


# WORKCOVER NEWS

The workplace safety and injury management magazine

# 52

March - May 2003

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- **Special Feature - NSW Government Announces Small Business Assistance Strategy**
  - **Making Connections, Premier's Forum on Spinal Cord Injury**
  - **Marrickville Council, PDS Employer of the Year**
  - **WorkCover Assist Program 2003**

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# News from the General Manager



Small business plays a vital role in NSW, employing many people and generating significant wealth for our economy. In light of this, on 4 February 2003, the NSW Special Minister of State and Minister for Industrial Relations, the Hon. John Della Bosca MLC, launched an exciting new program of support for small business.

The *Small Business Assistance Strategy* provides resources for small business operators in NSW in occupational health and safety, injury management and workers compensation.

From September 2003 new safety laws come into effect for small businesses and small business owners will need to be up to date with how these laws can assist them in providing a safe workplace.

To assist companies with the changeover to the new laws WorkCover will be providing increased advice and education to small business operators. Inspectors will be available to provide advice in one-on-one sessions outside business hours. In addition, WorkCover is providing a wealth of information tailored to the needs of small business through seminars, publications and our website. The website includes such information as answers to frequently asked questions, links to practical information and a catalogue of resource material and publications. Full details can be viewed in our feature article on page 14 of this edition of *WorkCover News*. Further information will be provided in subsequent issues of this magazine.

*Making Connections*, the *NSW Premier's Forum on Spinal Cord Injury and Conditions*, was opened by Premier Bob Carr on 27 January 2003. Featuring such high profile speakers as Christopher Reeve, the Forum provided a valuable opportunity for the sharing of information on spinal cord injury.

Apart from being one of the Forum's major sponsors, WorkCover also had a stand where participants could discuss workplace safety and injury management issues with WorkCover staff. In addition, Paralympians Terry Giddy and John Marshall, two of the elite athletes sponsored by WorkCover through its *Paralympian Sponsorship Program 2002/03*, also attended the stand. Both Terry and John have spinal cord injuries incurred in workplace accidents and the Forum provided an excellent opportunity for them to share their post-injury experiences with other delegates.

WorkCover also sponsored one of the seminars held on Day Two of the Forum, which explored the whole of life approach to disability reform – linking business, government, education and the community. Further details can be seen on page 6.

A handwritten signature in dark ink, appearing to read 'Kate McKenzie', written in a cursive style.

**KATE McKENZIE**

General Manager  
WorkCover NSW

# Work Safety

– up Close and Personal

## **THE THIRD YEAR OF WORKCOVER'S PARALYMPIAN SPONSORSHIP PROGRAM IS PROVING TO BE ANOTHER WINNER FOR BUSINESSES RIGHT ACROSS NSW.**

As part of WorkCover NSW's commitment to injury prevention and management education, five Paralympic athletes have joined WorkCover to promote workplace safety in a unique way. By speaking to workers face-to-face at meetings, functions and events, the athletes are able to bring home the personal impact of work-related accidents to hundreds of people who otherwise might not have realised the true implications of unsafe work practices.

The athletes' stories come from experience. Each of these men was injured in a workplace related incident, resulting in horrific injuries. All have since recovered, with help of family and friends, to become inspiring examples of courage, determination and strength of spirit, not only as athletes but also as men coping with a disability. Some have returned to work, others have concentrated on their sporting careers, but all have achieved outstanding success both on and off the athletic circuit.

The *WorkCover NSW Paralympian Sponsorship Program 2002/03* is a calendar of appearances by the athletes at businesses, schools, conferences, seminars and other workplace events. Organisations can request an athlete appear at their function to talk about workplace safety, injury prevention and management, and of course, their personal road to recovery and success as a world-class athlete.

The Program is available to all organisations and associations, at no cost, by contacting WorkCover to make a booking. This year, the athletes have already spoken to over 700 people across the State, from Deniliquin through to Coffs Harbour and many places in between, with great results.

Organisations accessing the Program attribute its success to the use of real people, hurt in real accidents as a way of delivering work safety and rehabilitation messages. This gives the audience an opportunity to gain insight into the reality of an injured person's situation, making the message so much more compelling. It is a humbling experience to hear of such horrendous accidents, all of which could have been prevented.

Feedback from audiences has shown that the program helped staff members to understand that a workplace accident could

happen to any of them, or their workmates, and change their lives completely. By having a Paralympic athlete speak to staff, it emphasises the reality of safety at work and the impact an accident can have, both at home and at work.

The athletes have been invited to give presentations to industry groups, schools, seminars and conferences, outlining how their accidents happened, what could have been done to prevent the accidents and how both employers and workers need to take responsibility for ensuring safe work places and safe work practices.

The Program has proven to be an effective way of raising awareness of workplace safety issues and emphasises the importance of collective responsibility toward maintaining safe workplaces.

If your organisation could benefit from a first hand account of the importance of workplace safety, contact WorkCover for more information. This free service could be the next step in your workplace safety plan, and one that will make a difference. If you're planning an OHS staff meeting, a safety day, or any event related to the increased awareness of safety in your workplace, this is the starting point for a truly memorable, and effective event.

To learn more about *WorkCover NSW's Paralympian Sponsorship Program 2002/03* please contact Janelle Carr, Corporate Relations Branch on 02 4321 5478 or for a brochure, call our Publications Hotline on 1300 799 003 and ask for Publication #202.

Sydney neurosurgeon Mr John Grant AO and Paralympian Terry Giddy at *Making Connections*, the NSW Premier's Forum on Spinal Cord Injury and Conditions. Details p 6.



# Marrickville Council

## Premium Discount Scheme Employer of the Year

**IN 1999-2000, WORKERS COMPENSATION PREMIUMS WERE SPIRALLING OUT OF CONTROL, NEARING \$2M A YEAR, AND IT WAS GENERALLY ACCEPTED BY THE COUNCIL'S OUTDOOR WORKFORCE THAT WORKPLACE INJURIES WERE PART OF THE WORK ENVIRONMENT, A NATURAL PART OF WORKING, SOMETHING THAT COULD NOT BE AVOIDED.** Marrickville Council was faced with a critical dilemma: cease providing services to the community or dramatically improve its indifferent safety culture.

How things have changed. The Council now boasts a 90% reduction in the number of lost-time incidents, a 60% reduction in the number of worker compensation claims and an 84% reduction in the number of days lost. Today, the Council is the envy of its peers and is frequently asked by neighbouring councils to share its success story.

In 2002, it was recognised by the National Safety Council and Institute of Public Works Engineering Australia Ltd (IPWEA) (NSW) for its outstanding occupational health and safety (OHS) achievements and was named Employer of the Year at the inaugural 2002 WorkCover Premium Discount Scheme Awards for improving workplace safety and, consequently, reducing its workers compensation premiums.

