

DON'T PLAY RENOVATION ROULETTE WITH ASBESTOS Page 6

The workplace safety and injury management magazine

WORKCOVER NEWS

WORKING IN A
HOT ENVIRONMENT?
Story page 3



NSW

WorkCover

90

Jan to Mar 2013



WHS Training Calendar 2013

~ Vital Training for Effective Risk Management ~

JANUARY to JUNE 2013

View our website for news and UPDATES on the RELEASE of all NEW COURSES

www.courtenell.com.au

Health & Safety Representative 5 Day Course									
Course Fee: \$720 (\$792 incl. gst)					Course Length: 5 days (9am - 4pm)				
Jan	Wed 16	Thu 17	Fri 18	Wed 23	Thu 24	City	CITHSR1		
	Tue 22	Wed 23	Thu 24	Wed 30	Thu 31	Parramatta	PARHSR1		
Feb	Fri 1	Fri 8	Fri 15	Fri 22	Fri 1	Parramatta	PARHSR2		
	Mon 4	Mon 11	Mon 18	Mon 25	Mon 4	City	CITHSR2		
	Tue 12	Wed 13	Thu 14	Tue 19	Wed 20	City	CITHSR22		
	Mon 18	Tue 19	Wed 20	Mon 25	Tue 26	Parramatta	PARHSR22		
Mar	Tue 19	Tue 26	Tue 5	Tue 12	Tue 19	Hurstville	HURHSR2		
	Mon 4	Tue 5	Wed 6	Mon 11	Tue 12	Parramatta	PARHSR3		
	Tue 5	Wed 6	Thu 7	Tue 12	Wed 13	City	CITHSR3		
	Wed 6	Thu 7	Fri 8	Wed 13	Thu 14	Campbelltown	CAMHSR3		
Apr	Mon 18	Tue 19	Wed 20	Mon 25	Tue 26	City	CITHSR32		
	Tue 19	Wed 20	Thu 21	Tue 26	Wed 27	Parramatta	PARHSR32		
May	Wed 3	Thu 4	Fri 5	Wed 10	Thu 11	Parramatta	PARHSR4		
	Wed 3	Thu 4	Fri 5	Wed 10	Thu 11	City	CITHSR4		
Jun	Mon 8	Mon 15	Mon 22	Mon 29	Mon 6	Parramatta	PARHSR42		
	Tue 9	Tue 16	Tue 23	Tue 30	Tue 7	City	CITHSR42		
	Tue 30	Wed 1	Thu 2	Tue 7	Wed 8	Hurstville	HURHSR4		
	Thu 2	Thu 9	Thu 16	Thu 23	Thu 30	City	CITHSR5		
May	Fri 3	Fri 10	Fri 17	Fri 24	Fri 31	Parramatta	PARHSR5		
	Mon 13	Tue 14	Wed 15	Mon 20	Tue 21	City	CITHSR52		
Jun	Tue 14	Wed 15	Thu 16	Tue 21	Wed 22	Campbelltown	CAMHSR5		
	Tue 21	Wed 22	Thu 23	Tue 28	Wed 29	Parramatta	PARHSR52		
	Fri 31	Fri 7	Fri 14	Fri 21	Fri 28	City	CITHSR53		
	Tue 4	Wed 5	Thu 6	Wed 12	Thu 13	City	CITHSR6		
	Wed 5	Thu 6	Fri 7	Wed 12	Thu 13	Parramatta	PARHSR6		
	Wed 12	Thu 13	Fri 14	Wed 19	Thu 20	Hurstville	HURHSR6		
	Tue 18	Wed 19	Thu 20	Tue 25	Wed 26	Parramatta	PARHSR62		

HSR Refresher Course				
Course Fee & Course Length: To Be Advised				
March	Thu 14	City	CITFH3	
April	Tue 30	Parramatta	PARFH4	
May	Mon 6	City	CITFH5	
June	Thu 27	Parramatta	PARFH6	

Delivery of this course on the dates stated here is subject to WorkCover's release in 2013.

Intro to Return to Work Coordination				
Course Fee: \$570 (gst free) Course Length: 2 days (9am - 4:30pm)				
Jan	Mon 21	Tue 22	City	CITR1
Feb	Mon 11	Tue 12	Parramatta	PARR2
Mar	Thu 21	Fri 22	City	CITR3
Apr	Wed 17	Thu 18	Parramatta	PARR4
May	Mon 27	Tue 28	City	CITR5
Jun	Mon 3	Tue 4	Parramatta	PARR6

Advanced Return to Work Coordination				
Course Fee: \$340 (\$374 incl. gst) Course Length: 1 day (9am - 4pm)				
March	Mon 11	City	CITE3	
May	Thu 30	Parramatta	PAPE5	

WHS Risk Management for Supervisors & Managers				
Course Fee: \$550 (\$605 incl. gst) Course Length: 2 days (9am - 4pm)				
Feb	Tue 5	Wed 6	City	CITS2
Mar	Thu 7	Fri 8	Parramatta	PARS3
Apr	Wed 17	Thu 18	City	CITS4
May	Tue 7	Wed 8	Parramatta	PARS5
Jun	Tue 25	Wed 26	City	CITS6

Effective Health & Safety Committee Course									
Course Fee: \$580 (\$638 incl. gst)					Course Length: 3 days (9am - 4pm)				
Jan	Wed 9	Thu 10	Fri 11	City	CITCT1				
Feb	Mon 14	Tue 15	Wed 16	Parramatta	PARCT1				
	Fri 1	Fri 8	Fri 15	City	CITCT2				
Mar	Mon 4	Tue 5	Wed 6	Parramatta	PARCT2				
	Thu 14	Thu 21	Thu 28	Parramatta	PARCT22				
Apr	Tue 26	Wed 27	Thu 28	City	CITCT22				
	Fri 1	Fri 8	Fri 15	City	CITCT3				
May	Fri 8	Fri 15	Fri 22	Rooty Hill	RHCT3				
	Mon 11	Mon 18	Mon 25	Hurstville	HURCT3				
Jun	Wed 13	Thu 14	Fri 15	Parramatta	PARCT3				
	Mon 8	Mon 15	Mon 22	City	CITCT4				
	Tue 9	Tue 16	Tue 23	Parramatta	PARCT4				
	Mon 29	Mon 6	Mon 13	Chatswood	CHACT4				
	Thu 2	Thu 9	Thu 16	Parramatta	PARCT5				
	Fri 10	Fri 17	Fri 24	City	CITCT5				
	Fri 17	Fri 24	Fri 31	Rooty Hill	RHCT5				
	Tue 4	Tue 11	Tue 18	Campbelltown	CAMCT6				
	Fri 14	Fri 21	Fri 28	Parramatta	PARCT6				
	Tue 18	Wed 19	Thu 20	City	CITCT6				

This courses provides attendees with the necessary understanding and skills to:

- function effectively as a member of their Health & Safety Committee (H&S Committee)
- make worthwhile contributions to the person conducting a business or undertaking (PCBU), being able to comply with WHS law and minimize health and safety risks in their workplace.

ON-SITE Training Courses

The following courses can be delivered at your premises.

- Health & Safety Representative Course (5 days)
 - HSR Refresher Course* (1 day)
 - Effective Health & Safety Committee Course (3 days)
 - Work Health & Safety Information Session (3.5hrs)
 - WHS Risk Mgmt for Sups & Mgrs (1 or 2 days)
 - WHS Risk Management (1 day)
 - WHS Law for Officers (2 hrs)
 - WHS Responsibilities for Sups & Managers (2 hrs)
 - H&S Committee Chairperson (1 day)
 - H&S Committee Refresher (1 day)
 - Intro to Return to Work Coordination (2 days)
 - Advanced Return to Work (1 day)
 - Apply First Aid (2 days) & Recertification (1 day)
 - Incident Investigation (1 day)
 - WHS Induction for Employees (4 hrs)
 - BackBasics Manual Handling (2 hrs)
 - BackBasics Workstation Set-up & M/H (2 hrs)
- *Delivery of this course is subject to WorkCover's release in 2013.

H&S Committee Refresher Course				
Course Fee: \$320 (\$352 incl. gst) Course Length: 1 day (9am - 4pm)				
February	Thu 7	City	CITF2	
April	Fri 12	Parramatta	PARF4	
June	Mon 17	City	CITF6	

H&S Committee Chairperson				
Course Fee: \$320 (\$352 incl. gst) Course Length: 1 day (9am - 4pm)				
March	Mon 25	Parramatta	PARC3	
April	Fri 12	City	CITC4	
May	Wed 1	Parramatta	PARC5	
June	Thu 27	City	CITC6	

Construction General Induction

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

Complete this course, then you can apply for a WorkCover Construction Induction Card to work on a construction site.

