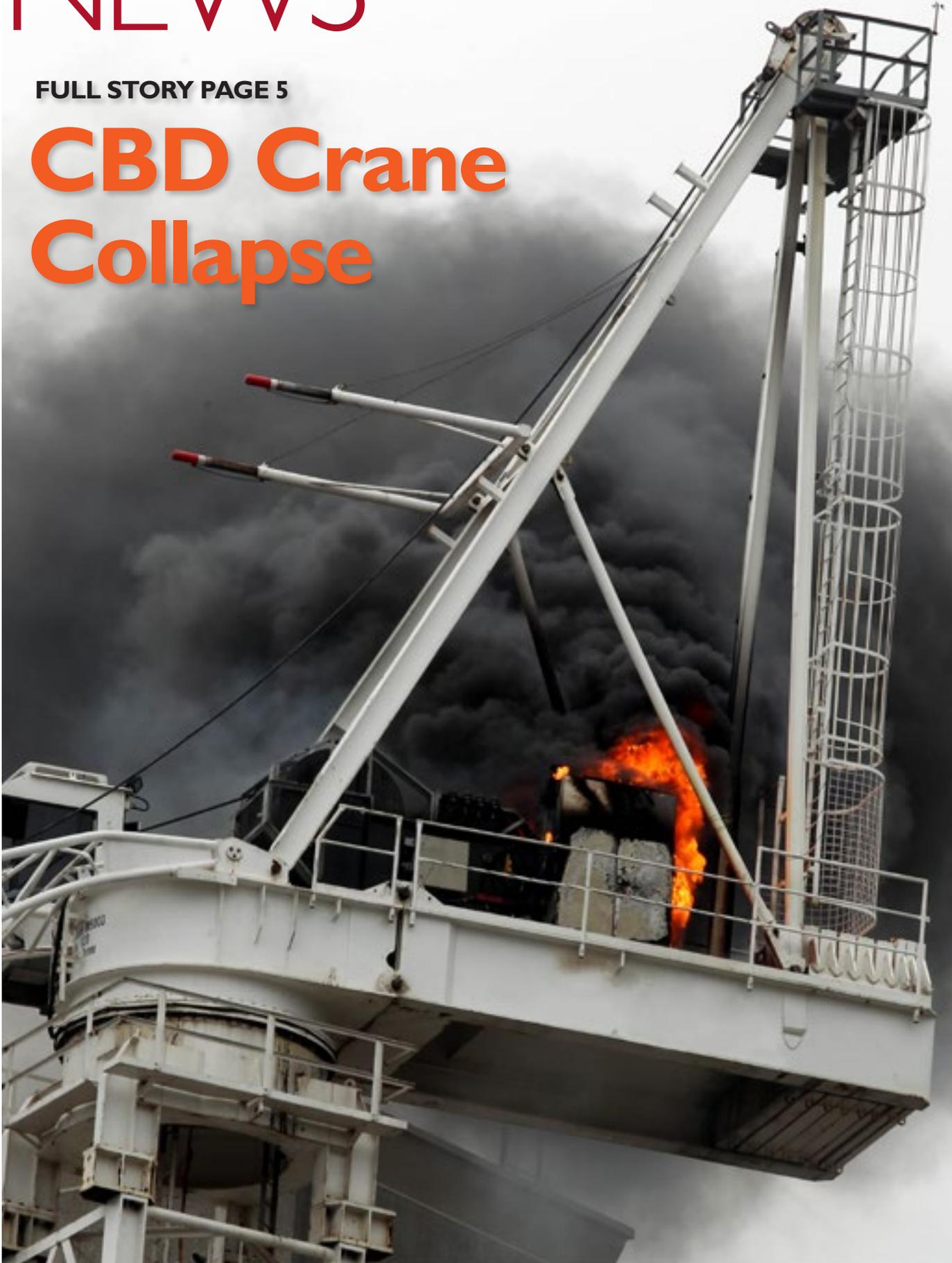


FULL STORY PAGE 5

## CBD Crane Collapse





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Course Fee: \$720 (\$792 incl. gst)

Course Length: 5 days (9am - 4pm)

Month	Dates						Location
July	Mon 8	Tue 9	Wed 10	Mon 15	Tue 16		Parramatta
July	Wed 10	Thu 11	Fri 12	Thu 18	Fri 19		City
July	Mon 15	Tue 16	Wed 17	Mon 22	Tue 23		City
July	Wed 17	Thu 18	Fri 19	Thu 25	Fri 26		Parramatta
July	Tue 23	Wed 24	Thu 25	Tue 30	Wed 31		Rooty Hill
Aug	Fri 2	Fri 9	Fri 16	Fri 23	Fri 30		Parramatta
Aug	Wed 7	Thu 8	Fri 9	Thu 15	Fri 16		City
Aug	Mon 12	Tue 13	Wed 14	Mon 19	Tue 20		Parramatta
Aug	Mon 19	Tue 20	Wed 21	Mon 26	Tue 27		City
Aug	Wed 21	Thu 22	Fri 23	Wed 28	Thu 29		Campbelltown
Sep	Mon 2	Mon 9	Mon 16	Mon 23	Mon 30		City
Sep	Wed 4	Thu 5	Fri 6	Thu 12	Fri 13		Parramatta
Sep	Mon 9	Tue 10	Wed 11	Mon 16	Tue 17		Rooty Hill
Sep	Mon 16	Tue 17	Wed 18	Mon 23	Tue 24		Parramatta
Sep	Wed 18	Thu 19	Fri 20	Wed 25	Thu 26		City

## 3 Day Committee Course

Course Fee: \$580 (\$638 incl. gst)

Course Length: 3 days (9am - 4pm)

Month	Dates						Location
July	Wed 3	Thu 4	Fri 5				Parramatta
July	Mon 22	Tue 23	Wed 24				Parramatta
July	Mon 29	Tue 30	Wed 31				City
August	Tue 6	Wed 7	Thu 8				Parramatta
August	Mon 12	Tue 13	Wed 14				City
August	Wed 28	Thu 29	Fri 30				City
September	Wed 4	Thu 5	Fri 6				City
September	Mon 9	Tue 10	Wed 11				Parramatta
September	Wed 18	Thu 19	Fri 20				Campbelltown
September	Wed 25	Thu 26	Fri 27				Parramatta
October	Thu 3	Thu 10	Thu 17				Parramatta
October	Tue 15	Wed 16	Thu 17				City
October	Mon 21	Tue 22	Wed 23				Rooty Hill
October	Mon 28	Tue 29	Wed 30				Parramatta
November	Tue 5	Wed 6	Thu 7				Parramatta
November	Mon 11	Tue 12	Wed 13				City



All attendees are entitled to: - our WHS Glossary (online use or downloadable), and - access to our online course, WHS Legislative Framework.

See our insert in this magazine for the rest of training dates and other courses

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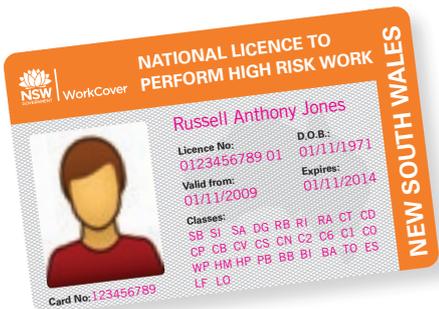
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# WORKCOVER NEWS

The Workplace Safety And Injury Management Magazine  
ISSUE 91, WINTER 2013



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**WorkCover Assistance Service**  
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**Subscription enquiries** Ph: 1300 799 003

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ISSN 1033/5064 Catalogue No. WCO3952

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# FROM THE CEO

WorkCover has been working hard to deliver services to individuals and businesses across New South Wales by working closely with industry to improve safety outcomes.

Through our Focus on Industry Program, we are continuing to work with businesses among the top ten industries that have the highest safety risks.

WorkCover and its industry partners have developed a wood products manufacturing Industry Action Plan to reduce injury rates after workers compensation claims in this sector jumped by 39 per cent in recent years.

In April the NSW Government launched a plan to improve asbestos management in NSW while in March WorkCover and the Heads of Workplace Safety Authorities launched a quad bike testing and research project to combat the high volume of deaths associated with these vehicles on farms.

Also in April dozens of people gathered at Darling Harbour in Sydney in to pay an emotional and inspiring tribute to those who have died as a result of workplace incident, illness or disease as part of the International Day of Mourning.

The Unions NSW annual event was a moving memorial where family members recounted their personal tragedy and honoured their loved ones by placing messages onto the Memory Lines sculpture.

The event was a stark reminder that there is never room for complacency around work health and safety. While WorkCover is working hard to drive down injury rates, since January 11 fatalities have been reported to the agency so there is still more work to be done to achieve safer workplaces.

In the workers compensation side of the business it was announced in May that 165,000 employers across the state would benefit from a reduction in workers compensation premiums. As well a reduction in red tape has meant 25,000 small employers will no longer need to have their premiums adjusted on claims history.

We are committed to raising awareness of safety solutions and I am pleased to announce that this year the annual WorkCover NSW SafeWork Awards are in their tenth year. A decade of innovate initiatives to improve safe work practices not just at a workplace level but across industries

For the first time, the 2013 SafeWork Awards will recognise the importance of return to work with the introduction of two new categories. Winners will be announced at the SafeWork Awards ceremony in Sydney on Thursday October 31. The Awards also help reinforce the message that workplace safety is everyone's business.

**Julie Newman PSM**



*WorkCover's John Watson, CEO Julie Newman, Carmel Donnelly and the Hon. Matthew Mason-Cox MLC at the 2013 International Day of Mourning.*

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# We are here to help

## Our services

Every worker should come home at the end of the working day, but the sad reality is that serious injuries and deaths occur more frequently than we would like – even though most can be avoided.

WorkCover data indicates that during 2010-11 in NSW there were 40,813 major injuries costing the Workers Compensation Scheme more than \$872 million – a stark reminder that there is no room for complacency when it comes to safety.

## How can we help?

WorkCover has a range of free services and resources to help businesses and their employees manage their workplaces safely and make everyone aware of workers compensation obligations.

## Unsure about workplace safety? Book a free advisory visit.

A WorkCover advisory visit can help tailor safety requirements to an employer's business.

Employers can request a site visit from a WorkCover work health and safety expert, who will provide advice on how to develop safety solutions, identify workplace hazards, and manage injuries and return to work obligations.

Advisory visits are informal and designed to provide advice to help employers manage work health and safety, injury management and return to work. Advisory visits are different from compliance visits, where inspectors may undertake enforcement action such as issuing notices.