The secret to the Council's success began when it initiated the Safe And For the Environment (SAFE) Program, an integrated strategy that involved:

- the production of a manual outlining the Council's policies and guidelines for OHS, injury and environment management, together with the roles and responsibilities of all staff
- the development of a people-focused workers compensation case management style aiming to support



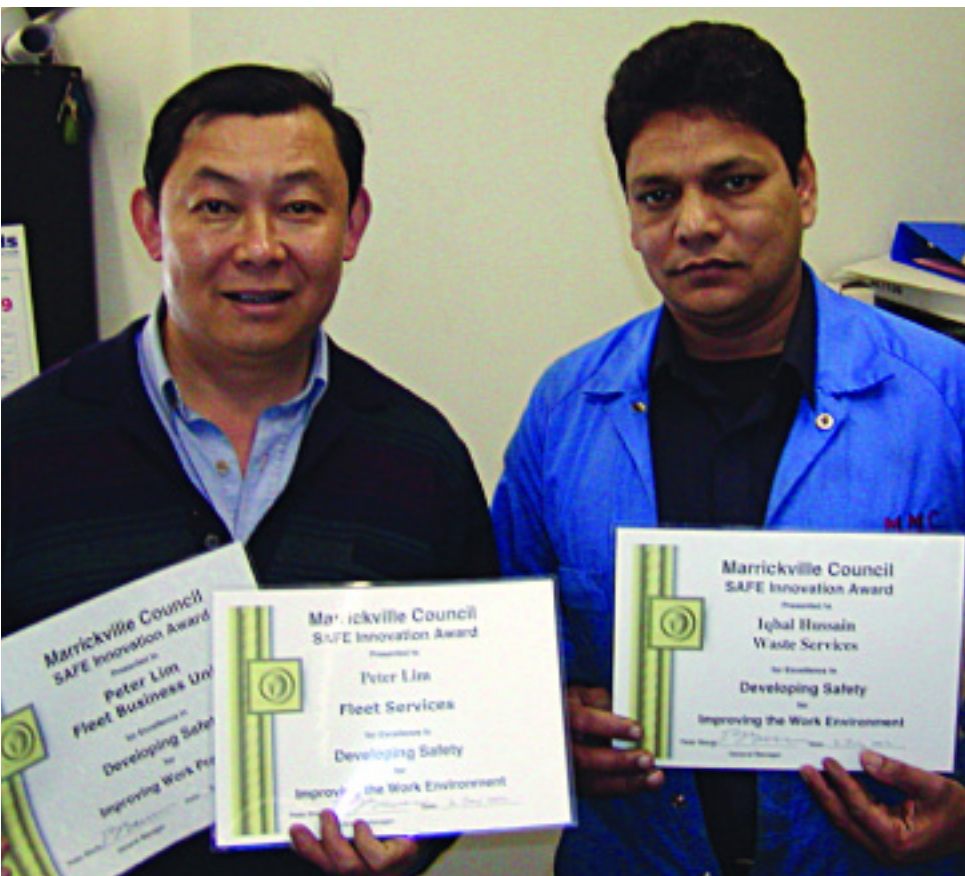
injured staff and enable them to return to work as soon as possible

- the introduction of a continuous improvement process called the Work Review Team (WRT) Project aimed at producing positive changes in the workforce by involving staff at all levels in making constructive changes to their own operations

“Work SAFE, Stay SAFE, Be SAFE” is now the popular catchcry at the Council’s worksites; a quarterly SAFE newsletter highlights innovative work practices; staff are provided with job-specific safety induction training on the day they commence work; an in-house training program addresses pollution spills, hazardous waste and abandoned asbestos; and SAFE awards are presented to outstanding business units and workers. An award was recently presented to the staff in the Information Systems Section for producing

safe work procedures and operating instructions for their work area, and two staff members from Parks and Streetscape were recognised for their review of protective eyewear used during tree pruning.

Given its recent record, it is hardly surprising that a feature of the safety culture that characterises the Council’s workforce today is the positive attitude from management and staff that “this is the way we do things now”. This attitude influences not only Council staff and management, but also the community as a whole. In this regard, the Mayor of Marrickville Council never tires of recounting the tale of four-year old Mackenzie Connell, a student at Camden Out of Hours School Care, who reacted instantly to an accident by placing the “caution, slippery floor” over a water spill and cautioned his classmates to be careful.



# NSW Premier's Forum on Spinal Cord



Premier Bob Carr and Christopher Reeve speaking at the press conference held on Day One of the Forum.



Paralympian John Marshall and WorkCover staff discuss workplace safety and injury management issues with Forum participants.

**ON 27 JANUARY 2003, PREMIER BOB CARR OPENED *MAKING CONNECTIONS, THE NSW PREMIER'S FORUM ON SPINAL CORD INJURY AND CONDITIONS*.** The free Forum was held over the Australia Day long weekend on 27 and 28 January at the Convention Centre, Darling Harbour and attracted almost 1,000 people – including world-renowned scientists, researchers, clinicians and doctors as well as hundreds of Australians living with spinal cord injuries and conditions, their carers and families.

The working title of the Forum, *Making Connections*, was developed around the twin themes of searching for the physical connections necessary to repair an injured spinal cord, and making personal connections through bringing together the various concerned groups to share experiences and learn about the latest research and therapies.

WorkCover NSW was proud to be the Silver Sponsor of this unique Forum. As well as helping to raise community awareness of spinal cord injuries, WorkCover believed that the conference would also help promote the broader issues of the prevention of work-related injury and diseases and assist workplaces to become healthier and safer, as well as encouraging the prompt, efficient and effective management of injuries to persons at work.

The main aims of the Forum were:

- **Awareness:** To raise public awareness of spinal cord injuries and conditions.
- **Research:** To share information on future scientific, therapeutic and public action.
- **Connection:** To promote connections that enhance the quality

of life for people affected by spinal cord injury and conditions.

The Forum was split into three main parts: (1) whole group sessions which offered all participants an opportunity to hear keynote speakers and to share ideas with fellow participants; (2) split sessions which offered participants a chance to attend discussions on a number of topics, including scientific research and development and practical approaches to health management; and (3) the Showcase which included exhibitor booths and displays from organisations and individuals, and gave participants access to a broad range of information about services, equipment, projects and research relating to spinal cord injury and conditions.

Apart from being one of the Forum's major sponsors, WorkCover also had a stand in the Showcase where participants could discuss workplace safety and injury management issues with WorkCover staff. In addition, Paralympians Terry Giddy and John Marshall, two of the elite athletes sponsored by WorkCover through its *Paralympian Sponsorship Program 2002/03*, also attended the stand. Both Terry and John have spinal cord injuries incurred in workplace accidents and the Showcase sessions provided an excellent opportunity for them to share their post-injury experiences with other delegates, in particular those suffering from spinal cord injuries and conditions.

WorkCover also sponsored one of the seminars held on Day Two of the Forum, which explored the whole of life approach to disability reform – linking business, government, education and the community.

# Injury and Conditions

A highlight of the Forum was the keynote speaker Christopher Reeve – actor, author and spinal cord injury research advocate – who addressed participants on the first day. Mr Reeve delivered a passionate and enthusiastically received speech on the subjects of spinal cord research and the important issues of therapy and ongoing attendant care for people suffering from spinal cord injury and other forms of paralysis.

Prior to his accident in 1995, Mr Reeve was probably best known for his portrayal of *Superman* in the 1978 movie and its subsequent sequels. However since the accident, Mr Reeve has become an active advocate for spinal cord injury research and care and, since 1999, has also been the Chairman of the Board of the Christopher Reeve Paralysis Foundation (CRPF). CRPF, a non-profit organisation, supports research to develop effective treatments and a cure for paralysis caused by spinal cord injury and other central nervous system disorders. CRPF also allocates a portion of its resources to grants that improve the quality of life for people with disabilities.

The Premier of NSW, Mr Bob Carr, when announcing the Forum late last year said, “Christopher Reeve’s experience, bravery and passion are a symbol of hope for all people with paralysis. He is on a mission to bring about change not just for himself but for all people with spinal cord injuries and other central nervous system disorders.”