Onsite courses - Courtenell: National Provider Number: 91325
Public courses 6 days a week - TCP: National Provider Number: 91118



Visit our website
www.courtenell.com.au

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

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ISSN 1033/5064
CATALOGUE NO: WC03916

Produced by WorkCover NSW



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Are you on board with the new work health and safety laws?

If you have not already done so, now is a great time to check that you are familiar with any changes that affect you.

MAKING A DIFFERENCE

\$4
MILLION

INVESTED IN SEVERE INJURY MANAGEMENT

Improving the lives of severely injured workers

WorkCover NSW is investing \$4 million in a program designed to give workers with severe and permanent injuries a better quality of life.



SafeWork Awards winners

The best of the best in safety for 2012 have been named at the WorkCover NSW SafeWork Awards.

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Asbestos Awareness Week

Asbestos Awareness Week 2012 helped remind people about the potential risks of being exposed to asbestos, how to safely manage asbestos and the support services available for victims and families.



WorkCover NSW 2013 Calendar

In your busy workplace, keep up to date with the WorkCover NSW calendar.



Sports Safety under the spotlight

We recognise and celebrate the significant contributions made in reducing the incidence and impact of sports injuries.

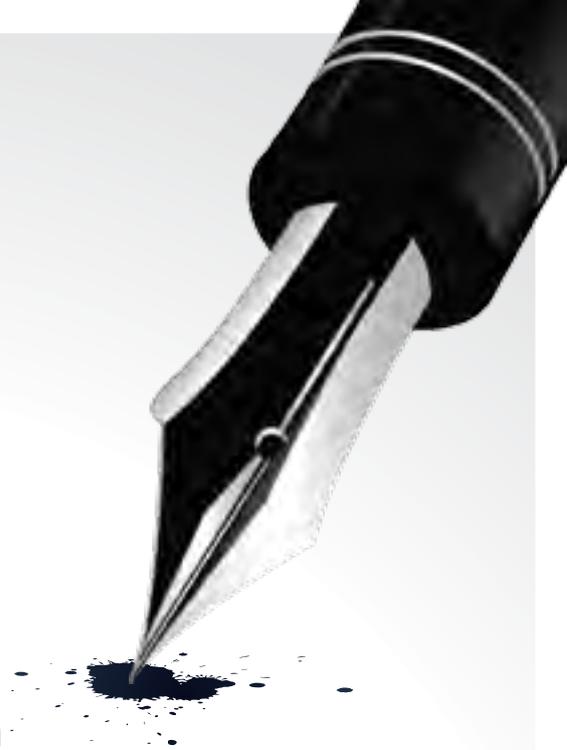
Learning safety from big business

The WorkCover Mentor Program has helped more than 330 businesses to reduce injuries and build sustainable safety cultures.

Disclaimer: This publication contains industry recommended action or information regarding work health, safety, injury management or workers compensation. It includes some of your obligations under the various workers compensation and work health and safety legislation that WorkCover NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate acts. This publication may refer to WorkCover NSW administered legislation that has been amended or repealed. When reading this publication you should always refer to the latest laws. Information on the latest laws can be checked at www.legislation.nsw.gov.au. The use or representation of a product or particular brand of product in a WorkCover NSW publication (whether the use or representation appears in an advertisement, illustration, photograph or other form) is not to be taken to imply WorkCover's approval or endorsement of the product or brand.

Welcome to 2013!

It has been a busy and productive start to the new year, with several significant initiatives taking place.



CEO MESSAGE

Julie Newman
WorkCover CEO

Workers Compensation Reforms

From 1 January 2013 injured workers with a claim made before 1 October 2012 will transition across to new workers compensation legislation (except for those exempt from the reforms), following a work capacity assessment and decision by the insurer.

The transition, which is expected to take 12 months to complete, is part of a series of reforms designed to refocus the workers compensation system on capacity and returning injured workers to work as soon as safely possible.

We all have a social and economic interest in ensuring that an injured worker safely returns to work. The research shows that the longer an injured worker is away from work the more likely it is that the worker will develop long term disability and work loss.
Read more on page 12.

Be Sun Safe

We've already experienced record-breaking temperatures across NSW and WorkCover is reminding workers to stay safe as we work through another hot Aussie summer.

People working outdoors and in hot conditions might be prone to more than a little discomfort – in the three years to July 2011 there were 433 claims for work-related skin cancer and 497 claims for workplace fatigue and heat stroke.

Throughout the summer months WorkCover inspectors are visiting work sites across NSW to talk about their procedures for working in

hot and sunny environments and to ensure sun protection policies are in place.
Read more on page 3.

SafeWork Awards

WorkCover would like to congratulate the winners of the 2012 SafeWork Awards announced recently in Sydney.

Six awards were presented during the event, held as part of Safe Work Australia Week to recognise efforts by business and individuals to reduce workplace injury.

The winners from categories one to four will now have a chance to receive national recognition for their initiatives, competing with entrants from across the country in the 2013 National Safe Work Australia Awards to be held in Canberra in April.
Read more on page 19.

Mentor Program

WorkCover recently launched the next instalment of its successful Mentor Program, which enlists large companies to help smaller companies improve their workplace safety.

Small business can find it challenging dedicating resources to work health and safety while concentrating on their day-to-day business needs. The Mentor Program provides a small business with industry-specific advice from a large business on how to meet their workplace safety, injury management and workers compensation obligations.
Read more on page 24.

I hope you enjoy this latest edition of WorkCover News.



SUCCESSFUL PROSECUTIONS

Since the last edition of WorkCover News, WorkCover has successfully prosecuted individuals and businesses for failing to provide safe work environments for staff, or for defrauding the Workers Compensation Fund. One of the more significant cases we finalised was that of the Lane Cove Tunnel partial collapse in 2005
Read more on page 26.

EVEN IN THE COOLER MONTHS THE HEAT CAN STRESS YOU OUT

As another hot Aussie summer ends, we tend to forget that working in the sun or in a warm environment can make us more than a little hot under the collar.

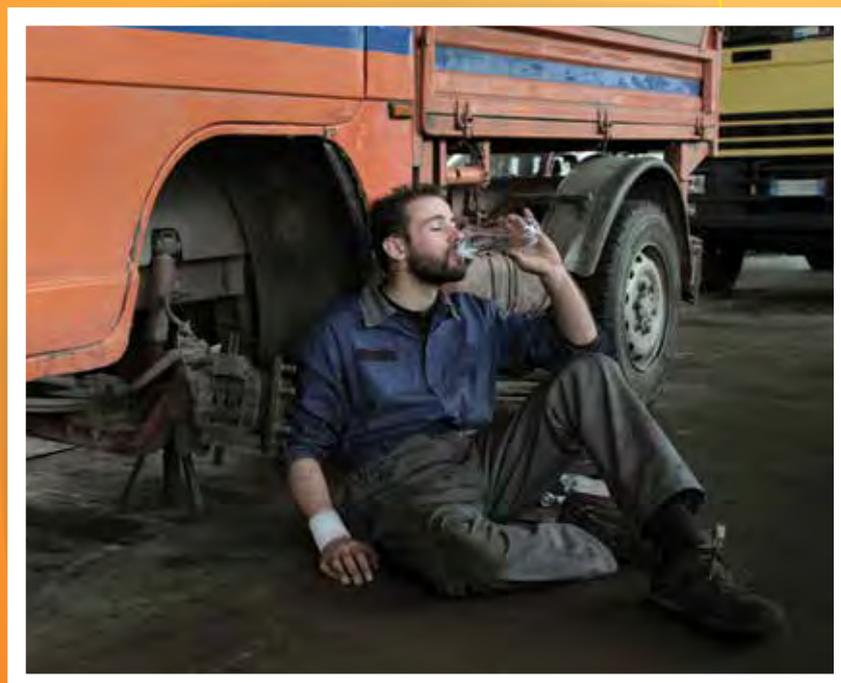
Australia is a hot, dry country, and it comes as no surprise that we have one of the highest incidences of skin cancer in the world. We're all aware of the importance of sun safety but did you know that businesses have an obligation to protect their workers from ultra violet (UV) radiation and sunlight, and reduce the hazards associated with working in hot and sunny environments?

People working outdoors and in hot conditions might be prone to more than a little discomfort, even now that the days are getting cooler. In the three years to July 2011 there were 433 claims for work-related skin cancer and 497 claims for workplace fatigue and heat stroke

Contrary to common belief sunburn is also an issue during the cooler months. Even if it's cold or overcast UV radiation can still cause damage.

