



# WorkCover NEWS

[workcover.nsw.gov.au](http://workcover.nsw.gov.au)

ISSUE  
**81**  
Jul-Sep  
2010



**Safety spotlight on long distance trucking**



# OHS PUBLIC Courses Training Calendar 2010

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Vital Training for Effective Risk Management



**JULY to DECEMBER 2010**

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## 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).

CAM7	Jul	Tue	6	Wed	7	Tue	13	Wed	14	Campb	PAR92	Sep	Wed	15	Thu	16	Wed	22	Thu	23	Parra
CIT7	Jul	Tue	6	Wed	7	Tue	13	Wed	14	City	CHA9	Sep	Thu	16	Fri	17	Thu	23	Fri	24	Chats
RH7	Jul	Tue	6	Wed	7	Tue	13	Wed	14	Rooty/H	PAR93	Sep	Wed	22	Thu	23	Wed	29	Thu	30	Parra
HUR7	Jul	Tue	6	Wed	7	Tue	13	Wed	14	Hurst	PAR10	Oct	Fri	1	Fri	8	Fri	15	Fri	22	Parra
PAR7	Jul	Wed	7	Thu	8	Wed	14	Thu	15	Parra	RH10	Oct	Fri	1	Fri	8	Fri	15	Fri	22	Rooty/H
PAR72	Jul	Fri	9	Fri	16	Fri	23	Fri	30	Parra	CIT10	Oct	Wed	6	Thu	7	Wed	13	Thu	14	City
CHA7	Jul	Wed	14	Thu	15	Wed	21	Thu	22	Chats	CIT102	Oct	Fri	8	Fri	15	Fri	22	Fri	29	City
CIT72	Jul	Thu	15	Fri	16	Thu	22	Fri	23	City	CHA10	Oct	Wed	13	Thu	14	Wed	20	Thu	21	Chats
CIT73	Jul	Mon	19	Tue	20	Mon	26	Tue	27	City	PAR102	Oct	Wed	13	Thu	14	Wed	20	Thu	21	Parra
PAR73	Jul	Mon	19	Tue	20	Mon	26	Tue	27	Parra	CIT103	Oct	Mon	18	Tue	19	Mon	25	Tue	26	City
PAR74	Jul	Wed	21	Thu	22	Wed	28	Thu	29	Parra	CAM10	Oct	Wed	20	Thu	21	Wed	27	Thu	28	Campb
CIT8	Aug	Tue	3	Wed	4	Tue	10	Wed	11	City	CIT104	Oct	Wed	20	Thu	21	Wed	27	Thu	28	City
PAR8	Aug	Wed	4	Wed	11	Wed	18	Wed	25	Parra	HUR10	Oct	Wed	20	Thu	21	Wed	27	Thu	28	Hurst
CAM8	Aug	Thu	5	Fri	6	Thu	12	Fri	13	Campb	CIT11	Nov	Tue	2	Wed	3	Tue	9	Wed	10	City
HUR8	Aug	Thu	5	Fri	6	Thu	12	Fri	13	Hurst	RH11	Nov	Wed	3	Thu	4	Wed	10	Thu	11	Rooty/H
PAR82	Aug	Thu	5	Fri	6	Thu	12	Fri	13	Parra	CIT112	Nov	Fri	5	Fri	12	Fri	19	Fri	26	City
RH8	Aug	Thu	5	Fri	6	Thu	12	Fri	13	Rooty/H	PAR11	Nov	Fri	5	Fri	12	Fri	19	Fri	26	Parra
CIT82	Aug	Mon	9	Mon	16	Mon	23	Mon	30	City	CIT113	Nov	Mon	8	Mon	15	Mon	22	Mon	29	City
PAR83	Aug	Tue	10	Wed	11	Tue	17	Wed	18	Parra	PAR112	Nov	Mon	8	Tue	9	Mon	15	Tue	16	Parra
CIT83	Aug	Tue	17	Wed	18	Tue	24	Wed	25	City	CHA11	Nov	Mon	8	Tue	9	Mon	15	Tue	16	Chats
CHA8	Aug	Wed	18	Thu	19	Wed	25	Thu	26	Chats	CIT114	Nov	Tue	16	Wed	17	Tue	23	Wed	24	City
CIT84	Aug	Thu	19	Fri	20	Thu	26	Fri	27	City	PAR113	Nov	Wed	17	Thu	18	Wed	24	Thu	25	Parra
CIT9	Sep	Wed	1	Thu	2	Wed	8	Thu	9	City	HUR11	Nov	Thu	18	Fri	19	Thu	25	Fri	26	Hurst
PAR9	Sep	Thu	2	Fri	3	Thu	9	Fri	10	Parra	CIT12	Dec	Wed	1	Thu	2	Wed	8	Thu	9	City
CIT92	Sep	Fri	3	Fri	10	Fri	17	Fri	24	City	PAR12	Dec	Thu	2	Fri	3	Thu	9	Fri	10	Parra
CAM9	Sep	Mon	6	Tue	7	Mon	13	Tue	14	Campb	CIT122	Dec	Mon	6	Tue	7	Mon	13	Tue	14	City
HUR9	Sep	Tue	7	Wed	8	Tue	14	Wed	15	Hurst	PAR122	Dec	Mon	6	Tue	7	Mon	13	Tue	14	Parra
CIT93	Sep	Mon	13	Tue	14	Mon	20	Tue	21	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).

PARF8	Aug	Fri	27	Parramatta
CITF10	Oct	Fri	1	City
PARF10	Oct	Tue	12	Parramatta
PARF11	Nov	Mon	30	Parramatta

### 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).

PAR10	Oct	Mon	25	Parramatta
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### 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).

CITR8	Aug	Thu	12	Fri	13	City
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PARC7	Jul	Mon	5	Parramatta
CITC8	Aug	Mon	2	City
PARC9	Sep	Wed	1	Parramatta
CITC10	Oct	Mon	11	City
PARC11	Nov	Thu	4	Parramatta
CITC12	Dec	Fri	3	City

### construction general induction

*Work Safely in the Construction Industry (CPCOHS1001A) (a unit of CPC08 Construction, Plumbing & Services Integrated Framework training package).*



Workcover requires that you complete this training before applying to them for a General Induction Card to work on a construction site.



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### ohs risk management

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



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**Specialists in WorkCover NSW Accredited &  
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# Hazard a Guess

(see page 6)

## Case study: work trial provides a second chance

(see page 16)

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compensation enquiries  
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### Subscription Enquiries

Phone: 1300 799 003

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# A MESSAGE FROM THE CEO



## Workers Compensation premium rate reduction for good performers

In June, the NSW Government announced a further Workers Compensation premium rate cut of up to 2.5 per cent for all industries whose work health and safety outcomes or claim costs had improved.

Business groups requested consideration of a premium rate reduction due to the continued impact of economic uncertainty on business in NSW.

This is great news for businesses across the state operating in over 240 industry classes that have shown an improvement in injury prevention and management. For all other industry classes, premium rates will remain the same as last year. That is, there is no net increase in premium rates this year.

A sustained improvement in the financial position of the Workers Compensation Scheme means we have the lowest premium rate for NSW for more than a decade. The latest reduction represents the sixth premium rate cut for the State's employers since 2005. On average, premium rates have reduced by 33 per cent putting total savings back to business of around \$1 billion each year.

## Calculating premium rates

The premium rates for business are determined industry by industry. A WorkCover Industry Classification (WIC) rate is determined taking into account each industry's wages and workers compensation claims.

The WIC rate for each industry is also set relative to the level of risk within each industry.

## Workplace health and safety incidents

The details of industry based reported incidents are collated into the WorkCover Workers Compensation Statistical Bulletin.

The headline statistics are that while there was a reduction in the number of workplace incidents reported in the previous year, there were 122,000 workplace injuries and diseases in NSW in 08/09. Sadly, 75 workers lost their lives in a workplace incident and 24 as a result of disease contracted or aggravated by work.