The second day of the Forum brought an address by Premier Carr, which included an announcement of substantial new funding by the NSW State Government for spinal cord research and therapy for people with disabilities.

The Forum concluded with an informative and entertaining “Hypothetical” titled *Care vs Cure* that was hosted by the ABC’s Adam Spencer. Among others, the panel included: Dr Wise Young, one of the world’s leading neuroscientists; Dana Reeve (wife of Christopher Reeve); and Dr John Yeo, a leader in the field of spinal injury care and rehabilitation.

The Forum was pronounced a great success by the Premier, organisers and delegates, based largely on its unique format of bringing together people with spinal cord injuries and conditions, their families and carers, clinicians, researchers and government and community support services. The hope is that it will now be used as a model for future conferences on spinal cord injury and conditions both locally and internationally.



## **\$35.9M TO FUND RESEARCH AND HELP PEOPLE WITH DISABILITIES**

In his address to the Forum on the morning of 28 January, Premier Bob Carr announced that the NSW State Government would spend \$35.9m over the next four years on research and extra services for people with physical disabilities.

During the Premier’s keynote speech he announced:

- \$10.9m over four years to establish the **Spinal Cord Injury and Conditions Fund** to promote biomedical research into spinal injury, disorders and neurological conditions
- \$23m over four years for an **extra 100 attendant care places** within a year to help people with physical disability do everyday tasks such as get out of bed, shower and get dressed
- \$2m for a **two-year pilot program to improve coordination of services for people who have suffered catastrophic injuries** that would concentrate on the move from rehabilitation centres back into the community

# Marrambul Mali

**A TWO-DAY FORUM, MARRAMBUL MALI (WIRADJURI FOR “DO IT RIGHT”), ON EMPLOYMENT ISSUES FOR THE ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITY WAS HELD RECENTLY IN DUBBO.** Aboriginal advisers from four NSW Government agencies – WorkCover, the Department of Industrial Relations, the Anti-Discrimination Board and the Department of Fair Trading, together with the NSW Working Women’s Centre, organised the forum to provide information on workplace relations for indigenous people.

Marrambul Mali was the first time that the agencies involved had worked together to provide information for the indigenous community and was a unique opportunity for Central West Aboriginal employers and workers to learn more about their workplace rights and responsibilities.

Topics covered by Marrambul Mali included:

- workplace safety
- workers compensation and injury management
- employment laws in NSW
- workplace harassment and discrimination

More than 60 participants from local community and

government agencies attended the forum with some participants travelling from local towns such as Gilgandra and Gulargambone and as far away as Coonamble and Walgett.

Many of the organisations that attended the forum were quite small with most having only a handful of workers. The need for information to help these organisations discharge their responsibilities was shown by the number attending the forum and the lively discussions that ensued.

WorkCover NSW’s focus was on providing Aboriginal people with information on how to improve their occupational health and safety (OHS) and injury management performance within their workplace. WorkCover’s Dubbo office gave a presentation on the role of WorkCover, outlining OHS, workers compensation and general rights and responsibilities of employers and staff in workplaces.

WorkCover will continue to work with the indigenous community as part of its wider role in assisting employers and workers ensure they are aware of their rights and responsibilities for having a safe and healthy workplace, know what to do in case there is a work-related injury and have appropriate workers compensation insurance.



*Photo: Courtesy of Tourism New South Wales*



# Premier's Commendation for WorkCover's CouncilSafe Project

## **WORKCOVER HAS RECENTLY RECEIVED A COMMENDATION AT THE 2002 NSW PREMIER'S PUBLIC SECTOR AWARDS, FOR ITS ACHIEVEMENTS UNDER THE COUNCILSAFE PROJECT.**

The Awards give recognition to excellence in performance by government agencies in five categories of project work. Competing against 19 other nominations, in the most contested category, Service Delivery, the CouncilSafe project received a Commendation award in recognition of the improvements to workplace health and safety achieved in 19 local councils across NSW.

These councils, ranging in size from 40 to 1,200 workers, almost 5,000 people in total, were spread from Tumut, to Coffs Harbour, the Hunter Valley and many city areas. All undertook to carry out a detailed review and improvement of their occupational health and safety (OHS) and injury management (IM) systems, over a one-year period.

WorkCover had to demonstrate that this project was an innovative example of how a State government agency could work in partnership with the community or other government sectors. Another key requirement was that the project had resulted in measurable, sustained improvements. CouncilSafe met both these criteria.

The CouncilSafe project has embodied WorkCover's aims to work in partnership with the NSW community to achieve safe workplaces, effective return to work and security for injured workers in building partnerships with the state-level Local Government Industry stakeholders – the Municipal Employees Union and LGov (formerly the Local Government and Shires Associations). At the local level, the project forged partnerships between WorkCover and the participating local councils and encouraged networking and collaboration between the councils themselves. As part of the project, councils:

- entered into a partnership agreement with WorkCover
- ensured the support of their General Managers for the project



- provided a Facilitator to steer the organisation through the series of workshops, research, systems review and implementation activities associated with CouncilSafe
- consulting widely and at all levels within their organisation on the project activities

WorkCover provided a tailored OHS and IM model, conducted specific training, partnered each council with a WorkCover inspector and provided technical and networking support.

"Our program partner was invaluable. It was very beneficial for staff, particularly field staff, to see WorkCover demonstrate genuine interest and support for OHS systems development." Bill Allen

– Gosford City Council

"Our perception of WorkCover and the role they play has changed for the positive." Mark Ellis – Harden Shire Council

The CouncilSafe project resulted in the real reductions in injuries and illnesses and lower workers compensation costs.

"We had never statistically measured our OHS performance. We now have a benchmark and processes in place to allow us to measure it." Shawn Hore – Richmond Valley Shire Council

"Our records indicate that manual handling claims have reduced from 41 to 23 ... and (that) total claims numbers reduced from 127 to 101." Bob Ison – Canterbury City Council

These reductions were also beginning to reap financial benefits for councils, with eight of the 15 councils, for which workers compensation premiums data could be compared, achieving premium reductions in the period from when the CouncilSafe program started.

WorkCover's staff are proud of the success the CouncilSafe project has achieved so far. The Commendation for this work in the NSW Premier's Public Sector Awards comes as recognition of the value of these efforts, not only in terms of workplace OHS and IM but in the broader scope of work done by the many public sector organisations in NSW.

# WorkCover Assist Program

## **THE WORKCOVER ASSIST PROGRAM WAS CREATED VIA THE *WORKPLACE INJURY MANAGEMENT AND WORKERS COMPENSATION ACT 1998*.**

Under the Program, WorkCover provides financial assistance to employer associations and registered unions for a period of 12 months to assist them to help their members understand and comply with the significant changes to the workers compensation and occupational health and safety (OHS) legislation.

In 2002 the Program resulted in more than 4,250 different workplaces being reached through industry-specific strategies. These strategies included the production of 87 industry-specific products including:

- trainer guides and training presentations
- training manuals/packages
- workplace guidelines
- brochures, booklets, information sheets and articles
- Powerpoint presentations
- web-based information and a web-based course
- video training packages

In addition, more than 35,000 publications and 200 CD-ROMs were printed and distributed under the Program; more than 2,390 phone call enquiries were received by 11 organisations; and 518 training sessions were conducted (representing 4,200 training hours) involving 8,216 participants.

To be considered for a funding grant under the Program, applicants have to clearly demonstrate that the funding will directly assist their members to meet the objectives of the new legislation, and that it will help to improve safety outcomes and/or claims assistance and advisory services.