Workers can even be exposed to harmful UV radiation when working in the shade and undercover due to reflection from surrounding surfaces such as concrete, glass, metal and water!

Fatigue and heat stress can also affect a worker's health and reduce performance and productivity. Your ability to concentrate, recognise risks and communicate effectively can all be affected, with disastrous results.



SO WHAT STEPS CAN WORKPLACES TAKE TO BEAT THE HEAT, REGARDLESS OF THE TIME OF YEAR?

- Provide plenty of water and encourage workers to stay hydrated – soft drink, tea or coffee will not do the job. Remember, don't run low on H2O!
- Provide and maintain equipment and shelter to protect workers from the sun.
- Provide sun safety information, instruction, training and supervision.
- Rotate tasks to lessen exposure to the sun as well as mental and physical fatigue, and schedule work at cooler times of the day.
- Use rest periods in addition to scheduled meal breaks.
- Provide personal protective equipment such as UPF 50+ clothing, sunscreen and sunglasses.
- Use plant, machinery and equipment to eliminate or reduce excessive physical demands of the job.

FURTHER INFORMATION ON FATIGUE MANAGEMENT AND WORKING SAFELY IN THE SUN IS AVAILABLE AT WORKCOVER.NSW.GOV.AU OR BY CALLING 13 10 50.

OTHER RESOURCES ARE AVAILABLE FROM THE CANCER COUNCIL WEBSITE CANCERCOUNCIL.COM.AU.

ARE YOU ON BOARD WORK HEALTH AND

Transitional arrangements were established to assist businesses move to a new system of work health and safety (WHS) laws that commenced on 1 January 2012. Most of these arrangements have now ended, so if you have not already done so, now is a great time to check that you are familiar with any changes that affect you.

REMOTE OR ISOLATED WORK

These days many people work at least some time when they are isolated from assistance by others, such as when they work from home, on the road or late at night. Persons conducting a business or undertaking (PCBUs) must provide a safe system of work that includes effective communication with the worker when they undertake such remote or isolated work. Sometimes all that is needed is to ensure the worker has a telephone or mobile and knows what to do in the event of a problem.

CONSULTING WITH YOUR WORKERS

Consultation provides an opportunity to share relevant information and gives workers the chance to participate in meaningful discussion on work health and safety matters. By now you should have:

- consulted with your workers about your arrangements for consultation
- agreed whether your workers want to be represented by health and safety representatives
- determined if work groups are needed
- if you have a health and safety committee, ensured that at least half its members are worker representatives and any health and safety representatives have been invited to join.

If you have not already reviewed your consultation arrangements you can view a short video on consultation arrangements at WorkCover's YouTube channel (search for workcovernsw) or a longer webinar at Workcover's video room, in WorkCover's Small Business website.

EMERGENCY PLAN



Do you have an emergency plan for your workplace that includes emergency procedures, testing those procedures and providing information, training and instruction to relevant workers? If not, or if you want to review your plan, you can find information on emergency planning including a handy checklist on the WorkCover Small Business website (Catalogue no. WC03302) smallbusiness.workcover.nsw.gov.au



SOME TRANSITIONAL ARRANGEMENTS HAVE CHANGED

WorkCover will be extending several transitional arrangements to better support NSW businesses and workers.

- Transitional arrangements for licensed asbestos assessors have been extended until July 2013. Despite some initial delays the training package for licensed asbestos assessors is now being offered in NSW.
- The new unit of competency for the reach stacker class of high risk work is not yet available so people can continue to carry out reach stacker work if they have a high risk work licence for a non-slewing mobile crane (CN class) until July 2015.
- Transitional arrangements for boiler operation have been extended until 1 January 2014.
- The design of prefabricated formwork does not need to be registered with WorkCover until 1 January 2014.

WITH THE NEW SAFETY LAWS?

WHAT TRANSITIONAL ARRANGEMENTS ARE STILL IN PLACE?

- Audiometric testing – if your workers are exposed to high levels of noise visit the WorkCover website to find out more about controlling noise exposure and what you need to do to monitor your workers' hearing.
- Classification of hazardous substances – by 2017 all hazardous substances must be classified in accordance with the globally harmonised system for classifying and labelling hazardous chemicals.



FINISHED TRANSITION

Call us on 13 10 50 or visit the website for more information about the following types of work where several transitional arrangements have now ended:

- CONSTRUCTION WORK
- WORKING AT HEIGHTS
- DIVING WORK
- ASBESTOS REMOVAL WORK.

OTHER CHANGES TO THE WORK HEALTH AND SAFETY REGULATION

WorkCover, together with other WHS regulators across Australia, has considered issues raised by industry and agreed to make some amendments to the WHS Regulation. These changes include:

- Removing the requirement to register inflatable amusement devices of less than three metres in height and changing the requirements for annual inspection of devices between three and nine metres in height so they do not have to be inspected by a professional engineer. The requirement to register an inflatable amusement device is new in NSW and this amendment will significantly reduce the number required to be registered and address practical issues for this industry.
- Adding a requirement for passenger ropeways (such as chair lifts) to be design registered (these were previously registered as amusement devices but are no longer defined as such under the relevant Australian Standard).
- Deleting a mandatory requirement for earthmoving equipment to be fitted with protective structures such as roll over or falling object protection. This is consistent with the approach previously applied in NSW and guidance will be provided as to when protective structures should be provided.
- Removing the requirement to hold a high risk work licence to load and unload equipment such as forklifts or cranes from a truck or low loader. This is consistent with the former position in NSW and addresses concerns raised by industry.
- Clarifying the interaction of the application of Schedule 1 to the WHS Act and the exemption for strata title bodies corporate from being a PCBU so that strata title bodies corporate are still required to register high risk plant affecting public safety (typically lifts) or notify the regulator when certain quantities of dangerous goods (such as large tanks of LPG) are stored. This is consistent with the previous and current requirements but will be more clearly stated to avoid confusion.

REMEMBER THAT YOU CAN ACCESS A RANGE OF TRAINING RESOURCES IN RELATION TO THE NEW WORK HEALTH AND SAFETY LAWS. INDIVIDUAL RESOURCES HAVE BEEN DEVELOPED SPECIFICALLY FOR BUSINESSES AND WORKERS AND CAN BE ACCESSED AT WORKCOVER.NSW.GOV.AU (SEARCH FOR 'GRANTS') OR BY CALLING 13 10 50.

DON'T GAMBLE WITH YOUR LIFE WHEN WORKING WITH ASBESTOS

Asbestos Awareness Week reminds us not to play renovation roulette when working with asbestos.

Held during November, Asbestos Awareness Week 2012 helped remind people to seek out information on the potential risks of being exposed to asbestos, how to safely manage asbestos and the support services available for victims and families.

Chair of the Dust Diseases Board (DDB) and the Heads of Asbestos Coordination (HACA) Authorities Julie Newman said that it was particularly important that people doing any home renovation are aware of the risks and take the proper actions and precautions, which can be

found at asbestosawareness.com.au.

'We must ensure that all sections of the community are aware of the dangers of asbestos and that asbestos remaining in our community is safely managed and the health of the community is protected,' Ms Newman said.

It is anticipated that many Australians could be affected by asbestos-related disease in the coming decades. Many more will be affected when considering the effect on families and friends.

“To combat asbestos-related disease due to homeowner renovations, The Asbestos Education Committee in partnership with the Asbestos Diseases Research Institute have launched the 'Don't play Renovation Roulette!' campaign targeting home owners and renovators who could come into contact with asbestos if they don't properly manage asbestos in and around their homes when undertaking renovations or maintenance,' Ms Newman said. **”**

SCAN THE QR CODE TO CHECK OUT THE DON'T PLAY RENOVATION ROULETTE TV ADVERTISEMENT.

[HTTP://YOUTU.BE/JJOYIWNEONG](http://youtu.be/jjoyiwneong)





THE CAMPAIGN WILL INCLUDE ASBESTOS AWARENESS AMBASSADORS

Don Burke, Scott Cam, Lindsay Farris, John Jarratt and Scott McGregor as well as the launch of 'Betty - The ADRI House', the Asbestos Disease Research Institute's purpose-built mobile model house designed to demonstrate areas in the home where asbestos might be found. Betty will tour NSW communities throughout 2013.

FOR MORE INFORMATION ABOUT THE CAMPAIGN, VISIT ASBESTOSAWARENESS.COM.AU. FOR DETAILS ABOUT DUST DISEASES CALL 8223 6600 OR THE TOLL-FREE NUMBER ON 1800 550 027 AND VISIT DDB.NSW.GOV.AU.



