for a 2010 WorkCover SafeWork Award, and will be representing NSW in the national awards in Canberra in April.

Pictured below from left:

Wendy Wilson and **Denise Wilson** of IFE Forklifts.



Harmonisation of WHS licences

A number of work health and safety (WHS) licences have recently undergone changes in preparation for the implementation of the national model WHS legislation.

High risk work

On 1 September 2009, the *National standard for licensing persons performing high risk work* (National Standard) was implemented in NSW and national certificates of competency (NCOCs) were replaced with a *National licence to perform high risk work* (HRW licence). These two licences are now recognised in all states.

When renewed, NCOCs will be replaced with a photo HRW licence. Those who obtained an NCOC between 1996 and 30 March 2004 have already been sent a renewal notice and should have lodged their application before the expiry date shown on the notice.

Notices are now being sent to those with an NCOC issued after 30 March 2004. The renewal form and the required fee must be lodged at any Australia Post outlet with bank@post facilities. To find an outlet, visit www.australiapost.com.au or call **13 76 78**.

All training and assessment under the National Standard is conducted by registered training organisations (RTOs).

To find an RTO near you, visit workcover.nsw.gov.au or call **13 10 50**.

Loadshifting classes, other than forklifts

As a result of five loadshifting classes not being included in the National Standard, WorkCover NSW conducted a review of the requirements to hold a certificate of competency for this work in NSW. Classes have been retained as state-based certificates until a final decision is made. For further information call **1800 855 969**.

Construction induction

The *National code of practice for induction for construction work* was also implemented in NSW on 1 September 2009. All jurisdictions have adopted the code, resulting in one set of construction induction requirements throughout Australia, with cards now recognised across all state and territory borders. To find an RTO near you, visit workcover.nsw.gov.au or call **13 10 50**.

Explosive-powered tools and formwork

Further to the NSW Government's commitment to reducing red tape for businesses without compromising safety standards, effective from 1 February 2010 certificates of competency are no longer required by those working with formwork or explosive-powered tools. This decision was made following extensive research and consultation, which found that there was no discernable difference in the incident and fatality rate in NSW when compared to the other jurisdictions, where formwork and explosive-powered tool operators carry out their activities without a licence.

The removal of Part 9.2 of the *Occupational Health and Safety Regulation 2001* (OHS Regulation) does not alter the provisions under clause 233, nor does it change the requirements of the *Code of practice for formwork (the Code)*.

Clause 233 requires those who erect formwork do so in accordance with AS 3610-1995 and for a qualified engineer to inspect the formwork before a concrete pour. The Code covers the design, planning, preparation and conduct of work for the erecting and dismantling of formwork, and associated equipment.

The removal of Part 9.2 was also influenced by the fact that the explosive-powered tools that created the original safety concern are no longer manufactured. WorkCover's *Operators of explosive-powered tools* (Catalogue no. WCO0008) is still relevant, however.

Mutual recognition – pest technician, asbestos, demolition and explosives

The Council of Australian Governments (COAG) has established new arrangements to make it easier for a licensed tradesperson, and authorities that issue licences, to know what they are entitled to when applying for a licence in another jurisdiction.

A new website, www.licencerecognition.gov.au, allows a tradesperson to look up their licence entitlement in another jurisdiction, based on their current licence, and provides details on who to contact to apply for that licence. If no equivalent licence exists, the tradesperson can apply for an individual assessment with the relevant authority, as they have been able to do under the existing mutual recognition legislation (*Mutual Recognition Act 1992*).

WorkCover pest management technician, asbestos, demolition and explosive licences have been deemed equivalent and are listed on the website. So, too, are other non-WHS construction related, transport and maritime licences.

As part of its broader agenda for regulatory reform, COAG is developing a National Licensing System for certain occupations, which will allow licensees to work anywhere in Australia with a single licence.

It is anticipated that the first occupations to be included in the system (by 1 July 2012) will involve electrical, air conditioning, refrigeration, plumbing, gas fitting and property services. The next round (by 1 July 2013) will involve building and building-related occupations, land transport (passenger vehicle drivers and dangerous goods drivers), maritime occupations, conveyancers and valuers.



Did you KNOW?

What happens if I lose my Construction Induction card?

If your Construction Induction Card (CIC) is lost, stolen, damaged or destroyed you will need to complete a CIC replacement form, available on the WorkCover NSW website. This can be lodged by return mail, at a WorkCover office, or by fax if paying by credit card.

A temporary WorkCover confirmation email can be issued upon request.

Please note that it is a breach of work health and safety laws to fail to hold an up-to-date Construction Induction Card.

For more information visit
workcover.nsw.gov.au
or call 13 10 50.

Shannon Dallas

courage and determination

WorkCover Paralympian speaker Shannon Dallas recently **fulfilled a dream** to compete for the second time in a Paralympic Winter Games. Shannon formed part of Australia's 14 strong team at the Games.

A member of the WorkCover's Paralympic Speakers Program, Shannon was looking to the *Vancouver Winter Olympics* to return to his world-class form after an extended break in his training program.