## Hear about the life-changing impact of a serious injury

Hearing about the devastating impact of a workplace injury firsthand can be a humbling and learning experience.

Under WorkCover's Paralympian Speakers Program, eight Paralympian athletes share their experiences about the impact of their permanent disabilities, their personal journey to recovery and return to work, and their achievements as elite athletes.

During workplace visits, Paralympians discuss the importance of being safe and how a few simple steps can be taken to reduce the chance of a catastrophic injury.

Paralympians travel to worksites across the State to spread their inspirational messages. Under the program up to 175 speaking engagements are available each year. Places book fast. Enquire today.

Call (02) 4321 5237 or complete the online Paralympian booking request form at [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

## Our Customer Service Centre handles around 25,000 calls and 2800 emails every month

## Making your business smarter and safer

A range of information resources, programs, publications and events, such as WorkCover's ongoing free webinar series, can make a big difference to your business.

Webinars are held each month on a range of topics including basic health and safety, developing a return to work plan, and specialist subjects such as asbestos, demolition and working from heights.

*Carolyn McIver is a member of WorkCover's award-winning Customer Service Centre, which continues to help thousands of callers each month.*

The start of 2013 saw record-breaking temperatures across NSW and one of the most common questions asked by callers during January was about working in the heat with more than 300 calls for advice.

During January and February 10,300 calls related to workers compensation and injury management issues while 13,800 related to high-risk work licences.

Throughout this period, almost 3000

calls were received from people enquiring about General Induction Training.

More than 800 calls were received during this time seeking advice and information about how to lodge a bullying complaint and how to manage bullying behaviour at a workplace.

WorkCover's Claims Assistance Service received more than 1000 referrals during the first two months of the year.

Eligible businesses can apply for a rebate of up to \$500 to assist with the cost of buying and installing equipment that addresses an identified safety issue.

The rebate may also be available if you have attended a WorkCover interactive event such as a workshop, or have received a free workplace advisory visit and then put in place an initiative that has eliminated a safety risk.

The rebate program is open to small businesses or sole traders with up to 20 fulltime employees.

Complete an online application form at [www.workcover.nsw.gov.au/smallbusiness](http://www.workcover.nsw.gov.au/smallbusiness) or find out more by emailing [safetyrebate@workcover.nsw.gov.au](mailto:safetyrebate@workcover.nsw.gov.au)

## Call us. We are here to help

WorkCover's Customer Service Centre provides information and assistance regarding work health and safety legislation, and the workers compensation system.

The multi award-winning Customer Service Centre includes the WorkCover Assistance Service, Licensing Solutions, and the Compliments and Complaints feedback unit.

The Customer Service Centre handles around 25,000 calls and 2800 emails per month on a range of issues including work health and safety licensing, regulatory obligations, workplace safety breaches, workers compensation requirements and claims assistance.

WorkCover's Licensing Solutions Unit are responsible for processing licence applications, notifications and registrations.

Last financial year, the unit received more than a quarter of a million customer requests including 232,000 applications, permits and notifications and 25,000 calls for advice and assistance.

The Customer Service Centre has been recognised for its outstanding customer service with two awards.



# CBD crane collapse

WorkCover is carrying out tower crane safety inspections across NSW following a spectacular crane fire and partial collapse in the centre of Sydney in late 2012.

WorkCover inspectors are working hard to improve safety in the crane industry as part of a strategy developed at the Crane Safety Roundtable in the wake of a high-profile crane incident at a construction site in Sydney last year.

Work Health and Safety General Manager John Watson said at the meeting it was agreed WorkCover would bring forward and expand on its planned tower crane inspection program, which involves specialised inspections of tower cranes.

"These inspections, starting with the type of crane involved in the collapse, will review existing risk controls such as crane pre-assembly and pre-use inspection systems, as well as physically inspecting the cranes.

"WorkCover also released a new safety alert in late December for use by all stakeholders in the industry and can be found on WorkCover's website."

Mr Watson said the crane, which was located on the campus of the University of Technology, Sydney, burst into flames and partially collapsed on the engineering building.

WorkCover inspectors were on site when a salvage operation was carried out several days later.

"Inspectors took possession of a number of crane components that were then transported to our Londonderry testing facility for analysis to try to identify the cause of the fire," Mr Watson said.

"WorkCover is now carrying out a thorough investigation into the incident, which includes the causes, systems of work, maintenance of equipment and adequacy of control measures."

Mr Watson thanked the representatives of the building industry, unions, crane suppliers and the NSW Industry Plant Consultative Committee

(IPCC) who all attended the roundtable.

"I'd also like to also thank employers who might be inconvenienced while these important inspections are carried out," Mr Watson said.

"This is a good example of everyone working together and taking ownership of safety issues in the crane industry.

"The Industry Plant Consultative Committee is a collaborative approach looking at ways to help prevent incidents like this collapse from happening again.

"This type of crane collapse had never happened before and, at the time of the incident, was considered extremely unlikely.

"We want to get to the bottom of what caused the collapse, and look at ways to improve safety so it doesn't happen again."

# 2013 International Day of Mourning

## Family members reflect on loved ones who lost their lives at work

Dozens of families took time out to remember those people who have died in workplace incidents as part of the 2013 International Day of Mourning.

Unions NSW Secretary Mark Lennon opened the event, which was also attended by The Hon. Matthew Mason-Cox MLC, Parliamentary Secretary for Treasury and Finance, Opposition Leader John Robertson, and WorkCover NSW representatives.

The annual NSW event was a time to pause, reflect and remember the individuals who have been killed at work or have died because of an occupational related disease.

During a moving ceremony held on Sunday, April 28 2013 at Reflection Park, Darling Harbour, family members spoke of their loss and honoured their loved ones by placing a personalised memory card on the Memory Lines sculpture.

General Manager of WorkCover's Work Health and Safety Division, John Watson, said there were 117 work-related fatalities in New South Wales in 2010-11\*, a reduction of 44 per cent since the NSW Workers Compensation Scheme commenced in 1987.

"Every fatality is one too many. It is important to remember that robust work health and safety measures can save lives. Workplace injuries carry significant social and financial costs – they have a broader impact on loved ones and family members," Mr Watson said.

"While the event was a time to pause and remember, it is now a time to reflect on safety as it applies to individual workplaces and to think about measures to reduce hazards and risks. We need to make it a number one priority to ensure family members make it home safely at the end the working day and the importance of workplace safety should never be underestimated."

Get serious about workplace safety. Call 13 10 50 or visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

\*WorkCover Annual Report 2011/12 (44 deaths occurred while the person was away from their place of work – such as commuting to or from work.)

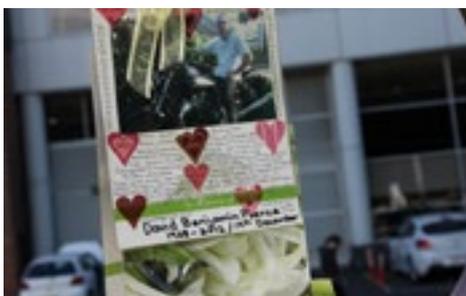


World Day for Safety and Health at Work is an annual international Workers' Memorial Day that began in Canada in 1986, as a way of remembering those killed or injured as a result of their work. It was adopted internationally in 1996.

The International Labour Organisation marks the occasion to focus attention on promoting a culture of safety at work to help reduce the number of work related deaths.

The day is acknowledged by ceremonies on or around 28 April each year in countries around the world.

Unions NSW hold an International Day of Mourning event each year in New South Wales at Reflection Park in Sydney's Darling Harbour precinct. Reflection Park is the site of Australia's Industrial Revolution, and housed the country's first steam-powered mill. Today, the park is dedicated to workers whose lives have been cut short.





# Safety Show and Conference

Sydney Showground, Sydney Olympic Park, September 3-5

WorkCover NSW is the principal sponsor of the annual Sydney Safety Show and Conference for the 11th year running.

The Safety Show is Australia's largest workplace health and safety trade show, offering visitors an opportunity to view hundreds of safety innovations in one place.

The WorkCover stand, located at the Dome entry, will be staffed by experts in work health and safety, and workers compensation, who can provide information and advice on a range of issues.

The interactive stand will allow visitors to subscribe to eNews and WorkCover News, and access resources to help them better understand safety management, injury prevention and return to work.

WorkCover will also conduct a series of free information workshops on each day of the show.

## Safety Conference

The annual conference, held as part of the show, will feature a range of presentations and workshops with acclaimed speakers from across Australia and overseas. The two-day program to be held on September 3 and 4 will cover topics such as law, policy and work health and safety trends.

National Safe Work Australia Week runs from Sunday 27 October to Saturday 2 November. During the week, businesses across the country remind Australians about the importance of workplace safety.



# Safety alerts

## Risks with dogging and crane operations

Following two incidents where doggers were seriously injured during crane operations WorkCover has issued an alert regarding the dangers of craning goods and other material unsafely.

In recent incidents a 1.2 tonne I-beam was lowered into a storage position, where it rested on its flange atop timber packers. The I-beam, however, rolled forward crushing the dogger's lower leg. While in another incident, a dogger walking a load during a pick-and-carry operation suffered crush injuries to both legs when he was struck by the moving crane.

Investigations into both incidents are continuing, however preliminary enquiries suggest a range of factors may have potentially led to the events including:

- the packers used to support the I-beam may not have been level at one end
- the I-beam had a narrow flange relative to its height the chain lifting slings had been removed from the I-beam after it was placed atop the packers
- tethers had not been used to secure the load
- the dogger was walking the load by hand but was not using tag lines
- the dogger was positioned on the opposite side of the crane to the driver's cabin

Depending on its dimensions, an I-beam stored upright on its flange may not be as stable as one that is stored on its side. Also, when lifting slings that have been removed from a landed load, it is important to avoid

contact with the load such as 'snagging', which might cause the landed load to become unstable.

Where a crane must travel with a load over speed bumps and inclined or declined roadways. Such factors can affect the position and movement of a load and the stability of a crane. Speed bumps may also become trip hazards for doggers and may require a crane to suddenly accelerate or change speed.

It is also important to time this type of work when:

- the suitability of the plant for the task
  - the training, qualifications and competency necessary for the operators
  - the number of operators required to perform the task effectively
  - the proximity of the plant to workers and others who may be affected by its operation
  - ensure there is adequate lighting and qualified people to undertake the work
- Control measures that should be put in place when using cranes include ensuring:
- Sufficient personnel are available to complete the lifts and that they are competent or, if required, hold an appropriate licence. More personnel are needed where there are multiple pick-up points or drop-off points that are out of sight of the crane operator
  - The loads are slung by competent and appropriately qualified persons
  - The load is slung to allow for removal of the slings at the landing area, unless

the slings are to remain with the load.