The Sydney Opera House turned blue during Asbestos Awareness Week

Photos courtesy Insight Communications

ASBESTOS: A HIDDEN DANGER IN INDIGENOUS COMMUNITIES

Some of the state's most remote indigenous communities are tackling the important issue of asbestos management in their communities.

A newly-formed asbestos removal company - and the first Aboriginal-owned and operated business of its kind in NSW - is hoping to tackle the problem in some of the areas that need it most.

Thuroona Asbestos Removal Company was recently licensed as a friable asbestos removalist by WorkCover NSW, and is looking forward to commencing work in remote Aboriginal communities, where residents are often unaware of the risks posed by asbestos.

One of Thuroona's directors, Paul Towney has witnessed the problem first hand.

'Asbestos in indigenous communities is a big problem. A huge problem,' said Paul.

'I recently visited a community in western NSW where I saw kids playing in old houses that are riddled with fibro asbestos. Some of these communities have old, illegal asbestos dumps on the edge of town and residents are walking through these dust clouds to get from one place to another.'

Paul grew up in a town just like this, and even recalls playing with sheets of fibro 'like a frisbee' with his mates.



'Back when I was a kid we had no idea how dangerous it was, no one did,' he said.

The NSW Government's Aboriginal Lands Clean-up Program is committed to reducing illegal asbestos dumping across the state. The program will partner local Aboriginal land councils with local government councils to forge ongoing relationships, which will help address the social and environmental issues that illegal dumping can cause.

Remember that no matter where you live, if you suspect that you have asbestos in your home don't undertake any work on it without engaging a licensed removalist. Don't cut it, don't sand it, don't saw it, and whatever you do don't dump it!

“ THE KEY NOW IS TO COMMUNICATE AND WORK WITH INDIGENOUS COMMUNITIES TO GET THE PLACES CLEANED UP ”

THUROONA ASBESTOS REMOVAL COMPANY
PAUL TOWNEY



NEW AGREEMENT TO SPREAD THE SAFETY MESSAGE

This summer saw the commencement of a new four year partnership between WorkCover NSW and the Australian Paralympic Committee (APC) to help improve attitudes to workplace safety.

The six Paralympic athletes involved in the program all suffered permanent disabilities in workplace incidents and have all gone on to achieve success after their injury. During workplace visits, these Paralympians share experiences about their injury, their personal journey to recovery and return to work as well as their achievements as elite athletes.

Over the past two years, the current program has been unable to meet demand from industry for these hugely popular speaking engagements.

The new agreement involves a funding boost to WorkCover's annual APC sponsorship from \$300,000 to \$405,000 over the four years, allowing the program to reach more businesses across NSW.

WorkCover has been a proud sponsor of the APC since 2001 and the expansion of the partnership is a result of the overwhelming success of the Paralympian Speakers Program.

Under the new arrangements the program can provide up to 175 workplace visits by the athletes each year.

THE PROGRAM CAN PROVIDE UP TO

175

WORKPLACE VISITS BY THE ATHLETES EACH YEAR.

CONGRATULATIONS LIESL!

WorkCover congratulates a member of its Speakers Program, Liesl Tesch for being a finalist in the 2012 Paralympian of the Year Awards.

Liesl has been a member of WorkCover's Speakers Program since 2008. Liesl and her sailing partner Daniel Fitzgibbon, who won gold in the Sailing Regatta in London, were named Team of the Year during the Awards ceremony.



TO FIND OUT MORE ABOUT THE PROGRAM OR TO BOOK A SPEAKER, CALL 13 10 50 OR VISIT WORKCOVER.NSW.GOV.AU

IMPROVING THE LIVES OF SEVERELY INJURED WORKERS

WorkCover NSW is investing \$4 million in a program designed to give workers with severe and permanent injuries a better quality of life.

The Severe Injury Management (SIM) Pilot Program is helping NSW's most seriously injured workers by providing them with government-funded specialist case managers who have an enhanced understanding of their circumstances.

WorkCover's Workers Compensation Insurance Division General Manager Geniere Aplin said the program is making a difference.

'Case management for workers with severe injuries and disabilities requires a specialist approach and an understanding that these injuries impact many aspects of a person's life and that of their family,' she said.

'Through the SIM Program, the

government funds 21 specialist severe injury case managers whose sole job is to assist these people by providing highly individualised case management services to attain the best-possible quality of life,' she said.

There are only a small number of severely injured workers in the Workers Compensation Scheme yet, due to their injuries, they are often the people with the greatest needs.

'We know that without proper support, severely injured people cannot participate in their community to their full potential.'

Over the last 12 months, 530 injured workers have been included in the SIM Program - almost half of whom

have a brain injury, while the other half are made up of workers with a spinal cord injury (16 per cent), amputation (12 per cent), or other severe injury such as blindness or severe burns (21 per cent).

'WorkCover has received positive feedback from a number of workers and their families about the improvements in the way their claim is now being managed,' she said.

'These changes mean severely injured workers are participating more in their community and reaching their maximum potential.'

“ THESE CHANGES MEAN MORE SEVERELY INJURED WORKERS ARE PARTICIPATING MORE IN THEIR COMMUNITY AND REACHING THEIR MAXIMUM POTENTIAL ”

GENIERE APLIN
WORKCOVER'S WORKERS COMPENSATION INSURANCE DIVISION GENERAL MANAGER

ALMOST
HALF OF THOSE
INCLUDED IN THE
SIM PROGRAM
HAVE A BRAIN
INJURY



HELPING
SEVERELY INJURED
PEOPLE TO
PARTICIPATE IN
THEIR COMMUNITY
TO THEIR FULL
POTENTIAL.

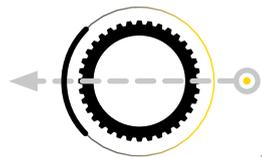
MAKING A DIFFERENCE

\$4
MILLION

INVESTED IN
SEVERE INJURY
MANAGEMENT

12%
HAVE AN
AMPUTATION

21%
BLINDNESS OR
SEVERE BURNS



21

SPECIALIST
SEVERE
INJURY CASE
MANAGERS



THE NUMBER
OF SEVERELY
INJURED
WORKERS IN
THE WORKERS
COMPENSATION
SCHEME IS
SMALL

THIS SMALL MINORITY OFTEN HAVE THE
LARGEST NEEDS

530
INJURED
WORKERS HAVE
BEEN INCLUDED
IN THE SIM
PROGRAM

OVER THE
LAST
12
MONTHS

16%
WORKERS WITH SPINAL
CORD INJURY



EXPLAINING WORK CAPACITY AND CHANGES TO BENEFITS



In our last issue we discussed the State Government's reform of the Workers Compensation Scheme in NSW. The reforms are designed to improve financial support for the most seriously injured workers and provide more assistance and incentives for injured workers to return to work while restoring the financial sustainability of the scheme.

In this issue we'd like to provide more information on how the key changes will help get workers back to work as soon as safely possible including:

- providing the injured employee and their employer with a better understanding of the individual's capacity to work through **work capacity assessments**
- linking **weekly payments** to a safe return to work, and the many recognised health and social benefits of work for wellbeing
- establishing the **WorkCover Independent Review Officer** to resolve injured workers appeals independent of WorkCover and insurers.

CAPACITY TO RETURN TO WORK

We all have a social and economic interest in ensuring that an injured worker returns to work safely as soon as possible. The longer it takes for an injured worker to return to work the more likely it is that the worker will develop long-term disability and work loss. Hence, assessing capacity to return to work as soon as possible is a central feature of the workers compensation system in NSW.

Insurers assess injured workers' capacity to work. This involves a review of their medical, functional and vocational status, and helps to inform decisions about capacity to return to work in suitable employment and any entitlement to weekly payments. If the injured person is assessed as having some capacity to work, they must make reasonable efforts to do so, otherwise, weekly payments may be suspended or cease.

A work capacity assessment can occur at any point in the life of a claim. A decision must be made on an injured worker's work capacity by 130 weeks (2.5 years) and this will be reviewed at least every two years thereafter if they have not returned to work.

The injured worker's employer is obliged to provide suitable work to help recovery. It's also in the employer's economic interest for any injured worker to return to work as soon as possible. We can advise employers on how to meet their obligations.

WEEKLY PAYMENTS

The work capacity assessment will also help determine what benefits the worker will receive under the new legislation.

Moreover, weekly payments for claims are now based more closely on the injured worker's real earnings prior to injury. We now include overtime and shift allowances in calculating the initial 52 weeks of weekly payments.