During the 2009 World Alpine Skiing Championships in Korea, Shannon won gold in the Super-G. But a couple of days later he crashed in the Downhill and was forced to undergo a complete shoulder reconstruction, putting his Vancouver dreams into serious doubt. However, Shannon set new goals and overcame his serious injuries. His determination and hard work paid off when he was announced as a member of the Australian Paralympic Winter Team.

Shannon competes in all forms of alpine sit skiing - Slalom, Giant Slalom, Super G, Downhill and Super Combined. In the Vancouver Paralympic Games he competed in four events. In his first event the Slalom, Shannon completed the course in 1.57.65 placing 17th. His second event, the Giant Slalom saw Shannon place top 10 coming in 6th overall after two runs. A great result. In his third event, the Super G, he placed 11th in 1.25.21. Unfortunately

Shannon crashed out in the second run of the Super Combined event and did not finish. Despite being away from the snow for a large portion of the lead up to these Games Shannon has achieved some fantastic results. He has shown true grit and determination and WorkCover congratulates Shannon on his performance.

If you would like Shannon to come and speak about his experiences at your workplace please visit workcover.nsw.gov.au

What you didn't know about sit-skiing

Alpine skiing was introduced at the first Paralympic Winter Games in Sweden, in 1976. Athletes in alpine skiing events must combine speed and agility while racing down slopes at speeds of around 100km/h.

Sit-skis, also known as mono-skis, have a special chair fitted over a single ski. The chair includes seat belts and other strapping, as well as a suspension device to minimise wear and tear on the skiers body.

Congratulations
on your success Shannon!



Do you have the right safety culture?

Try our new e-**Safety culture survey** – you can find out about the safety culture in your medium or large business NOW.

Your company's safety culture is more than just what safety systems are in place. It reflects the values, attitudes and behaviours around health and safety in your organisation, and is an indicator of what your workers think.

Safety culture impacts on all areas of your business, from productivity to health and safety performance, absenteeism and staff morale. A positive safety culture makes your workers feel valued and reinforces the importance that they all go home safe everyday. Ultimately, it can help you to deliver results – lower injury rates and workers compensation costs.

If you're in a management position, being certain about the safety culture within your workforce can be a challenge. This is where the *Safety Culture survey* can assist.

If you have the right health and safety systems in place, what more can you do?

The *Safety culture survey* is designed to help you find out whether your workers are aware of the systems you've introduced, whether they think those systems are working, and if they feel that management and other workers genuinely care about their safety.

The *Safety culture survey* includes step-by-step instructions on how to carry out the survey, a questionnaire for workers to fill out anonymously and a tool where you input their responses.

It then calculates the results and gives your safety culture a traffic light rating for six distinct areas, including training, consultation and injury management.

- **Red indicates your workers do not see the commitment to safety – immediate action is needed.**
- **Orange indicates you are on the right track but need to do more.**
- **Green indicates you have a strong safety culture platform to build on.**



The instructions include the step 'Fix any problems'. This directs you to a series of WorkCover publications that offer advice and practical resources to help you address any identified gaps.

You can use WorkCover's online *Safety self-assessment* to look at whether you have the right safety management systems in place for your business. This will highlight shortfalls related to your safety culture, or to a lack in the systems themselves.

The *Safety culture survey* was developed by WorkCover's Manufacturing Industry Reference Group. The survey suits all industries and, with access to a computer, is ready to use straight away. You can download a copy from workcover.nsw.gov.au or by calling 13 10 50.

Find out what the safety culture is in your organisation, and start making a difference to your business to ensure all your workers go home safe.

CASE STUDY

Manual handling at DANRAE Waterproofing

Ron Caruana's business is to protect other peoples' business. His company DANRAE Waterproofing has been protecting others for 14 years. But when it came to protecting his own business and people **Ron turned to the WorkCover NSW mentor program to get things 'watertight'.**

The mentor program provides small businesses with new ideas and practical assistance on work health and safety, workers compensation and injury management from a more experienced mentor business. It is a unique opportunity for small business to tap into invaluable health and safety resources and experience.

That's what DANRAE did when they partnered with Bovis Lend Lease and WorkCover NSW as part of the 2008 program. And by learning new ways to keep safe, DANRAE also took steps to growing the business.

'Being family owned and operated, workplace safety is important to us – that's why we applied for the mentor program,' said Ron.

'We wanted help identifying and fixing safety issues and who better to learn from than more experienced business and the safety regulators themselves.'

Ron operates DANRAE with nine permanent staff and a number of subcontractors. Safety is a high priority.

'The people we work with are not only family, they are our friends, and it's my job to make sure they make it home safely,' said Daniel Caruana, DANRAE's Operations Manager, and Ron's son.

Environment Health and Safety Manager NSW at Bovis Lend Lease, Danny Potocki, mentored DANRAE. Together over the eight-month program they developed an action plan to tackle safety areas at DANRAE that needed improvement.

'Through the WorkCover workshops I learnt more about the health and safety issues facing small business – like manual handling and workers compensation – and what we could do to address them,' Daniel said.

'To be able to ask Danny and WorkCover questions was a great help towards improving our work health and safety (WHS) policies and procedures. Danny came to our office and made safety easy for us. He went back to basics, explaining why sound WHS, workers compensation and injury management practices are important.' he said.