Each applicant must be a registered employer association or NSW trade union. Applications can be made jointly by two or more organisations, and applicants can use contractors and consultants.

Applications are not considered where proposals were:

- focused on the development and marketing of commercial products
- requesting funding for overseas travel
- requesting funding for further education of an individual
- primarily a capital works project
- primarily directed towards providing ongoing financial support

- not able to show a benefit to the workforce of NSW

All of the projects proposed have to support workers compensation and/or OHS legislative reforms by:

- clearly outlining objectives and structure of the Program
- identifying which legislative reforms will be targeted
- providing details of how workplaces will be assisted by the Program, including the number and type of workplaces/workers that will benefit
- detailing costs
- identifying support services that will be used
- setting out a clear time frame

WorkCover aims to ensure that the Program represents value for money for the people of NSW by providing clear and deliverable objectives and a realistic budget.

The Program includes total funding of \$5m per annum. Two and a half million dollars has been allocated to both employer and worker groups.

The Program has a specific funding agreement, with built in reporting and performance requirements to ensure that the money is properly used. Funding will be provided to organisations on the following basis:

- 50% when a project commences
- 25% for completion of project milestones
- the balance when the project is satisfactorily completed.

WorkCover must receive all reports which it may require under the agreement

Successful applicants will sign funding agreements for the new round of grants in March 2003.



Building on the success of the 2002 Program WorkCover is providing a new round of WorkCover Assist grants in 2003. The WorkCover Assist Program provides for active partnership between WorkCover and registered employer associations and NSW trade unions to help their members.

### CASE STUDIES

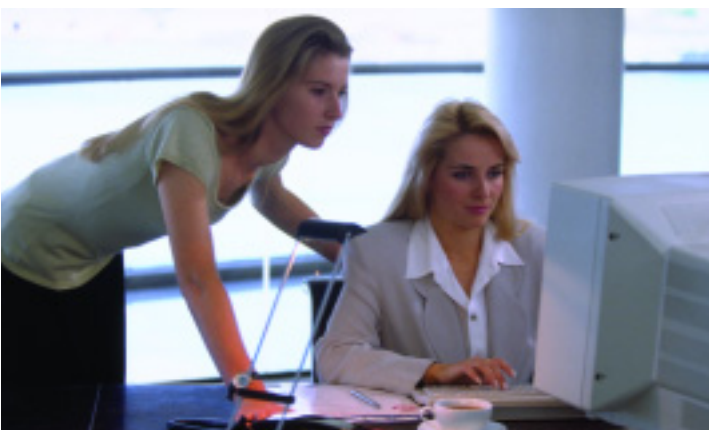
The following case studies provide examples of the creative strategies that have been successfully carried out under the first round of grants to date.

#### Case Study No 1: Australian Medical Association (NSW) Limited (AMA)

The Australian Medical Association's (AMA) OHS/Workers Compensation Education Project is a two-part project designed to provide medical practitioners and their staff, in private practice, with information about the new OHS legislation and regulations, and reforms to workers compensation.

The first part of the project was the development of an OHS manual. The manual covers OHS and workers compensation reforms, employer and worker obligations, responsibilities and rights and other OHS considerations for a medical practice. It covers issues like the management and disposal of waste, hazard identification and risk management.

The second part of the project was practical training. Over 500 medical practitioners and their staff attended one-day workshops to receive practical guidance in how to make their medical practices safer and OHS compliant. An additional 100 manuals were ordered by practitioners unable to attend the workshops. Requests for the OHS manuals are still being received on a regular basis.



#### Case Study No 2: Australian Manufacturing Workers' Union – NSW (AMWU)

The AMWU project focused on identifying, contacting and delivering training to workplaces. In the first phase it concentrated on workplaces with more than 20 union members to maximise the impact of the project in its early stages. The project included the appointment of two full-time officers, who were responsible for:

- identifying workplaces within industry where there is a need to establish, or improve OHS consultation arrangements
- developing and delivering 67 seminars (representing over 3,850 training hours) to 353 participants from 177 workplaces on workers compensation and OHS
- developing over 800 resource kits, including checklists on workers compensation and OHS, to assist members, delegates and OHS representatives
- developing guides on workers compensation and OHS

#### Case Study No 3: Australian Business Limited (ABL)

The main components of the ABL's Workcover Assist project were:

- development and delivery of 10 workshops to 477 member businesses (300 from regional NSW), addressing consultation, risk management and plant provisions of the new OHS legislation
- development of materials such as 1,200 risk management and plant safety information booklets, tools, forms, checklists, guidance materials (case studies, fact sheets) for each of the three topics
- using ABL's Internet site, among other methods, to distribute these materials
- provision of expert response to members' questions, via dedicated telephone line, and by email as required. Of the 333 calls received about one-quarter were in regard to consultation and risk management
- articles in regional ABL newsletters and monthly ABL journal specifically addressing risk management, consultation and plant provisions of the OHS legislation

The project was implemented across NSW, including Sydney, Hunter, Illawarra, Monaro, Riverina, Northern Rivers, Mid-North Coast, Central Coast, Central West and Far West. The broad range of activities implemented ensured that all members received some form of assistance.

# Sun Safety at Work

Australia has the highest rates of skin cancer in the world and one out of every two Australians will develop skin cancer at some stage during their lives.

The Cancer Council NSW reports that exposure to ultraviolet radiation (UVR) has been identified as the major cause of skin cancer. Any worker who is exposed to UVR is at risk of skin cancer, though more recent data suggests that indoor workers with periodic exposure to UVR may be at even greater risk.

Given the significant amount of time we spend at work over our lifetime, this presents a real issue for employers.

Accordingly, WorkCover NSW and The Cancer Council NSW are currently seeking to raise awareness of the need for sun protection in the workplace.

The NSW *Occupational Health and Safety Act 2000* (the Act) places a duty of care upon all employers in NSW. The Act requires all employers in NSW ensure the health, safety and welfare of their workers while they are at work.

In doing so, employers must identify, assess and eliminate (or, if this is not possible) control any risks that may affect their workers while they are at work.

The Act requires that this be done in consultation with workers, as they deal with the hazard on a daily basis and can best describe how measures to eliminate or control risks can be incorporated into work practices.

Given the risk of skin cancer from exposure to UVR, employers with workers who are regularly exposed to solar UVR during their work must eliminate or control this risk.

The Cancer Council NSW suggests the following checklist as a good starting point toward developing and implementing a sun protection policy.

## **Shade:**

1) Is there adequate provision of shade for morning tea, lunch and afternoon tea breaks?

Yes ☐ OR No ☐

2) Are workers encouraged to take breaks in the shade?

Yes ☐ OR No ☐

## **Clothing and hats:**

3) A sun protection policy should include requirements such as long sleeve collared shirts and long pants, hats and sunglasses especially during the summer months?

Yes ☐ OR No ☐

## **Knowledge:**

4) Do workers receive training and education to raise awareness and knowledge about skin cancer and about lifestyle factors including work practices that contribute to the development of skin cancer?

Yes ☐ OR No ☐



**Timing of outdoor work:**

5) Is the workday organised so that workers avoid being outside during times of peak UVR (11am–3pm during daylight saving time and 10am–2pm at other times of the year) where possible?

Yes ☐ OR No ☐

**Role modelling:**

6) Is the employer demonstrating good sun protection behaviour at work?

Yes ☐ OR No ☐

**Sunscreen use:**

7) Is there sunscreen available for everybody to use at work each day?

