



SAFETY AT WORK BULLETIN

Proudly Sponsored by the Safety Institute of Australia (Victoria Division)
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Beleaguered Chairlift Operator Pleads Not Guilty

By Melissa Jenkins

MELBOURNE, June 5 2006

The owner of Arthurs Seat chairlift on Victoria's Mornington Peninsula has pleaded not guilty to breaking safety laws after an elderly woman's legs were crushed on the ride.

On March 18, 2004, 77-year-old Tri Thi Le's chair came loose and slid into the chair in front, crushing both legs so badly they needed pins inserted.

Arthurs Seat Scenic Chairlift Pty Ltd today pleaded not guilty in the Melbourne Magistrates' Court to one count of breaching the Occupational Health and Safety Act.

WorkSafe alleges the company did not adequately ensure the safety of lift patrons. It is alleged the bolts holding the chair to the cable were not properly tightened.

The chairlift is 950 metres long and rises 225 metres from the entrance of Arthurs Seat State Park. The chairlift was closed for 12 months after part of it collapsed in January 2003, trapping 65 people and injuring 18.

A confidential CSIRO report found the 2004 incident could be attributed to poor maintenance. "It is a fact that the grips for chair number 37 did not have sufficient capacity to resist sliding on the day of the incident," according to the report, contained in documents tendered to the court today. "If the bolt tension had been maintained at the high level and the worn grips had been replaced with ones in good condition, it is unlikely that an incident such as the one that occurred on 18 March 2004 could have occurred."

The February 2005 CSIRO report concluded there were "uncertainties" surrounding continuing operation of the chairlift, which could be tackled with "experimentation". "Notwithstanding the testing carried out at CSIRO, there are still some uncertainties with respect to system behaviour," the report said. "These would best be addressed by experimentation at the Arthurs Seat Chairlift Site. It may be possible to continue to operate the chairlift and mitigate the risk of chair sliding, provided a rigorous maintenance regime is in place and possibly other measures."

Last month, 11 people had to be rescued after being stuck on the chairlift following a derailment.

The charge relates only to the March 2004 incident, and magistrate Charlie Rozencwajg today ordered the company to stand trial in the County Court on August 29. If convicted, the company faces a maximum penalty of a \$250,000 fine.

The court does not have the power to close the chairlift because it is licensed by WorkSafe. The chairlift is currently closed for maintenance and will reopen next month. AAP

New group to push for industrial manslaughter law

ADELAIDE, May 30 2006

A new lobby group in South Australia will press for the introduction of industrial manslaughter laws to help cut workplace deaths.

Formed by family members of those killed in industrial accidents, the Victims of Industrial Death (VOID) group will meet for the first time tonight.

The meeting has been convened by independent no pokies MP Nick Xenophon, who has lobbied in parliament for the introduction of industrial manslaughter laws and a toughening of occupational health and safety penalties.

Mr Xenophon said if the state government was serious about its tough law-and-order campaign it needed to get tough in the workplace, too. "Current penalties for workplace deaths and serious injury are woefully inadequate," he said. AAP

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National safety program a success

May 24 2006

A national occupational safety and health inspection program dealing with falls from heights from heavy vehicles has been hailed as a great success.

Employment Protection Minister John Bowler said WorkSafe undertook the Western Australian section of the program and should lead to safer workplaces for those involved in the heavy vehicle sector.

"The program is part of a 10-year National Occupational Safety and Health Strategy which has gained the commitment of Government Ministers from all States and Territories and aims to see Australian workplaces free from death, injury and disease," Mr Bowler said. "These national campaigns are positive for industry in that they provide a level playing field and a set of benchmarks across the country, so everyone in the industry knows what is expected of them and all others in their industry. The success of the program is another example of the States working together, contrary to claims of Federal Workplace Relations Minister Kevin Andrews that the States do not have a unified approach to health and safety issues."