By adopting Bovis Lend Lease workplace safety principles and some of their safety systems, DANRAE secured larger contracts and higher profile work.

Pictured below from left to right:

Daniel Caruana (Operations Manager), **Ron Caruana** (Managing Director), & **Wayne Spiteri** (Maintenance Manager).



The Issue: MANUAL HANDLING

DANRAE and Bovis Lend Lease identified manual handling as a key safety concern for DANRAE. Waterproofing requires constant kneeling, bending and lifting.

An incident occurred when a DANRAE worker lifted a 25 kg drum incorrectly, causing muscle strain to his back. After a week off work, the worker returned but was unable to perform his pre-injury duties.

The Solution

One way Daniel Caruana manages site safety is with regular talks. When the incident occurred, he used this time to highlight the importance of correct manual handling. He and his workers watched a video on the spine, and the dangers of moving – twisting, turning, bending, reaching and pulling – the wrong way.

Daniel also created a safe work method statement specifically for lifting drums, and purchased a trolley to minimise the risk of such an injury occurring again.

Ron Caruana has had a manual handling injury in the past, so he understands the importance of proper safety procedures. Safety, he says, is not an expense he's willing to cut.

Want to share your knowledge?

Join in the rewarding experience of being a mentor on work health and safety.

Do you think you need a mentor to move ahead on work health and safety?
Join our mentee program.

Call **13 10 50** or email
mentorprogram@workcover.nsw.gov.au
for more information.



Did you KNOW?

What is the NSW renewal program for national licensing?

WorkCover and other work health and safety authorities throughout Australia have commenced a program to implement the *National Standard for Licensing Persons Performing High Risk Work*. The Standard requires licences for high risk work to meet a number of criteria, including that they be photo licences issued for a period of five years.

Examples of current NCOC classes that will be regarded as high risk work include cranes, boilers and pressure equipment, scaffolding, rigging and dogging, and loadshifting classes involving forklifts.

For more information visit
workcover.nsw.gov.au
or call **13 10 50**.

Alliance to make river project safer

BHP Billiton's Hunter River Remediation Project is a big job.

In fact, around one million cubic metres of riverbed sediment is being removed from the South Arm of the Hunter River, the largest project of its kind currently being undertaken in Australia.

BHP Billiton and their principal contractor, Thiess Services, have an overriding commitment to health and safety, and want to ensure that their workers arrive home safely each day. Recently they signed a major alliance with WorkCover NSW as a further demonstration of their commitment.

Under the alliance, WorkCover inspectors will undertake site inspections, contractor and safety group meetings and toolbox talks to work with BHP Billiton and Thiess Services to continually enhance workplace safety on this significant project. BHP Billiton and Thiess Services will also be sharing standards and learnings from experience within their organisations with WorkCover.

Allan Dann, General Manager of BHP Billiton's Newcastle Properties Group, believes the alliance with WorkCover

is worthwhile in not only helping to maintain their safety performance, but ensuring successful work health and safety (WHS) management for upcoming projects.

'We anticipate that the lessons taken from this project, in conjunction with Thiess Services and WorkCover, could be used to improve future WHS management at other work sites throughout NSW'.

It's a sentiment shared by Thiess Services General Manager Remediation, Doug Moss.

'The commitment that BHP Billiton and Thiess Services, with the support of WorkCover, have toward continuously improving WHS management on the project is reflected in our recent achievement of 500,000 work hours with zero recordable injuries', said Doug.

'Like BHP Billiton, there is nothing more important to Thiess Services than safety, for our people, our contractors and suppliers.'



The remediation project involves the removal of contaminated sediment from the Hunter River which was affected by activities of the former Newcastle Steelworks, which operated for 85 years until 1999. The sediment is to be treated at the former Steelworks site at Mayfield before being moved to a new purpose-built facility or existing licensed landfill site on nearby Kooragang Island

Once completed, the remediation project will deliver a cleaner Hunter River and improve access to Newcastle Port. This means benefits for the local environment and community, as well as regional economic growth and development.