- The landing area is suitable for landing the load (structurally adequate, big enough, cleared of obstructions).
- When performing lifts with cranes, ensure:
- A dogger is available to direct the crane operator whenever the load is out of sight of the operator. This could be at more than one location during the lift.
- Loads are manoeuvred into place by competent persons.
- Once it has been landed, the load is stable and, if appropriate, secured before it is detached from the crane.

### For pick-and-carry operations, ensure:

- Doggers are positioned so that they are visible to the crane operator at all times. This could mean considering which side of the driver's cabin provides the best vision, as well as the crane's location and any potential problems with pedestrian or vehicular traffic
- Tethers are used, where possible, when transporting loads. Where tethering may affect the stability of the crane and a dogger is required to walk the load, use tag lines that are long enough for the dogger to remain clear of the crane and the load fall zone
- Doggers are able to walk at a comfortable pace when required to walk the load. Consider the surface and inclination of the roadway and the presence of trip hazards, and ensure that the crane speed is appropriate.

## Scaffolding stair systems

WorkCover is reminding businesses to regularly inspect and maintain scaffolding stair flights. The warning follows an incident where a man stepped on to a scaffold stair flight that dislodged from its supports. The worker fell several metres to the ground severely injuring his back.

A WorkCover investigation found that the stair flight's lower horizontal section had deteriorated over time without being noticed during any inspection.

Suppliers, installers and contractors managing and using scaffolding systems all have work health and safety duties.

People conducting a business or undertaking must ensure that scaffolding systems, including stairs, do not threaten the health and safety of those who use or build them. It also is important that safe systems of work are established that ensure scaffolding is cleaned and regularly maintained and inspected.

Key obligations around scaffold stair flights include:

- Scaffolding suppliers must inspect

all stair flights for damage before they leave their premises and also upon their return. They must also undertake testing and inspections as per manufacturer's instructions, taking into account their design life.

- Scaffolders and scaffolding installers who hold a current high risk work licence to undertake scaffolding work must inspect all stair flights for damage or deterioration before installing, and provide written confirmation that the scaffolding is complete (including the stair flights) to the person with management and control of the workplace after installation. Inspection should also occur after stair flights are dismantled, and where damage or deterioration are identified, it should be reported to the company that owns the scaffolding.
- Contractors who manage and use scaffolding systems must not work on an incomplete or damaged scaffolding system (including the stair flights). Prior to receiving written confirmation that

the scaffold is complete or working on the scaffolding system, contractors must check that the system is complete. In particular, check for any visible signs of cracks, rust or damage.

Once the scaffolding system is complete and a written confirmation is accepted, the work health and safety obligations fall on the contractors managing and using scaffolding systems. For constructed scaffolding, written confirmation that the scaffold is complete is required:

- before using the scaffold
- at least every 30 days
- following any alteration or addition
- following an incident involving the scaffold





WorkCover's Director of WorkCover's Operations Group, Peter Dunphy, Professor Raphael Grzebieta who is leading the Quad Bike Performance Project and NSW Finance and Services Minister Greg Pearce inspect the quad bike tilt table.

## WorkCover leading quad bike safety improvement

Reducing deaths and serious injuries from on-farm use of quad bikes is a WorkCover priority after more than 150 Australians were killed in quad bike incidents since 2000. In Australia there are approximately 220,000 four-wheeled motorbikes, with each quad bike weighing around 250 kilograms.

Of the 23 quad bike deaths recorded in 2011, 18 occurred on farms, placing quad bikes as the leading cause of injury and death on Australian farms, outranking tractors by almost 2:1.

Quad bike deaths are evenly distributed between rollovers, where asphyxiation or crush injuries are most common, and non-rollovers which result in serious head injuries.

According to a recent study by the Australian Centre for Agricultural Health and Safety, the average cost to the Australian economy of each quad bike-related fatality, when taking into account lost earnings, emergency services, premature funeral, coronial and work health and safety investigations,

and compensation, is \$2.3 million with an estimated total economic cost of \$288.1 million.

Under work health and safety laws, farms have responsibilities to provide safe systems of work for both workers and visitors to the workplace, which includes the operation of quad bikes.

With almost 9 out of 10 rollover deaths occurring on farms, work health and safety regulators agree that the time has come to end the shocking toll from quad bikes on farms.

A new crash test research project is set to ensure that the most effective methodologies are being used.

The Heads of Workplace Safety Authorities (HWSA) formed a Quad Bike Working Group chaired by WorkCover NSW and developed an industry strategy for the reduction of fatalities and serious injuries from quad bikes that identified a number of recommendations to improve quad bike safety.

These included a nationally-recognised quad bike training package and wearing an approved Australian/New Zealand Standard AS1698 helmet, research and testing.

The working group have also been providing support to the farming community on how to choose the most appropriate operator protective device to reduce the risk of being trapped under a quad bike if it rolls over. Raising

awareness of other issues such as how to comply with manufacturers' guidelines in relation to the critical issues of passenger-carrying, load requirements and rider age are also a key focus.

### Crash testing research

General Manager of WorkCover's Work Health and Safety Division John Watson said the crash lab testing will enable regulators to determine whether safety enhancements and design improvements can be made so that future injuries and loss of life can be prevented.

"Previous research has failed to establish the causes of asphyxiation fatalities, which account for nearly 40 per cent of all quad bike rollover deaths in Australia," he said.

Chair of Road Safety at the University of NSW TARS Research Unit, Professor Raphael Grzebieta, said the project aimed to provide quad bike star safety rating for stability, handling and rollover crashworthiness.

"If a person on a farm is killed, it is not only devastating from a family perspective, but the ripple effect costs to the family and the surrounding farming community are significant," he said.

"We need to improve the design of quad-bikes in relation to stability and handling, collision avoidance and rollover protection.

"This project is a great opportunity to advance the safety of these vehicles which are potentially hazardous for farmers and others.

"At the conclusion of the project we aim to provide a star safety rating for quad bike stability, handling and rollover crashworthiness.

"Such a star rating system for motor vehicles has fostered major improvements to vehicle safety, and we anticipate similar improvements for quad bikes."

The quad bike research and testing project is anticipated to be completed in late 2013 with a final report released shortly afterwards. Following the release of the report the HWSA Working Group will consider its recommendations.



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Be Smart. Be Safe.





Peter Dunphy with Farmer Mr Richard Walters, launching the plan at his property "Glen Allen" near Tamworth.

## Safety focus for sheep and beef cattle farms

A plan to make the state's sheep and beef cattle farms safer was launched by WorkCover in June.

The Sheep and Beef Cattle Farming Industry Action Plan is WorkCover NSW's blueprint to reduce workplace injuries and illnesses, and improve injury management in one of the states' highest risk industries.

The Industry Action Plan was launched by Acting General Manager of WorkCover's Work Health and Safety Division, Peter Dunphy and industry partners at a sheep farm 20 kilometres west of Tamworth.

### Focusing on reducing injuries

The project is part of WorkCover NSW's flagship Focus On program, which aims to improve health safety and return to work outcomes in the highest risk industries in NSW.

Mr Dunphy said the Industry Action Plan identified six major safety issues that WorkCover and industry will focus on to make the State's more than 26,000 sheep and beef cattle farming businesses safer and more productive.

"The sheep and beef cattle farming

industry is one of the state's largest industries, accounting for \$2.2 billion of the NSW's agricultural industry's \$11.7 billion revenue," Mr Dunphy said.

"It is also one of the State's highest risk industries with 1,458 injuries and illness, including seven fatalities over the three years to July 2011 at a cost of more than \$45 million to the NSW workers compensation scheme.

"Fatalities and serious injuries commonly involve mobile plant and vehicles including tractors, quad bikes and machinery, with the most common injuries being sprains and strains while handling animals, and being hit by, and falling from, animals," he said

"Farmers and farm workers are well placed to contribute to the development of work health and safety solutions.

"We will work closely with the farming industry to develop solutions to the six major health, safety and return to work issues so that rural workplaces can be safer and more productive," Mr Dunphy said.

### Six key safety priorities for sheep and beef cattle farming industry

- Working with livestock

- Quad bike use
- Tractors and related implements and attachments
- Occupational disease
- Return to work and injury management
- Child safety on farms

Mr Dunphy said WorkCover would address these issues by building relationships with those who can influence change, designing innovative solutions that produce sustainable change, engaging farmers and farm workers to build their capability, highlighting and sharing best practice from other workplaces and targeted activities in high risk workplaces.

The Sheep And Beef Cattle Farming Industry Action Plan Partners are NSW Farmers, Department of Primary Industries and Tocal Agricultural College, Australian Centre for Agricultural Health and Safety, Australian Lot Feeders Association, Australian Livestock and Property Agents, Westpac Rescue Helicopter Service and the Country Women's Association.

The plan is available from WorkCover's website [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

# Incidents and fatalities

In the first quarter of 2013 there have been more than 25 serious incidents and 11 fatalities reported, a reminder that safety should always be a number one priority in every workplace, every day.

## During February

- A 27-year-old farmer tragically died in a quad bike rollover on a Riverina family farm in February. The man was undertaking grazing work when it appears one of the quadbike's wheels punctured, causing it to roll and pinning the man underneath causing fatal crush injuries.
- A man severed his fingers after he had his hand crushed in a conveyer at a Bega Timber mill.
- A road worker died on site on the Sturt Highway, approximately 20 kilometres east of Balranald after a motor lorry collision.
- WorkCover is investigating the death of a male worker following an incident at a grain storage facility near Wee Waa earlier today. Initial enquiries indicate the worker, who was sweeping grain at the time, was struck by a reversing front end loader.
- A self-employed diving instructor died at Barrenjoey Headlands in February.
- A man undertaking maintenance work at a fertiliser storage facility sustained a fractured arm, eye socket and hip after being thrown to the ground while undertaking welding work. Preliminary enquiries suggest at the time the man was welding the top of a tank when vapours ignited.

## During January

- A man received severe spinal injuries after he was crushed by a hay bale after unloading bales from a prime mover on a Wallerawang property.
- A factory worker had his right thumb amputated after it became caught in a folder machine while shaping sheet metal flashing.
- A plumber received serious burns to his face and hands after his jet blaster, fuelled by petrol and laying idle in the man's ute, exploded and caught fire. Enquiries suggest that as a result of the explosion, gas cylinders containing oxy acetylene had been charred and were venting. Surrounding residents heard the explosion and found the plumber, who was seriously burnt and rushed to Concord Hospital's Burns Unit.
- A council worker operating a grader in thick bush terrain during

a bushfire received multiple injuries, including fractures, after he lost control of the grader causing it to roll down a steep embankment while he was still on it.