Behind every statistic is a story of humanity, a story of impairment or loss, a story that impacts an injured worker's family and has a real impact on business productivity.

Industries that experienced a higher than average incidence rate of workplace injury included: agriculture, mining, manufacturing, construction, transport, personal and other services, government administration, defense, and health and community services.

## WorkCover engagement with business leaders

WorkCover is committed to do more to understand the cause of systems failures and risky work practices that have lead to serious workplace injuries and fatalities.

That is why we are intensifying our efforts to talk to business leaders, especially industry groups, to ask how to change the workplace culture of businesses with poor health and safety performance. It's good business to put health and safety first, recognise a businesses' most important asset is their people, use technology to help minimise a health or safety risk, and to seek help from WorkCover.

We are also working to increase the availability of our data to business so they can take appropriate corrective action.

And we are reviewing how we work in a more targeted way with under-performing industries to assist them to reduce injuries in workplaces and to find safe and healthy ways of doing business.

I have been meeting with industry leaders to get a better understanding of how they approach work health and safety in their business and to ask them what they think can be done to significantly reduce the number of incidents in their industry sector.

There are two WorkCover programs for small and medium businesses that are proving a real success.

## WorkCover's Mentor Program

The WorkCover Mentor Program was launched in 2006 to provide small businesses with advice, assistance and practical solutions to work health and safety, workers compensation and injury management practices, from an experienced business mentor in the same industry.

The program helps small businesses to understand their legislative obligations, provides them with access to technical and administrative support and enhances the business profile of both the mentor and mentee within their respective industries.

I am delighted with the positive feedback from the mentees who graduated in the 2009 program and thank the mentor businesses for their support.

## WorkCover's Safety Ambassador Program

WorkCover's Safety Ambassador Program launched in May 2010 enables small businesses to hear from other small business owners about how they changed their approach to work health and safety and applied their learnings to a more successful business model.

The program complements the Mentor Program by leveraging the skills and experience of three outstanding business graduates who have committed to the principles of:

- ***Safety and health above all else***
- ***People are the foundation for your business success***
- ***Be supportive, caring and proactive***
- ***Encourage your workers to speak up and take action to report a hazard so it can be fixed now***
- ***Money spent on safety is money well spent – don't take risks by cutting corners.***

I encourage all small business employers to consider these programs as another way of gaining assistance about any workplace safety concerns.

## National harmonisation of Work Health and Safety laws

On 29 April 2010 Safe Work Australia (SWA) endorsed the final version of the National Model Work Health and Safety Act. It is anticipated that a Bill will be introduced into the NSW Parliament in the next session of Parliament to give effect to the national Act and will commence from 1 January 2012.

WorkCover will provide regular updates on the accompanying Regulations, Codes of Practice and what these changes mean for business on our website as they are developed: **[workcover.nsw.gov.au](http://workcover.nsw.gov.au)**

The draft Regulations and priority Codes of Practice will be made available for public comment for four months from October 2010 through SWA.

WorkCover will work closely with business, industry associations, unions and employer groups to ensure the effective and consistent application of the legislation in NSW.

**Lisa Hunt**  
Chief Executive Officer  
WorkCover NSW

# Hazard a Guess

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

McDonalds, one of Australia's largest employers of young workers, hosted the launch of Hazard a Guess, which was attended by NSW Minister for Finance and Police Michael Daley and Member for Parramatta Tanya Gadiel.

Hazard a Guess is a learning resource that will help young workers and school students identify and address workplace safety.

*'Young workers can be more vulnerable to workplace safety risks because of their youth and inexperience, as well as their reluctance to speak up about safety concerns,' Mr Daley said.*

*'In NSW, 15 young people are injured on the job every day, and young people account for around 13 per cent of all employment injuries and occupational diseases. The impact of a workplace injury can be devastating and carry life-long consequences, so health and safety education among young people is essential.*

*'This tool creates an opportunity to educate school students before they enter the workforce and encourages workers to embrace a risk prevention culture across the state's workplaces. The program also assists employers,*

*educators and trainers with their work health and safety induction responsibilities,' Mr Daley said.*

Ms Gadiel said that Hazard a Guess is presented in an engaging game-show style format and presents a series of real workplace scenarios.

McDonalds Australia Managing Director Catriona Noble said the organisation was pleased to be working with WorkCover to promote the safety initiative.

*'Young people make up a large proportion of our employees and this tool is an innovative way of encouraging them to think about hazards and the importance of identifying and addressing injury risks,' she said.*

The crew at McDonalds Westmead took part in the launch of Hazard a Guess and enjoyed the interactive tool. The crew members said that they would use Hazard a Guess to help with workplace safety.

Thank you to McDonalds Australia and crew members from McDonalds Westmead for their assistance with this important workplace health and safety tool.

*Hazard a Guess is available **FREE** online at [youngworkers.com.au](http://youngworkers.com.au) or call **1300 799 003** to order your industry kit.*

Pictured below: **McDonalds Australia** crew members with **John Watson** (General Manager, Occupational Health and Safety Division, WorkCover NSW), **Michael Daley** (Minister for Finance), **Catriona Noble** (Managing Director CEO, McDonalds Australia), **Tanya Gadiel** (Member for Parramatta) and **Grace Singh** (National OHS & Injury Management Manager, McDonalds Australia).



# Updating WorkCover's Industry Classification System

WorkCover NSW is updating its industry classification system to **provide employers with greater overall alignment between industry risk and premium rates.**

The WorkCover Industry Classification (WIC) system is used primarily for premium calculation purposes. Employers are classified and rated based on industry type and the safety risks associated with that industry.

In recognition of the changing industrial landscape, WorkCover will base the updated system on the Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006. The new system will be used from 30 June 2011.

Compared with the current ANZSIC 1993-based system used in NSW, the new ANZSIC 2006-based system will include around 41 additional classifications. The new system will also see a substantial number of primary activities move between classifications.

These changes recognise technological advances and other industry developments, and will help to more accurately reflect modern industry trends. With a more effective framework for classifying businesses, the new system should see greater overall alignment between an industry's level of risk and its premium rate.

This work is being undertaken in collaboration with WorkSafe Victoria, as it is also updating its industry classification system to the ANZSIC 2006 base. As a result WIC systems across the two jurisdictions will be substantially aligned, providing cross border employers with greater consistency of industry classification for premium calculation purposes.

## What will this mean for employers?

Many employers will not see a change to their classifications under the updated system. However, with the added classifications and relocation of primary activities, some employers may move to a different WIC.

To assist WorkCover and Scheme agents correctly classify businesses under the new system, wage declarations should provide as much detail as possible regarding business activities.

WorkCover will provide employers with regular updates on the implementation of the new WorkCover NSW WIC system in the lead up to 30 June 2011.

For more information contact  
WorkCover NSW on **13 10 50** or visit  
[workcover.nsw.gov.au](http://workcover.nsw.gov.au)





# National Work Health and Safety Legislation update

On Thursday 29 April 2010 Safe Work Australia endorsed the new National Model Work Health and Safety (WHS) Bill. **Work is now underway in progressing the model Bill through the NSW Parliament in order to implement the new Act by 1 January 2012.**

Work on the model Regulations and priority codes of practice is being progressed by Safe Work Australia and it is anticipated that this package of work will go for public comment towards the end of this year.

## Why is a national work health and safety law being introduced?

The Commonwealth and each state and territory government have agreed to review their individual health and safety laws (including Regulations and Codes of Practice) so that work health and safety laws are similar in each jurisdiction. Although there are currently many similarities, there are also some differences between the laws that can cause confusion, especially to businesses and workers operating across state and territory borders. Harmonising WHS laws will deliver the same work health and safety protections to all Australians.

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

The introduction of a national Work Health and Safety Act aims to reduce the incidence of workplace death, injury and disease right across Australia.