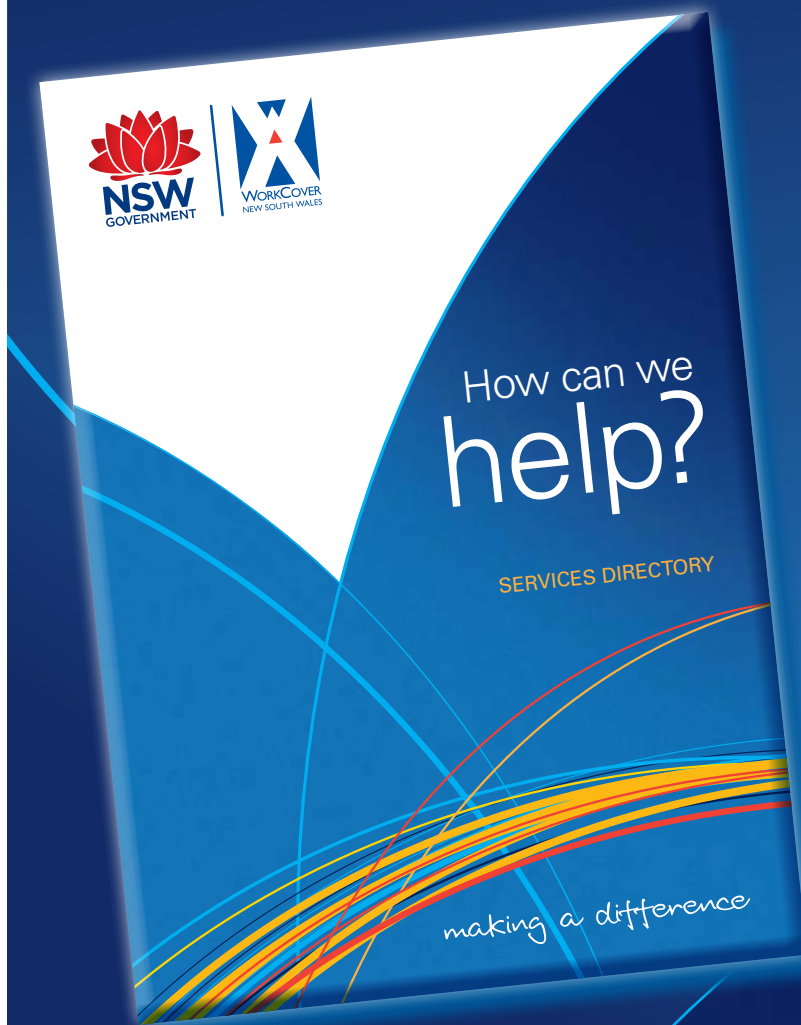
BHP's Mayfield steelworks operated in the Newcastle suburb from 1915 until 1999. By the 1930s it was the largest integrated steelworks in the British Empire, employing more than 11,000 people and producing in excess of two million tonnes per year at its peak.

Pictured opposite from left to right:

John Watson (WorkCover NSW),

Allan Dann (BHP Billiton) and **Doug Moss**

(Theiss Services) sign the alliance at BHP's Newcastle office in January.



WorkCover NSW now has a **pocket-size services directory**, listing all the services we offer.

In addition to our call centre, **13 10 50**, the booklet contains some key contact telephone numbers for specialist services.

You can obtain printed copies of *How can we help?* (Catalogue no. WC02052), from any WorkCover office or through our publications hotline on **1300 799 003**, or simply download it from workcover.nsw.gov.au

making a difference

Workplace injuries DROP during downturn

If there's a good news story to come from the global financial crisis, it's that workplace safety in NSW was not compromised.

The number of injury claims and the incidence of severe injuries among NSW workers dropped significantly over the economic downturn, a trend also reported by UK and Canadian government agencies.

The positive outcome has surprised many who predicted financial pressures on business would cause cost-cutting: reduced spending on safety equipment and training, with over-worked employees pressed to do longer shifts. Rising unemployment was assumed to compromise worker safety leading to more – and more serious – injuries.

WorkCover NSW research shows the opposite is true: the number of work-related injuries goes up as employment increases and down as employment decreases. In other words, with greater unemployment in economic downturn there are fewer people in the workplace to experience a work-related injury.

During the global financial crisis, many businesses reduced production and ran down their inventories to cope with decreased customer demand. Rather than making redundancies, they also cut the number of hours employees worked, again contributing to fewer workers exposed to workplace risks.

It is possible that, fearing for their jobs, employees are less likely to put in an injury claim during times of economic hardship. However, the same cannot be said for the reduced incidence of severe injuries – this is a clear indication of improved workplace safety during the downturn.

On the flip side

Now that our economy is recovering and business is again ramping up production, it is the time to be vigilant. **Incidents are more likely to happen when the economy is booming, production is struggling to match demand and businesses are hiring inexperienced workers due to labour shortages.**

WorkCover will continue to research the effects of economic boom and bust on work-related injuries to better understand the causes and how we can help NSW businesses make sure every worker makes it home safe everyday.

A SAFER approach to bricklaying

In 2008, three bricklayers on a Botany construction site narrowly escaped serious injury when a wind gust caused the wall they were building to collapse. **The workers were forced to jump 1.8 metres from the scaffolding to safety.**

To prevent these types of incidents, WorkCover NSW has teamed up with the bricklaying industry, the Construction, Forestry, Mining and Energy Union, Housing Industry Association and the Master Builders Association to develop a guide to masonry wall safety.

The pocket-sized publication, *Masonry wall safety during construction*, is aimed at builders and bricklayers involved with the construction of masonry walls. It provides advice on how to manage the risk of masonry walls failing during the construction process, including preparation, risk management and control techniques.

General Manager of WorkCover's Occupational Health and Safety Division, John Watson, said the 15-page guide provides employers and workers with practical ways to ensure all workers in the industry can work safe and come home safe.

'The guide includes diagrams, tables and charts detailing the effects of various wind speeds on unsupported masonry walls, and the types of braces and temporary supports that can be used to manage the risk of walls collapsing during construction,' Mr Watson said.

'The guide emphasises the need to check the stability of brick or block walls during their construction, to support walls against the effects of wind, and prevent other side loads,' he said.