- A forklift operator died after a collision with another forklift truck at Sydney's Flemington Markets. Enquiries indicate that the tyres of one forklift impacted with the other, causing it to tip over and crush the operator.
- A construction worker has received serious crush injuries to his forearm after it was struck by a large steel beam. The beam had fallen one metre and hit the worker who was standing on the ground causing his arm to be wedged between the beam and the top rail of a scissor lift.
- A machine operator had his left leg amputated at the knee after it became caught in a laminating machine.
- A boiler attendant received burns to his face and arms while operating a coal-fired boiler. It's understood the injured worker received the burns when he opened the furnace door of the boiler.
- A male worker suffered fatal injuries following an incident at a Tomago metal manufacturing plant on 23 January. The 40 year old worker was removing chains from a load when he was struck by lifting equipment suspended from an overhead crane.
- A 26 year old factory worker was placed in an induced coma after suffering burns to 20 per cent of his body in a fire at a scrap-metal yard at Greenacre in

Sydney's southwest. The 26-year-old was operating a machine to move scrap metal at the yard at the time of the incident.

- Five workers were treated for dizziness and nausea at an Orica site at Villawood in Sydney's southwest on 22 January.

## During December

- A man was killed while undertaking slashing work on a vacant lot in Murwillumbah. It's understood that the man was reversing the slasher and tractor down a steeply sloping block when it tipped over a retaining wall and down onto a roadway. The operator sustained fatal head injuries.
- A man was struck and killed by a moving front loader at a paper processing mill in Sydney's west.
- A man had the palm of his hand de-gloved when it became caught in a conveyer belt. It's understood the worker was trying to remove a package from the belt that had become stuck when his hand became trapped in a gap where two conveyors meet.
- A Wagga farmer fractured his right leg after it became entangled in a grain auger.
- A carpenter fell three metres after losing his balance undertaking residential construction work on a site in Mosman. The man suffered concussion, head and back injuries.





# Does your licence check out?

High risk licences are compulsory for a range of high risk activities such as operating a forklift, erecting scaffolding, operating cranes or carrying out rigging or dogging.

Businesses should regularly check the high risk work licences of workers to ensure the licence:

- has not expired
- includes the relevant classes
- has the correct photo and name of the worker

A number of fraudulent WorkCover high risk work licences have been discovered in New South Wales and Western Australia that had been sourced from overseas. These cases are

currently being investigated.

It is an offence under the Work health and safety legislation to allow persons to perform high risk work without a current licence and it is an offence under the Crimes Act for using or possessing or making a false document. The maximum penalty is imprisonment for up to 10 years.

In March this year, WorkCover successfully prosecuted an asbestos and demolition licence holder under the Crimes Act for altering the expiry date on an out of date licence.

In another case, a person also attempted to transfer an unsupported high risk licence to Queensland. The

checking systems used by WorkCover detected the fraud.

While the current WorkCover licensing systems and Inspector site validations are intercepting fraud, advancing technology and printing capabilities continue to be an issue to watch out for.

WorkCover has, over the past 10 years, continued to upgrade licences to make them harder to forge, and our Inspectors request licences when observing licensed activity.

To check a WorkCover licence call 13 10 50 or email: [contact@workcover.nsw.gov.au](mailto:contact@workcover.nsw.gov.au)

# Improving safety in the wood industry



Industry Action Partners WorkCover's General Manager of Work Health and Safety, John Watson at the launch.

WorkCover has always believed that the best outcome for business can be achieved when government and industry work together to address health and safety and return to work issues.

Through our Focus on Industry Program, we are working with businesses in the State's 10 highest risk industries to make workplaces more productive, healthy and safe.

The wood products manufacturing industry has been identified as one of the state's highest risk industries and in November 2011 WorkCover commenced a project that aims to develop relevant and effective work health and safety improvements and sustainable injury management, return to work and workers compensation outcomes for businesses and workers in this industry.

The industry is comprised of more than 2000 businesses involved in the manufacture of wooden doors, kitchen cabinets, roof trusses and windows with the majority employing less than five workers.

In the three years to 2010 there were 1,965 workers compensation claims for a range of injuries and illnesses, including muscular injuries when carrying or putting down timber, and wounds from industrial guns or saws at a cost of \$19.5 million to the NSW workers compensation scheme.

The number of workers compensation claims in this industry have also grown by 39 per cent in recent years, while the gross incurred cost of claims – that is, payments plus estimates – has also increased.

The project involved analysis of return to work and injury management issues as well as meeting with industry,

business and worker representatives, plus scheme agents and rehabilitation providers, to discuss specific work health and safety concerns.

In late 2011 and early 2012 we visited 45 wood manufacturing businesses in the Hunter, Illawarra and metropolitan Sydney to compare risks identified by WorkCover with what businesses and workers were experiencing at their worksites, and discussed possible barriers to improving safety.

The visits were helpful as they uncovered concerns and issues that were not immediately apparent in our initial research. One of the key issues emerging from these visits was the need for quick and easy-to-use tailored information due to the time-poor, competitive environment of the industry.

## The number of workers compensation claims in this industry have grown by 39 per cent in recent years

In order to achieve long-term improvements in work health and safety, injury management and return to work outcomes WorkCover and its partners have developed a wood products manufacturing Industry Action Plan.

The action plan provides a roadmap towards improving work health and safety in the wood products manufacturing industry. WorkCover recognises that building relationships with those who understand the key issues is crucial to

influencing change and improving work health and safety outcomes. We have collaborated with six Industry Action Plan Partners on the development of the Plan:

- Furnishing Industry Association of Australia.
- Timber Trade Industrial Association of Australia.
- Timber and Building Materials Association.
- Housing Industry Association; Master Builders Association.
- Construction, Forestry, Mining and Energy Union's Forestry and Furnishing Products Division.

### Four key outcomes

- Reduced fatalities, injuries and illnesses.
- Reduced exposure to hazards causing injury and disease.
- Elimination or minimisation of high-risk hazards through higher level controls.
- Protecting injured workers and having sustained return to work arrangements.

To achieve these outcomes we will concentrate on five issues that became apparent during our research and consultation. The first is manual tasks in workshops. Repetitive manual handling of material greatly increases the likelihood workers will injure themselves, so a number of actions will be taken to ensure this risk is minimised as much as possible, through:

- raising awareness of manual tasks risk controls, such as how to design safer workplace layouts and how to safely use certain hand tools
- the development of a user-friendly safety kit, which will include videos

on the appropriate mechanical aids for lifting and carrying material in the workshop; and

- encouraging business owners to take the initiative in improving their work health and safety practices through WorkCover's Small Business Rebate Program.

The second issue is manual tasks at client sites. This issue highlights the importance of considering the whole manufacturing process, rather than just work done on a business's premises. The actions we will implement to address this issue will include:

- Industry Action Plan Partners promoting strategies to address these tasks at industry events
- the provision of safety coaches for specific tasks and
- providing a coordinated response to complaints and incidents involving manual tasks at client sites.

The third issue is the guarding of powered hand tools and other machines. The inherent dangers of saws, nail guns and other tools will be the focus here. The action plan outlines the following initiatives to:

- make the correctly adjusted guarding and maintenance of these tools a priority in the safety kit
- showcase tools that are safer than other more commonly used ones, which will be done by Industry Action Plan Partners at workplace demonstration events; and
- ensure that businesses have implemented adequate controls for using these tools, which will be done as part of the WorkCover Workplace Visit Program.

The fourth issue is occupational disease from wood dust and noise. The action plan will:

- make the minimisation of exposure to wood dust and noise a priority topic at industry events
- ensure that businesses have adequate controls to either eliminate or minimise exposure to wood dust and noise in a workshop; and
- support the expansion of the WorkCover Small Business Rebate Program to include rebates for dust extraction and noise reduction equipment.

Return to work and injury management, will also be a key priority area. The plan recognises that return to work and injury management is key to improving workers compensation outcomes. The actions to be taken include:

- a pilot program where insurers pay the wages of an injured worker while that worker is on suitable duties with their pre-injury employer
- Industry Action Plan Partners

supporting the establishment of an early response model for effective and early return to work; and

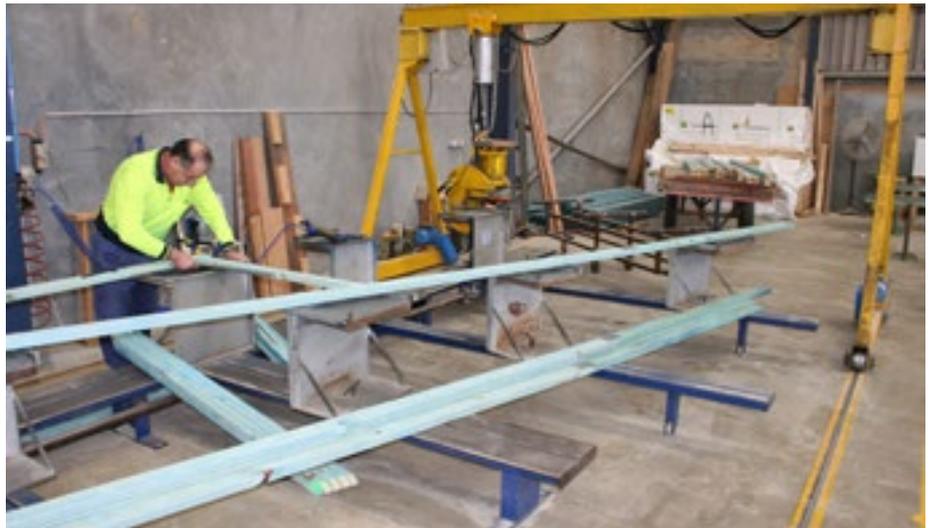
- WorkCover ensuring business owners are aware of and understand their role in managing return to work and injury management of their workers.

By working collaboratively with business, industry and workers I am confident that the action plan will make workplaces in this industry some of the safest and most productive in New South Wales.

The Wood Products Manufacturing Industry Action Plan was launched at

Smithfield business Carrera by Design on Thursday, 28 February 2013 by John Watson and Industry Action Plan Partners. Over the coming months WorkCover and the Industry Action Plan Partners will develop tools and incentives to help businesses improve safety. For further information on the Industry Action Plan or for advice on safety in the wood products manufacturing industry visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) or call WorkCover on 13 10 50.

*John Watson, General Manager,  
WorkCover NSW, Work Health  
and Safety Division*



*John Watson, Carrera by Design Director, Ron Abdishou and staff member, Ben Mann.*

# Lower premium rates for business

In May, the NSW Government announced that 165,000 employers across the State will benefit from a reduction in their workers compensation premiums, saving more than \$200 million a year.