Yes ☐ OR No ☐

**Tax implications:**

8) Are employers and workers aware that if working outdoors, hats, sunglasses and sunscreen can be claimed as a tax deduction? (To find out more about this go to [www.ato.gov.au](http://www.ato.gov.au).)

Yes ☐ OR No ☐

**Score out of eight**

(give one point for each tick in the yes box) = \_\_\_\_\_

If you scored five or above you are doing a great job, however, unless you scored a perfect eight there is still room for improvement. Start thinking about how you can change a “no” to a “yes” and this may require involving other people including the use of peak bodies and professional organisations such as WorkCover NSW or The Cancer Council NSW to assist you.

WorkCover NSW works in co-operation with NSW employers to assist in formulating safe systems of work in relation to such risks. For more information phone 13 10 50 or connect to WorkCover’s website at [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).

The Cancer Council NSW provides funding for cancer research and can provide valuable information on all types of cancer, both at and away from work. For more information phone the Cancer Helpline on 13 11 20 or connect to The Cancer Council’s website at [www.cancercouncil.com.au](http://www.cancercouncil.com.au). If you would like more information about sun protection, you can also email the Council at [suninfo@nswcc.org.au](mailto:suninfo@nswcc.org.au).



# Small Business

Strategy Announced



**ON 4 FEBRUARY 2003 NSW SPECIAL MINISTER OF STATE AND MINISTER FOR INDUSTRIAL RELATIONS, THE HON. JOHN DELLA BOSCA MLC, ANNOUNCED A NEW SUPPORT PROGRAM FOR SMALL BUSINESSES.**

From 1 September 2003 small businesses are fully covered by the *Occupational Health and Safety Act 2000* and the *OHS Regulation 2001*. Small business owners will need to be up to date with how these laws can assist them in providing a safe workplace.

Important changes introduced by the *OHS Act 2000* and *OHS Regulation 2001* are the provisions regarding duty to consult workers and risk management in workplaces.

Employers have an obligation (or duty) to consult with their workers on any matters affecting their health and safety. That means employers must talk to their staff and get their input on how to best make the workplace safe.

The duty to consult applies to all employers regardless of the

number of people they employ.

Employers, controllers of premises and manufacturers of plant must now also implement these risk management provisions. Risk management means:

- identifying hazards in your workplace or worksite
- assessing the risks
- eliminating or controlling the risks

This must be done for all hazards in all workplaces.

To help adapt to the changes brought about by the new regulatory regime, Minister Della Bosca announced the WorkCover Small Business Assistance Strategy. Under the new strategy, WorkCover will be establishing a support program for small business operators. The Minister said that over the next 18 months he wants to ensure that WorkCover inspectors will focus on providing increased education and advice. The Minister said that "under this new program WorkCover inspectors will be available for one-on-one

## Small Business to be Assisted not Targeted

advisory sessions with small business operators outside of business hours, in WorkCover offices around the State”.

Small business owner/managers will be able to ask for advice on workers compensation, injury management or OHS issues. Inspectors will either provide advice or direct owner/managers to the correct source which may be the WorkCover website ([www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)), WorkCover Assistance Service (13 10 50) or the *Small Business Safety Starter Kit* (Ring the Publications Hotline on 1300 799 003 and ask for Publication #50.). WorkCover also advises on upcoming local training courses and seminars that may be useful.

### NEW SMALL BUSINESS ASSISTANCE WEBSITE LAUNCHED

On 19 February 2003 NSW Special Minister of State and Minister for Industrial Relations, the Hon. John Della Bosca MLC, launched a new website that will provide instant advice on workplace safety to small business operators.

Minister Della Bosca launched the site in Goulburn, noting that the initiative will be particularly useful for rural and regional business operators who can access the information from remote areas.

“The new website is a valuable resource for small business owners and managers needing immediate advice on a wide

range of matters.

The website includes information on OHS, workers compensation, injury management, training courses and State Government incentives, such as the Premium Discount Scheme and the ROPS rebate scheme.

The new site allows small business operators to clarify their responsibilities under the new OHS regulations, consult the Codes of Practice relevant to their business activity and contact their nearest WorkCover office to book a free one-on-one advisory session with an inspector,” the Minister said.

The launch of the small business website follows the release of the Government's Small Business Assistance Strategy on 4 February 2003 in Penrith.

“The website was outlined in the Small Business Assistance Strategy and complements the new small business information network, the WorkCover Assistance Service, seminar programs and training courses.

It is important that WorkCover focuses on education and advice. Where there is no immediate risk to health and safety, inspectors will take an advisory approach with business owners and managers to improve their understanding of OHS practices.

The new website will help small business owners make their workplaces safer,” Minister Della Bosca said.

The new small business site is available 24-hours a day, seven days a week and can be accessed from the WorkCover website: [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).

### NEW INSPECTORS WELCOMED TO WORKCOVER NSW

On 4 February 2003, on the occasion of the announcement of the NSW Government's Small Business Assistance Strategy, Special Minister of State and Minister for Industrial Relations, the Hon. John Della Bosca MLC, welcomed 14 new inspectors to WorkCover.

While addressing WorkCover's latest intake of inspectors Minister Della Bosca noted the fact that they comprise a diverse group of men and women. They cover a 25 year age span and have experience in backgrounds as varied as engineering, injury management, human resources, construction and policing.





Rob Seljak, Assistant General Manager Occupational Health and Safety Division.



Minister John Della Bosca discusses aspects of the Small Business Assistance Strategy with two of WorkCover's new inspectors.

These inspectors will join the team of around 300 who will be instrumental in implementing the Small Business Assistance Strategy. According to Rob Seljak, Assistant General Manager of WorkCover NSW's Occupational Health and Safety Division "study after study indicates that employers get most value, learn most and are likely to make real improvements by the face to face interaction with an inspector".

Kate McKenzie, General Manager WorkCover NSW, said that the inspectors' role has historically been to advise on and enforce compliance with OHS, dangerous goods and workers compensation legislation. However, with the emphasis on an advisory approach in the new Small Business Strategy, this aspect of all inspectors' work is an increasingly important part of WorkCover's assistance to industry in a time of major legislative change.

Rob Seljak welcomes WorkCover's 14 new inspectors.



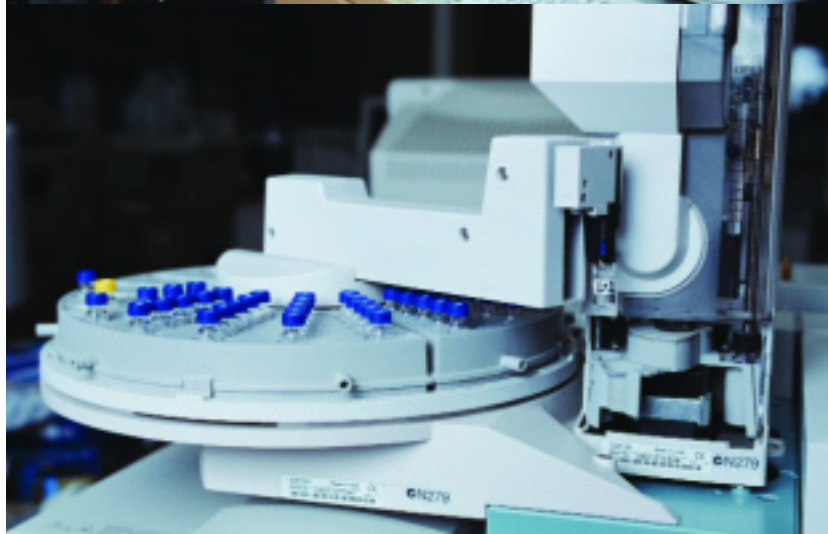
# Testing for Benzene Exposure

WorkCover NSW's Thornleigh Laboratory Services Unit has introduced a urine test for measuring worker exposure to the cancer causing chemical benzene. The Thornleigh Laboratory Services Unit is the only facility in Australia that offers this test.