Four main sectors were targeted during this program - car carriers, tankers, dry bulk haulage and livestock transport - with operators all required to conform to the same national standard. The aim of the program was to increase industry awareness of the legislative requirements associated with protecting workers from falls from heavy vehicles, and to increase the capacity of the industry to implement and maintain safe systems of work.

"The industry and WorkSafe are in agreement that the program has been a great success," the Minister said. "In the car carrier sector, 90 per cent of all new and 40 per cent of all used vehicles are now being transported by heavy vehicles fitted with fall arrest systems, or by containers from which the falls hazard has been eliminated."

Source: DOCEP

Audit Reveals Compliance Issues

24 May 2006

Many ACT small businesses have been found in breach of workers compensation, occupational health and safety and dangerous substances laws. In the past month ACT WorkCover

Inspectors conducted 646 visits to businesses in 68 small suburban shopping centres to audit compliance with workplace laws.

"Inspectors checked on 12 key elements across the three pieces of legislation, including for valid workers compensation insurance policies, injury registers, evidence of risk assessments, first aid facilities and safety data sheets for dangerous substances," ACT WorkCover Commissioner/CEO Erich Janssen said.

A significant number of businesses were found to be in breach of the laws. "Infringement notices with fines of up to \$1250 have been issued to 45 businesses for failure to maintain an injury register accessible to all employees as required under the workers compensation law," Mr Janssen said.

Sixty eight businesses did not display a notice for staff outlining how to make a workers compensation claim and 102 did not establish and display a return to work program for staff in case of injury.

"ACT WorkCover is investigating a further 18 businesses which could not produce evidence of a valid workers compensation insurance policy and the findings of those investigations could lead to further infringements or prosecutions," Mr Janssen said

Breaches of safety laws were also identified during the audits.

"Inspectors issued 42 businesses with safety notices requiring improvements in relation to risk assessment processes, safety information on dangerous substances kept at the premises and other safety hazards," Mr Janssen said

The audits were preceded with visits by educational staff who left information on workplace obligations, the audit checklist and an invitation to attend an information seminar on the audit.

Source: ACT WorkCover

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BRAND NEW
CASE
STUDIES

SAVE!

Refer to back page for SAVINGS

6th Annual Case Studies in Workers' Compensation

"Intangible injuries" * Ageing workforce * Long-tail claims * Proven injury management strategies
* Return-to-work * Fatigue * Late reported claims * Stress claims * Self-insurance
* Multi-jurisdictional claims * Reducing workplace risk * Premium calculations

29th - 31st August 2006 * The Grace Hotel, Sydney

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LEARN how *Coigate Palmolive* uses stringent reporting protocols to prevent late reported claims

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DISCOVER the challenges in developing a return-to-work programme and how best to overcome them

ANALYSE the processes undertaken by *Callex Australia Petroleum* in becoming and remaining a self-insurer

UNDERSTAND your responsibilities as an employer to minimise stress claims

IMPLEMENT proven injury management strategies to reduce incidences of workplace injuries

MANAGE your workers' compensation claims appropriately across state and territory jurisdictions

SCRUTINISE common legal challenges facing workers' compensation managers

EXPLORE the intricacies of the new workers' compensation premium calculations

plus much, much more...

HEAR FROM LEADING WORKERS' COMPENSATION EXPERTS:

- * Carol Crocker, National President, **OT AUSTRALIA**
- * Sharon Cameron, Account Manager, *Workers' Compensation, Callex Australia Petroleum*
- * Dr Angalica Vecchio-Sadus, Divisional OHS&E Manager, **CSIRO Minerals**
- * Maria Hooker, National Health, Safety and Environmental Coordinator, **Allied Mills**
- * Eitz Quinlan, Human Resource Manager, **KF Castlemaine Foods**
- * Jeff Graham, Site Safety Manager, *Coigate Palmolive*
- * Natasha Halifax, Human Resources Manager for Compensation & Benefits, **Mission Australia**
- * Pamela Best, OHS Manager, **Royal Australian Mint**
- * Katie Chapman, OHS Manager, **Inchcape Motors Australia**
- * Zoe Moore, Injury Management Advisor - Claims Strategy Group, **CGU Workers' Compensation**
- * Dr David Allen, Occupational Physician and Managing Director, **Quality Occupational Health**
- * Fiona Routall, Claims and Rehabilitation Coordinator, **Health Scope Limited**
- * Angela Campbell, Director, **Creative Injury Management Services**
- * Rhett Slocombe, Partner, **Sparke Helmore**
- * Phil Lomieu, Manager Intermediary Services, **CGU Workers' Compensation**