The average premium rate reduction of 7.5 per cent will impact 346 industries (approximately 66 per cent of the market) from the end of June.

"As a result of reforms to WorkCover announced in June last year, employers have avoided a premium hike of 28 per cent, which would have cost more than 12,000 jobs," NSW Premier, Barry O'Farrell, said.

"Our changes have made the system fairer and have provided more generous payments to severely injured workers, as well as giving incentives to businesses to improve workplace safety. These are the clear results from our reforms to the WorkCover system – a stronger economy and more jobs."

NSW Finance and Services Minister, Greg Pearce said the NSW Government's WorkCover reforms mean better care for injured workers, lower premiums and the protection of jobs.

"We have reduced red tape, freeing up businesses to grow and provide better support for injured workers to help them safely return to work sooner," Mr Pearce said.

## New incentives for small business

The following incentives have been introduced to encourage small employers across the State to keep their workplaces safe and to return their injured employees to work;

- A 10 per cent Employer Safety Incentive (ESI) premium discount will be offered at each policy renewal for the small employers in the scheme.
- A Return to Work Incentive for employers who have an injury within the workplace provided injured workers return to work within 13 weeks.
- The discount for paying the premium in full by the due date has increased to five per cent, giving more back to employers who renew their policy on time.

## Less red tape

WorkCover has cut red tape for some 258,000 small employers, including 25,000 who will be reclassified so they no longer have their premiums adjusted based on their claims history. This means 96% of the state's employers will have the certainty of having their premiums set before the policy renewal. These employers will:

- No longer have to estimate expected wages. Insurers will calculate premiums

based on the latest information provided by the small employer. This cuts out extra paperwork and allows the insurer to set premiums before renewal for small employers. This gives employers more time to plan and budget for the year ahead.

- Have their policies adjusted to align with the end of the calendar month to make it easier to calculate and report on actual wages at the end of the policy period.

Hundreds of industries will see reduced premiums from the end of June 2013.

## Electrical Services Company

An electrical services company in Western Sydney has a wages bill of \$851,020.

Previously the workers compensation premium bill for this company would have been \$32,147. Under the NSW Government's new package the premium would be \$16,300 if the company pays its bill up front and on time.

## A Transport Company in South West Sydney

Previously, a transport company in South West Sydney with a wages bill of \$455,000 had a workers compensation premium of \$44,924.

With the new discounts and incentives this business will now only have a workers compensation bill of \$21,942 if it pays its premium up front and on time.

## Cafe in the Southern Highlands

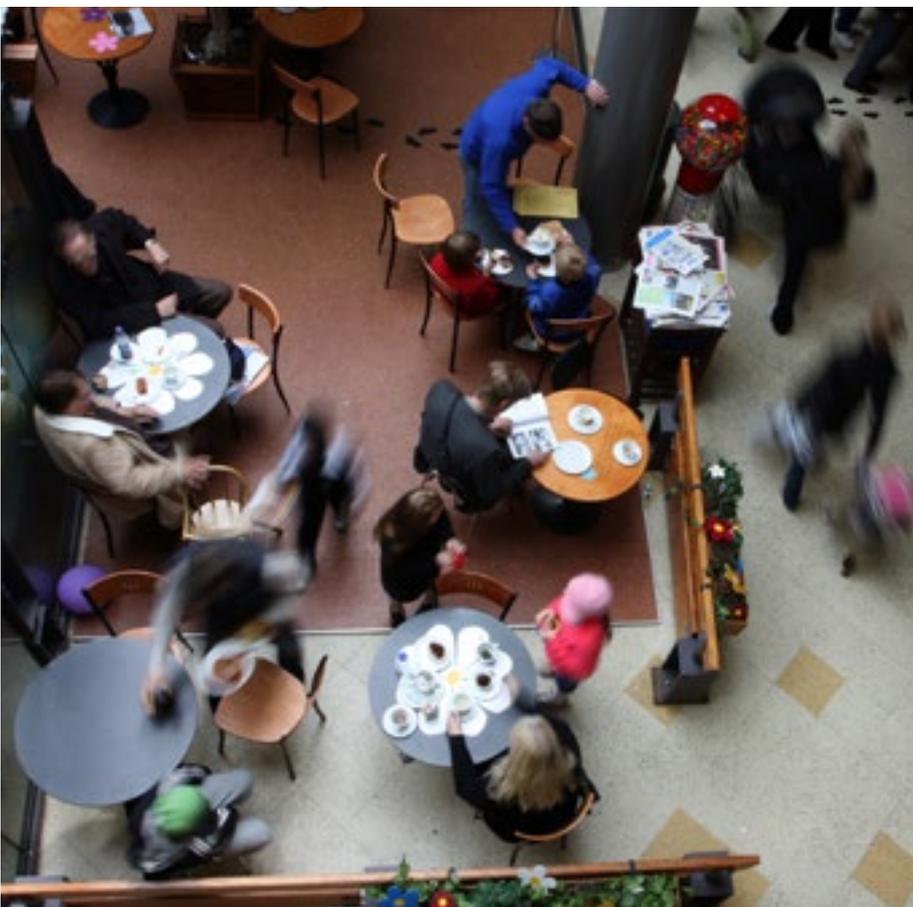
Previously, the owners of a cafe in the Southern Highlands with a wages bill of \$800,000 had a workers compensation bill of \$31,692.

Now with their premium safety incentives and paying their premium on time and in full they will be paying a workers compensation bill of only \$15,849.

## Grain Farmer in Central West NSW

A grain farmer in western New South Wales has a wages bill of \$655,800 would previously be up for a workers compensation bill of \$57,092.

Under the NSW Government's new package that farmer would only be liable for \$25,418, if he pays his premium on time and upfront.



# Farm Safety in Spotlight

## Field bin safety warning

With Farm Safety week at the forefront of rural NSW last month, WorkCover issued a reminder in July of the dangers of working with and around field bins after a farm worker was seriously injured on a farm at Goonumbla near Parkes.

The 61-year-old man suffered multiple fractures and was placed in an induced coma after falling from a four metre mobile field bin. It's understood he fell while climbing a ladder to an opening at the top of the 40 tonne mobile field bin preparing to treat the grain for weevils.

Field bins are temporarily located bulk containers used for the storage of grain and stock feed. A fall from a container roof, ladder or surrounding work area or platform can result in serious injuries or death. Eliminating or reducing the need for access to heights and ladders by retrofitting existing field bins with ground level working devices, is an important factor in reducing the risk of injury.

Enhancements can include:

- fitting ground level fumigant application systems
- ground level hatch opening devices

- sight gauges or weight indicators visible from ground level to show the storage level
  - ground level access hatches for cleaning
  - ladder cages and extension poles to clean the inside of the container
- The Code of Practice Safe use of bulk solids containers and flatbed storage including silos, field bins and chaser bins is available from the website or call 13 10 50.



## WorkCover sponsors NSW Farmers Association Annual Conference

WorkCover was proud to again support leaders across the agricultural sector take ownership in driving safety outcomes in their industry by sponsoring the conference for the fourth consecutive year.

The Association's annual conference provides an opportunity for many of the State's farmers to gather together and debate the critical issues that currently impact on the farming and agriculture sector.

During the conference WorkCover representatives discussed how the agency can work directly with farmers and industry stakeholders to develop practical and sustainable ways to improve safety on farms.

# Survey confirms WorkCover meeting customer needs

A survey of NSW businesses has found 80 per cent have made positive changes to their work practices as a result of their interaction with WorkCover NSW, and 90 per cent now had a greater awareness of new work health and safety laws.

General Manager of WorkCover's Work Health and Safety Division, John Watson said the overall results of the survey were pleasing and consistent with previous surveys.

"WorkCover NSW is committed to providing quality services to customers and stakeholders," Mr Watson said.

"Feedback, be it a compliment, suggestion or complaint, lets us know what you think of our services and helps us determine what is working well and how we can improve.

"During 2011/12 WorkCover implemented a comprehensive program to help NSW business, industry and workers adjust to the new laws.

"It's encouraging that these results indicate the program was a success."

WorkCover regularly conducts surveys to learn what customers think of the services it provides.

This survey was the sixth completed by WorkCover's Work Health and Safety Division since 2009, involving respondents from businesses of all sizes and industries across NSW.

The survey sample included customers who had accessed WorkCover's services between April 2011 and March 2012. This included complaint responses, incident investigations, industry interventions, verifications, workshops, workplace advisory visits, forums, consultations with businesses, webinars and rebate recipients.

The survey sought feedback on WorkCover's performance in relation to the reasonableness of its actions, the consistency of information provided and the relevance of WorkCover services. It also asked whether WorkCover helped businesses build their capability to improve knowledge, skills and safety. The survey also asked whether WorkCover

acknowledged a business's efforts to manage safety.

Other key findings were:

- 90% of business felt WorkCover's actions were reasonable
- 90% experienced consistent messages about compliance
- 80% think our products and services met their needs
- 80% gained knowledge in work health and safety and implemented improvements
- Almost 80% said they had made changes to their work practices as a result of their interaction with WorkCover.

"It's pleasing stakeholders said their interaction with WorkCover made them more capable of managing work health and safety, workers compensation and assisting injured workers to return to work," Mr Watson said.

"Hopefully this results in more workers coming home to their families after a safe and healthy day at work."

# Businesses urged to keep young workers safe after two serious incidents

Businesses are being reminded to pay extra attention to the needs of young workers after two teenage apprentice carpenters were injured in February 2013.

An 18-year-old apprentice carpenter was helping move floor sheeting off a pallet with a crane when the sheeting came loose, hitting the teenager and breaking his right leg.

And an 16-year-old apprentice carpenter was also injured when a trench he was standing in partially collapsed and a slab of concrete resting on nearby ground fell into the hole and pinned him, causing injuries to his back and legs.

General Manager of WorkCover's Work Health and Safety Division John Watson said young people can often be working in their first job and need supervision and support.

"With thousands of young people entering the workforce for the first time after finishing school and the Christmas/New Year's holiday period, it is essential for everyone in the workplace to step up and take special care to alert young workers to potential safety hazards," Mr Watson said.

"Workers aged under 25 may be more vulnerable to workplace safety risks

because of their youth and inexperience or reluctance to speak up about safety concerns."

"Around 12 per cent of all employment injuries and occupational diseases occur among the State's 572,000 young workers.

"During 2009-10 almost 5000 compensation claims were lodged by young workers with the most common injuries being muscular stress while lifting, carrying or putting down objects.