Benzene is a colourless, highly flammable liquid that has a variety of industrial applications. Benzene is used in the production of many different types of organic chemicals, detergents, pesticides and paint removers. Benzene is also a significant component of petrol (approx. 5%) and hence is of occupational interest to workers in the petroleum industry.

Benzene is a "category one" confirmed human carcinogen and there is sufficient evidence in the literature to establish an association between human exposure to benzene and the development of cancer. The NSW *Occupational Health and Safety Regulation 2001* states (Part 6.4 Clause 165) that "an employer must provide health surveillance for each employee who is exposed to a hazardous substance if there is a risk to the health of the employee as a result of that exposure ..." and benzene is specifically referred to in the Regulation.

Acute benzene exposure interferes with the human body's central nervous system while chronic exposure can cause leukaemia, which is a form of cancer of the blood. A useful method of monitoring a worker's exposure to benzene is by measuring a breakdown product of benzene after it has been absorbed into the body. A urine sample can be collected from a worker after their work shift has been completed and the level of exposure determined by measuring the concentration of this breakdown product (muconic acid) in the worker's urine. The level of muconic acid found in the urine can then be compared to an established occupational limit for exposure to benzene and this can be used to assess the extent of exposure and also what the level of risk is to the worker. Appropriate control measures can then be put into place if required.



# The Workers Compensation Commission



## THE WORKERS COMPENSATION COMMISSION IS NOW A YEAR OLD.

Established at the beginning of 2002, the Commission is an independent statutory tribunal within the justice system in NSW.

Instead of using a traditional courtroom, the Commission runs conference style meetings that allow for a more informal approach and resolution between the parties involved.

“Our system is non-adversarial,” explains the President, Justice Terry Sheahan.

Parties involved in a workers compensation dispute are encouraged to take an active role in their case and the Commission’s processes have been designed to allow settlement to take place at any stage. In fact, the legislation requires that every effort be made to bring parties to settlement as early as possible.

“Injured workers lodging claims with the Commission do not have to wait months to get resolution to their disputes,” says Justice Sheahan.

He points out that particular attention has been paid to making the Commission open and accessible to everyone in the community. “We have published a number of simple language, easy-to-understand brochures which explain exactly how the Commission works and what a person needs to do to have a dispute heard.” This information is also available on the Commission’s website: [www.wcc.nsw.gov.au](http://www.wcc.nsw.gov.au).

General information about the Commission can be found in

brochures such as *The Workers Compensation Commission*, *The Dispute Resolution Process* and *Workplace Injury Management Disputes*.

There are step-by-step guides such as *Applicant’s Procedures*, *Respondant’s Procedures*, *Registering a S66A Agreement* and *Interim Payment Directions*. Other brochures such as *Referral for Medical Assessment*, *Appeals Against Decisions by Arbitrators* and *Closing the Dispute Process* clarify procedures.

Key information is translated into 10 community languages: Arabic; Chinese; Croatian; Greek; Italian; Macedonian; Serbian; Spanish; Turkish; and Vietnamese.

By the end of March this year the Commission will have published 13 brochures in English, and eight have been translated into 10 different languages. Again, all of these translations appear on the Commission’s website.

An *Access & Equity Service Charter* was recently released by the Commission, which outlines a commitment that all members of the community have equal access to the Commission’s services.

Cost, for example, is not a barrier to having a workers compensation dispute heard. The Commission provides its services free to all parties and there are no filing fees to lodge a dispute.

Distance is also not a barrier because applicants do not have to come to Sydney to have a dispute heard. The Commission has appointed Arbitrators throughout NSW and, wherever possible, will travel to hear cases in the location most convenient to the parties.

Lack of English language skills is not a barrier, either, because qualified interpreters can be provided free of charge for Commission proceedings.

Assistance is also provided to people with disabilities to enable them to have equal access to the Commission and to be able to participate in proceedings. User-friendly hearing rooms, hearing loops and TTY services are available for those who are hearing impaired, and the Commission’s premises in metropolitan Sydney have wheelchair access and amenities.

People who want to lodge a dispute in the Commission without having the help of a lawyer or agent, such as a union

## Open and Accessible to all

representative or company officer, are also assisted. The brochure, *The Self-Represented Worker*, covers the information an injured worker needs to know to negotiate the Commission, and includes a timeline of the dispute resolution process.

An informative website is an important communications tool for any organisation today, and the Commission has aimed to make its site comprehensive. Frequently Asked Questions (FAQs) are addressed. Regulations, Practice Directions and Policies are listed on the site, as is a selection of recent decisions, as well as Appeals and Questions of Law. In addition, all of the Commission's forms have also been put

online so that they can be easily downloaded.

The Workers Compensation Commission website is at [www.wcc.nsw.gov.au](http://www.wcc.nsw.gov.au). The Commission's brochures, in English and translation, are available from the Commission (telephone - 02 8281 6401) or from the WorkCover Assistance Service (telephone - 13 10 50).



## Updated Workers Compensation Legislation

Updated workers compensation legislation to reduce red tape, streamline business administration, ensure an even playing field for business and establish a fund to cover workers compensation losses in the event of an act of terrorism was passed by Parliament in December 2002.

The legislation is designed to:

- Reduce red tape so that employers will only be required to obtain workers compensation coverage in the State to which the worker's employment is connected. The new arrangements will also ensure that workers, working temporarily in other States, have access to the workers compensation entitlements available in their home State. The legislation is expected to commence mid-2003, and will be co-ordinated with other States and will incorporate a targeted compliance initiative – Further details can be found on the WorkCover NSW website ([www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)).
- Streamline business administration by ensuring that all workers payments will be counted as wages for the purposes of workers compensation premiums, regardless of the type of payment. This creates a level playing field for employers and reduces opportunities for employers to avoid paying the correct premium. The revised definition of wages includes employer superannuation contributions, grossed up value of fringe benefits, termination payments, other payments and trust distributions where the distribution is in

lieu of wages. The legislation will come into force for policies renewed on or after 4.00pm 30 June 2003.

- Ensure that every business competes equally by requiring principal contractors to check that their subcontractors have appropriate workers compensation insurance. The legislation is expected to come into force on 1 July 2003.
- Create a level playing field for employers by assessing workers compensation premiums on a group basis rather than on an individual employer basis. Generally, this applies to related corporations and where the same person(s) have a controlling interest in multiple businesses. WorkCover will consult with stakeholders regarding the application of these provisions, especially with those organisations currently exempt from pay-roll tax. The legislation is expected to come into force for policies renewed on or after 30 June 2004.
- Address the lack of availability of reinsurance for terrorism-related losses. The legislation enables the establishment of a Workers Compensation Terrorism Re-insurance Fund in the event of a significant terrorism-related loss. It offers insurers a "safety net" when significant workers compensation losses are caused by an act of terrorism in NSW. This legislation has commenced.

More detailed information on the updated legislation is available from the WorkCover NSW website: [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).