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Your 7 step guide to evidence-based medicine for soft tissue injuries and psychological complications

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Dr David Allen, Managing Director, and Joanne Lewis, Rehabilitation Manager, Quality Occupational Health

WORKSHOP B

Mediation and case management for stress and psychological injury claims

Led by:
Jacki Elphinstone, Consultant Psychologist, PsychoSoMa

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Politics Aside Health and Safety in Mining Remains Top Priority

29 May 2006

Recent media comments by the ALP and various union representatives claiming that Australia's new workplace laws will compromise the Occupational Health and Safety (OHS) of employees in the mining industry and other industry sectors are untrue.

"Such comments are an unnecessary political distraction from the main focus of improving Australia's OHS performance," Mr Steve Knott, Chief Executive Australian Mines and Metals Association (AMMA) said today.

Playing politics over OHS issues and WorkChoices legislation is at best distasteful and unhelpful, particularly at a time of great sadness by a recent fatality in the industry. The responsibility for OHS, from a legislative perspective, lies with the States. Nothing in the WorkChoices Legislation overrides this constitutional responsibility. There is nothing in the new legislation that prohibits training provisions for OHS being included in WorkChoices agreements.

WorkChoices does however make union-based OHS training clauses in workplace agreements illegal but as Workplace Relations Minister Kevin Andrews has stated "State laws on OHS can have unions delivering OHS training and WorkChoices doesn't change that."

"In Australia's open and competitive market there can be no reason to support any group, including unions having a Workplace Agreement monopoly in the provision of this essential training," said Mr Knott

Leave to attend training by union prohibited in agreements

CANBERRA, May 30 2006

Any leave to attend union-provided training will be prohibited in workplace agreements under the government's new industrial laws, the government's employment advocate says.

Employment Advocate Peter Mcllwain told a Senate estimates committee today that the government's new IR laws prohibited any leave for training provided by a union. But Mr Mcllwain would not say, when asked, whether this included occupational health and safety training.

Australian Workers' Union national secretary Bill Shorten and ACTU President Sharan Burrow last week said the federal government's new IR laws banned union health and safety training and this could lead to an increase in accidents and deaths in the mining and other industries.

"Leave to attend training, provided by a trade union, however described, is prohibited as per the regulations," Mr Mcllwain said today. "I do not believe it is proper for me to answer a question about hypothetical provisions outside any specific proposed agreement."

Labor has been targeting the government over the training provisions, also warning that workers in hazardous occupations such as mining could be at risk. Under new IR laws, unions asking for union safety training in a work agreement face a \$33,000 fine.

AAP

WorkCover extends conversion time for equipment licences

30 May 2006

WorkCover NSW today announced extra time for holders of old-style equipment and scaffolding licences to convert to the new National Certificate of Competency.

"Due to an overwhelming response from applicants seeking conversion to the new national Certificate, WorkCover has extended the closing date until 1 September, 2006 inclusive," said WorkCover Chief Executive Officer, Jon Blackwell. The compulsory conversion affects pre-1996 licenses to operate cranes, forklifts, front-end loaders, pressure equipment or erect scaffolding.

"WorkCover has also decided to extend the period that existing pre-1996 certificates will be recognised. Holders of pre-1996 certificates who have submitted a conversion application can continue to use their old certificates while awaiting issue of their new national certificate, up until 31 August, 2007," said Mr Blackwell.

WorkCover will convert pre-1996 certificates to operate equipment and erect scaffolding to the new, five-year certificate following completion of a conversion form and payment of a \$30 processing fee.