"Employers should ensure that they have appropriate systems in place to ensure that all workers, including those new to a job or industry, are provided with sufficient training and support to undertake their work safely."

Mr Watson said there are simple things employers and workers can do to help prevent injuries:

- Employers, in consultation with their workers should:
  - provide adequate training and supervision in all tasks
  - provide a comprehensive induction
  - identify safety risks and put in place procedures to reduce and control the risks



- encourage open communication about safety issues.
  - Young workers also have a responsibility to conduct their work safely and should:
    - follow all safety procedures and ask questions if uncertain
    - report any risks and hazards to a supervisor or colleague
    - use safety equipment and protective clothing if needed
    - do not fool around with machinery
    - find out how to report an injury
- "I urge all employers and workers returning to work after the holiday period to make workplace safety a priority throughout the year and to take advantage of WorkCover advisory services and resources," Mr Watson said.
- For workplace safety information or resources call 13 10 50 or visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)



## Did you know that 192 Australian workers were killed & thousands more injured in 2012?

### Don't let your workers become a statistic by leaving your workplace safety to chance!

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# Heat stress the focus of awareness campaign

The dangers of working in the summer heat and the importance of keeping hydrated were the focus of a WorkCover NSW awareness campaign during February 2013.

The campaign was aired on commercial radio stations in Newcastle, the Central Coast and Wollongong and urged workers to prevent heat stress by drinking plenty of water, taking breaks and limiting time spent in heat.

The risks of heat-stress can be deadly and have resulted in a number of fatalities in New South Wales in recent years. In the three years to July 2011, there were 497 claims for workplace fatigue and heat stroke at a cost of \$4.3 million to the NSW Workers Compensation Scheme.

John Watson, WorkCover's Work Health and Safety Division General Manager, said the campaign focused on water as the best source of hydration when working in the heat.

"February is traditionally one of the hottest months of the year and the campaign urged workers to drink plenty of water and stay hydrated when working during the hottest times of the day," Mr Watson said.

"When a worker becomes affected by fatigue and heat stress their performance and productivity becomes reduced, and the chance of a workplace injury is increased due to a reduced ability to concentrate,

recognise risks and communicate effectively.

"While caffeinated soft drinks have become increasingly popular in recent years, medical experts advise that they can act as a diuretic and lead to further dehydration, so water really is the best option when working in the heat.

"We want every worker to come home safely at the end of the working day, and hope the campaign provides information to help workers and employers stay safe while working in extreme heat."

During the campaign, free WorkCover branded water bottles were also handed out to workers.

In addition to providing water and encouraging workers to keep hydrated, WorkCover recommends employers take the following actions to reduce and prevent heat stress:

- 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 if possible.
- Use rest periods in addition to scheduled meal breaks if possible.
- Provide personal protective equipment such as:

- Clothing with UPF 50+ rating, loose shirts with long sleeves, collars and long pants
- Broad spectrum sunscreen (SPF 30+)
- Sunglasses which meet Australian Standards for UV protection.

- Understand and act on the symptoms of heat stress.

Further information on heat stress management and working safely in the sun is available from [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) or by calling 13 10 50. Other sun safety resources are available from the Cancer Council at [www.cancerCouncil.com.au](http://www.cancerCouncil.com.au)

## Death prompts action

Twenty year-old Marcus Wilson died after installing ceiling insulation in a residential roof space at St Clair on 20 November 2009. Shortly afterwards he was found unconscious by the side of the road and later died in hospital.

At the conclusion of the Inquest into his death in August 2012, the Coroner recommended WorkCover NSW undertake publicity campaigns emphasising the risks of heat stress and heat stroke, and the importance of regular consumption of water instead of, or in addition to, any other drinks, as a primary means of preventing heat stress or heat stroke.



Safety Institute  
of Australia Ltd *presents*

# SAFETY IN ACTION 2013 **SYDNEY** SAFETY CONFERENCE

3rd - 4th September 2013

Sydney Showground,  
Sydney Olympic Park

## Hear critical safety perspectives from:

John Watson, General Manager: Work, Health and Safety Division,  
WorkCover NSW

Andrew Morgan, Ag Assistant Director - WHS Policy: Policy and  
Engagement Group, Comcare

Wayne Creaser, Branch Manager, Safe Work Australia

Karen Wolfe, Quality Manager and Samantha Arkapaw, High  
Reliability Support Manager, Australian Nuclear Science and  
Technology Organisation (ANSTO)

Siobhan Flores-Walsh, Partner, Norton Rose

Felicia Harris, Health and Safety Manager, TAFE NSW

Professor Ron McCallum, Emeritus Professor: Sydney Law School,  
University of Sydney

Dr Sharron O'Neill, Research Fellow - Department of Accounting  
and Corporate Governance and Senior Lecturer, Faculty of Business  
and Economics, Macquarie University

## Featuring a ministerial address from:



The Hon Greg Pearce MLC,  
Minister for Finance and  
Services, Minister for the  
Illawarra

Principal Event Sponsor



WorkCover

# Sydney Safety Conference Agenda

## Day One: Tuesday 3rd September 2013

- 8.00 Registration and Morning Coffee
- 8.55 **Opening remarks from the Chair**  
Donna Dives, Director, **The Safe Step**
- 9.00 **Ministerial Address**  
The Hon Greg Pearce MLC,  
**Minister for Finance and Services, Minister for the Illawarra**
- 9.10 **KEYNOTE ADDRESS: Regulators approach in 2013**  
John Watson, General Manager: Work, Health and Safety Division, **WorkCover NSW**
- 9.50 **Psychosocial health and safety and workplace bullying**  
Andrew Morgan, Ag Assistant Director- WHS Policy: Policy and Engagement Group, **Comcare**
- 10.20 **From rhetoric to “great leadership in safety”**  
Nola Hennessy, Managing Director, **Serenidad Consulting**
- 11.00 **Morning Tea**
- 11.20 **Interview: Mentoring**  
*Interviewer:* Sally Fallon, Manager, **WorkCover NSW**  
*Mentor:* Karen Brown, National Manager: Health and Safety, **Fuji Xerox**  
*Mentee:* Tracey Hansford, Administration Officer, **Scouts NSW**
- 12.00 **Alcohol and drugs in the workplace**  
Phillip Collins, Head of Workplace Services,  
**Australian Drug Foundation**
- 12.30 **Encouraging employees to flourish and thrive: Case Study**
- 1.00 **Lunch and exhibition exploration**
- 2.30 **Branding safety within an organisation**  
Luke Sullivan, Principal Health Safety & Environment ANZPAC,  
**Staging Connections**
- 3.00 **Showing commerciality in safety**  
Dr Sharron O’Neill, Research Fellow - Department of Accounting and Corporate Governance and Senior Lecturer, Faculty of Business and Economics, **Macquarie University**
- 3.30 **Afternoon Tea**
- 4.00 **Multi-format discussion**
- 5.00 **PANEL DISCUSSION: Recap on the today’s learnings**  
*Panellists:* Jim Kelly, Team Manager: Program and Product Development, **WorkCover NSW**  
Carolyn Davis, Manager: Work Health and Safety and Worker’s Compensation Policy, **Australian Chamber of Commerce and Industry (ACCI)**
- 5.30 **Career Success in HSE**  
Adam Wilson, NSW Practice Manager, **The Safe Step**
- 5.50 **Closing remarks from the Chair**  
Donna Dives, Director, **The Safe Step**
- 6.00 **Networking Drinks + Speed Networking** 

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## Day Two: Wednesday 4th September 2013

- 8.30 Morning Coffee
- 8.55 **Opening remarks from the Chair**  
Felicia Harris, Health and Safety Manager, **TAFE NSW**
- 9.00 **Work health and safety: The current state of play**  
 *Video address:* Professor Ron McCallum, Emeritus Professor: Sydney Law School, **University of Sydney**
- 9.10 **Implementation and future challenges to improve the model WHS legislation**  
Wayne Creaser, Branch Manager, **Safe Work Australia**
- 9.50 **The use of coercive powers under the Work Health and Safety Act 2011 – time for an overhaul?**  
Siobhan Flores-Walsh, Partner, **Norton Rose**
- 10.30 **Morning Tea**
- 11.00 **Union rights of entry**  
Doug Wakefield, Principal Consultant, **Safe Measure**
- 11.30 **Visual Ergonomics – a different focus for safety, comfort and productivity**  
Dr Jennifer Long, Optometrist and Certified Professional Ergonomist, **Jennifer Long Visual Ergonomics**
- 12.00 **Back to the future: Looking forward and looking back – ANSTO Case Study**  
Karen Wolfe, Quality Manager and Samantha Arkapaw, High Reliability Support Manager, **Australian Nuclear Science and Technology Organisation (ANSTO)** and Paul Paciullo, Environment Consultant, **Getex**
- 12.40 **Closing remarks from the Chair**  
Felicia Harris, Health and Safety Manager, **TAFE NSW**
- 12.45 **Lunch and exhibition exploration**
- 2.00 **Opening remarks from the Chair**  
Gabrielle Carlton, Senior Consultant and Director, **The Safety Firm**
- 2.10 **High risk plant**  
State Inspector for Plant, **WorkCover NSW**
- 2.40 **Importance of incident reporting: Aviation case study**  
Ken Lewis, Managing Director, **Omnisafe**
- 3.20 **Nanotechnology: Small particles...Big risks?**  
Maria Davoren, Ecotoxicologist, **Toxikos**
- 4.00 **Afternoon Tea**
- 4.30 **Research sessions**  
For more information, visit [www.safetyinaction.com.au/sydney](http://www.safetyinaction.com.au/sydney)
- 5.15 **SCENARIO DISCUSSION: Octopus Enterprises**  
*Panellists:* Michael Tooma, Partner - Head of Occupational Health Safety and Security (Asia Pacific), **Norton Rose**
- 5.55 **Closing remarks from the Chair**  
Gabrielle Carlton, Senior Consultant and Director, **The Safety Firm**
- 6.00 End Day 2

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# SafeWork Awards reach major milestone

The WorkCover NSW SafeWork Awards will this year reach a milestone in safety by celebrating 10 years of achievement by workplaces across the State.

Award entrants can share the success of their improvements to safety performance, and as part of the 2013 Awards, will also have the opportunity to showcase their achievement in Return to Work with the introduction of two new categories.

For the past decade, the annual

awards program has demonstrated WorkCover's commitment to recognising those workplaces that are among the safest in the State.

The Awards acknowledge the hard work by organisations and individuals that have had a major impact on the safety culture of their business. Simple changes to the way safety is approached has the potential to save lives and minimise the risk of serious injuries in all types of worksites across many industries.

