



SAFETY AT WORK BULLETIN

Proudly Sponsored by the Safety Institute of Australia (Victoria Division)
 National Office: PO Box 2078, GLADSTONE PARK Victoria 3043
 Website: www.sia.org.au Email: natadmin@vic.sia.org.au

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ACTU takes cautious approach to Hardies vote

SYDNEY, February 8 2006

The ACTU has welcomed a \$4 billion compensation deal agreed to by James Hardie shareholders but cautioned that the company could still be wound up in the long-term.

ACTU secretary Greg Combet said today the deal had been achieved through the persistence of unions and the Asbestos Diseases Association.

But he warned that overseas companies which carried large liabilities had often gone bust.

He said he hoped this would not prove to be the case with James Hardie and that the company would adhere to the commitments it had entered into.

"I'd like to see the company restore its reputation, I'd like to see it restore its market share in Australia," Mr Combet said.

"I want to see it continue to grow its business in the United States and I want to work together with the company and its directors and executives in a constructive way." AAP

Workchoices compromises road safety: lemma February 10 2006

The federal government's Work Choices legislation is compromising safety on Australian roads, the NSW Premier Morris lemma says.

Mr lemma said a Senate Inquiry submission indicated long haul truck drivers were pressured to drive further and work longer hours.

"The report is showing ... that the pressure of Work Choices to cut paypackages, to reorganise schedules and rosters is compromising safety and this is a major concern," Mr lemma said.

He said the NSW Ministry of Transport submission suggested drivers were being pressured to cash in their leave entitlements to undertake more jobs and pressure was being placed on them to speed.

Transport Workers' Union Secretary Tony Sheldon said some truck drivers were being forced to accept individual contract work for \$12.95 per hour.

"Either take it, or no job, either do the hours, which are extraordinary hours, or no job," Mr Sheldon said.

The pressure on drivers working longer hours away from their families was causing many of them to leave the industry, Mr Sheldon said. AAP

Auto mechanic seriously burned in car explosion February 8 2006

An auto mechanic has been badly burnt after the car he was working on burst into flames in Sydney's west, a NSW Ambulance spokesman said.

The 45-year-old man was lying underneath the car at a service station in Beaconsfield Street, Revesby, when the car caught fire and exploded. He was believed to have been carrying out welding when the accident happened about 12.15pm (AEDT).

He was taken to Concord Hospital with third-degree burns to half his body, and his condition was described as serious.

No one else was injured in the accident, the spokesman said. AAP

Continued on page 2

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Continued from page 1

Henderson confirms NT WorkSafe investigation

8 February 2007

The Minister for Employment, Education and Training has confirmed that NT WorkSafe is conducting an investigation into the road train incident 130 kilometres north of Tennant Creek

"NT WorkSafe personnel, who were at the scene from this morning, will be investigating whether the incident was caused by a breach to safety legislation," said Minister Henderson. "These laws impose obligations requiring dangerous goods to be transported in a safe manner. Serious penalties are in place if an offender is found guilty for breaching their duties and responsibilities under the Dangerous Goods (Road and Rail Transport) Act including heavy fines and other penalties for serious breaches.

"I am advised that the investigation is only at a preliminary stage so it would be premature to conclude the events were caused by unlawful conduct," said Minister Henderson.

Source: Minister For Employment, Education And Training

Man crushed in pressing machine MELBOURNE, February 6 2006

Employers are being urged to take more care of young workers after a 22-year-old man was crushed and critically injured in a pressing machine in Melbourne today.

The man suffered multiple back and pelvis injuries while working at a car parts factory, in Somerton Park Drive, Campbellfield, shortly before 10am (AEDT).

WorkSafe spokesman Michael Birt said the man was believed to have been setting up a robotic plastic moulding machine when he was injured.

Ambulance spokesman Phil Cullen said the man was crushed inside the machine and rushed to Royal Melbourne Hospital in a critical condition.

Mr Birt said there was a rising number of people under 24 being injured in the workplace, with 11 per cent needing to be hospitalised for at least a day, 35 per cent suffering fractures, 35 per cent open wounds and 13 per cent crushing wounds.