"However, holders of pre-1996 certificates who fail to submit a conversion application before the new deadline of 1 September, 2006 will have to be reassessed to obtain the new certificate," he said.

WorkCover will be advertising the new deadline over the coming months. To convert your licence you should contact 13 10 50. For bulk conversions, please call 1800 335 976.

Source: WorkCover NSW

Technical Chair Note

Jonathan Amies, the SIA National Technical Chair is in the process of assembling a register of names of SIA members on safety related technical committees around Australia. There are possibly a significant number of State and National organizations where there might be such committees.

He has requested that if you are a member of a technical committee, whether as an appointed SIA member, or otherwise, and would agree to be on this SIA internal register, to write to him on nationaltechnicalchair@sia.org.au

Source: Australian Mines and Metals Association

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Famed fireworks firm fined for worker's injuries in blast

SYDNEY, May 30 2006

The high-profile Foti fireworks company and its director have been fined \$231,000 over two factory explosions which left an employee with extensive burns. The man suffered third-degree burns to 80 per cent of his body when a mechanical or static electrical spark started a chain reaction at Foti's Leppington factory in south-western Sydney in June 2003. Up to four kilograms of red star fireworks ignited, sparking off two kilograms of gunpowder in an adjacent room. The worker's injuries are so extensive he will never be able to return to work.

NSW Industrial Relations Commission Justice Monica Schmidt today found the necessary safe system of work was not implemented or maintained, exposing employees to entirely foreseeable yet very serious risks. Justice Schmidt fined the company, International Fireworks, \$210,000 and director Fortunato Foti \$21,000.

WorkCover chief Jon Blackwell said the case underscored the need for proper safety precautions. "This tragic case highlights the most horrific consequences that can result from the failure of an employer in a high-risk industry to ensure that its workers are adequately protected at all times," Mr Blackwell said.

Foti produces Sydney's annual New Year's Eve and Australia Day pyrotechnic displays.

AAP

Plan to reopen Beaconsfield, despite pending inquiries

June 2 2006

Workers will be sent back underground at Tasmania's Beaconsfield Gold Mine under a plan to gradually reopen the mine following the fatal Anzac Day rock fall.

With a coroner's investigation and a separate inquiry still to determine the mine's safety, Tasmania's Workplace Standards regulator has revised its safety notice on the mine, The Australian newspaper reports.

A "section 39" Workplace Standards notice had closed the mine indefinitely after the April 25 rock fall that killed miner Larry Knight and trapped his colleagues Brant Webb and Todd Russell underground for two weeks.

But the mine's administrator Michael Ryan told the newspaper that a revised notice had been issued, allowing for the mine to be divided into sections for "progressive examination to see if they were safe to reopen". These studies would be carried out by consultants and reviewed by further consultants - a process likely to take at least three months.

Australian Workers' Union national secretary Bill Shorten said he was unsure if the mine would reopen but the three-month window gave miners who still wanted to work there some hope. "There are others, experienced underground miners, who never want to work underground here again," he told the paper.

Mr Ryan yesterday called for voluntary redundancies from 43 employees at the mine. He said efforts were continuing to work towards "the best possible outcome" for all employees, but: "Unfortunately we will still need to offer redundancies to 43 employees." "This is less than the view we were forming last week of approximately half the workforce but it is obviously still significant," he said yesterday.

Budget Delivers Workcover Savings For Business

May 30, 2006

Victoria's WorkCover premiums have been slashed to a historic low, delivering a massive \$170 million saving a year to business, WorkCover Minister John Lenders said today. Mr Lenders said that for the third year in a row the Bracks Government would reduce the average premium rate by 10 per cent, providing a major competitive boost to Victorian businesses.

"Today's announcement delivers a \$680 million cut to WorkCover premiums over the next four years," Mr Lenders said. "The average WorkCover premium rate in Victoria is now 1.62 per cent - the lowest level in the scheme's history. The 10 per cent cut from 1 July this year will mean Victorian businesses have an average premium rate 25 per cent lower than in NSW and 46 per cent lower than in South Australia."