## Building a culture of safety across industries

The SafeWork Awards are not just about showcasing innovation, they are an opportunity to get New South Wales workplaces talking about safety and thinking about their safety culture.

The Awards help communicate that sustainable safety outcomes are not only easy to achieve, but can have positive effects on the financial viability of a business. It is important for businesses to build a robust workplace safety framework.

Nearly all of the initiatives put in place by the hundreds of finalists during the past decade have resulted in a reduction in injuries which equates to less costs and more productive businesses. Many of these initiatives also had the capacity to be adopted by their industry peers.

The judging panel for exceptional leadership in safety practice that exceeds regulatory obligations and that helps develop a vision for the future of work, health and safety.

## Recognising the importance of return to work

Looking after the health and safety of workers is two-fold. One is creating a safe workplace, and the other is supporting workers who do get injured to recover. A big part of that is helping the worker return to work.

Research shows that staying active and at work (where it's safe to do so) helps an injured worker recover better and sooner. It's also important for them

## A decade of winning initiatives

During the past ten years almost 1000 businesses and individuals have submitted entries in the SafeWork Awards. Hundreds of finalists and more than 40 winners have been recognised for their contribution to reducing injuries and saving lives while helping to improve the productivity of their business.

Some of the winning initiatives since the awards program began in 2004 include:

### 2012

Initiatives to improve staff health, wellbeing and morale, a paperless document management system for hazard and incident reporting, and the fabrication of a crate to reduce manual handling injuries.

### 2011

A mechanical device to assemble airbags, a garbage chute to reduce manual handling and soft tissue injuries at aged-care facilities and an integrated hazard identification system for a mechanics workshop.

### 2010

Innovation was the theme with the development of a hospital air-compression system that allows large surgical machinery to float gently across surgery floors, a purpose-built tyre lifter which allows the user to safely and securely lift the tyre to the required height with easy rotation.

### 2009

A multi-directional hand truck for moving heavy or awkward loads, an OHS audit system for managing large numbers of sub-contractors working on a large site and an employee relations program to ensure staff embrace safety.

### 2008

A hotel bed lifting device that eliminates back injuries, a ground-breaking OHS system that has slashed injuries among cleaning workers in government facilities, and a programme to minimise injuries in the construction industry.

### 2007

A protection device for a bandsaw, a risk management framework for monitoring the impact of psychological trauma on counselling staff and an awareness campaign to tackle staff complacency.

### 2006

Cutting edge solutions to workplace safety including a falls from heights prevention device, a battery powered portable personnel lift and risk assessment tool for community service clients.

### 2005

A construction fall prevention device, to a nursing mothers' breast feeding chair, a steel reinforcement jig that would eliminate the risk of injury through manual handling, slips, trips, cuts and repetitive work during road construction.

### 2004

A safety pole designed to prevent falls from heights in the residential construction industry, a solution to make it easier for staff to safely administer medication to children with special needs and the development of the Longwall 3D face monitoring system, designed to provide early windblast warning in coal mines.

Get recognised and rewarded for your contribution to work, health and safety and return to work by entering the 2013 SafeWork Awards.

## How to enter the 2013 WorkCover SafeWork Awards

Entrants complete an online application and choose a category. If entering more than one category, a single application for each category is required. All of the selection criteria must be met for an application to reach to judging stage.

Entries may be submitted by any business throughout NSW. There is a dedicated category for individuals that may enter themselves or be nominated by others.

A step-by-step application process, including entry criteria and full category list is available from the website [www.safeworkawards.com.au](http://www.safeworkawards.com.au) or call the SafeWork Awards hotline on (02) 4321 4444 for assistance.



Above: Jennifer Ringor - Aristocrat Technologies won Best individual contribution to workplace health and safety in 2012 for implementing a due diligence framework for safety and injury management.

Right: Bega Cheese took out first place in the Best workplace health and management system category for implementing an initiative to improve the safety culture among its workers.



to maintain the social links and sense of purpose – in addition to the financial benefits that come with work.

From an employer's perspective, supporting early return to work is not only the right thing to do by the injured worker; it's also good for business.

For the first time, the 2013 SafeWork Awards will recognise the importance of return to work by introducing two new categories:

- **Excellence in Return to Work for business**
  - a. Small (premiums of under \$50,000)
  - b. Medium and Large (premiums over \$50,000)

This award recognises excellence in programs and initiatives that help injured workers return to safe and sustainable work.

- **Return to Work Achievement Award for workers**

This award recognises a worker's outstanding achievements in returning to work following a workplace injury.

The judging panel will be looking for evidence that employers and workers have gone the extra mile in overcoming challenges to achieve positive return to work outcomes.

### Sydney business claims national recognition

Sydney-based business Agi-Kleen was named a national champion in work health and safety at the 8th annual Safe Work Australia Awards held last month in Canberra.

Agi-Kleen was presented their Award for Best Solution to an Identified Workplace Health and Safety Issue at Old Parliament House by Safe Work Australia Chair, Ann Sherry.

Four finalists from New South Wales were recognised at the event for their outstanding contribution to work health and safety. All finalists were winners of their respective category at the 2012 WorkCover NSW safety awards.

In congratulating Agi-Kleen on their achievements, the Safe Work Australia Chair, Ann Sherry commended their commitment to work health and safety.

"Agi-Kleen has made a real difference to making the workplace safer for those in the concrete industry," Ms Sherry said.

"Their portable, non-entry concrete removal system has eliminated a significant risk in the industry by removing the need for workers to enter a confined space.

"The system utilises a high-pressure water system to remove the built up 'dead' concrete and discharge it.

"With no need to physically enter the agitator the safety risks to personnel are completely eliminated."

29 finalists from across Australia were honoured at the Awards. Their safety initiatives ranged from solutions removing the risk of death to everyday systems keeping their workers safe from common injuries like strains and sprains.

More than 200 people die in Australia each year from a work-related injury and a further 170,000 are injured badly enough to need five or more days off work. These statistics highlight the importance of work health and safety and why the efforts of people like this year's finalists are so important to change Australia's safety culture.

The Safe Work Australia Awards showcase the best in workplace safety solutions, innovations and systems across our nation. An independent Awards judging panel considered each submission before deciding on the final winners.

# Research finds returning to work helps recovery

A national study has shown that returning to work as soon as possible will actually improve your health and lifestyle, and mean a quicker recovery.

The study found that nine in 10 (85 per cent) injured workers in NSW who returned to work, returned to work with the same employer.<sup>1</sup>

Three in four (76 per cent) reported they returned to work on some form of changed duties<sup>2</sup>. The majority eventually returned to the same job they held prior to their injury.

Geniere Aplin, General Manager of WorkCover's Insurance Division, said the findings were good news for employees recovering from a workplace injury.

"The 2011/12 report has found that staying at work, or returning to work as soon as safely possible, is good for your health and wellbeing," Ms Aplin said.

"In addition, it found workers were more satisfied when working, and that in most cases, employees did not have to be 100 per cent fit to return to work in some capacity."

The findings were contained in the annual Return to Work (RTW) Monitor report, which is written for Australia's Heads of Workers' Compensation

Authorities (HWCA). The report has become a guiding document for nationwide trends into return to work best practice for injured workers.

"This is encouraging because it shows that in most cases people are able to safely return to work, which aids their recovery and eventual placement in their original role," Ms Aplin said.

The report also found that while many NSW businesses have solid programs in place to help employees return to work, more can still be done to help employees return to work sooner.

"In the report 66 per cent of workers indicated their employer had clear policies and procedures about returning injured workers to work,"<sup>3</sup> Ms Aplin said.

"That's a good start, however more can and is being done to help employers put in place strong policies that help their employees return to work.

"That's why under recent reforms to worker compensation the State Government strengthened employer return to work obligations."

The existing obligations include providing suitable employment to help the worker return to their pre-injury

role or to lighter duties, or work with another business if the employer is unable to provide suitable employment.

Employers can now be fined if they fail to meet these obligations.

The NSW Government has introduced reforms to the workers compensation system that offer greater financial assistance to seriously injured workers, and provide more assistance and incentives for injured workers to return to work.

Under the changes, new work capacity assessments will now give the employee and the employer a better understanding of what the employee can do, so they can return to work as soon as possible under the most appropriate conditions.

For further information on the Workers Compensation reforms, visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) or call 13 10 50.

To read more about the Australia and New Zealand Return to Work report, go to: [www.hwca.org.au/reports\\_rtw.php](http://www.hwca.org.au/reports_rtw.php)

1. Australia and New Zealand Return to Work Monitor, p16

2. Australia and New Zealand Return to Work Monitor, p46

3. Australia and New Zealand Return to Work Monitor, p21

## Bridge The Gap Training & Assessment

### Health & Safety Representatives (5 day training course) WorkCover NSW

This course is intended to assist HSRs understand how the WHS legislation will influence health and safety outcomes in their workplace. The course aims to familiarise participants with the knowledge and skills necessary to continue to apply the principles of workplace consultation as an integral part of an effective WHS Management System. The completion of the 5 day training provides full powers to those HSR's that have completed it (eg issuing of PINs and cease work powers).

### Health & Safety Representatives (1 day Refresher Training course) WorkCover NSW

This course is intended to assist trained HSRs and deputy HSRs in refreshing their knowledge and understanding of the HSR role and how the WHS legislation influences health and safety outcomes in their workplace. The course aims to refresh participants with the knowledge and skills necessary to fulfil their role as Health and Safety Representatives.

**PRE-REQUISITE** - Persons eligible for the WorkCover NSW Refresher Training (1 day) are to have completed the WorkCover NSW course Health and Safety Representative 5 day course, or the 2012 Health and Safety Representative 1-day bridging course.

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# Plan to improve asbestos management in NSW

NSW Minister for Finance and Services Greg Pearce has released a plan to reduce the incidence of asbestos-related diseases across the State.

Mr Pearce said the plan will increase awareness of the dangers associated with asbestos and ensure its safe management to improve long term health and safety outcomes.

"Australia has one of the highest mesothelioma rates in the world with the NSW Dust Diseases Board reporting 201 asbestos related deaths across the state in 2011," he said.

"Tragically, the number of people with asbestos related diseases may increase in the next few years, as there is often a delay of up to 40 years between exposure and the onset of disease.

"The level of asbestos related illness in NSW is unacceptably high and this plan is a call to government, industry and the wider community to responsibly manage asbestos," he said.

Mr Pearce said the plan includes

four priority areas – research, risk communication, prevention and coordination – to ensure current practices for managing asbestos do not contribute to exposure.