Our data shows that more than 80 per cent of injured workers go back to work in the first 13 weeks after their injury. Under the new legislation, if they are not working during this period workers will receive 95 per cent of their pre-injury average weekly earnings. The benefits step down after 13 weeks to encourage injured workers to safely return to work. More information about weekly payments is available at workcover.nsw.gov.au.

We are already starting to make new payments for any claim made since 1 October 2012. If a claim was made prior to 1 October 2012, the existing weekly payment rate continues until the injured worker is transitioned to the new benefits. That will happen in 2013 following a work capacity assessment and decision. This process is expected to take about 12 months.

Injured workers will receive three months notice before any change to their benefits and should contact their claim manager for more information.

APPEALS PROCESS

If an injured worker disagrees with the insurer's decision about work capacity, they can apply to the insurer for a fresh review of the decision. If they are not satisfied with that decision then they are able to seek a review by WorkCover. If the issue is still not resolved to the satisfaction of the injured worker, they may seek a review by the WorkCover Independent Review Officer (WIRO). More information about the WIRO is available at wiro.nsw.gov.au.

FOR MORE INFORMATION ON CHANGES TO THE SCHEME, VISIT WORKCOVER.NSW.GOV.AU OR CALL 13 10 50.

IF YOU ARE AN INJURED WORKER AND WANT TO DISCUSS A SPECIFIC CLAIM, PLEASE CONTACT YOUR CLAIM MANAGER.



SAFETY ALERTS

The following safety alerts have been issued since the last edition of WorkCover News. To receive early notification of these alerts, subscribe to WorkCover eNews at workcover.nsw.gov.au. Control measures listed below are not comprehensive – visit the WorkCover website for full details.

1 CLEANING SOLVENTS AND THINNERS

This safety alert was published to address the adverse health effects of volatile solvents and thinners. All volatile solvents have the potential to cause a person to lose consciousness, and suffer a cardiac arrhythmia and possibly death when used in an enclosed or poorly ventilated area.

The alert follows a tragic incident where a worker died while using a volatile solvent to clean the inside of a boat's hull. The solvent vapours were inhaled and the solvent absorbed through the skin causing the young worker to lose consciousness and die due to cardiac arrhythmias.

IT IS RECOMMENDED THAT A NUMBER OF PRECAUTIONS ARE TAKEN PRIOR TO WORKING WITH SOLVENTS AND THINNERS, INCLUDING THE FOLLOWING:

- Substitute solvent-based cleaners with water-based cleaners.
- Ensure there is adequate ventilation.
- Train workers on how to use personal protective equipment.
- Ensure there are no ignition sources when using solvents.

2 DECANTING OF LPG INTO CYLINDERS

Recently, fires broke out at two service stations in Sydney as a result of unsafe practices when decanting LPG into small cylinders, such as those used in barbecues. Although no injuries were sustained, significant damage was caused to both properties and a serious threat was posed to workers, members of the public, and surrounding residential and commercial premises.

A safety alert has been published reminding PCBU's of the potential danger associated with filling cylinders by decanting. In particular, the risk of fire and explosion when cylinders are over-filled or potential ignition sources, such as static electricity, are not controlled.

RISK CONTROL MEASURES THAT SHOULD BE CONSIDERED WHEN DECANTING LPG INTO CYLINDERS INCLUDE THE FOLLOWING:

- Ensure that cylinders have been inspected and have a current inspection mark.
- Do not use cylinders that are damaged or corroded.
- Do not use cylinders with damaged attachments or leaking hoses.
- Locate the decanting area a safe distance from potential ignition sources.

3 ASBESTOS IN VEHICLES

Following the testing of spare parts, new vehicles imported from China were found to have asbestos gaskets. Asbestos has been a prohibited product in Australia since December 2003 but in many countries, such as China, it is still used in manufactured products.

If you are replacing a gasket on a new, imported vehicle, contact the local dealership to find out whether the gasket contains asbestos and how to safely handle it if it does. If the vehicle was manufactured before January 2004, assume that the gaskets and brake and clutch linings do contain asbestos.





CALENDAR

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
JANUARY			1	2	3	4		6	7	8
	20	21	22	23	24	25	26	27	28	29
FEBRUARY										
	10	11	12	13	14	15	16	17	18	19
MARCH	24	25	26	27	28	29	30	31		
	3	4	5	6	7	8	9	10	11	12
APRIL	14	15	16	17	18	19	20	21	22	23
									1	2
MAY	26	27	28	29	30	31				
	5	6	7	8	9	10	11	12	13	14
JUNE										
	16	17	18	19	20	21	22	23	24	25

OVARIAN CANCER AWARENESS MONTH

CHINESE NEW YEAR

ST VALENTINE'S DAY

SYDNEY ROYAL EASTER SHOW (21 MARCH - 3 APRIL)

EARTH HOUR

GOOD FRIDAY

EASTER SATURDAY

EASTER SUNDAY

CLEAN UP AUSTRALIA DAY

EASTER SHOW

EASTER MONDAY

KIDNEY HEALTH WEEK (26 MAY - 1 JUNE)

MOTHER'S DAY

MS Walk and Fun Run MS Australia

2013

In your busy workplace,
keep up to date with the
WorkCover NSW calendar.

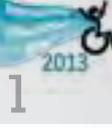
For current WorkCover events, please visit
WORKCOVER.NSW.GOV.AU



Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9	10	11	12	13	14	15	16	17	18	19
30	31									

OVARIAN CANCER AWARENESS MONTH

		1	2	3	4	5	6	7	8	9
20	21	SURF LIFE SAVING BOARDIES DAY	23	24	25	26	OVARIAN CANCER AUSTRALIA'S TEAL RIBBON DAY	28		

										2	
13	14	15	WORLD'S GREATEST SHAVE (14-17)			19	20		HARMONY DAY	22	23

YOUTH WEEK 2013 - (5TH TO 14TH APRIL)

3	4	5	6	7	8	9	10	11	12	13
24	ANZAC DAY 	26	27	INTERNATIONAL DAY OF MOURNING	29	30				

					WORKCOVER NSW MAJOR SPONSOR		Hazmat Conference & Exhibition 1st - 2nd May, 2013 Australia Technology Park, Eveleigh	1	2	3	4
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15	16	17	18	19	20	21	22	AUSTRALIA'S BIGGEST MORNING TEA 	24	25
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INTERNATIONAL MEN'S HEALTH WEEK (10-16)

5	6	7	8	9		QUEEN'S BIRTHDAY	11	12	13	14	15
26	27	red nose day SIDS and Kids (25 years on)	29	30							

Sports

SAFETY

UNDER THE SPOTLIGHT



Representatives from local regional clubs, schools and state-wide sporting organisations gathered recently to recognise and celebrate the significant contribution they'd made in reducing the incidence and impact of sports injuries.

Held at Sydney's Olympic Park, the NSW Sports Safety Awards recognise outstanding achievement in the development and adoption of safe sport practices within the state's sporting communities.

Amy Winters OAM, hosted the 15th annual awards. Amy is an accomplished Paralympian and regarded as one of Australia's best female track athletes having won multiple gold medals and two current world records.

More than 100 people congratulated this year's winners as they were awarded for their efforts on a range of projects that included aquatic safety programs, coach education training and the development of a smart phone app to conduct risk assessments on gym equipment.

Almost half of the winning initiatives focused on reducing injuries as well as making sport more accessible for people with disabilities and safer for junior participants.

During the ceremony, four medal-winning Paralympians recounted their experiences at the recent London Games as well as their journey from overcoming their disabilities to becoming elite athletes.

A highlight of the awards saw Dr Bridget Munro, Director of the Biomechanics Research Laboratory at the University of Wollongong, give an overview into a study she completed at the University of Bath in the UK, where she examined different running manoeuvres on knee joint loading and lower limb strength.

PETER WYNN'S SCORE AND VICTOR SPORTS RECEIVED RECOGNITION FOR THEIR SPONSORSHIP OF THE ANNUAL AWARDS.

ABOUT THE AWARDS

The annual NSW Sports Safety Awards are the only awards in Australia that recognise and reward outstanding achievement in the research and prevention of sports related injuries and the adoption of safe sport practices. The awards also play an important role in increasing awareness of how to reduce the risk of sporting injuries.

Each year the awards allow schools, sporting clubs and associations to showcase their safety initiatives to their peers and the wider community. Since the awards began in 1997, almost 300 awards have been provided to acknowledge safety initiatives and research undertaken to reduce injuries in sport.