Source: The Minister for WorkCover

SIA EVENTS

The Visions Conference 2006

Venue:

Rydges International Resort, Yeppoon

August 30, 31 - September 1 2006

www.sia.org.au

The Safety Conference, Sydney NSW

17 - 19 October 2006

www.thesafetyshow.com.

OTHER EVENTS

Crane Seminars In Queensland

Workplace Health and Safety Queensland will conduct a series of Queensland Crane Strategy Seminars across the state during the next few months.

Dates, times and bookings are available at <http://www.dir.qld.gov.au/workplace/training/events/cranes/index.htm>

Waves of Change

Australian Institute of Occupational Hygienists, Inc.

Venue: Surfers Paradise Marriott Resort, Gold Coast QLD

2-6 December 2006

For more information email mailto: conference@aioh.org.au

AAP

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Strong Record On Mine Safety

1 June 2006

The Premier today said there had been a major improvement in the rate of workplace accidents in Tasmania over the last 10 years.

In response to an Opposition query in Parliament, Mr Lennon said the rate of mining-related workplace injuries had fallen by more than half since the commencement of the Workplace Health and Safety Act 1995. In 1994-95, there were 90 claims per million hours worked in the mining industry. This had fallen to 37 claims per million hours worked by 2004-05.

Across Tasmanian industry in general, the rate of workplace injuries had fallen from 19,299 claims for compensation in 1994-95 to 9,486 in 2004-05.

Mr Lennon said since 1995, there had been 10 mining-related fatalities in Tasmania – eight underground and two above ground. He said that whilst this was still a significant number of deaths, it was an improvement on the 12 mining-related deaths in Tasmania in the decade to 1995.

Mr Lennon also confirmed that in August, 2001, when he was Minister for Workplace Standards, he initiated a review into the safety of the mining industry in Tasmania. Stage one of the review was completed in August, 2002. This led to a comprehensive audit of occupational health and safety systems of six mines in Tasmania in 2003.

Also in 2003, Tasmania agreed to participate in a national review of occupational health and safety in Australia, including self-regulation in the mining industry. Given the significant overlap and broader scope of the national review and the State review, the Government decided to postpone stage two. The national report is expected next year.

In the meantime, the State Government is auditing safety arrangements in Tasmanian mines.

Source: Tasmanian Premier

Explosives Safety Alert

May 30 2006

Two explosive magazines at a quarry site in southern NSW were recently broken into from which a significant amount of explosives, detonators and detonating cord were stolen. The NSW Department of Primary Industries has issued a safety alert which can be downloaded at http://www.minerals.nsw.gov.au/___data/page/6059/SB06-05_Storing_Explosives.pdf

Cement truck mechanic killed under vehicle

MELBOURNE, June 4 2006

A cement truck mechanic has been killed in a freak accident while working under his vehicle in Melbourne's northern suburbs.

Emergency services said the man, who was in his late 40s and from Reservoir, was working on the drive shaft under the truck, which was parked in a private driveway in the nearby suburb of Thomastown, around 2.30pm (AEST) when the accident happened.

A police spokeswoman said the victim's clothing became tangled in part of the machinery, strangling him.

The man's wife and two neighbours rushed to his aid and two nearby off-duty nurses tried in vain to revive him but he was pronounced dead at the scene by paramedics.

Police and workplace safety inspectors are investigating.

AAP

Adobe Acrobat V7.07 Information

Some readers have expressed difficulty in upgrading to the latest version of Acrobat Reader with one of the problems being that the download can be over 20 megabytes - a substantial burden to dial-up internet connections.

Safety At Work publishers are now allowed to distribute the latest edition of Acrobat Reader on a CD. If you want a copy of Acrobat Reader 7.07 please email me at jonesk@sia.org.au and include your full postal address. A CD will be mailed to you shortly after.