## What are the benefits of harmonising WHS laws?

New legislation will ensure that businesses and workers can comply with one set of consistent laws regardless of which state or territory they are operating / working in. The 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. The new legislation will also allow workers who hold licences issued by state WHS regulators to move more easily between jurisdictions.

## What measures are proposed to assist business and industry to comply with the new legislation?

NSW will work closely with business, industry associations, unions and employer groups to ensure the effective and consistent implementation of the model legislation.

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](http://workcover.nsw.gov.au) and  
[safeworkaustralia.gov.au](http://safeworkaustralia.gov.au)





# Workers remembered on International Day of Mourning

On 28 April each year, the International Day of Mourning is recognised around the world as **a time to remember, mourn and honour those workers who have lost their lives in a workplace incident or from occupational disease.**

The day also reminds us of the devastating impacts on the families and friends who have been left behind, and why working safely is important for us all.

This year, a commemorative service organised by Unions NSW and WorkCover NSW was held in Reflection Park, Darling Harbour. Outside of Sydney, people also came together at events in regional and rural areas.

The Reflection Park service was attended by families from across NSW and interstate. They were joined by government, industry and union representatives as well as a large group of construction workers, all united in their show of support.

Spiritual leaders from Christian, Muslim and Jewish faiths spoke about how we are all touched by the families' losses and how it reflects our common humanity. Also during the service the mother of a deceased worker read a short poem and the Minister for Police and Finance, the Hon. Michael Daley MP, gave a speech.

As part of the tradition each year, families, friends and fellow workers honoured their loved ones by placing photographs, cards, drawings and flowers on the *Memory Lines* sculpture.

The International Day of Mourning is a poignant reminder of the consequences of unsafe work practices. It provides opportunity for us to pause and reflect, and to renew our commitment to working together to prevent further tragedies.

Pictured below:

The **Hon Michael Daley** (NSW Finance Minister), **Lisa Hunt** (CEO, WorkCover NSW) and spiritual leaders from Sydney commemorate the International Day of Mourning.



# Handle with care

## the most important piece of freight is right behind the wheel

**There are more than 36,000 truck drivers working in NSW, and yet it can often be forgotten that the most important freight in the truck is sitting right behind the wheel.**

Fatigue can have a major impact on drivers involved in the transportation of freight over long distances. An important part in ensuring these drivers come home safe is providing all people involved in the long distance trucking industry with the right information.

WorkCover NSW has shown its commitment to doing just that by launching a major new campaign targeting heavy vehicle companies and drivers across the state. The campaign will take a multi-pronged approach and will encourage everyone involved in the industry to understand their responsibilities in managing road safety.

The first part of the campaign will involve audits at 80 distribution depots and high freight movement organisations to monitor compliance and make sure measures are in place to manage fatigue risks.

WorkCover will implement the second part by holding face-to-face driver awareness days at five high-traffic movement RTA truck stops across NSW.

To drive home the message, WorkCover will also distribute new guidance material and a long distance truck driver fatigue CD featuring popular music tracks interspersed with safety messages targeted at drivers.

A new kit, called the *Long distance truck driver fatigue kit*, will also be sent to consignors, consignees, head carriers and industry associations. The kit will help those involved in the long distance trucking industry to meet their basic responsibilities and will offer advice on how to manage fatigue risks by establishing Driver Fatigue Management Plans.

The campaign comes as a result of a collaborative and concerted effort between WorkCover, the Transport Workers Union and the Australian Trucking Association. It will focus on educating and raising awareness of fatigue among those involved in the long distance trucking industry.

Workplace injuries in the road freight transport industry have risen from 4.3 injuries per 1000 employees in February 2008 to 5.5 in November 2009, resulting in more than 3800 claims being made by workers during that period at a cost of approximately \$72.3 million.

WorkCover recognises that many members of the long distance transport industry are under pressure to meet targets. This new campaign will help to educate people that no target is worth putting truck drivers and other road users at risk.

WorkCover NSW works closely with the NSW Police and the NSW Roads and Traffic Authority on each notified truck incident or fatality. While the RTA administers the state-wide road safety strategy and NSW Police are the lead agency that investigates traffic incidents, WorkCover ensures compliance with workplace safety legislation. Where there is evidence of a failure of works to achieve work health and safety systems, WorkCover will take a lead role in the investigation.

WorkCover's new long distance truck driver fatigue campaign builds on the proactive work already undertaken by the NSW Government, NSW Police and the RTA.

To download a *Long distance truck driver fatigue kit*, visit [workcover.nsw.gov.au](http://workcover.nsw.gov.au) or call the WorkCover publications hotline on **1300 799 003**.



# How can drivers deal with fatigue?

The best way a driver can deal with fatigue is to look after their health. **This includes getting enough sleep, eating well, taking precautions when driving, and staying physically fit.**

Human beings are day orientated and light and noise during the day can mean that sleep quality is poorer. It is therefore important to ensure sleeping conditions are as favourable as possible.

**Shift workers tend to have more health-related problems than day workers. Seek some medical advice if you experience:**

- depression
- sleeping problems
- heart problems
- indigestion or other stomach or bowel problems.

**To help manage fatigue when driving, drivers can:**

- avoid driving when tired
- take regular breaks to stretch, walk and check the truck
- avoid using the heater as it can cause drowsiness. When cold, direct warmth to the feet and allow fresh air on your face
- keep your mind active by listening to the radio while driving.

**Tips for sleeping include:**

- use blinds or curtains and sound insulation to reduce light levels and noise
- cool conditions can help with getting to and staying asleep
- inform friends and relatives of sleep times to avoid unwanted disruptions
- use an answering machine or turn your phone down
- develop ways of 'unwinding' after an afternoon or night shift
- have a warm shower or bath before bed.

**The timing and quality of meals can affect your sleep. You can use the following tips:**

- wherever possible, keep to daytime eating patterns
- consider having your largest meal in the middle of your time awake
- do not have a large meal or drink before sleeping.

## Signs of fatigue

There are many fatigue warning signs, which **should not be ignored when driving**. Drivers cannot predict when they will fall asleep, but by continuing to drive when fatigued, they place themselves and others at risk of injury.

- feelings of sleepiness
- increased errors and loss of concentration
- not feeling refreshed after sleep.



# STOP *bullying* in its tracks

Bullying can greatly affect a worker's health and staff morale; **it can also reduce company productivity and result in high staff turnover and legal costs.**

WorkCover is helping workers and employers prevent workplace bullying with the release of new guidance material.

Developed in consultation with WorkSafe Victoria, *Preventing and responding to bullying at work* is a practical guide that offers advice on what you can do if bullying occurs in your workplace.

The guide will help you to comply with your responsibilities under work health and safety (WHS) legislation.

It offers a checklist to help identify the signs of bullying and provides ideas on what simple changes you can make in the workplace to prevent bullying from occurring.

There is a new bullying risk indicator tool to help identify what underlying work environments might pose a risk to health and safety.

You can also access a bullying fact sheet that offers tips on what you can do if you are being bullied at work.

## ***FREE bullying workshops*** **for small business**

Learn how to safeguard your business from the effects of bullying by attending a free bullying workshop.

WorkCover will run over 50 interactive bullying workshops across NSW between July and November this year.

Your local business advisory officer will be on hand to offer advice and practical assistance on preventing and responding to workplace bullying.

For a full list of workshops happening near you and to register, visit **[workcover.nsw.gov.au](http://workcover.nsw.gov.au)** or call **13 10 50**.



## Take the first step to stop bullying

The first step in responding to bullying in the workplace is to understand what constitutes bullying behaviour.

WorkCover regards bullying as repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. However, single incidents can also have the same effect.

If you feel you are being bullied in the workplace, you should attempt to resolve the issue in-house if possible; although this depends on the type of bullying that is taking place.

Firstly, you can tell the person who is bullying you that you find their behaviour to be inappropriate and that it should stop. You should also report the issue by speaking to somebody you trust, such as a supervisor or manager, someone from the human resources department, or a WHS or union representative. It is important you keep a diary of events recording details of the bullying.