"We are calling on industry and workers to go back to basics, particularly with young people, who are relatively inexperienced," Mr Birt said. "They need supervision, good training and good knowledge of workplace risks and procedures."

AAP

Knackery workers offered antibiotics after anthrax scare

MELBOURNE, February 6 2006

Workmates of a Victorian knackery worker infected with anthrax while handling affected cattle carcasses have been given antibiotics as a precautionary measure, authorities say.

Several workers at the Stanhope facility who were considered at risk had been provided with medications by their own doctors, Department of Human Services (DHS) spokesman Bram Alexander said.

"The knackery worker has been up and about today and is recovering well," Mr Alexander said. "He is expected to leave hospital in a few days and he has been keen to let people know that he is okay."

The 34-year-old was diagnosed with a skin infection early last week, the first such case in the state for 10 years, but has responded well to antibiotic treatment at Goulburn Valley Health Hospital.

At least 25 head of cattle on four farms around Stanhope, in Victoria's north, have died as a direct result of the disease, prompting fears among neighbouring farmers of a widespread epidemic.

Continued on page 3

DRAFT STANDARD

The following draft standard is out for comments and closes on 10 April 2007. SIA does not plan to put in an official submission unless enough members express interest.

DR 07091 : Controlled environments - Part 2: Biological safety cabinets class II - Design
Jonathan Amies

Chemical update for members

Formaldehyde exposure to tighten up
In December 2006 NICNAS (NATIONAL INDUSTRIAL CHEMICALS NOTIFICATION AND ASSESSMENT SCHEME) finalized their review of formaldehyde. Their recommendations are contained in the report on the following website. <http://www.nicnas.gov.au/>

(There are a number of other interesting papers on this site including nanomaterials)

This will have significant impact in the next few months when the ASCC alters the HSIS so that ALL industrial chemical products with 0.1% or greater become classified as TOXIC with R49 - May cause cancer by inhalation.

The permissible atmospheric exposure level will drop from 1ppm to 0.3 ppm which is the current level in USA
Formalin and formaldehyde are widely used and can be found in a wide range of workplaces

NICNAS will prepare a number of Safety Information Sheet in consultation with industry, organisations representing the workers and relevant state/territory government, specifically for safe use of formalin a number of industries including undertakers and pathology laboratories. It is recommended that employer industry associations and unions distribute this information widely to their members and workers.

Jonathan Amies
National Technical Chair
nationaltechnicalchair@sia.org.au



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Continued from page 2

Today, Victoria's Department of Primary Industries (DPI) said there was no cause for alarm as anthrax was a common occurrence in Australia and had been for 150 years. However, as many as 5,000 head of cattle would be vaccinated by the end of the week, a DPI spokeswoman said.

"The vaccination program is targeting all farms and cattle within an eight-kilometre radius of the outbreak in Stanhope," she said. "It's important to understand that this a routine precautionary measure. There is no public health risk, only an occupational risk for those who work in the industry. Anthrax is not contagious as far as concerns over humans contracting it from live cattle go."

AAP

Toodyay Wildfire Electrical Incident report released

February 7, 2007

Energy industry safety regulator EnergySafety has released its Electrical Incident Report on the wildfire of Saturday February 3, 2007 near Chatcup Road, Toodyay, with findings showing that clashing conductors of a Western Power 22,000 volt power line caused the fire.

Director of Energy Safety Albert Koenig said today that EnergySafety had worked with Western Power, the Fire and Emergency Services Authority (FESA) and the WA Police Service to investigate the incident.

"EnergySafety investigated the fire and found a short circuit fault had resulted from conductors clashing on a Western Power 22kV overhead power line north of Toodyay," Mr Koenig said. "However, the reason for the clashing hasn't yet been determined. In the strong gusty winds the red phase conductor and the underslung earth conductor made direct contact with each other, short circuiting and dropping hot metal particles, igniting dry stubble underneath the power line. What is significant is that this power line is of a construction that is different to other power lines that in recent times have caused wildfires due to conductor clashing".