The masonry wall guide has been taken up by workplace safety authorities across the country - NSW, Queensland, South Australia, Western Australia and Tasmania. This united safety approach is one example of state regulators and industries working together to reduce injuries and make workplaces safer and more productive.

The free guide *Masonry wall safety during construction work* (Catalogue No. WC02225) is available from the WorkCover website at workcover.nsw.gov.au or by calling the WorkCover Publications Hotline on 1300 799 003.



The right equipment **HELPS** return to work

For Kevin Stone, finding suitable work after a serious back injury wasn't a case of 'if' but 'when'.

Flash back six years: Kevin was in a job he disliked, suffering debilitating back pain and depression. His career as a truck driver had come to an abrupt end when – after driving for sustained periods on a faulty seat – he ruptured a disc. He was moved to a desk job but for a man who grew up on a farm and had always used his hands, office work was a frustrating waste of his skills.

'I quickly came to realise that I had to move forward to what I could do and make the best of it, not dwell on the past. I've been around farming all my life so I decided to have a go doing some consulting work and looking after farms for other people,' explains Kevin.

'One thing led to another, work started coming in and a bit of happiness came back into my life,' he recalls, 'that's when I started looking into how I could do lifting jobs on the farm without aggravating my back.'

Return to work assistance

Kevin sought the assistance of occupational therapist Jill Dyson, who conducted a workplace assessment to find out what equipment could help Kevin maintain his farm employment. A successful application was made for the purchase of a hoist/crane and tipper through WorkCover's vocational program, allowing Kevin to succeed in a career that presents numerous manual handling challenges.

'When Kevin came to me, he was determined to keep his job – he knew that he was better off in a job like this where his working day could be flexible to accommodate his periods of sickness. Plus he was good at what he did,' said Jill.

'The drawback was that by working on his own he wasn't able to employ someone who could do the work he couldn't.

'We did a thorough assessment, talking through his needs and what equipment might be helpful. My area of specialty is farming work and he had done a lot of research himself on what he needed, so we put our heads together to come up with the best available options.

'The outcome is impressive – it has meant that he is able to keep going doing the work he loves, make enough money and even be in a position to offer work to contractors,' she said.

Safe and efficient

Kevin aims to go home from work each day with a smile on his face. Not only has his equipment allowed him to manage his back injury, but has actually made him work more efficiently.

'Just yesterday I used the crane on my ute to deal with an injury to a cow on a paddock – by sticking the crane out over the edge of the ute, allowing me to pick the leg up and hold it in place while I fixed the foot. I dealt with the problem inside an hour, compared to the alternative option of having the vet come and tranquilise the cow, costing precious time and money,' Kevin said.

The Lindsell Pullzall winch has also proven invaluable, recently pulling an 80 kg pump out of a 6 m well.

'In the past I would have put a ladder in, put a rope down and pulled it out by hand, but I was able to swing the crane out, hook the winch onto the crane and lower it down to get the pump.'

With his equipment Kevin is able to manage the type of manual handling jobs that would otherwise prove hugely challenging, including pulling posts out of the ground, holding fence posts in position to pour concrete, picking up dead calves and tree stumps and transporting heavy equipment and materials.

He has also learnt much about the right and wrong way to lift heavy loads.



Pictured above:

Kevin takes the hard work out of heavy lifting.

'It is the way that you lift things at various weights that counts. If I can get a load up to waist height, I can lift far more than when bending down. A good example is the ramp I use for my ute – the way that you lift it can mean you either hurt yourself or do it nice and easy,' Kevin explained.

Looking ahead

Kevin is moving towards farm management on a casual basis, a few days a week. His long term aim is to manage three or four farms in the same road, doing as much of the work he can himself and contracting out the remainder.

'Most of my employers now approach me, as I have worked hard to build up my reputation and I am determined to keep it,' said Kevin.

'My back pain is not going to go away – it is like a toothache that lasts forever – but by adapting my work environment I can avoid aggravating it. When aggravated it's never nice and I become the sort of person that no one wants to be around.

'I'm constantly mindful of this, it helps me think about how I can work smarter and how I can make the best of what has happened to me.'

Critical INCIDENTS

1 October - 31 December 2009

Fatalities in the workplace should not happen. Sadly, they sometimes do. There were three fatalities in NSW from 1 Oct 2009 to 31 Dec 2009 which are being investigated to determine if they are work related.

- A worker was using a quad bike to work around a farm. The worker was later found trapped underneath the bike which was upside down in a river. The worker died as a result of the incident.
- A worker installing ceiling insulation cut his hand. He was later found unconscious with excessive body temperature. The injured worker passed away in hospital later that day.
- A worker was trying to solve a blocked grease trap when he stood on a metal plate that had impinged a power cord. The worker suffered an electric shock causing fatal injuries.

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

Personal Injury Education Foundation

The *Personal Injury Education Foundation* was established as a not-for-profit organisation to create tertiary programs to meet industry need. The Foundation is supported by Australian and New Zealand accident compensation authorities, insurers and claims management organisations.

The Foundation's education programs are designed to build the range and depth of personal injury management skills, leading to better outcomes for all accident compensation schemes and the communities they serve.