# Workplace fatalities & injuries

## **WATER TRUCK ROLLS OVER DRIVER**

A 64-year-old truck driver sustained fatal crush injuries when a water truck rolled over him while he was attempting to fill its tank with water.

## **STATION MANAGER INJURED ON PROPERTY**

A 56-year-old station manager sustained fatal crush injuries when trapped by a four-wheel-drive while closing a gate.

## **PUMP LABOURER ELECTROCUTED**

A 22-year-old labourer was electrocuted while leaning against a mobile concrete boom pump when the boom contacted with high-voltage overhead power lines.

## **OPERATIONS MANAGER DIES IN EXPLOSION**

A 41-year-old operations manager was fatally injured in an explosion that occurred in a large cylindrical tank that was being cleaned.

## **ELECTROCUTION AT TELEPHONE EXCHANGE**

A 24-year-old electrician was electrocuted while carrying out installation and re-wiring of emergency lighting at a telephone exchange.

## **TRUCK DRIVER STRUCK BY TIP TRAY**

A 52-year-old truck driver was apparently struck while attempting to lower the tray of a tip truck.

## **WORKER SUSTAINS FATAL CRUSH INJURIES**

A 56-year-old process worker sustained fatal crush injuries to the chest when a steel die weighing 60 kilograms struck him after being forced out of a forge press.

## **PLANT OPERATOR RUN OVER DURING EXCAVATION**

A 20-year-old plant operator sustained fatal crush injuries when run over by an excavator while working on a dam on a rural property.

## **SAWYER SUSTAINS SKULL, NOSE AND CHEST INJURIES**

A 64-year-old sawyer sustained a fractured skull and nose and chest injuries when struck by a log that rebounded while being cut with a bench saw.

## **WORKER SUFFERS ELECTRICAL SHOCK ON CRANE**

A man received an electric shock when he came into contact with a live electrical power cable while accessing the top of an overhead crane.

## **TYRE FITTER HIT BY FLYING WHEEL**

A tyre fitter sustained head injuries when hit by a wheel that flew off a mobile crane while its tube was being inflated.

## **INJURIES SUSTAINED FROM TREE FALL**

A 39-year-old man sustained broken vertebrae and pelvis and shoulder injuries when he fell from the branch of a tree while carrying out tree lopping.

## **SAWMILL WORKER IMPALED BY CUTTING**

A 23-year-old sawmill worker was impaled by a piece of timber that rebounded while he was cutting it with a bench saw.

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

# Prosecution Highlights

## **WAREHOUSE FATALITY: FINES TOTAL \$305,500**

**Companies:** TMP Worldwide eResourcing (Industrial Services) Pty Ltd and LG Electronics

**Fine amount:** \$305,500

**Inspector:** Ian Blume

**Case details:** A labour hire firm and an electrical supplier have been fined a total of \$305,500 following the death of a Sydney warehouse worker.

TMP Worldwide eResourcing (Industrial Services) Pty Ltd and LG Electronics were fined \$152,750 each by the NSW Industrial Relations Commission sitting in court session.

Both companies pleaded guilty to charges under the *Occupational Health & Safety Act 1983*.

The warehouse worker died in hospital from head injuries suffered on 8 February 2000 when hit by electrical goods that fell from a forklift truck at LG Electronics' Rydalmere plant.

The electrical goods were being transferred unsecured in stacks weighing 432kg from a semi-trailer inside the loading dock.

## **COMPANY DIRECTOR'S BALCONY FALL BRINGS \$60,000 IN FINES**

**Company:** Winterton Constructions (NSW) Pty Ltd

**Fine amount:** \$60,000

**Inspector:** Dennis Howard

**Case details:** On 20 December 1999 the director of a company sub-contracted to Winterton Constructions (NSW) Pty Ltd fell from the balcony of a townhouse under construction. The director was engaged to manage and administer all aspects of the site. At the time of the accident the director was helping to guide a load of timber on to the balcony. The director was not wearing a harness and there was no system of fall protection in place on the first floor balcony of the townhouse.

Winterton Constructions (NSW) Pty Ltd entered a plea of guilty to the charge under Section 17(1) of the *Occupational Health & Safety Act 1983* and on 18 December 2002 was fined \$60,000 and ordered to pay the Prosecutor's costs.

## **COTTON CO-OP FINED \$247,000 AFTER FATALITY**

**Company:** Namoi Cotton Co-operative

**Fine amount:** \$247,000

**Inspector:** Russell Webb

**Case details:** Namoi Cotton Co-operative has been fined \$247,000 by the NSW Industrial Relations Commission sitting in court session following the death of a young seasonal worker at Wee Waa.

Namoi Cotton pleaded guilty to charges under Section 15(1) of the *Occupational Health & Safety Act 1983*.

The 19-year-old man suffered fatal head injuries on 29 April 2000 when he was caught in a cotton bale pressing machine he was operating for the first time.

WorkCover charged that the company had failed to properly induct the worker or train him in safe work procedures, failed to provide adequate supervision, equipment and a workplace that was safe and failed to conduct any risk assessment.

**Disclaimer:** This list is a selection of cases and does not represent all prosecutions undertaken and/or resolved by WorkCover NSW (under the Occupational Health and Safety Act 1983) in the three months since WorkCover News was last published.

# Stop Press

## DEPARTMENT OF INDUSTRIAL RELATIONS – WE CAN HELP YOU

WorkCover has many reasons to work closely with the NSW Department of Industrial Relations (DIR). A recent survey of small business employers showed that out there in the community people see connections between workplace fairness, safety and productivity.

This connection is recognised at the highest level. We come under the same Minister, the Hon. John Della Bosca MLC and the General Manager of WorkCover NSW; Kate McKenzie is also the Director General of DIR.

Over the last year, DIR and WorkCover have embarked on a number of joint projects and initiatives such as the *Helping Small Business Seminar Series*.

The DIR provides a range of services to assist employers and workers understand their rights and obligations and to help employers manage the employment relationship.

### Employment Issues for Small Business Seminar Series

These low cost seminars are conducted in many metropolitan and regional locations across NSW to assist employers understand their legal obligations and to provide practical assistance on such issues as recruitment and termination and managing difficult issues in the workplace:

- *Rights and responsibilities* is a two-hour seminar on NSW employment laws
- *Recruitment and Termination* is a four-hour seminar on strategies for recruiting the right people for the job and what to do if things go wrong
- *Managing Employees* is a new four-hour seminar developed to help small business employers manage their staff, covering issues such as workplace flexibility, balancing work and family commitments and instituting appropriate policies and procedures

Internet address:

<http://www.dir.nsw.gov.au/workplace/seminars.html>

### Award Subscription Service

The Award Subscription Service keeps employers up to date on changes to award rates of pay and conditions. The service includes:

- a full copy of the award in an easy to use loose-leaf binder



- updates on variations ready to insert
- updates on legislation
- a free subscriber only hotline to answer questions on NSW awards

This service will soon be available electronically. At \$99 per annum and \$88 for renewal, it is a cost effective way of keeping up to date.

Internet address:

<http://www.dir.nsw.gov.au/awards/purchase/awardsub/>

### Awards Online – bookmark this site

The DIR Website is a very useful bookmark for all employers and workers. Visitors to the site can get instant access to the latest version of the relevant award, with easy to follow pathways if you don't know which award covers you or your staff.

It also contains a wealth of information on a wide range of issues for practitioners, workers, employers and students of industrial relations.