WINNERS 2012 NSW SPORTS SAFETY AWARDS

NSW SCHOOL

- **Illawarra Senior College** Marine Recreational Safety Program
- **Merrylands High School** Swim School Life Saving Program

DISABILITY SPORT

- **Disabled Surfers Association of Australia Inc** Train the Helper Program
- **Disabled WinterSport Australia Inc** Adaptive Snowsport National Training and Education Program
- **NSW Rugby League Origin Western Sydney Community and Game Development Unit** NSW Rugby League Community Connections Program and Inclusive Rugby League Manual

JUNIOR SPORT

- **Dragon Boats NSW Inc** Junior Due Diligence Program
- **Hockey NSW** Coach Education Program
- **NSW Rugby Union** Rugby Union Kids Pathway

REGIONAL CLUB OR SPORTING ORGANISATION

- **Penrith Swans Junior AFL** Risk Management Program
- **Scone Athletics Club** Discus and Shotput Cage
- **Valley Dragons Junior Rugby League Football Club** First Aid Officer Leaguesafe Training and Awareness

STATE CLUB OR SPORTING ORGANISATION

- **Aquatic Safety Training Academy** Free CPR Awareness Course
- **Gymnastics NSW** Workplace Health and Safety APP
- **Pony Club Association of NSW** Horse Welfare Officer and Safety Officer

ENTERING IS EASY

MORE INFORMATION ABOUT THE 2013 AWARDS AND NSW SPORTING INJURIES IS AVAILABLE FROM SPORTINGINJURIES.NSW.GOV.AU

NSW Sporting Injuries, a division of WorkCover NSW, provides sports insurance and promotes injury prevention and safe sport practices within the community.

MAKE YOUR CONTRIBUTION COUNT IN 2013

More than \$20,000 in sports equipment vouchers will be up for grabs as part of the 2013 NSW Sports Safety Awards.

Entries can be as varied as a safe sports policy or procedure to the development of guidance material or an awareness campaign. An event, initiative or practice used in your club or school to enhance safety while participating in sport may be eligible for entry.

Research institutions can also enter projects that help prevent or better understand sports injuries.



Safety under the *Spotlight*

2012 SAFETY SHOW AND CONFERENCE



More than 6600 visitors flocked to the 2012 Safety Show and Conference at Sydney Showground from 23-25 October.

The Safety Show and Conference gives visitors the opportunity to keep up to date with new developments in work health and safety.

As principal sponsor for the tenth consecutive year, WorkCover's stand provided help and advice to visitors on how they could make their workplaces safer. The popularity of the stand was evident, with WorkCover being awarded 'best stand' at the show.

The stand allowed visitors to speak with WorkCover staff and ask questions about work health and safety, and the changes to workers compensation laws. Visitors were also able to check the validity of their high risk work licences at a custom-built section.

Attendees could order further information from the WorkCover stand and sign up to WorkCover's suite of publications including WorkCover News and eNews.

WorkCover's Work Health and Safety Division also held 18 free workshops, which were attended by more than 430 people over the three days. The workshops provided information and advice on the new work health and safety laws, which took effect from 1 January 2012.

The remainder of the workshops offered information for small business, as well as industry-specific advice for those working in the construction and manufacturing industries.

WorkCover also played a large role in the conference, with a number of representatives from WorkCover's Work Health and Safety Division speaking on a variety of topics.

WorkCover's sponsorship of the event helps to promote robust safety cultures within NSW workplaces, thus helping to ensure workers return home safely to their families at the end of the day.

FOR DETAILS ON THE 2013 SAFETY SHOW
VISIT THESAFETYSHOW.COM.AU



MICHAEL COSTELLO AWARDED AN HONORARY FELLOWSHIP BY THE SAFETY INSTITUTE OF AUSTRALIA

Michael has been actively involved in researching how WorkCover NSW can assist small businesses to comply with their work health and safety obligations. He led a research team that undertook the Target Safe

Program which was instrumental in informing the way WorkCover assists business to embed health and safety management in their businesses.

Michael was also pivotal in helping WorkCover adapt to new Work Health

and Safety laws and worked tirelessly with employers and employer groups during this time.

Michael worked at WorkCover for more than 24 years - most recently as Principal Policy Officer.

WorkCover NSW

SafeWork

A W A R D S

M E E T I N G T H E

2012

Winners



The best of the best in safety for 2012 have been named at the WorkCover NSW SafeWork Awards.

Approximately 500 people joined the Parliamentary Secretary, the Honourable Matthew Mason-Cox, for the ninth annual awards night on 25 October at Sydney's The Westin.

Forty finalists, hailing from Bega to Coleambally, represented NSW's best workplace safety projects, practices and people, with six winners announced on the night.

These luminaries of work safety were selected by an expert panel of judges, following assessment of

entries from across the state.

Each of the winners and finalists tell an inspiring workplace safety story, and lead the way for NSW workplaces to improve their safety culture and practices.

The winners from categories one to four will now have a chance to receive national recognition for their initiatives, competing with entrants from across the country in the 2013 National Safe Work Australia Awards, to be held in Canberra in April.

CATEGORY 1

BEGA CHEESE BEGA

Best workplace health and safety management system

The rapid expansion of Bega Cheese five years ago created a challenge for management to ensure the company's workplace safety systems kept pace with its growth.

An increase in incidents and injuries indicated there was a need to boost safety systems. In 2008, Bega Cheese set in motion a 'safety first' culture, designed to improve the health and wellbeing of its workers.

Major revisions to their existing workplace safety systems commenced, including the introduction of automation for high risk manual handling tasks, as well as a behavioural safety program.

The introduction of the Bega Cheese Safety System database has improved injury reporting, allowing risks to be addressed faster. During 2010/11, claims were reduced by more than 40 per cent and time-lost hours reduced by almost 4000 on the previous period.

Bega Cheese is now developing a Fit for Work policy to address fatigue and drug and alcohol risks at work.



CATEGORY 2

AGI-KLEEN PTY LTD SYDNEY

Best solution to an identified workplace health and safety issue

Manual 'de-dagging' of concrete agitators is possibly one of the most dangerous activities in the concrete industry today.

The task involves workers physically entering the agitator with a jackhammer to remove the dried residue. Workers undertaking this task face risks such as silicosis, hearing loss, engulfment, heat stress, fatigue, RSI and falling concrete.

Agi-Kleen was established as a response to the demand in the concreting industry for a safer, faster and more cost effective method of cleaning and maintaining concrete agitator bowls.

By utilising a high-pressure water system to remove the built up 'dead' concrete and discharging it, the need to physically enter the agitator is now completely eliminated.





CATEGORY 4a

BEN WOODBRIDGE, DARACON GROUP PTY LTD WALLSEND

Best individual contribution to workplace health and safety (for a person with no formal work health and safety responsibility)

Working for one of the Hunter's leading civil engineering contractors as a welder, Ben Woodbridge identified risks in the storage and manual handling of welding materials, including gas bottles.

Tools used in welding were required to be manually lifted on and off trucks and moved around work sites.

Although a welder, Ben took the initiative to design and fabricate a new crate, mostly in his own time outside of work hours. Prior to fabrication Ben consulted with management and staff through a toolbox talk. The crate has successfully allowed for the safe storage of tools during transportation and has significantly reduced manual handling activities involved with welding.

The welding crate can be lifted on and off a truck using plant such as a front end loader or hi-ab crane. Ben's design received full engineering certification and the welding crate has various applications in the storage and transportation of tools across Daracon's operational divisions.



The award was accepted on Ben's behalf.



CATEGORY 3

Best workplace health and safety practices in a small business

NA GROUP PTY LTD PADSTOW



Road works by their very nature are inherently dangerous and as a leader in road construction and maintenance, NA Group believes safety should always be the number one driver in their business.

NA Group not only focuses on the safety of their workers – they also need to consider other road users during maintenance while ensuring the work undertaken does not pose hazards for drivers. To improve safety performance during road works NA Group introduced a paperless document management system. It includes zero harm operational forms and capacity for 'near miss' and incident management reporting.

Dedicated safety officers at each site are equipped with tablet computers to complete their safety system documentation. This ensures paperwork such as risk assessments, induction training and the results of tool-box talks do not get lost and can be easily updated as a job progresses.



CATEGORY 4b

JENNIFER RINGOR, ARISTOCRAT
TECHNOLOGIES NORTH RYDE

Best individual contribution to workplace health and safety
(for a person with a formal work health and safety role or responsibility)



With the introduction of harmonised work health and safety laws, Jennifer developed a due diligence framework to raise awareness among management of their new obligations.

Jennifer conducted more than 40 training workshops over three months reaching 90 per cent of senior management.

Jennifer has raised awareness among line managers about their role in safety, particularly timely injury reporting. She has also introduced more structured return to work processes including working more closely with injured workers during their rehabilitation.

Jennifer also introduced lead indicator reporting and measuring systems across two divisions, developing four new measures that will assist in establishing more realistic safety performance indicators.