WorkCover NSW, as one of the founding members, supports the activities of the Foundation. This includes an annual scholarship program for NSW workers compensation insurance professionals.

The industry scholarship program is open to NSW employees in a workers compensation role for a scheme agent, self or specialised insurer or an approved workplace rehabilitation provider. Scholarships are worth a maximum of \$15,000 for each year of approved study.

Courses available under the scholarship program were developed by the Personal Injury Education Foundation and are offered through Deakin University. They include:

- Graduate Certificate of Management (Personal Injury)
- Graduate Diploma of Management (Personal Injury)
- Master of Management (Personal Injury)
- Master of Business (Personal Injury).

The Personal Injury Education Foundation also holds the exclusive Australian licence to the International Disability Management Standards Council's (IDMSC) certification programs for injury management and return to work professionals.

Further information about post-graduate study in personal injury management is available from the *Personal Injury Education Foundation* website, visit pief.com.au

Additional information about the next round of the *WorkCover Industry Scholarship Program* will be posted on the WorkCover website in October 2010.



What to do when a worker is injured

WorkCover NSW has developed an ***easy-to-follow guide*** that takes the guess work out of reporting requirements.

The guide, *How to notify work-related incidents* (Catalogue No. 1287), available on the WorkCover website workcover.nsw.gov.au, offers a simple checklist for notifying WorkCover and other relevant parties of injury or illness to workers and non-workers at a workplace.

1. If a worker is injured in the course of their employment, the injury must be reported to the employer and the details entered in the employer's Register of Injuries.

2. If the injury is serious, WorkCover must be notified immediately by telephone on **13 10 50**. Anyone can report the injury to the employer and/or WorkCover.

3. The injury must also be notified to the Scheme Agent or insurer. While anyone can make this notification, if the injury is serious or if workers compensation is or may be payable, the employer must notify the incident to the Scheme Agent or insurer within 48 hours. The notification can be made in writing (including email) or verbally by telephone or other means.

4. When notified of the injury, the Scheme Agent or insurer will gather sufficient information to make a decision about provisional liability. Provisional liability enables the Scheme Agent or insurer to start paying weekly benefits and medical expenses to the injured worker.

The information that the Scheme Agent or insurer will require includes:

- the worker's name, contact details, residential address and date of birth
- the employer's business name, current address and contact details
- the name of the treating doctor (or hospital where the injured worker is being treated)
- the date of the injury and a description of the injury and how it happened
- the name of the person notifying the injury, their relationship to the injured worker and contact details
- anything else the Agent considers necessary.

The Scheme Agent or insurer will then issue a claim notification number to the person making the notification.

Anyone who has difficulty notifying a workplace injury should contact the *WorkCover Assistance Service* by telephone on **13 10 50**.

The WorkCover Assistance Service can make the notification on their behalf.



Safety alerts

WorkCover NSW has issued the following **safety alerts** since the last edition of WorkCover News.

Full details relating to these alerts are available on the WorkCover website. **To receive early notification of these alerts subscribe to WorkCover e-News through the WorkCover website workcover.nsw.gov.au**

Importation of tremolite asbestos natural stone tiles: Safety alert

This safety alert was issued following the recent importation from China of decorative wall tiles that were suspected to contain Tremolite asbestos - a prohibited hazardous substance.

Temporary bracing of concrete tilt-up panels

This safety alert was published following an incident involving the failure and collapse of a concrete tilt-up panel, resulting from inadequate bracing that failed to counteract compressive loads caused by moderate level winds.

The safe erection of concrete panels relies on the integrity of braces and their correct erection and dismantling.



Transporting small gas cylinders

Serious accidents can result from gas leaking from cylinders while inside trade vehicles or cars. Leaking gas can explode when ignited - injuring the driver and damaging the vehicle. Leaks can occur if the valves used to regulate the gas flow are not properly turned off or are faulty.

Use of mobile bins at wineries

The safety alert follows an inquest into the death of a worker at Toorak Winery in 2008.

At the 2009 inquest the coroner recommended that WorkCover authorities across Australia issue warnings to users of the Potter tanker system.

The worker was emptying grape juice and skins (known as marc) from a Potter overhead fermentation tank into a mobile bin when the rapid discharge of contents from the tank caused the bin to move and crush the worker.

Crane operations

WorkCover reminds employers, workers and members of the public about the dangers associated with the cranning of goods and materials; in particular, the potential for loads to be dislodged by severe weather conditions or inadvertent impacts, and the resulting risk of serious injury or death to persons around or underneath the load.

For more information on these safety alerts visit workcover.nsw.gov.au

Common sense approach for house builders

Construction can be a hazardous business, and in the house building sector those hazards are often similar from one site to the next. Now house builders in NSW have some clarity on how to induct their workers, with the release of WorkCover NSW's work health and safety (WHS) *guidance for house builders: site-specific inductions*.

If you are a principal contractor, sub-contractor, employer, or controller of premises, you are responsible for site-specific inductions. Residential construction is the same as general construction in that you need to do site-specific inductions:

- **before anyone starts work on a site for the first time**
- **whenever there are changes to a site that may affect health and safety.**

This new document takes you through the legal requirements, but then prompts you to answer such questions as:

- **does the site present unusual risks?**
- **are there culturally or linguistically diverse workers?**
- **are there inexperienced workers?**

Ultimately, it is your responsibility to ensure safety at your worksites. This new guidance shows you how to protect your workers so they make it home safe everyday, with minimal disruption to your business.