Mr Koenig said that further major engineering investigations will be required by Western Power, in conjunction with EnergySafety, to assess and determine what action needs to be taken to prevent other incidents of this type.

The Electrical Incident Report on the power line fault and wildfire near Chatcup Road Toodyay is now available on EnergySafety's website at www.energysafety.wa.gov.au.

Source: DOCEP

Safety Campaign On Labour Hire In Food Manufacturing

9 February 2007

Workplace safety authorities across Australia and New Zealand have launched a coordinated campaign today focusing on the safety of labour hire workers in high-risk sectors of the food manufacturing industry. In South Australia, SafeWork SA will target general food manufacturers, and labour hire agencies which place workers in this high-risk industry.

SafeWork SA inspectors will visit a number of workplaces in the labour hire industry and general food manufacturers across the State during May to verify the level of compliance with legislative obligations.

The enforcement campaign will focus on a number of areas, including:

- Familiarity of labour hire agents with the risks at host employer workplaces;
- Induction and task-specific training provided by the both the agent and host employer;
- Appropriateness of placements of labour hire workers; and
- Consultation between the agent and the host employer.

"The campaign is aimed at protecting labour hire workers and educating both the labour hire and general food manufacturers to jointly ensure the safety of labour hire workers", says the Executive Director of SafeWork SA, Michele Patterson.

Source: Safework SA

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3rd Annual Injury Management Roundtable

*Injury Management Systems * Return To Work Strategies * Doctor Negotiations * Audits * Employee Health * Psychological Claims * Health And Wellbeing Programmes * Contractors * Long-Term Injuries * Mental Health * Stress Claims*

28th - 30th March 2007 * The Grace Hotel, Sydney

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- BP Australasia • Linfox
- Laing O'Rourke • RailCorp
- Rio Tinto Coal Australia • Pacific Brands
- Australian air Express
- CSIRO Minerals • SunRice
- MacMahon Contractors

13 LEARNING OBJECTIVES

HEAR from Comcare on how to avoid fines of up to \$50,000 through health and safety leadership

UNCOVER how Laing O'Rourke reduces workers' compensation costs by implementing a systematic injury management programme

LEARN how Rio Tinto improves their injury management process through effective communication

ANALYSE how SunRice ensures compliance through injury management audits

GAIN insight into how BP Australasia adds value to their business by enhancing employee health

EXPLORE how MacMahon Contractors reduces case times and simplifies claims through early intervention

FIND OUT how Linfox enhances site engagement to reduce the number of cases reaching 10 days unfit by 19%

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OBSERVE how RailCorp minimises health and safety risks when employing contractors

EXAMINE how Australian air Express slashes injury rates by turning around their safety culture

SLASH workers' compensation claims by implementing Pacific Brand's health education programme

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Workshop A
Minimising your costs and risks through self-insurance
Led by: Katherine Morris, Senior Associate, Deacons

Workshop B
Overcoming psychological risks through pro-active risk management strategies
Led by: Richard Kasperczyk, Managing Director, RTK Corporate

Workshop C
Your essential guide to best practice injury management
Led by: Sharen Cameron, Manager, Workers Compensation, Reflections Group Services

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SAFETY AT WORK BULLETIN

Employer responsibilities regarding risks to employees from members of the public

Written by **Rena Marguerite**

Two recent decisions¹ handed down by the Industrial Court of New South Wales are the latest in a series of cases which highlight the occupational health and safety responsibilities of employers to address risks to their employees from members of the public. The courts have held employers liable for breaches of the legislation where employees – including nurses and bank customer service employees – have been assaulted by members of the public.

In these recent cases, a cleaning contractor company and its related entities were successfully prosecuted following separate attacks on 2 of its female employees who were cleaning school premises in isolated areas during early morning shifts. The employer was found on both occasions to have failed to ensure the health, safety and welfare at work of its employees.