As a result of Jennifer's efforts, workers compensation claims have consistently decreased across the organisation.

CATEGORY 5

CONSTRUCTION SAFETY
EDUCATION FORUM SYDNEY

WorkCover NSW Safety Leadership Award

The forum is a group of 40 industry members that provides free work health and safety education and resources to the high risk construction industry.

The forum includes volunteers from regulators, unions and employers groups, as well as contractors and large construction companies that identify solutions to safety issues.

The group has held six forums and eight presentations during the year, providing education on a range of issues including bullying, fatigue in the crane industry and youth suicide in construction.

Significant achievements include the group's Small Business Mentoring Program, where large construction firms assist small organisations to develop safe work method statements tailored to their business.

The development of a falls prevention committee and the completion of a nationally recognised training module for users of swing stages are among projects completed in 2012.



LEARNING SAFETY FROM BIG BUSINESS



Even just sitting and asking her a few questions was like receiving gold.

KASSANDRA YOUNG
STORYHEAD FINANCE
MANAGER

Since commencing, the hands-on WorkCover Mentor Program has helped more than 330 businesses to reduce injuries and build sustainable safety cultures. Now in its **fifth year**, the program has **47 small business mentees** and **31 large businesses** working together to create safer workplaces.

The Mentor Program pairs a small business with a large business to gain industry-specific advice on how to meet their workplace safety, injury management and workers compensation obligations. This includes site visits, advisory sessions and workshops to keep the information flowing and the learning growing. The program is a unique way to build relationships between like-minded business owners and help develop small businesses in their approach to safety.

ARISTOCRAT TECHNOLOGIES - safety leaders sharing expertise

Hot on the heels of winning a WorkCover SafeWork Award, Aristocrat Technologies Australia has joined the Mentor Program to mentor two Sydney businesses; Storyhead Pty Ltd, a TV and video content production company, and TOT Transport, a transport and distribution company.

Jen Ringor, Aristocrat's Work Health Safety Manager for Australia and New Zealand and winner of the Best Individual Contribution to Workplace Health and Safety Award is committed to sharing her expertise with smaller businesses interested in improving their safety outcomes.

'It's such a great thing to see small businesses taking on the challenge of improving their safety,' Ms Ringor said.

3
3
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**BUSINESSES
HELPED
TO REDUCE
INJURIES
& BUILD
SUSTAINABLE
SAFETY
CULTURES**

'It's not a quick fix, and it takes time and commitment to achieve good outcomes.'

Ms Ringor has already conducted initial site visits with both mentee businesses to develop action plans.

'Being a mentor is an exciting experience and has provided the opportunity to impart knowledge while meeting some wonderful people who are in turn sharing their unique experiences.'

'If that was all I got out of the program I would be very happy, but I am excited for the work we have ahead.'

TOT Transport's National Business Improvement Manager, Sean Redmond, said that while he had worked in health and safety for a number of years, he had never met someone with Jen's level of knowledge.

'Jen is not only engaging, she is literally as good as it gets,' Mr Redmond said.

'This is a dream come true for our company.'

Rooty Hill RSL, another mentor and SafeWork Award finalist for the Best Workplace Health and Safety Management System, is mentoring Southern Ag Solutions, who have five Combined Rural Traders stores across southern NSW.

'This is a great example of a mentor's willingness to work across industry to improve safety outcomes,' WorkCover General Manager of Work Health and Safety, John Watson said.

IF YOU'RE A LARGE OR SMALL BUSINESS THAT WANTS TO GET INVOLVED AND MAKE A REAL DIFFERENCE
CALL 13 10 50. OR EMAIL MENTORPROGRAM@WORKCOVER.NSW.GOV.AU

LANE COVE TUNNEL COLLAPSE PROSECUTION COMPLETE

The prosecution of four companies involved in the 2005 partial collapse of the Lane Cove tunnel is now complete, as the final company has been convicted and fined.

The group of companies has been fined a total of \$557,000 and ordered to pay legal costs after WorkCover prosecuted each individually for breaches of workplace health and safety laws.

The tunnel was built to link the M2 Motorway with the Gore Hill Freeway. In November 2005, workers were carrying out excavations at the junction of two tunnels, the Marsden Street ventilation tunnel and the Pacific Highway exit ramp, when part of one tunnel collapsed into the tunnel below. The workers evacuated the tunnel as the roof collapsed, narrowly escaping injury.

After a thorough investigation, WorkCover began prosecutions in October 2007 through the Industrial Court for breaches of the *Occupational Health and Safety Act 2000*.

John Holland and Thiess pleaded guilty and were each convicted and fined \$156,000. Parsons Brinckerhoff pleaded guilty and was convicted and fined \$105,000, while Pells Sullivan Meynink was fined \$140,000.

WorkCover's Work Health and Safety General Manager John Watson said the legal proceedings against the companies were significant.

'While no one was injured as a result of the tunnel collapse, it's very clear that many people could have been, especially workers and those residents of the nearby apartment complex,' Mr Watson said.

'Tunneling work by its very nature can be hazardous and every precaution must be taken to ensure the work is conducted safely. Special attention needs to be paid to any changes in the structure of the material being tunneled.'

INCIDENTS & FATALITIES



OCTOBER & NOVEMBER

- An 18-year-old labourer sustained serious crush injuries and fractures to his right arm after it became entangled in a machine at a tile manufacturing plant near Orange.
 - A 42-year-old workshop supervisor received facial injuries and had his foot amputated when he was struck by a piece of falling machinery from an excavator he was performing maintenance work on.
 - A 37-year-old motor mechanic received severe burns to his face, hands and arms when a spray can ignited and exploded in a Hunter repair shop.
 - A 50-year-old mill worker received a puncture wound to his right cheek when he was struck by a piece of timber that dislodged from a saw blade he was using.
 - A female zoo keeper sustained serious injuries and went into cardiac arrest after she was crushed by an elephant she was training in an enclosure at Taronga Zoo.
 - A 37-year-old man was killed in an incident at Rutherford after a rod from a forklift fell on top of him.
 - A 25-year-old man was electrocuted while installing air conditioning at a petrol station at Miranda. It appears that the worker sustained an electric shock while working on energised equipment, while attempting to connect wiring.
- In a similar incident, an electrician working in a Sydney office block sustained burns to 90 per cent of his body after receiving a strong electric shock.



FREE GUIDANCE MATERIAL IS AVAILABLE FROM THE WEBSITE WORKCOVER.NSW.GOV.AU OR CALL **13 10 50** TO FIND OUT MORE ON WORKCOVER'S ADVISORY SERVICES.

One significant prosecution for workers compensation fraud involved:

FRAUD CHARGES

● **\$262,000**

GEOFFREY FLOWER, a 63-year-old who already had multiple fraud convictions, was found guilty of workers compensation fraud and ordered to repay more than \$262,000 after a WorkCover investigation found he had been defrauding the system by submitting 109 false invoices for domestic assistance between October 2006 and January 2009.

WorkCover's Workers Compensation Insurance Division General Manager Geniere Aplin said the criminal misconduct of the man was very serious and WorkCover would prosecute people who defrauded the system.

'This man has clearly breached the law by lying, on many occasions, about invoices for domestic assistance that never took place,' she said.

'WorkCover, and the workers compensation system, helps injured workers usually at times of great need and WorkCover will take whatever steps are necessary to protect the system from abuse by anyone dishonestly claiming benefits.'



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PROSECUTIONS

WorkCover NSW has successfully prosecuted individuals and businesses for failing to provide safe work environments for staff, or for defrauding the Workers Compensation Fund.

FINED Significant prosecutions of breaches to the Occupational Health & Safety Act 2000:

● **\$230,000**

The building company WADWELL GROUP PTY LTD and two directors were fined a total of \$230,000 in November after a man was killed when the wall of a large pit being excavated at a property near Maitland collapsed, suffocating him.

● **\$50,000**

A number of companies and individuals were prosecuted, including AUSTAR CONSTRUCTIONS PTY LTD who were fined \$50,000, after a 54-year-old man suffered severe head injuries, tissue damage and bruising after falling almost four metres at a building site in Western Sydney.

● **\$100,000**

A number of companies were prosecuted after one man died, a second worker lost an arm and three others were badly injured in an incident at a railway construction site near Telarah, west of Newcastle. One of the companies, BOOM LOGISTICS PTY LTD, was fined \$100,000 as a result.