If your employer fails to deal with the issue, contact the WorkCover Assistance Service on **13 10 50** for information and assistance on how to best deal with the issue. This may include an inspector contacting or visiting the workplace to investigate the matter and provide advice.

**If someone threatens to harm you, damages your property or assaults you, these matters are beyond a WHS issue and you should report them to the NSW Police.**

No worker should have to put up with bullying behaviour. If your health and safety is being affected by bullying, seek advice.

Further information and advice on preventing and dealing with bullying in the workplace is available at  
**workcover.nsw.gov.au**  
or by calling **13 10 50**.



## Did you KNOW?

### How do I replace my Construction Induction Card?

Contact our Licensing Unit on **1800 335 791** or visit **workcover.nsw.gov.au** to download the *Application to replace a WorkCover NSW OHS construction induction card, or pesticide or fumigant certificate of competency*.

### Does WorkCover supply safety signs?

WorkCover NSW does not supply safety signs. They are supplied by commercial organisations who can be contacted via the Yellow Pages or access them online via **yellowpages.com.au** - then search for 'safety signs'.

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

# Workplace safety is socially acceptable

There is a new space for employers and workers to get social to stay safe, with the recent launch of the **Work safe. Home safe.** fan page on the popular social networking site, **Facebook**.

With more than 700 fans, the page is being accepted as an attractive online space to share information on work safety. This appeal knows no borders, with fans from NSW, across Australia and abroad regularly logging on.

An initiative of WorkCover NSW, **Work safe. Home safe.** gives employers, workers and their families a place to share their ideas and reasons for staying safe at work. And with contributions from all work health and safety (WHS) regulators across the country, it also offers trusted information and advice for every Australian.

**Work safe. Home safe.** is lively and interactive, with regular discussions, safety videos, news stories, surveys, polls, and links to relevant WHS information.

One popular page feature is the Talking safety videos, where **Work safe. Home safe.** speaks to people from across the work safety spectrum on current and emerging issues and trends. Regular polls also garner the thoughts and opinions of fans.

The page discussion board has been a hub of activity, with fans coming together to share their views and learn more about working safe. Recent topics have included WHS in school canteens, fatigue management and the best and worst workplace safety slogans used in workplaces.

Fans have also been exchanging work safety information and content that interests them. One fan, Colin, recently shared the new Worksafe Victoria *WorkHealth checks* television ads, and asked his fellow fans whether they found them effective.

A good measure of how the page is being received can be found in the comments being left by fans – Kenneth wrote *'What a fantastic site!'*, and Gary shared his enthusiastic assessment *'I think it's the start of something BIG!'*

Over the coming months the page will focus on topics including manual handling, working at heights, safety in small business, young worker safety, and slips, trips and falls.

WorkCover invites all employers and workers to become a fan of **Work safe. Home safe.** on Facebook, and join the growing community helping to make sure we all **work safe and come home safe – everyday.**



To become a fan, join or log onto

Facebook go to  
[facebook.com/worksafe.homesafe](https://facebook.com/worksafe.homesafe)  
and click the 'like' button.

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



# Catering for two

**A new partnership with the restaurant and catering industry hopes to put an end to sprains, strains and other common injuries associated with the industry.**

Launched by Minister for Finance Michael Daley, the initiative will see WorkCover and Restaurant and Catering NSW (R&C) work together to reduce injuries and establish safe and cost effective workplace practices.

*'This industry represents around 2500 businesses in NSW and the ACT and the partnership represents a commitment to develop sustainable work health and safety outcomes,' said Mr Daley.*

*'In 2007-2008 there were 2426 employment injuries in cafes and restaurants in NSW, costing the workers compensation scheme and therefore employers more than \$12.6 million,' he said.*

WorkCover and R&C have worked on a number of workplace safety initiatives to date, including:

- an education and training scheme for restaurant and catering workers
- a training assistance scheme with a focus on improving risk management
- a work health and safety essentials training program for workers in small restaurants, catering and café businesses
- a series of one-on-one workplace risk assessments with employers and staff
- a series of workshops on improving WHS outcomes.

**Pictured below:**

Front row from left - **The Hon Michael Daley** (NSW Minister for Finance), **Ian Martin** (President, Restaurant and Catering NSW). Back row from left - **Brittany Sigalla**, **Jasmina Budisa**, **Kylie Mills**, **John Watson** (General Manager OHSD - WorkCover NSW), **John Hart** (CEO, Restaurant and Catering NSW), **Jenny Thomas** (Director, Industry Relationships Group - WorkCover NSW).

Restaurant and Catering NSW President Ian Martin, believes the new partnership will further these initiatives and help benchmark a safety culture across the industry.



# Case study: work trial provides a second chance

*'Getting back into the workforce again after being injured gives me a reason to get up each day,' says Stjepan Pustaj.*

*'I no longer sit at home dwelling on my problems because now I complete a day's work and come home feeling as though I have accomplished something.'*

Mr Pustaj's feelings about returning to the workforce are echoed in the words of UK based Professor, Sir Mansel Aylward, **'work is central to well-being and correlates with happiness.'** This research is well known to WorkCover NSW and service providers assisting injured workers back to the workforce. Long-term work absence has an adverse impact on mental and physical health, and can result in permanent work disability.

Stjepan Pustaj was injured at work in 2007 when he attempted to move a bucket that was iced to the floor, damaging his neck so badly that surgery was required.

After the operation he returned to work on light duties, but found his work as a forklift driver and storeman increasingly difficult. Eventually his symptoms returned, requiring a second operation.

*'On consultation with his surgeon it was decided that it was not safe for Mr Pustaj to return to work as a forklift driver, so we began looking around for a more suitable occupation,'* says Melanie Parker, Director of workplace rehabilitation provider, MP Safety Management.

*'We conducted a vocational assessment, working closely with Mr Pustaj and his doctor to come up with a work goal that would fall within the right physical tolerances.'*

*'We looked at Mr Pustaj's work history, his transferable skills, his interests, as well as the opportunities available in the labour market,'* said Ms Parker. *'Certain areas of security work, like concierge and front desk duties, were identified as one of the most suitable options so this is the direction we all agreed to head.'*

*'In late 2009 Mr Pustaj obtained a position with Advent Security Services NSW, and is now working there full time as a front desk concierge.'*

## Retraining

By accessing WorkCover's retraining program, Mr Pustaj was able to undergo training as a security guard. Retraining is one of a number of vocational rehabilitation programs that WorkCover funds to help injured workers who need additional assistance to return to work.

*'After nearly three years out of the workforce, it was hard to go back to study, but I knew it was a necessary part of finding a job again. After a week or two it became routine and no longer seemed so difficult,'* says Mr Pustaj.

## The job hunt

After successfully completing his course, Mr Pustaj and MP Safety Management began the process of active job hunting. They informed potential employers of the WorkCover work trial program through letters and follow-up phone calls. The program helps an injured worker develop work skills, assess job suitability, upgrade physical tolerances and improve their confidence by providing a period of work experience with a new prospective employer.

*'One of the benefits of the work trial is that the employer has the chance to test-drive the employee, and the employee has the opportunity to test-drive the role to make sure they can physically manage it,'* says Ms Parker.

*'Because there is little risk to the employer we can also negotiate different terms, like a gradual increase in hours.'*

*'Late last year a work trial was secured with Advent Security. They showed themselves to be a flexible and accommodating employer when they agreed to relocate Mr Pustaj to another position after he struggled physically to meet the demands of the job he was initially placed into.'*

Administration Manager for Advent Security Services NSW, Scott Dunning, explains that WorkCover's work trial program made it a lot easier for his company to be flexible with Mr Pustaj.

*'It wasn't costing us to pay for the training, so that took the pressure off and I was able to let him know that I understood his limitations and was happy to find a way to work around them,'* said Mr Dunning.