Facts

The WorkCover Authority of New South Wales (WorkCover) initiated proceedings against Tempo Services Ltd and its two subsidiaries (Tempo) following incidents in November 2003 and October 2004. In the first incident, a cleaner working alone in a classroom at about 6.00am was approached by a man who had entered the premises without authorisation, demanded money from the employee and assaulted her. In the second incident, a cleaner, again working alone in a classroom sometime after 5.30am was sexually assaulted by a man who was on the premises without authorisation.

Decision

Foreseeable risk to employees

Justice Haylen determined that the nature of the risks to cleaners working in relatively isolated areas was foreseeable and that the defendants failed to adopt proper risk management strategies to address these risks. Tempo had failed to:

- provide an adequate communication system for cleaners working alone;
- inform cleaners of the risks of working alone; and
- provide cleaners with adequate training in safe systems of work.

Tempo argued that the absence of violent attacks in the long history of the two respective schools where the cleaners were working meant that Tempo could not have foreseen the risk to its employees. Justice Haylen remarked in relation to the Llandilo incident (the second incident) that Bonnells Bay (the first incident) had also been considered a quiet, safe place until the incident there in 2003. Accordingly, His Honour said that Tempo could not rely on such an argument.

General risk was not outside Tempo's control

Tempo also argued, in relation to the Llandilo incident that nothing short of a personal and armed security guard could have prevented the sexual assault of the cleaner (by a man who was later found to be suffering a psychiatric disorder and who claimed to be acting on directions from voices). In both cases, Tempo sought to rely on a statutory defence, that the assaults were 'due to causes over which it had no control and against which it was impracticable to make provision.'

Following previous decisions of the Industrial Relations Court, Justice Haylen drew a distinction between the specific risk of action by a member of the public, occurring independently of the employer, and the general class of risk to employees created by the circumstances of their workplace. His Honour held that even though Tempo did not have control over the violent actions of particular members of the public, it was practicable for Tempo to address the general class of risk to its employees.

Risk assessment and practicable measures

Since 1996, employees of Tempo had expressed concerns about their safety in working alone in remote locations. In response to these concerns, Tempo produced discussion papers, staff memorandums and safe work practices documents about workplace safety. The Court held that this combination of documents indicated that there was a risk to cleaners

¹ Inspector Sara Bestre v Jontari Pty Ltd; Inspector Sara Bestre v Tempo Services Ltd [2006] NSWIRComm 373 and Inspector Jessica Doyle v Gignen Pty Ltd; Inspector Jessica Doyle v Tempo Services Ltd [2006] NSWIRComm 374



SAFETY AT WORK BULLETIN

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of assault and that Tempo was aware of such a risk.

Further, the Court held that following the incident at Bonnells Bay and an incident at Mitchell High School in 2002, Tempo was on clear notice that such risks to its employees existed. Nevertheless, Tempo implemented no additional measures in workplaces (other than in Bonnells Bay) until after the Llandilo incident almost 12 months later.

Justice Haylen found that there were some basic and low-cost options available to Tempo which, if adopted, would have obviated the general risk of assault to its employees. These options included:

- introducing a team working schedule;
- reducing work done outside of school hours;
- locking doors of classrooms while cleaning;
- locking school gates until later in the morning;
- providing all cleaners with effective personal alarms and/or walkie-talkies.

His Honour noted that Tempo had, in fact, identified and implemented some of these measures following the Llandilo incident.

Implications for employers

In light of the continuing line of decisions in which employers have been found in breach of occupational health and safety legislation due to assaults on employees or other conduct by members of the public, employers should:

- consider whether their employees, due to the solitary nature of their work or their work in close proximity to, or on a one-on-one basis with customers or clients, could be at risk from members of the public;
- conduct a risk assessment of workplaces where such a general risk to employees is identified;
- implement practical measures to address the risk to employees working alone including, if necessary, the introduction of team working schedules and the provision of adequate safety equipment such as alarms and communication devices.