"Tackling asbestos disease rates will be challenging but this plan will help ensure current practices for working with and managing asbestos reduce the risk of asbestos related disease," he said.

The Asbestos Plan was developed by the Heads of Asbestos Coordination Authorities (HACA) in consultation with government agencies, local councils, industry and worker representatives and disease research groups.

HACA was established in response to the NSW Ombudsman recommendations for significant asbestos reform in NSW.

"This plan is another example of the NSW Government's commitment to reducing asbestos related diseases and we will continue to work with federal bodies to properly manage asbestos," Mr Pearce said.

The plan can be downloaded from [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) or by calling 13 10 50.

WorkCover staff and representatives from the Heads of Asbestos Coordination Authorities were on site in the Home, Lifestyle and Garden Pavillion throughout the Show.

Thousands of visitors to the show walked alongside 'Betty' – the replica of an iconic 1950s home that was built from a range of asbestos related materials. WorkCover's stand was designed to raise awareness of asbestos and how to manage it safely within the community.

While asbestos was banned in this country almost one decade ago, Australia has a history of widespread history of asbestos use that has left a legacy of this material in so many of our buildings. Our nation also has one of the highest mesothelioma rates in the world.



John Watson, General Manager of WorkCover's Work Health and Safety Division (third from left) officially launched the NSW Government's statewide asbestos plan at Sydney's Royal Easter Show on April 2.

The NSW statewide asbestos plan includes four priority areas:

- research
  - develop greater understanding of disease management
  - identify emerging asbestos related hazards and develop practical controls
- risk communication
  - raise awareness and effectively communicate risks and controls
- prevention
  - ensure effective coordination of illness prevention strategies for the safe management of the material throughout the asbestos lifecycle
- coordination
  - providing clarity to regulatory roles and responsibility
  - increase compliance with legislation around asbestos, including illegal dumping



# Cherry picker safety warning

Businesses and workers using Elevating Work Platforms (EWP) are being reminded to have appropriate safety procedures in place following the fifth serious incident involving the equipment in less than 12 months.

One worker has been killed and several others seriously injured since May 2012 after either falling from a EWP while not wearing a safety harness or the EWP toppling over.

General Manager of WorkCover NSW's Work Health and Safety Division, John Watson said deaths and injuries in the workplace were unacceptable, and businesses and workers need to learn the lessons of these incidents so more injuries do not occur.

"Working from heights can be dangerous and these incidents tragically show that a fall can result in serious injury or death," Mr Watson said.

"The dangers associated with EWPs are well known and, where appropriate, workers using these devices should wear a fall arrest device connected to a dedicated anchor point on the EWP.

"These steps are not only simple, but well known in the industry.

"Workers should also be given adequate information, instruction,

training and supervision to work safely with these devices and follow the procedures that are set out.

"Since July 2012 WorkCover inspectors have conducted almost 200 inspections of EWPs throughout NSW to help operators understand their responsibilities and improve safety." The five serious incidents involving EWPs include:

- The death of a 50 year old fitter and machinist who fell approximately 10 metres while undertaking rectification works to the stairwell of a vessel at Carrington in May 2012.
- A labour hire worker, who's harness was not attached to the bucket, received serious head and body injuries at Matraville in May 2012 after he fell approximately six metres from a boom-type elevating work platform while attempting to secure two steel roof battens.
- One worker fractured a leg and another suffered serious spinal injuries at McKee's Hill in October 2012 when the EWP bucket they were working in tipped forward and ejected the workers while undertaking live line high voltage

cross arm replacement work. Both workers' harnesses were not attached to the bucket at the time.

- One worker suffered severe head trauma and another minor injuries at Lismore in December 2012 when the EWP they were using to place a banner on the front of a building overbalanced and fell onto the road after a wheel broke through a telecommunications pit cover.
- Two workers had to be rescued in Newcastle in February 2013 after the EWP they were using to clean the front of a building broke through a pit cover on the footpath, causing the EWP to tilt and come to rest on a light pole.

The WorkCover safety alert *Overturned boom-type elevating work platforms* provides advice on the control measures required to prevent EWPs from overturning. Further information is also available in the Australian Standard AS 2550.10-2006: *Cranes, hoists and winches – Safe use – Mobile elevating work platforms*.

Business and workers with questions about safe work with EWPs should visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) or call 13 10 50.

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# Prosecutions brief

## Woman charged with workers compensation fraud

In February, a western Sydney woman was found guilty of workers' compensation fraud and sentenced to six months imprisonment after a WorkCover investigation revealed she was working four different jobs while claiming that she was totally incapacitated and unable to work.

The woman was working for a financial services company when she claimed a workplace psychological injury in 2010. During this time the woman told both her insurer and medical partitioners that she was completely incapable of working, was unable to leave the house, and had become completely withdrawn from society.

However a WorkCover investigation found that during this time she was in fact receiving paid work from four separate organisations.

The woman never informed WorkCover or her insurer that she had returned to work and received almost \$40,000 that she was not entitled to.

The woman was found guilty on six breaches of the Workplace Injury Management & Workers Compensation Act 1998, five of which carry maximum penalties of two years imprisonment.

She was sentenced to six months imprisonment and ordered to pay back \$71,221.46 in overpayments and other costs associated with the claim.

The defendant has lodged an appeal which is pending.

## Company fined for injury that caused thumb amputation

A north shore door frame manufacturer and its director have been fined a total of \$99,000 after a man almost had both thumbs amputated on the job.

In 2010 a male employee was operating a brake press machine to cut and mould metal bars into the shape of door frames. The worker had his hands inside the operational zone when he accidentally turned on the machine and his thumbs were crushed by the machine and severed.

However the man was able to have his thumbs saved by emergency medical treatment.

A WorkCover investigation found that the brake press was equipped with a light curtain designed to turn the machine off if an undetected object enters however the device had been disabled. The investigation also revealed that the worker had no formal training in how to use the machine.

The company pleaded guilty to

breaching the Occupational Health & Safety Act 2000 and was fined \$90,000 in the NSW Industrial Court.

## Man fined for unlawful asbestos removal

An Ingleburn man has been ordered to pay a total of \$28,000 in fines and ordered to pay WorkCover's legal costs after he was found guilty of a number of offences relating to asbestos removal from a Leumeah property, providing false information to WorkCover and providing a false demolition licence to a western Sydney Council.

In August and September 2009, a contractor was engaged to demolish a property containing asbestos in Leumeah that was close to a major sporting ground, public amenities and services.

Council officers contacted WorkCover after a member of the public raised concerns relating to the methods used to remove asbestos from the property and the lack of site security.

When WorkCover visited the site, the inspector found a substantial quantity of material containing asbestos located in a detached garage. This material was not being stored in a safe manner to prevent the potential inhalation of airborne asbestos fibres.

The inspector found that the garage was easily accessible as it was unlocked and that there was no perimeter fencing to stop people accessing the site.

Further investigations found that the man did not have a current licence to carry out demolition work or to remove asbestos. He provided a falsified WorkCover NSW demolition licence to his local Council to obtain permission to demolish the building and remove the asbestos containing material.

The man was found guilty and convicted of three breaches of the Occupational Health & Safety Act 2000. This included the unsafe removal of asbestos and two charges relating to providing false information to an inspector. The man was also found guilty and convicted of one breach of the Crimes Act 1900, which related to providing the false licence to Campbelltown Council.

The owner was forced to pay a different company to safely remove the asbestos and finish the demolition work.

## Company fined \$250,000 after death of worker

A company has been fined \$250,000 after a man was crushed to death during a road upgrade project in the Hunter region.

A Sydney-based construction company was one of several companies upgrading a stretch of highway known as Boolambayte in January 2010 when the incident happened.

A 31-year-old labourer who had been employed to help lay asphalt was crushed when he was run over by a three-tonne multi-wheeled roller. The labourer was assisting the operator of the heavy vehicle by using a hand-held spray can filled with diesel to periodically remove asphalt stuck to the roller.

The worker was spraying the stationary roller when the operator accidentally released the brakes, causing the vehicle to lurch forward and rolled over the labourer.

WorkCover's investigation found that the incident could have been prevented if the roller's built in diesel spray unit had been working. It was further uncovered that the company had failed to properly train or supervise the man, who was only on his second day of work for the employer.

## People posing as WorkCover NSW inspectors

WorkCover NSW is warning workplaces, to be on the look-out for people falsely claiming to be WorkCover inspectors.

In the most recent incident in February, a person falsely claiming to be a WorkCover inspector visited a North Ryde business and refused to show an identification card when confronted.

The business became suspicious and alerted WorkCover who is currently working with the NSW Police to see if anything can be done to identify the person, whose image was captured on CTV.

Businesses are reminded that under the Work Health and Safety Act, 2011 they are well within their rights, to ask any person claiming to be a WorkCover inspector, to show identification before allowing them access to the premises.

To impersonate an inspector is an offence under the Work Health and Safety Act 2011 and can attract a maximum penalty of \$10,000.

The information pack when an inspector calls explains what to expect if a WorkCover NSW inspector visits a workplace and can be downloaded from the website.

Any member of the public with information on this incident should contact WorkCover on 13 10 50.

# WorkCover directory

## Head office

**Office hours:** Monday to Friday  
92–100 Donnison Street  
GOSFORD 2250  
Phone (02) 4321 5000  
Fax (02) 4325 4145  
Postal address  
WorkCover NSW  
Locked Bag 2906  
LISAROW 2252

## Assistance services

**Office hours:** Monday to Friday  
92–100 Donnison Street  
GOSFORD 2250  
Phone 13 10 50

## Regional offices

**Office hours:** Monday to Friday

### Newcastle

Level 1, Suite C  
Cnr Fitzroy & Cowper Street  
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Phone (02) 4921 2900  
Fax (02) 4940 8558

### Wollongong

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Fax (02) 4226 9087

## Laboratories

### Thornleigh

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### Londonderry

TestSafe Australia  
Ground Floor,  
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Phone (02) 4724 4900  
Fax (02) 4724 4999

## Metropolitan and district offices

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### Albury

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### Ballina

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### Bega

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### City – Kent Street Office

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- WHS Outsourcing

## Auditing

Our WHS Management Systems audit services include:

- Audits in accordance with recognised standards/criteria including AS/NZS 4801, ISO 9001, ISO 14001, OHSAS 18001 and WHS legislation
- National Audit Tool (NAT) for self insurers
- Desktop and site verification audits
- Contractor audits



### NSW Training Locations:

Sydney CBD, Parramatta, Liverpool, Brookvale, Penrith, Newcastle, Gosford, Wollongong, Wagga Wagga + all capital cities Australia wide.



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