Internet address: <http://www.dir.nsw.gov.au/awards/>

### Award Enquiry Service – for the cost of a local call

Like WorkCover, DIR operates a free information service, providing telephone, email and faxed advice on awards, employment legislation and other human resource issues.

Internet address: <http://www.dir.nsw.gov.au/awards/enquiry/>

### Historical Award Information Service

This service provides fee-for-service research on back rates of pay, often needed for workers compensation claims, termination payments or to deal with back-pay claims.

Internet address:

<http://www.dir.nsw.gov.au/awards/purchase/historica/>

The DIR also produces many useful publications and runs a specialist service for Aboriginal and Torres Strait Islanders.

**For all enquiries contact: 13 16 28.**

## WHAT'S NEW ON OUR WEBSITE

### Safety in Forest Harvesting Operations, Code of Practice 2002

The publication, *Code of Practice, Safety in Forest Harvesting Operations* is an approved industry code of practice. An approved industry code of practice is a practical guide to achieving the standard of safety required by occupational health and safety (OHS) law for a particular area of work. Codes should be followed unless there is an alternative course of action that achieves the same or better standard of health and safety in the workplace.

This new Forest Code gives practical advice on how to decide on appropriate measures to eliminate or control the OHS risks caused by forest harvesting operations. It explains the processes involved in an organised management of OHS risk and how to apply a risk management approach to the hazards characteristic of forest harvesting.

Although mainly for employers, the Code also contains practical information of use to workers and other parties involved in forest harvesting operations.

The Code commenced on 1 January 2003.

To view the *Safety in Forest Harvesting Operations, Code of Practice 2002*, visit:

[http://www.workcover.nsw.gov.au/Publications/pdf/1005\\_Safety\\_Forest\\_Harvesting\\_Operations.pdf](http://www.workcover.nsw.gov.au/Publications/pdf/1005_Safety_Forest_Harvesting_Operations.pdf)

### High Visibility Clothing Safety Guide

People working near traffic, mobile plant or equipment are regularly exposed to potential hazards, including the serious risk of impact. Some workers at particular risk are:

- traffic controllers
- train shunters
- crane chasers
- track workers
- road workers
- ground crews
- emergency service personnel.

To help keep these workers safe, the *High Visibility Clothing Safety Guide* warns that high visibility clothing – as a form of personal protective equipment (PPE) – is not a safe system of work in itself.

The Guide contains information regarding an employer's obligation to conduct a risk assessment, to identify all potential hazards, to assess the risks associated with these hazards and to determine control measures that will reduce the associated risks.

High visibility clothing should be used if, after implementing other controls, some risk to the worker still remains (e.g. emergency and other services working adjacent to traffic) or when other control measures are impractical.

To see the *High Visibility Clothing Safety Guide*, visit:

<http://www.workcover.nsw.gov.au/Publications/view.asp?ID=583>

## WorkCover NSW Offices

### HEAD OFFICE

Office Hours 8:30am – 5:00pm  
Monday to Friday  
92–100 Donnison Street  
GOSFORD 2250  
Phone (02) 4321 5000  
Fax (02) 4325 4145  
Postal Address  
WorkCover NSW  
Locked Bag 2906  
Lisarrow NSW 2252

### WorkCover Assistance Service

Office Hours 8:30am – 4:30pm  
Monday to Friday  
92–100 Donnison Street  
GOSFORD 2250  
Phone 13 10 50  
Email  
[contact@workcover.nsw.gov.au](mailto:contact@workcover.nsw.gov.au)

### LABORATORIES

**Thornleigh**  
5A Pioneer Avenue  
THORNLEIGH 2120  
Phone (02) 9484 6655  
Fax (02) 9980 6849  
Email [lab@workcover.nsw.gov.au](mailto:lab@workcover.nsw.gov.au)

**Londonderry**  
TestSafe Australia  
Ground Floor  
919 Londonderry Road  
LONDONDERRY 2753  
Phone (02) 4724 4900  
Fax (02) 4724 4999  
Email  
[testsafes@workcover.nsw.gov.au](mailto:testsafes@workcover.nsw.gov.au)

### REGIONAL and LOCAL OFFICES

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

#### REGIONAL OFFICES

**Newcastle**  
956 Hunter Street  
NEWCASTLE WEST 2302  
Phone (02) 4921 2900  
Fax (02) 4940 8558

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

#### LOCAL OFFICES

**Albury**  
463 Kiewa Street  
ALBURY 2640  
Phone (02) 6021 5911  
Fax (02) 6041 2580

**Batemans Bay**  
Shop 6, Fenning Place  
12 Orient Street  
BATEMANS BAY 2536  
Phone (02) 4472 5544  
Fax (02) 4472 5060

**Blacktown**  
125 Main Street  
BLACKTOWN 2148  
Phone (02) 9671 8701  
Fax (02) 9831 8246

**Dubbo**  
Suite 3, 157 Brisbane Street  
DUBBO 2830  
Phone (02) 6884 2799  
Fax (02) 6884 2808

### Goulburn

21–23 Clifford Street  
GOULBURN 2580  
Phone (02) 4822 1243  
Fax (02) 4822 1242

### Grafton

NSW Government Offices  
49–51 Victoria Street  
GRAFTON 2460  
Phone (02) 6641 5111  
Fax (02) 6641 5100

### Griffith

NSW Government Offices  
104–110 Banna Avenue  
GRIFFITH 2680  
Phone (02) 6964 2027  
Fax (02) 6964 1738

### Hurstville

Level 4, 4–8 Woodville Street  
HURSTVILLE 2220  
Phone (02) 9598 3366  
Fax (02) 9585 0261

### Lindfield

345 Pacific Hwy  
LINDFIELD 2070  
Phone (02) 9936 3000  
Fax (02) 9936 3030

### Lismore

Suite 4, Level 4  
Manchester Unity Building  
29 Molesworth Street  
LISMORE 2480  
Phone (02) 6622 0088  
Fax (02) 6622 0090

### Liverpool

Suite 4, Ground Floor  
157–161 George Street  
LIVERPOOL 2170  
Phone (02) 9827 8600  
Fax (02) 9827 8690

### Narrabri

Level 1, 55 Maitland Street  
NARRABRI 2390  
Phone (02) 6792 4643  
Fax (02) 6792 3532

### Newcastle

956 Hunter Street  
NEWCASTLE WEST 2302  
Phone (02) 4921 2900  
Fax (02) 4940 8558

### Nowra

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

### Orange

74 McNamara Street  
ORANGE 2800  
Phone (02) 6361 7070  
Fax (02) 6362 8820

### Parramatta

Level 4, 128 Marsden Street  
PARRAMATTA 2150  
Phone (02) 9841 8550  
Fax (02) 9841 8490

### Port Macquarie

Shops 1 & 2,  
Raine & Horne House  
145 Horton Street  
PORT MACQUARIE 2444  
Phone (02) 6584 1188  
Fax (02) 6584 1788

### Tamworth

Shop 20, 341 Peel Street  
TAMWORTH 2340  
Phone (02) 6766 4900  
Fax (02) 6766 4972

### Lake Macquarie

Shop 2, 33 The Boulevard  
TORONTO 2283  
Phone (02) 4959 6366  
Fax (07) 4950 5587

### Tweed Heads

Suite 5, 1 Sands Street  
TWEED HEADS 2485  
Phone (07) 5536 3262  
Fax (02) 5536 4389

### Wagga Wagga

Level 2, 76 Morgan Street  
WAGGA WAGGA 2650  
Phone (02) 6937 3600  
Fax (02) 6937 3616

### Wollongong

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