To get your free copy of *WHS guidance for house builders: site-specific inductions* (Catalogue No. 2288), go to **workcover.nsw.gov.au**
For more advice call **13 10 50**.



'Safety in numbers'

National Manufacturing Week

National Manufacturing Week 2010 (NMW) is on track to strengthen its position as **Australia's leading fully integrated manufacturing industry event.**

More than 100 companies have confirmed their attendance, including Migomag, BOC, Thermadyne, Smenco and SEW Eurodrive, along with specialist safety displays from:

- **WorkCover NSW and WorkSafe VIC** – promoting key initiatives and resources which aim to prevent work related injury and incidents
- **HannaMig** – MIG welding with TIG quality and advanced safety
- **AW Supplies** – Speedglas advanced personal protective equipment for welders
- **Materials Handling** – helping organisations improve workplace safety and productivity in handling, lifting, conveying storage, logistics and warehouse systems.

WorkCover's manufacturing team and business advisory officers, as well as representatives from WorkSafe Victoria are participating at NMW as a joint initiative. Here you will be able to register for upcoming safety workshops, electronic newsletters and WorkCover's mentoring program.

You will also have the opportunity to play the new *Hazard a Guess* game show. *Hazard a Guess* is an eLearning tool aimed at employers, educators, students and young workers. It provides assistance to employers and trainers to meet their work health and safety (WHS) training obligations in a variety of industries and in turn contribute to lower injury rates for young workers.

Materials Handling's John Brittain comments, 'We participate in more than half-a-dozen shows each year – and NMW is definitely one of the leaders, because of the large demographic it attracts. We're always meeting new clients at NMW, as well as catching up with existing clients.'

'Our outlook for 2010 is strongly positive. We did not experience much in the way of a downturn, because no organisation can – or wants to – compromise employee safety, so they are still investing in safety and productivity-enhancing equipment.'

There were more than 11,000 unique trade visitors at the last NMW in Sydney (2008), and many indicating they were specifically interested in seeing new WHS solutions at the event. In a strengthening economy, with a new location in Sydney's manufacturing heartland, organisers are confident of attracting even greater numbers to NMW 2010.

Visit nationalmanufacturingweek.com.au for details, and for regular updates on NMW and parallel events such as seminars and demonstrations.

**Talk to the WorkCover team
at National Manufacturing Week 11-14 May
to improve health and safety in your workplace**

WorkCover NSW offices

HEAD OFFICE

Office Hours: **8:30am – 5:00pm**
Monday to Friday

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92-100 Donnison Street,
GOSFORD 2250
P: (02) **4321 5000**
F: (02) **4325 4145**
Post: WorkCover NSW,
Locked Bag 2906
LISAROW 2252

WORKCOVER ASSISTANCE SERVICE

Office Hours: **8:30am – 5:00pm**
Monday to Friday

Gosford

92-100 Donnison Street,
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P: **13 10 50**

REGIONAL OFFICES

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

Newcastle

Level 1, Suite C,
Cnr Fitzroy and Cowper Street,
CARRINGTON 2294
P: (02) **4921 2900**
F: (02) **4940 8558**
Post: PO Box 2186
DANGAR NSW 2309

Wollongong

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WOLLONGONG 2500
P: (02) **4222 7333**
F: (02) **4226 9087**

LABORATORIES

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5A Pioneer Avenue,
THORNLEIGH 2120
P: (02) **9473 4000**
F: (02) **9980 6849**

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F: (02) **4724 4999**
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RICHMOND 2753

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F: (02) **6041 2580**
Post: PO Box 905
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F: (02) **6681 6100**
Post: PO Box 903
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Bega

Shop 1, 248 Carp Street,
BEGA 2550
P: (02) **6491 6600**
F: (02) **6494 7151**
Post: PO Box 943
BEGA 2550

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F: (02) **9831 8246**
Post: PO Box 886
BLACKTOWN 2148

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F: (02) **9281 9633**
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P: (02) **6792 8720**
F: (02) **6792 3532**
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Nowra

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F: (02) **4422 4997**
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Orange

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ORANGE 2800
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F: (02) **6362 8820**
Post: PO Box 1056
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Parramatta

Level 4, 128 Marsden Street,
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F: (02) **9891 1474**

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Suite 5, 53 Lord Street,
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P: (02) **6588 7000**
F: (02) **6584 1788**
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Tamworth

126 Marius Street,
TAMWORTH 2340
P: (02) **6767 2500**
F: (02) **6766 4972**
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TAMWORTH 2340

Tweed Heads

Units 25 & 26, Corporate House
8 Corporation Circuit,
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P: (07) **5506 1400**
F: (07) **5524 6300**
Post: PO Box 3214DC
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Entries close 14 June 2010. Visit safeworkawards.com.au or call 13 10 50.