*'I had never been involved with the work trial program before so I was a little hesitant as to how it would work out, but MP Safety Management put our worries at ease and were very helpful throughout the whole process.'*

*'The site Mr Pustaj went to on his first day was a little too physically demanding, so once we discovered this we decided to move him to a less demanding role. Mr Pustaj had impressed us in the interview so the effort was there from our end to give him a chance.'*

### A permanent placement

In December 2009, Mr Pustaj received some much-needed Christmas cheer with the news that Advent was offering him full time employment after the successful completion of his work trial. Advent retained Mr Pustaj as an employee through WorkCover's JobCover Placement Program, which provides a financial incentive for an employer to employ a worker who has a work-related injury.

*'It's great to be working again. It has been a long process getting here because once you're injured it's very hard to find a job - many times I would pick up the phone and get a negative answer but I refused to admit defeat because I knew that would only make it harder to get my life back on track,'* said Mr Pustaj.

*'What really helped was having the support of my family and those around me trying to help out. WorkCover provided the programs and equipment I needed to move ahead, and Advent showed they were willing to listen and give me a chance,'* said Mr Pustaj.

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[workcover.nsw.gov.au/  
subscribe](http://workcover.nsw.gov.au/subscribe)  
or contact us on  
**13 10 50.**





# Supporting small business through the 2009 Mentor Program

For the past three years WorkCover's mentor program has seen **industry and small business working together** to improve workplace safety and workers compensation performance.

The mentor program provides an opportunity for small businesses to work closely with an experienced safety professional as mentor and acquire technical advice and guidance from WorkCover, through a series of free workshops.

**Over 240 small businesses have been mentored by 156 mentors since 2006.**

The success of the program was reflected in the 84 mentees and 71 mentors who recently completed the 2009 Mentor Program. WorkCover expanded the program for 2009 inviting new industries to participate, including community services and transport. The participants came from a wide range of organisations such as childcare centres, transport businesses, a winery, wholesale nurseries, an industrial laundry, training organisations and a motel.

At the recent 2009 Mentor Program closing ceremony, Marcus Watson, Manager of Youth Connections on the Central Coast, spoke about the important relationships built through the program, with his mentor, WorkCover's Business Advisory Officers and WorkCover as an organisation. Youth Connections deals with training and development of young apprentices in areas such as construction and electrical services. As the mentor program was running, Youth Connections commenced a new construction project and increased its workforce by 40 apprentices.

*'The match to our mentor proved very suitable. Our original objectives were quite simple around the creation of forms and some templates. But the new construction project meant we were able to draw on the extensive skills of our mentor and achieve many larger goals,'* said Marcus.

Helen Lane, Executive Director, Sector and Consulting, Lady Gowrie Child Centre, also shared her experience of mentoring two childcare centres, based in Newcastle and Brewarrina. She expressed her excitement at being able to assist and build a relationship with a mentee in a remote area, who would usually have little exposure to this type of support.

Helen explained, *'In both our mentee child centres, the staff were so very receptive to learning more about work health and safety (WHS) and making changes to both policy and more importantly practice. They made achievements beyond our expectation.'*

*'This outcome is to be applauded and highlights to us just how powerful this program is in making a difference to peoples' lives.'*

WorkCover CEO Lisa Hunt spoke with enthusiasm about the program, which involves activities such as information days, practical workshops, and onsite visits from mentors. Lisa also announced that commencement of the 2010 program with expressions of interest to join the program, now open.

*'The Mentor Program is an example of WorkCover's renewed focus on developing practical solutions in partnership with industry,'* said Ms Hunt.

*'Your success as mentees and mentors in improving workplace safety is an encouraging indication of the value businesses in NSW place on improving WHS performance,'* she added.

Lisa congratulated all successful mentees and mentors, who were then issued with their certificates of completion for the 2009 Mentor Program.

Recruitment for the  
**2010 Mentor Program** is now open.

For more information email  
**[mentorprogram@workcover.nsw.gov.au](mailto:mentorprogram@workcover.nsw.gov.au)**  
or call **13 10 50**.



**Pictured above:**

**Lisa Hunt** (WorkCover CEO), and the 2009 Mentor Program mentees.



**Pictured above:**

**Lisa Hunt** (WorkCover CEO), **Tony Robinson** (Director, WorkCover's Business Assistance Group) and the 2009 Mentor Program mentors.



**Pictured above:**

**Lisa Hunt** (WorkCover CEO), **Helen Lane** (Mentor) **Tony Robinson** (Director, Business Assistance Group, WorkCover), **Marcus Watson** (Mentee).

# Critical INCIDENTS

## 1 January - 31 March 2010

*Fatalities in the workplace should not happen. Sadly, they sometimes do.* There were four fatalities in NSW from 1 Jan 2010 to 31 Mar 2010 which are being investigated to determine if they are work related.

- A worker was run over by a three tonne road roller whilst conducting maintenance work.
- A worker was operating a prime mover when it appears to have jack-knifed with the rear trailer twisting and crushing the driver's side causing fatal injuries.
- A worker was assisting in the disassembly of a loom support frame, when it appears a bolt has bent and the footing sheared off allowing the frame to fall and strike the worker in the head.
- A container was being placed onto a ship when it moved and crushed a worker against a container stacked nearby.

**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.*

# Public sector in tip top condition

**It's official; NSW is a safer place to work for government employees.**

Results from the *Working Together: Public Sector OHS and Injury Management Strategy 2005-2008* show a significant drop in public sector workplace injuries and workers compensation claims, and that injured workers are returning sooner to the workplace.

At the end of the Strategy there had been a 14 per cent fall in workers in compensation claims made by public sector workers in NSW since 2002, resulting in around 10,000 fewer workplace injuries and diseases.

The Strategy has made clear progress in the management of workplace injuries and return to work rates of injured workers – both of which directly contribute to the cost of workers compensation claims.

Importantly, independent evaluations show public sector improvements contributed to savings of more than \$540 million in the NSW public sector – freeing up money and people to deliver vital services to the community.

## New targets

To ensure all NSW public sector workers can continue to work safe and come home safe, Minister for Finance Michael Daley has announced a new three-year strategy.

The new *Working Together: Public Sector Workplace Health and Safety and Injury Management Strategy 2010-2012* commits the NSW government to a series of new targets to reduce the incident, cost and time lost to preventable injuries and illness. It builds on previous successes and sets a series of ambitious targets to improve workforce wellbeing.





## Steps to take

The strategy is organised into the following six key action areas, which together represent the components of a complete work health and safety (WHS) and injury management system.

1. Management responsibility, leadership and reporting
2. Work health and safety policy and processes
3. Injury management policy and processes
4. Information, instruction and training
5. Identification and management of priority issues
6. Regular review of systems

Under each action area, the strategy sets a number of improvement actions and targets that all public sector agencies and state-owned corporations are required to undertake as a minimum.

Recommendations for positive performance indicators are also provided. Agencies – particularly larger or well performing agencies – are strongly encouraged to adopt additional actions, initiatives or performance measures beyond the minimum level.

Information to explain, guide and support the public sector through these actions is available on the website [workingtogether.nsw.gov.au](http://workingtogether.nsw.gov.au)

The NSW Government believes that the highest priority should be given to ensuring that no public sector worker dies or is injured in the service of the community.

## Lead by example

The public sector makes up around 12 percent of the NSW labour force. As a major employer and provider of services, the NSW Government is keen to set the standard for private industry in ensuring that NSW remains one of the safest places in the world to work.



# Did you KNOW?

## How many first aid officers do we require in a workplace?

It is recommended that access to first aid personnel is available where there are more than 25 people at the workplace regardless of whether or not those persons are employees eg schools.

## Can the Chairperson on an OHS Committee be an employer representative?

In accordance with Clause 24 of the *Occupational Health and Safety Regulation 2001*, the chairperson of a committee **must not** be an employer representative.

For more information visit  
[workcover.nsw.gov.au](http://workcover.nsw.gov.au)  
or call 13 10 50.