The CD won't be pretty as it is a burnt copy of the software that Adobe permits us to distribute. It is not allowed to be given to anyone other than the person requesting the CD and all CDs will be checked for viruses before distribution.

For those readers who are unconcerned about download limits, the latest version of Acrobat Reader is available for free from <http://www.adobe.com/products/acrobat/readstep2.html>

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- **Pamela Best**, OH&S Manager, **Royal Australian Mint**
- **Katie Chapman**, OH&S Manager, **Inchcape Motors Australia**
- **Zoe Moore**, Injury Management Advisor
- *Claims Strategy Group*, **CGU Workers' Compensation**
- **Dr David Allen**, Occupational Physician and Managing Director, **Quality Occupational Health**
- **Fiona Roufail**, Claims and Rehabilitation Coordinator, **Health Scope Limited**
- **Angela Campbell**, Director, **Creative Injury Management Services**
- **Rhett Slocombe**, Partner, **Sparke Helmore**
- **Phil Lemieux**, Manager Intermediary Services, **CGU Workers' Compensation**

plus

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Your 7 step guide to evidence-based medicine for soft tissue injuries and psychological complications

Led by:

Dr David Allen, Managing Director, and **Joanne Lewis**, Rehabilitation Manager, **Quality Occupational Health**

WORKSHOP B

Mediation and case management for stress and psychological injury claims

Led by:

Jacki Elphinstone, Consultant Psychologist, **PsycheSoma**

Endorsed by:



**CONFERENCE DAY ONE
29th AUGUST 2006**

8:30 Registration

9:00 Opening remarks from the Chair
Carol Crocker, *National President,
OT AUSTRALIA*9:05 **Confronting difficult workers'
compensation claims dealing
with "intangible injuries"**

- Effectively dealing with a range of psychological injuries (office politics, bullying, sexual harassment, personnel conflicts, depression)
- Procuring a comprehensive medical diagnosis for soft tissue injuries (muscular-skeletal, back pain, "sprains and sprains") to aid in calculating lost time injury rates
- Determining the causal nexus of workplace injuries

Natasha Halifax, *HR Manager
for Compensation & Benefits,
Mission Australia*

9:55 **Overcoming problems
commonly associated with the
ageing Australian workforce**

- Dealing efficiently with severe injuries and an extended recovery period for older employees
- Resolving problems with limited opportunities for "re-deployment" to other roles for older workers
- Identifying special needs in an older workforce-physical and cognitive abilities, limited capacity for retraining
- What happens when a worker turns 66?

Pamela Best, *OH&S Manager,
Royal Australian Mint*

10:40 Morning Tea

11:00 **Implementing proven injury
management strategies to
significantly lessen workplace
related injuries**

- Working closely with site managers to ensure continuous workplace safety to reduce risk of injury
- Developing education/awareness programmes to facilitate better injury management procedures
- Implementing a proactive and transparent approach to injury management
- Benchmarking internally to determine recurring work related injuries
- Cutting lost injury time rates through effective incident management

Fiona Roufail,
*Claims and Rehabilitation Coordinator,
Health Scope Limited*

11:45 **Incorporating evidence-based
medicine as part of your
company's workplace strategy**

- What is evidence based medicine (EBM)? Understanding EBM and how it relates to your injury management processes
- Accessing and assessing evidence-based resources
- Reducing workers' compensation claims from injuries using evidence-based practices

Dr David Allen, *Occupational
Physician and Managing Director,
Quality Occupational Health*

12:30 Luncheon

1:50

PANEL DISCUSSION**Pinpointing and overcoming
common return-to-work
problems to reduce the financial
burden on your company**

Two out of three workers' compensation managers agree that a significant hurdle to their jobs is actually getting the injured employee back to work. What is a comprehensive "Return-to-Work" programme? How do you deal with workers unwilling to cooperate in a return-to-work programme? How do you mediate disagreements between the injured worker, employer and the treating physician? This interactive session of leading professionals scrutinises these challenges and more.