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Advance OHS

March - September 2010 COURSE CALENDAR

OHS Consultation for Safety Committees and Representatives (4 days)

Cost: \$550 (gst free)

This 4 day WorkCover accredited course meets the legislative training requirements for OHS committees and OHS representatives. It aims to provide participants with knowledge, skills and attitudes necessary to apply the principles of workplace OHS consultation as an integral part of an effective OHS management.

Month	Days	Location
March	Monday, 1 Monday, 8 Monday, 15 Monday, 22	Sydney - City
March	Wednesday, 17 Thursday, 18 Wednesday, 24 Thursday, 25	Parramatta
April	Wednesday 7 Thursday, 8 Wednesday, 14 Thursday, 15	Parramatta
April	Wednesday, 21 Thursday, 22 Wednesday, 28 Thursday, 29	Sydney - City
May	Wednesday, 5 Thursday, 6 Wednesday, 12 Thursday, 13	Sydney - City
May	Monday, 10 Tuesday, 11 Monday, 17 Tuesday, 18	Parramatta
June	Wednesday, 2 Thursday, 3 Wednesday, 9 Thursday, 10	Sydney - City
June	Wednesday, 16 Thursday, 17 Wednesday, 23 Thursday, 24	Parramatta
June/July	Wednesday, 30 Thursday, 1 Wednesday, 7 Thursday, 8	Sydney - City
July	Wednesday, 14 Thursday, 15 Wednesday, 21 Thursday, 22	Parramatta
August	Wednesday, 4 Thursday, 5 Wednesday, 11 Thursday, 12	Sydney - City
August	Wednesday, 18 Thursday, 19 Wednesday, 25 Thursday, 26	Parramatta
September	Wednesday, 1 Thursday, 2 Wednesday, 8 Thursday, 9	Sydney - City
September	Wednesday, 15 Thursday, 16 Wednesday, 22 Thursday, 23	Parramatta

Apply First Aid (formerly senior first aid)

Cost: \$130 (gst free)

This 1 day WorkCover recognised and VETAB accredited course covers the outcomes required to recognise and respond to an emergency using basic life support

Month	Days	Location
March	Saturday, 6	Parramatta
March	Monday, 8	Parramatta
March	Saturday, 20	Parramatta
March	Monday, 22	Parramatta
April	Saturday, 17	Parramatta
April	Monday, 19	Parramatta
May	Monday, 3	Parramatta
May	Saturday, 15	Parramatta
May	Monday, 17	Parramatta
May	Monday, 31	Parramatta
June	Monday, 7	Parramatta
June	Saturday, 26	Parramatta
June	Monday, 28	Parramatta
July	Monday, 5	Parramatta
July	Saturday, 17	Parramatta
July	Monday, 19	Parramatta
July	Saturday, 31	Parramatta
August	Saturday, 7	Parramatta
August	Monday, 9	Parramatta
August	Saturday, 21	Parramatta
August	Monday, 23	Parramatta
September	Saturday, 4	Parramatta
September	Monday, 6	Parramatta
September	Saturday, 18	Parramatta
September	Monday, 20	Parramatta

Manual Handling

Cost: \$150 (including gst)

This course aims to familiarise participants with the knowledge and skills for correct manual handling. Participants learn to apply the principles of risk management to manual handling scenarios. This session contains both practical and theory components.

Month	Days	Location
March	Tuesday, 23	Parramatta
April	Monday, 19	Parramatta
May	Thursday, 27	Parramatta
June	Monday, 28	Parramatta
July	Monday, 12	Parramatta
August	Monday, 23	Parramatta
September	Monday, 27	Parramatta

Introduction to RTW Coordination (2 days)

Cost: \$450 (gst free)

Employers who have a worker's compensation premium of more than \$50,000 are required by law to have a Return to Work Coordinator who must complete this WorkCover course. This course gives a RTW Coordinator the basic skills and knowledge, to effectively manage workplace injuries.

Month	Days	Location
March	Monday, 29 Tuesday, 30	Parramatta
April	Tuesday, 27 Wednesday, 28	Parramatta
May	Tuesday, 25 Wednesday, 26	Parramatta
June	Tuesday, 29 Wednesday, 30	Parramatta
July	Tuesday, 27 Wednesday, 28	Parramatta
August	Monday, 16 Tuesday, 17	Parramatta
September	Monday, 27 Tuesday, 28	Parramatta

OHS Risk Management for Supervisors and Managers

Cost: \$330 (including gst)

This is a one day course for managers and supervisors. The course aims to familiarise participants with the knowledge and skills necessary to apply the principles of risk management as an integral part of an effective OHS management system. It will assist supervisors to effectively manage health and safety in their area of responsibility.

Month	Days	Location
March	Wednesday, 31	Sydney - City
April	Monday, 26	Parramatta
May	Monday, 31	Parramatta
June	Wednesday, 30	Sydney - City
July	Monday, 26	Parramatta
August	Monday, 30	Parramatta
September	Monday, 20	Parramatta

Green / White Card CPCOHS 1001A Induction for Construction (1 day) Cost: \$100 (gst free)

This course is aimed at all new workers carrying out construction work, including self-employed persons, labourers, apprentices, trainees, tradespersons, supervisors and project managers. It is a legal requirement to complete this course.



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