# Take scaffolding to the next level

Scaffolding is an essential part of construction, but has risks like falls from heights – unless erected and used safely. **With the help of industry, WorkCover NSW has released new and revised publications to help you understand and reduce those risks.**

The new guidance covers:

- prefabricated steel modular scaffolding
- frame trestle scaffolding.

Both publications were the result of the industry solutions program, which works with different industry groups to develop practical solutions to work health and safety (WHS) problems.

Addressing issues raised by those who work in the field, the program provides clear advice applicable to your day-to-day work, as well as setting standards for manufacturers and suppliers to the industry.

Previous guides or 'industry safety standards' for the construction industry have included *Masonry wall safety during construction work*, *Safe erection of timber roof trusses* and the first edition of *Erecting, altering and dismantling scaffolding – Part 1: Prefabricated steel modular scaffolding*. Twelve months after its release, the latter of these was recently reviewed and updated to better meet your needs.

## Prefabricated steel modular scaffolding

'Scaffolding part 1' targets the risks of scaffolders falling through and from the scaffold, and requires scaffolders to install and work from fully planked platforms at vertical intervals of 2–3 metres, and to install guardrails and mid-rails in advance of the decking.

The revised publication still offers specific and practical advice, including design criteria, step-by-step work sequences, illustrations of erection platform options and a handy checklist.

This updated edition is more user-friendly in structure and provides clearer advice on how various configurations are permitted for different scaffolding designs. It also provides design criteria for erection platforms and temporary edge protection used during erection and dismantling.

## Frame trestle scaffolding

*Safe use of frame trestle scaffolding* is a shorter guide that helps you erect safe work platforms and follow safe working practices.

Based on the risk management process and full of tailored advice on frame trestle scaffolds, this publication lists requirements for you to comply with and includes simple 'incorrect' versus 'correct' setup diagrams to check against.

## What's next

WorkCover and construction representatives are developing another industry safety standard: *Erecting, altering and dismantling scaffolding – Part 2: Aluminium tower scaffolding*. Keep an eye out for this later in 2010.

For your copy of the prefabricated steel modular scaffolding industry safety standard or the frame trestle scaffolding guide, go to [workcover.nsw.gov.au](http://workcover.nsw.gov.au) or call the publications hotline **1300 799 003**. For specific advice on a scaffolding or other safety issue, call **13 10 50**.

# Service station safety

**The storage and handling of dangerous goods was the focus of a recent WorkCover NSW driven program of inspections at service stations across NSW.**

Developed in close consultation with the Service Station Association (SSA) and other industry stakeholders, the program was undertaken in the wake of changes to the legislation concerning the storage and handling of dangerous goods, including petroleum products.

The inspection program followed a statewide series of seminars conducted by SSA to inform service station operators of the new regulations.

A 'sample' of 164 service stations was chosen from the 3500-plus operating in NSW.

Although they were chosen from a cross-section of major, medium, small franchise and independent operators, the purpose of each inspection was the same – to assess how the changed legislative requirements were being implemented.

The good news is that no immediate risk to workplace injury or illness was detected in any service station inspected. However, a number of shortfalls were evident in a range of work health and safety (WHS) practices.



This resulted in 567 Improvement Notices being issued to address WHS issues that included:

- inadequate display of safety warning signs
- lack of reporting arrangements for the spills of dangerous goods (including petroleum products)
- inappropriate storage of dangerous goods on display, such as pool chlorine in close proximity to petroleum products
- poor registration and maintenance of pressure vessels, vehicle hoists and other items of plant
- lack of notification to WorkCover for the storage of dangerous goods
- inadequate or non-existent training of employees and supervisors
- insufficient training records
- lack of dangerous goods and hazardous substances site registers.

Inspectors also detected a number of closed and abandoned service stations sites where underground storage tanks were still in place.

The program's findings will enhance WorkCover's efforts to increase the capability of service station owners and workers to prevent workplace injury and illness.

It also highlights the importance of industry taking a lead role in supporting and promoting the value of improved WHS performance.

# Tile Direct takes up the safety call

When Phil at Tile Direct received an email from WorkCover NSW inviting his business to take part in the 2009 ***Safe Business is good business mentor program***, he eagerly took up the offer.

Previously Phil had thought of WorkCover solely as a regulator but discovered, through the mentor program, that the organisation is also the leading source of work safety assistance and information for NSW employers and workers.

*'I was surprised to find out how helpful WorkCover were with this program and the initiatives they have to help small businesses like ours,'* he said.

The company, Phil says, is focused on prevention rather than reacting to an incident or injury. Even prior to entering the program, Phil was proud of the good safety record of Tile Direct. They'd had no injuries in the seven years they've been operating on the Central Coast.

*'Safety is important to Tile Direct,'* he said. *'We have regular toolbox meetings and Safe Work Method Statements for many of our procedures.'*

The company's initiatives also include half-hour safety induction meetings for all sub-contractors they employ.

*'The mentor program helped me conduct risk assessments and identify a number of areas that could be improved,'* said Phil who, along with staff, conducted a safety audit listing improvements needed in order of priority.

Through the mentor program Phil also learned about WorkCover's \$500 *Safety solutions rebate*. The rebate gives money back to small business owners who adopt a good solution to a safety problem in the workplace.

*'Now it's a matter of going through the list of improvements to be made and getting things done as the money becomes available,'* he said.

Once they have completed their list of safety improvements, Phil will request a WorkCover advisory visit to see if they have missed anything.

*'You never know if there's something that I might have missed, and the Business Advisory Officers from WorkCover are very helpful in identifying areas for improvement and recommending possible solutions,'* he said.

To apply for the 2010 Mentor Program, or for more information visit  
**[workcover.nsw.gov.au](http://workcover.nsw.gov.au)**  
or call **13 10 50**.





# Drums roll with a **DANGER WARNING**

**Castrol/BP are showing their commitment to work safety, with all 205 L – or 44 gallon – drums now rolling off production lines with a highly-visible ‘Do not cut’ warning symbol.**

While the symbol is being printed on new drums, it is hoped that users will quickly get the simple message: hot cutting or welding of old drums creates a serious explosion risk.

Once empty, drums like these are often reused around workshops and on farms – filled with new materials or cut to make storage containers or feed troughs. Importantly, the new safety symbol reminds people that empty drums may contain traces of the original or another material, and cutting them can result in serious injury or death.

If a drum has stored a flammable material like oil, petrol or paint thinners, sparks from hot cutting or welding can ignite residual material or fumes and cause them to catch fire or explode.

Most people recognise and understand the red diamond warnings placed on containers of flammable substances.

However, other substances can develop flammable or combustible vapours and drums may be reused to store flammable materials. These drums are not routinely marked as dangerous, despite carrying similar hazards.

WorkCover anticipates that more oil companies and others who distribute their products in 205L drums will also take up the safety challenge and display the *Do not cut* message. This will help reinforce that the only safe option is to leave drum disposal and recycling to the experts.

The *Do not cut* safety labelling initiative is part of WorkCover’s continued work with industry to help make sure we all **work safe and come home safe**, everyday.

Download your copy of the factsheet  
*Cutting fuel drums and empty  
containers - Explosion hazards*  
(Catalogue no. WC02074) at  
**[workcover.nsw.gov.au](http://workcover.nsw.gov.au)**  
or to order a printed copy contact the  
Publication Hotline on  
**1300 799 003.**



# WorkCover leads designing of new **National Standard** for surgical loan sets

Few people faced with the prospect of a hospital operation would give much thought to the surgical instruments to be used, **except to assume that they would be the right 'tools' for the job and would be safe and properly sterilized.**

But how those instruments get to the operating theatre, and where they come from is one of the miracles of modern medicine - and one that influences the health and safety of the people that transport them to and handle them in the hospital.

For example, a case carrying the surgical instruments required for a hip replacement will most likely have been made in China or the United States, and may have been trucked from a surgical supply warehouse in another state.