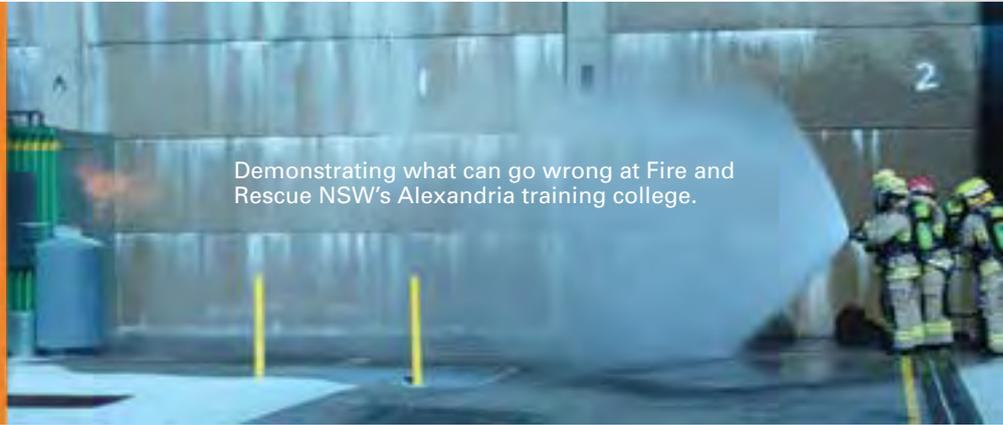
WorkCover General Manager of Workplace Health and Safety Division John Watson said the risks to the employees' safety in these cases should never have happened.

'What is particularly tragic about these cases is that there were simple and well-known steps that could have been taken to prevent these sorts of accidents from happening,' Mr Watson said.



FOR MORE INFORMATION ON WORKCOVER'S SUCCESSFUL PROSECUTIONS GO TO WORKCOVER.NSW.GOV.AU

NEAR MISS REMINDS US OF GAS BOTTLE DANGER



Demonstrating what can go wrong at Fire and Rescue NSW's Alexandria training college.

Two separate workplace incidents serve as a costly reminder of a danger that we regularly face, even more so during this time of year.

Whether you use large storage cylinders at work or a small bottle for a summer barbeque, working with and storing LPG can carry the risk of fire and explosion, even from something as simple as static electricity.

Recent fires at Newtown and Hoxton Park service stations have illustrated this risk, both suspected to have been the result of unsafe work practices when decanting LPG into small cylinders. Although there were no injuries, both service stations were significantly damaged, suggesting that things could have been much worse.

There are many things that can go wrong during the decanting process, and businesses are expected to take all reasonable and practicable precautions to prevent the risk of injury.

Workers must be provided with appropriate information, instructions, training and supervision so that the work is carried out in a suitable and safe manner.

Before filling, cylinders and hoses should be checked for damage, corrosion and inspection dates. Filling should take place a safe distance from any hazards, and 'earthed' by positioning them on the ground or an electrically conductive stand. They should also never be left unattended while being filled, as overfilling can lead to flammable gas escaping.

More information on filling gas bottles can be found in the safety alert *Decanting of liquefied petroleum gas (LPG) into cylinders* (catalogue no WC03868), available at WORKCOVER.NSW.GOV.AU. **VISIT THE SITE OR CALL 13 10 50 TO LEARN HOW TO STAY SAFE WHEN WORKING WITH LPG.**

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SAFER WORKPLACE.**
WITH OVER 18 YEARS' EXPERIENCE, WE CAN HELP.

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Nationally Recognised Training
RTO 1200466 000 0000

- * Confined Spaces (RIIOHS202A- Enter and work in confined spaces)
- * Heights (RIIOHS204A-Work safety at heights) (on behalf of RTO 91173)

Other courses also available, including Risk Assessment, Manual Handling, Hazardous Substances, Fire Warden and more

Consulting Services

- * Safety Audits
- * Risk Assessments
- * Safety Management Systems

Contact Mandy or Rob on 02 9979 7888 or email info@ctcsafety.com.au

CTC Combined Training & Consulting Pty Ltd.
175 Pitt St, Sydney NSW 2000
www.ctcsafety.com.au

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www.ultratuff.com.au



Did you ring WorkCover in 2012? If so, you may have been one of the estimated 200,000 customers that made contact with our Customer Service Centre. In this issue we take a look at some of the more frequently asked questions received this year.

YOUR QUESTIONS

HOW IS A CONSTRUCTION INDUCTION CARD REPLACED IF IT HAS BEEN LOST, STOLEN OR DESTROYED?

Confirmation is required that the cardholder has been in the construction industry for the past two years and the card is current. To ensure that your card is current you can contact our Licensing Solutions Team on 1800 335 791. They can also assist you with the replacement process.

Alternatively, you can complete the replacement form that is available on the WorkCover website, which can then be lodged at a WorkCover office by mail. If paying by credit card the form can be faxed to the Licensing Solutions Unit on 9287 5497 or emailed to LS@workcover.nsw.gov.au. Please note there is a \$30 fee that is payable when lodging the form.

CAN I OBTAIN MY CONSTRUCTION INDUCTION CARD NUMBER OVER THE TELEPHONE?

Yes. Please contact WorkCover's Licensing Solutions Unit on 1800 335 791 for more information.

HOW IS A WORKPLACE COMPLAINT MADE TO WORKCOVER UNDER WORK HEALTH AND SAFETY LEGISLATION?

If all attempts to resolve the issue within the workplace have been unsuccessful, a complaint can be lodged with an Inspector. Contact the Customer Service Centre on 13 10 50 to discuss this further with an Information Officer who can help to explain the process of making a complaint.

For action to be taken you will need to provide the following information:

- **THE LOCATION** of the workplace
- **THE EXACT NATURE** of the complaint
- **WHAT HAS BEEN DONE** to resolve the issue so far.

WHAT INFORMATION IS AVAILABLE FOR A WORKER SUFFERING BULLYING IN THE WORKPLACE UNDER THE WORK HEALTH AND SAFETY LEGISLATION?

WorkCover has a number of publications and services available to workers who feel they are being bullied in the workplace.

If you believe you are being bullied at work and have been unable to resolve the issue you can lodge a complaint by completing the *Bullying in the workplace complaint form*, available on the WorkCover website (catalogue no. WC03827).

HOW DOES AN INJURED WORKER REPORT AN INJURY AND LODGE A WORKERS COMPENSATION CLAIM?

The basic steps to follow are:

1. **NOTIFY THE EMPLOYER** as soon as possible
2. **RECORD THE INJURY/ILLNESS** in the employer's register of injuries
3. **OBTAIN A WORKCOVER CERTIFICATE OF CAPACITY** (catalogue no. WC01300) from the worker's nominated treating doctor or hospital
4. **THE EMPLOYER MUST NOTIFY THE INSURER** of the injury within 48 hours of becoming aware of the workplace injury. The initial notification of injury can be given to the scheme agent or insurer by the worker or some other person (eg medical practitioner) acting for or on behalf of the worker or the employer
5. **ENSURE THAT THE WORKCOVER CERTIFICATE** of capacity and any associated bills or expenses are given to the worker's employer. The employer must forward these to their insurer within seven days of receiving them.

CAN WORKERS COMPENSATION INSURANCE INFORMATION SUCH AS INSURER, POLICY DETAILS OR CLAIM DETAILS BE OBTAINED FROM WORKCOVER?

WorkCover can provide a range of claim and policy information. Please note that due to privacy issues, claim information cannot be provided over the phone.

IF A WORKERS COMPENSATION CLAIM OR TREATMENT REQUEST HAS BEEN DECLINED, HOW DOES THE INJURED WORKER GET THE INSURANCE COMPANY TO REVIEW THE DECISION?

The injured worker is entitled to lodge a request with the insurance company to review the decision using the *Application for review by insurer form* (catalogue no. WC04992).

WORKCOVER NSW OFFICES

WORKCOVER IS
HERE TO HELP.
YOU WILL FIND US
AT ONE OF THESE
CONVENIENT
LOCATIONS

HEAD OFFICE

Office Hours:
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:
Monday to Friday

GOSFORD

92-100 Donnison Street,
GOSFORD 2250
P: 13 10 50

REGIONAL OFFICES

Office Hours:
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

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:
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
STRAWBERRY HILLS 2012

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 1800
F: (07) 5524 6300
Post: PO Box 1065
BANORA POINT 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



NSW | WorkCover



Work safe and get home safe.

Helping businesses understand how the new work health and safety laws make the workplace safer.

New work health and safety laws now apply to all workers across NSW. For most businesses, the new laws will only mean small changes to current work health and safety arrangements.

WorkCover NSW is here to help businesses understand and implement these new laws to reduce the incidence of workplace injury. Because, at the end of the day, it's about helping you work safe, so you get home safe.

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