Panellists:

Dr. David Allen, *Managing Director,
Quality Occupational Health*
Angela Campbell, *Director,
Creative Injury Management
Services*

Natasha Halifax, *HR Manager
for Compensation & Benefits,
Mission Australia*

2:35

CASE STUDY**Implementing proper reporting
procedures to prevent late
reported claims**

- Analysing your reporting and investigation process to discover potential weak spots and loopholes
 - Ensuring that staffers are well-versed in the company's claims reporting protocol
 - Assessing the impact on your total claims of retrospective claims
 - Creating a top-down employee approach to incident reporting, assessing and managing claims
- Jeff Graham**, *Site Safety Manager,
Colgate Palmolive*

3:20

Afternoon Tea

3:40

**Minimising stress-related claims
and liabilities by understanding
your responsibilities**

- Examining the implications for employers in failing to address work-related stress
- Understanding the employer's legal responsibility in dealing with workplace stress
- Exposing the relationship between workplace stressors and psychological injuries
- Managing psychological injury claims appropriately to minimise claims costs and improve results

Zoe Moore,
*Injury Management Adviser
- Claims Strategy Group,*

CGU Workers' Compensation

4:25 Concluding remarks from the Chair

4:30 Close of Day One

**CONFERENCE DAY TWO
30th AUGUST 2006**9:00 Opening remarks from the Chair
Carol Crocker, *National President,
OT AUSTRALIA*9:05 **Analysing the case for
becoming and remaining a self-
insurer**

- Exploring the factors in deciding to become a self-insurer
 - Demarcating the benefits of becoming a self-insurer in terms of cost effectiveness, greater control over claims management, OH&S and staff retention
 - Pinpointing key issues between self-insurers and WorkCover
 - Benchmarking your performance against state and other self-insurer averages
 - Adopting a review system that monitors your performance
- Sharen Cameron**,
*Account Manager
- Workers' Compensation,
Caltex Australia Petroleum*

9:55

**Reducing compensation claims
by developing a proactive
approach to injury management
and prevention measures**

- Identifying the types of injuries, claims and rehabilitation processes via critical incident reporting
 - Minimising claims by identifying safety hazards and researching potential solutions
 - Guaranteeing staff awareness of the new safety culture by providing comprehensive training programmes
 - Developing key performance indicators to measure progress on claims reduction
- Dr Angelica Vecchio-Sadus**,
*Divisional OHS&E Manager,
CSIRO Minerals*

10:40 Morning Tea

**Managing your workers'
compensation claims across
state and territory jurisdictions**

- Highlighting how workers' compensation claims are identified and how the claims process varies in each state
 - Implementing practices to systematically co-ordinate your claims management
 - Reducing the number of claims coming across your desk
 - Guaranteeing that insurance companies provide regular updates and progress reports
- Maria Hooker**,
*National Health, Safety and
Environmental Coordinator,
Allied Mills*

11:45

**Improving compliance and
enhancing capability to reduce
workers' compensation claims**

- Enhancing and systematically improving workers' compensation compliance capabilities
- Accurately pinpointing potential compliance gaps in claims and injury management

CASE STUDY

Compensation

29th - 31st August 2006

* The Grace Hotel, Sydney

- Deciding on staff training needs by creating an educational/awareness programme
- Improving future compliance capabilities to promote greater understanding between employer and employees

Eliz Quinlan, HR Manager,
KR Castlemaine Foods

12:30 Luncheon

1:50 **Illustrating legal challenges facing workers' compensation managers**

- Understanding Section 52 of the *Workers' Compensation Act 1987*
- What are your responsibilities as an employer?
- Determining when a claim should be forwarded to the Commission

2:35

CASE STUDY

- Dealing efficiently with contradicting reports from physicians regarding the Maximum Medical Improvement (MMI) for injured employees

• How does Section 66 & 67 of the *Workers' Compensation Act 1987* relate to you?