## It can also be heavy!

WorkCover NSW is playing a major role in developing a National Industry Standard for the safe design and handling of those bulky surgical instrument set cases, which will help ensure the warehouse workers, couriers and hospital staff who move them from warehouse to operating theatres are protected from injury.

The new standard is being developed at a time of significant change in Australia's work safety laws. These changes will enable businesses to comply with one set of consistent laws, regardless of which State or Territory they are operating in.

WorkCover's Surgical Loan Sets (SLS) Project commenced in August 2009 and has benefited greatly from the services of University of NSW lecturer Dr Lance Green, a chartered engineer specialising in industrial design.

Dr Green is a consultant to the manufacturing industry and has occupied senior positions in a diverse range of Australian plastics and health care manufacturing organisations.

Dr Green teamed up with WorkCover Inspector Jay Lewis to conduct a large body of research into the issues arising from the design and transport of SLS equipment.

### **Pictured below from left to right:**

The Surgical Loan Sets Project Problem Solving Team - **David McFarlane, Dr Lance Green, Mary Hosford, Jay Lewis, Nicole Wedderburn, Shayne Byer, Daniel Beavon and Mark Moskvitch.** Absent team members include **Patricia de Leon-Stacey and Anne Mackaway.**



The research process involved consultation with:

- surgical supply companies who provide surgical instruments and equipment to hospitals
- couriers involved in transporting equipment between suppliers and hospitals
- Central Sterilising Supply Department staff who unload and sterilise instruments and equipment for use in surgical procedures.

This complex project requires an innovative approach to provide a solution that is viable, practical and cost effective.

WorkCover's major consideration is providing a safe design concept and system of work where surgical loan sets are transported and handled in a safe manner. The SLS Working Party, SLS Project Team and the National Government Ergonomist's Group have agreed to a new design concept that will significantly reduce the risk of musculoskeletal injury arising from handling surgical loan sets.

Once this design has been refined, prototyped and tested in a number of environments, the specifications will be incorporated into the SLS Standard. The Standard will be reviewed extensively by relevant stakeholders in the health and courier industries before being implemented nationally, along with an education, awareness and compliance campaign as part of the implementation process.

**Pictured below:**

*A road case is a wheeled container used to house surgical instrument sets and/or medical supplies for transport.*



WorkCover NSW now has a **pocket-sized 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](http://workcover.nsw.gov.au)



# Watching out for workers during cathedral restoration

A chance visit to a Lismore cathedral has resulted in an ongoing commitment to worker safety during repairs.

WorkCover NSW inspectors were called to Lismore's St Carthage's Cathedral to investigate site security around scaffolding on the premises. This initial visit by the inspectors established that the scaffolding was being prepared for use in the restoration of the roof on the Cathedral; a far more complex project than was first anticipated.

The roof of St Carthage's, a 105-year-old heritage listed building, was seriously damaged in a savage hailstorm in 2007. With a 60° roof pitch, repairs are particularly difficult, costing \$3.5 million and taking 18 months to complete.

The 77,000 roof slates, costing \$5.70 each, were sourced from a quarry in Canada and are almost identical to the original material that came from Wales in the UK. Project Manager Neil Mangelsdorf pointed out that, *'We are using original materials, original methods and everything is built to a one-in-one-hundred-year solution,'* meaning that all work was designed to last until the end of the century.

Aligning with WorkCover's charter, discussions were conducted with Regional Project Managers Australia (RPMA) and Woollam Constructions (principal contractors) - the catalysts for the consultative process, and communication protocols that currently service the site. The Lismore Catholic Diocesan has proactively supported this consultative process.

This resulted in extensive pre-planning to establish safe systems of work. To date these initial discussions have proven invaluable, and the site has had no lost time from incidents or injuries.

Consultation is ongoing, with WorkCover, RMPA and Woollam Constructions representatives meeting on a monthly basis to discuss the progress of the works and to develop strategies to improve health, safety and welfare of persons on the site. WorkCover has provided advice on issues including:

- scaffolding
- materials hoists
- site security
- fatigue management
- sun safety.

The proactive approach by this group has been integral in the development and implementation of a Sun Safety Campaign and melanoma seminar conducted on the site in April 2010, a first for industry in the area. The melanoma presentation attracted many other businesses conducting work in the district, including the Ballina By-Pass Alliance who have since initiated the screening of all 360 of their employees for sun-related exposure.





# It's all part of the show

Behind the rides, showbags and razzle dazzle of this year's Sydney Royal Easter Show, **event organisers and WorkCover NSW were hard at work ensuring the safety of show employers, workers and patrons.**

From November 2009 onwards, WorkCover and the Royal Agricultural Society (RAS) worked together to ensure that safety received top billing, both in the lead up to and for the duration of the Royal Easter Show.

Building on the success of previous years, WorkCover worked closely with businesses and operators, providing ongoing information and advice on managing their workplace safety and workers compensation responsibilities. Here's how:

## Information packs

Information packs were sent out to NSW and interstate employers, licensees and exhibitors prior to the start of the Show. The packs outlined WorkCover's activities at the Show and gave contact numbers for advice and assistance.

## Presentations

As part of the preparation for the Show, the RAS and WorkCover delivered joint presentations to a variety of participants, including carnival, catering and showbag workers. The presentations focused on relevant work safety and workers compensation issues.

## Policy checks

Employers' workers compensation policies were checked prior to and during the Show to ensure businesses had appropriate policies and were paying the correct insurance premium.

In the lead up to the Show, employers were reminded to contact their insurer to check their policies reflected their planned Show activities, such as the number of workers or they were interstate employers employing NSW workers.

## Audits

Inspectors accompanied by technical specialists from WorkCover's Engineering Team conducted visual and logbook audits of show rides to ensure they were installed and maintained in safe working order.

Operators were asked to rectify any safety issues identified by inspectors during ride set up to ensure the safety of patrons.

## Collaboration

Inspectors worked with construction workers to ensure industry standards were maintained – for example, that showbag stalls were correctly erected and there was safe access to mezzanine levels for young workers obtaining stock.

The Show may be over, but WorkCover continues its work with the RAS and stakeholders to provide ongoing information and advice about work health and safety (WHS), workers compensation and injury management.

## Fun facts from the 2010 Show

The *2010 Sydney Royal Easter Show* is an iconic annual event attracting almost a **million people each year**. It has a history dating back 103 years. This year:

- over **50,000** pieces of fruit and vegetables formed the largest District Exhibit displays in the world
- **450,000** young showgoers visited The Dairy Farmers farmyard animal nursery
- over **10,000** showgoers had a go at milking a cow

Sourced from [eastershow.com.au](http://eastershow.com.au)

# 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 eNews through the WorkCover website [workcover.nsw.gov.au](http://workcover.nsw.gov.au)**



## Safe use of portable ladders: Safety alert

This safety alert is published following two recent incidents where painters fell from ladders and suffered serious injuries, one being a fatality. In both cases the painters used portable ladders and were working at a height of approximately five metres.

WorkCover reminds employers and those in control of the work site that the use of ladders should only be considered if other safer alternatives, such as scaffolding or elevating work platforms, are not reasonably practicable.

## Maintaining mobile plant: Safety alert

This safety alert has been published following the death of a worker in January 2010 who sustained fatal crush injuries while using a diesel spray to remove asphalt from the wheels of a road roller.

While an investigation is still underway to establish the cause, the incident serves as a tragic reminder that work involving mobile plant is high risk and potentially catastrophic if systems are not put in place to ensure the safety of people in close proximity to the plant.

## Carriage failure on ferris wheel amusement devices: Safety alert

This alert is published as the result of a collapse of a carriage on a ferris wheel due to an axle failure. The alert provides guidance on immediate control measures that should be taken to prevent similar failures.

Owners and operators of ferris wheels should familiarise themselves with this information and take appropriate action to ensure the immediate safety of their device.

## Go-karts: Safety alert

This alert has been issued following an incident where initial indications are that the rider's loose clothing became entangled in the unguarded rear axle of a go-kart, causing fatal injuries.

To download your copy of these safety alerts, or for more information visit [workcover.nsw.gov.au](http://workcover.nsw.gov.au)

# WorkCover NSW offices

## HEAD OFFICE

Office Hours: **8:30am – 5:00pm**

Monday to Friday

### Gosford

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,  
GOSFORD 2250

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 2200**

F: (02) **4940 8558**

Post: PO Box 2186  
DANGAR NSW 2309

### Wollongong

Level 1, 60 Burelli Street,  
WOLLONGONG 2500

P: (02) **4222 7333**

F: (02) **4226 9087**

## LABORATORIES

### Thornleigh

5A Pioneer Avenue,  
THORNLEIGH 2120

P: (02) **9473 4000**

F: (02) **9980 6849**

### Londonderry

Testsafe Australia, Ground Floor,  
919 Londonderry Road,  
LONDONDERRY 2753

P: (02) **4724 4900**

F: (02) **4724 4999**

Post: PO Box 592  
RICHMOND 2753

## METROPOLITAN & DISTRICT OFFICES

Office Hours: **8:30am – 4:30pm**

Monday to Friday

### Albury

Suite 5, 1st Floor,  
429 Swift Street,  
ALBURY 2640

P: (02) **6042 4600**

F: (02) **6041 2580**

Post: PO Box 905  
ALBURY 2640

### Ballina

11 Grant Street,  
BALLINA 2478

P: (02) **6620 6900**

F: (02) **6681 6100**

Post: PO Box 903  
BALLINA 2478

### Bega

Shop 1, 248 Carp Street,  
BEGA 2550

P: (02) **6491 6600**

F: (02) **6494 7151**

Post: PO Box 943  
BEGA 2550

### Blacktown

Suite L0302, Level 3,  
22 Main Street,  
BLACKTOWN 2148

P: (02) **8882 4200**

F: (02) **9831 8246**

Post: PO Box 886  
BLACKTOWN 2148

### City - CBD South

Level 10, Centennial Plaza,  
Building C, 300 Elizabeth Street,  
SYDNEY 2000

P: (02) **8260 5877**

F: (02) **9281 9633**

Post: PO Box 1476  
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### Chatswood

Suite 1101, Level 1167,  
Albert Avenue,  
CHATSWOOD 2067

P: (02) **9406 3800**

F: (02) **9413 1190**

### Coffs Harbour

Suite 33, Jetty Village  
Shopping Centre,  
361 Harbour Drive,  
COFFS HARBOUR 2450

P: (02) **6659 1700**

F: (02) **6652 8213**

### Dubbo

Level 2, 1 Church Street,  
DUBBO 2830

P: (02) **6841 7900**

F: (02) **6884 2808**

### Goulburn

Lower Ground Floor,  
159 Auburn Street,  
GOULBURN 2580

P: (02) **4824 1500**

F: (02) **4822 1242**

Post: PO Box 242  
GOULBURN 2580

### Griffith

Suites G06 & G07  
Government Office Block  
104-110 Banna Avenue,  
GRIFFITH 2680

P: (02) **6962 8900**

F: (02) **6964 1738**

### Hurstville

Level 2, 12 Butler Road,  
HURSTVILLE 2220

P: (02) **9598 3366**

F: (02) **9585 0261**

### Liverpool

Level 3, 33 Moore Street,  
LIVERPOOL 2170

P: (02) **9827 8600**

F: (02) **9824 0348**

Post: PO Box 959  
LIVERPOOL 1871

### Maitland

19 Mitchell Drive,  
GREEN HILLS 2323

P: (02) **4931 6800**

F: (02) **9287 4796**

Post: PO Box 2360  
GREEN HILLS 2323

### Narrabri

Suite 6, Level 1,  
100 Maitland Street,  
NARRABRI 2390

P: (02) **6792 8720**

F: (02) **6792 3532**

Post: PO Box 134  
NARRABRI 2390

### Nowra

Level 1, 5 O'Keefe Avenue,  
NOWRA 2541

P: (02) **4428 6700**

F: (02) **4422 4997**

Post: PO Box 1597  
NOWRA 2541

### Orange

74 McNamara Street,  
ORANGE 2800

P: (02) **6392 7600**

F: (02) **6362 8820**

Post: PO Box 1056  
ORANGE 2800

### Parramatta

Level 4, 128 Marsden Street,  
PARRAMATTA 2150

P: (02) **9841 8550**

F: (02) **9891 1474**

### Port Macquarie

Suite 5, 53 Lord Street,  
PORT MACQUARIE 2444

P: (02) **6588 7000**

F: (02) **6584 1788**

Post: PO Box 1646  
PORT MACQUARIE 2444

### Tamworth

126 Marius Street,  
TAMWORTH 2340

P: (02) **6767 2500**

F: (02) **6766 4972**

Post: PO Box 396  
TAMWORTH 2340

### Tweed Heads

Units 25 & 26, Corporate House  
8 Corporation Circuit,  
TWEED HEADS SOUTH 2486

P: (07) **5506 1400**

F: (07) **5524 6300**

Post: PO Box 3214DC  
TWEED HEADS SOUTH 2486

### Wagga Wagga

Level 2, 76 Morgan Street,  
WAGGA WAGGA 2650

P: (02) **6933 6500**

F: (02) **6937 3616**

Post: PO Box 2348  
WAGGA WAGGA 2650

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This prestigious black tie ceremony will be held at the Bayside Grand Hall, Sydney Convention and Exhibition Centre, Darling Harbour on **Thursday 28 October**.

Book now, places are filling fast. Contact Australian Exhibitions and Conferences on (03) 9654 7773 or visit [safeworkawards.com.au](http://safeworkawards.com.au)

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Sharpe Bros, Michael Sharpe,  
NSW Winner 2007



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# Advance OHS

## July- December 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
July	Thursday, 8 Friday, 9 Friday, 15 Friday, 16	Sydney - City
July	Monday, 12 Tuesday, 13 Monday, 19 Tuesday, 20	Parramatta
August	Monday, 2 Tuesday, 3 Monday, 9 Tuesday, 10	Sydney - City
August	Thursday, 19 Friday, 20 Thursday, 26 Friday, 27	Parramatta
September	Thursday, 2 Friday, 3 Thursday, 9 Friday, 10	Sydney - City
September	Monday, 13 Tuesday, 14 Monday, 20 Tuesday, 21	Parramatta
October	Thursday, 7 Friday, 8 Thursday, 14 Friday, 15	Sydney - City
October	Monday, 18 Tuesday, 19 Monday, 25 Tuesday, 26	Parramatta
November	Monday, 1 Tuesday, 2 Monday, 8 Tuesday, 9	Sydney - City
November	Thursday, 11 Friday, 12 Thursday, 18 Friday, 19	Parramatta
December	Thursday, 2 Friday, 3 Thursday, 9 Friday, 10	Sydney - City

### 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
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
October	Saturday, 2	Parramatta
October	Saturday, 16	Parramatta
November	Monday, 1	Parramatta
November	Saturday, 13	Parramatta
November	Monday, 15	Parramatta
November	Monday, 29	Parramatta
December	Monday, 13	Parramatta

### Manual Handling

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.

This course is ideal for warehouse staff, nursing home staff, construction worker or any one involved in manual handling.

This course is conducted onsite

### 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
July	Wednesday, 14 Thursday, 15	Parramatta
August	Monday, 16 Tuesday, 17	Parramatta
September	Wednesday, 15 Thursday, 16	Parramatta
October	Tuesday, 5 Wednesday, 6	Parramatta
November	Wednesday, 10 Thursday, 11	Parramatta
December	Tuesday, 7 Wednesday, 8	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
July	Monday, 26	Parramatta
August	Monday, 16	Parramatta
September	Wednesday, 22	Parramatta
October	Friday, 29	Parramatta
November	Thursday, 25	Parramatta
December	Monday, 6	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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