Rhett Slocombe, Partner,
Sparke Helmore

3:20

3:40

Identifying and reducing risks at the workplace to ward-off OH&S convictions

- Understanding the legislative framework governing OH&S in NSW
- Implementing proven systems and procedures to identify work-related risks
- Learning from claims experience that involved unforeseen risk
- Developing a risk-rating system for comprehensive resource allocation in handling risks

4:25

4:30

- Continuously reviewing risk assessments and control measures

Katie Chapman, OH&S Manager,
Inchcape Motors Australia

Afternoon Tea

Understanding the new workers' compensation premium calculations

- Examining the new premium calculation scheme and how it affects your company
- Assessing the impacts of the new grouping provisions
- How to use the new premium model to achieve cost savings for your company

Phil Lemieux, Manager Intermediary Services,
CGU Workers' Compensation

Concluding remarks from the Chair

Close of Conference

WORKSHOP DAY 31st AUGUST 2006

WORKSHOP A

Your 7 step guide to evidence-based medicine for soft tissue injuries and psychological complications

Benefit In Attending This Workshop

Three out of four workers' compensation managers agree that psychological and soft tissue injuries are the most challenging. This hands-on workshop guides you through 7 practical steps you can use to overcome these nagging issues.

Workshop Agenda

8:30 Registration

9:00 **Managing soft tissue injuries using evidence-based practice**

- What is evidence-based medicine?
- What are soft tissue injuries?
- Defining the scope of soft tissue injuries in the workplace
- Using evidence-based medicine and rehabilitation to manage workers' compensation claims

10:30 Morning Tea

10:50 **Managing psychological issues using evidence-based practice**

- What are psychological factors that affect return-to-work results?
- Using various tools to predict poor results and identify psychological issues
- Improving the injury management process to prevent psychological issues impacting workers' compensation

12:30 End of Workshop A

About Your Workshop Leader

Dr David Allen, Managing Director,
Quality Occupational Health

Dr David Allen is an Occupational Physician and Managing Director of Quality Occupational Health. He has 18 years experience in occupational medicine and is a Fellow of the Australasian Faculty of Occupational Medicine.

Joanne Lewis, Rehabilitation Manager,
Quality Occupational Health

Joanne Lewis is an occupational therapist and the Rehabilitation Manager at Quality Occupational Health. She has 7 years experience in occupational rehabilitation. Joanne works with the rehabilitation team at Quality Occupational Health to provide proactive and evidence-based rehabilitation services to achieve positive results for employers and injured workers.

(Lunch is provided to those delegates registered for both Workshop A and Workshop B)

WORKSHOP B

Mediation and case management for stress and psychological injury claims

Benefit In Attending This Workshop

Stress-related claims and psychological injuries are major considerations in the area of workers' compensation. This practical workshop confronts these in a challenging, thought-provoking and practical environment to provide you with solutions you can immediately use in your own industry.

Workshop Agenda

1:30 Registration

2:00 **Reinforcing comprehensive case management by examining "worst case" psychological injury claims**

- Deconstructing the factors that contribute to claims of psychological injuries
- Understanding timely reporting responsibilities
- Examining how "workplace stress" becomes a "compensable injury"
- Developing an effective approach to managing psychological claims

3:30 Afternoon Tea

3:50 **Using mediation to prevent stress-related claims and resolve workplace disputes**

- Developing a comprehensive mediation plan to address work-related stress
- Implementing psychological assessments to identify issues and willingness of all parties to work within the mediation framework
- Examining the appropriateness of mediation as a response
- The mediation process: ensuring that the employer, the injured worker and independent mediator are on the same wavelength

5:00 End of Workshop B

About Your Workshop Leader

Jacki Elphinstone, Consultant Psychologist, **PsycheSoma**
Jacki Elphinstone has been working as a psychologist for over 17 years, offering assessment, counselling, treatment, consulting and training services. Her work spans the organisational, clinical and counselling arenas. Jacki has extensive experience in acting as a consultant to management and employees of organisations, providing employee assistance counselling, trauma counselling and debriefing, mediation, and fitness for work assessments.