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Editor Kevin Jones
Editorial Inquiries +61 (0)3 9478 9484
jonesk@sia.org.au

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OT AUSTRALIA
Australian Association of Occupational Therapists

3rd Annual Injury Management

CONFERENCE DAY ONE 28th MARCH 2007

8:30 Registration

9:00 Opening remarks from the Chair
Dawn Piebenga, *Managing Director, Injury Management and Rehabilitation*

9:05 **REGULATOR PERSPECTIVE**
Avoiding fines of up to \$50,000 through health and safety leadership

- Striking the right balance between education, compliance and enforcement
- Mitigating risk by promoting and employing a systematic approach to workplace safety
- Developing and implementing national standards and practices
- Examining the human and financial cost of workplace bullying
Merrilyn Chilvers, *General Manager Compliance, Enforcement and Self-Insurance Branch, Comcare*

9:45 **CASE STUDY**
How to reduce workers' compensation costs by implementing a systematic injury management programme

- Examining the past history - implementing an effective safety management system
- Implementing an injury management program to cater for injured workers
- Analysing the implementation of a return to work program throughout construction projects undertaken
- Assessing the need for consultation with all parties to facilitate an early return to work
- Scrutinising the implementation of the procedure when an injury is incurred
Lindsay Holt, *Group Safety Manager-Rail, Laing O'Rourke*

10:30 Morning Tea

10:50 **CASE STUDY**
Bringing the wellness revolution to the workplace to reduce injuries

- What is wellness at work
- Examining the effectiveness of wellness initiatives within the workplace
- Exploring the formats and implementation strategies of wellness initiatives
- Fostering and maximising employee involvement in workplace well-being programmes
- Improving productivity and staff retention through employer involvement
Chris Rabba, *Managing Director, Peak Health Management*

11:30 **CASE STUDY**
Enhancing innovative return to work strategies through site engagement

- Overcoming challenges of diversity and remoteness of sites, workers' compensation stigma, availability of alternative duties
- Developing tools to enhance site engagement of rehabilitation and return to work
- Reporting over 90% of claims within 5 working days
- Reducing the number of cases reaching 10 days unfit by 19%
- Achieving substantial workers' compensation savings
Julian Hodder, *National Return to Work & Claims Manager, Linfox*

12:10

CASE STUDY

Reducing workers' compensation claims by raising awareness and health education

- Considering employees' health and wellbeing as main drivers for health programme implementation
- Reducing health risks by introducing free annual health assessments
- Sustaining the current workforce and decreasing absenteeism by improving awareness
- Overcoming fatigue through employee education
- Measuring the return on investment for the programme
Dr Clive Sher, *Medical Director, Pacific Brands*

12:50 Luncheon

2:00

INTERACTIVE SESSION

Fast-tracking your injury management process through fine-tuning your negotiations when dealing with doctors

This interactive session will examine the best methods to deal with doctors in order to fast-track your injury management process. Delegates will be divided into groups where they will discuss how to improve their negotiation skills for efficient claims resolution. You will leave this session having a greater understanding of how to advance the injury process and save time and money.

- Negotiating with treating doctors to achieve return to work or upgrade
- Applying evidence-based medicine in the negotiation framework
- Examining the negotiation principles applied to workers' compensation
- Preparing for negotiations with doctors
- Exploring special techniques and tactics

Facilitated by:

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

3:30 Afternoon Tea

3:50 **CASE STUDY**
Your practical guide to ensuring compliance through injury management audits

- Reaching maximum awareness with the injury management process
- Examining the return to work system and suitable duties practices
- Ensuring execution of return to work plans as per procedures
- Monitoring claims management - redeployment, retraining and Workcover programmes
- Increasing payroll compliance by checking wages and claims
Greg Brown, *Workplace Injury Manager, SunRice*

4:30

Top 10 tips for dealing with injury management cases

- Taking ownership and responsibility of the process
- Understanding the business drivers for the employer's decision making
- Overcoming the difficulties in dealing with various stakeholders
- Achieving satisfactory results for the parties concerned
Sharen Cameron, *Manager, Workers Compensation, Reflections Group Services*

5:10 Closing remarks from the Chair

5:15 Close of Day One

CONFERENCE DAY TWO 29th MARCH 2007

9:00 Opening remarks from the Chair
Dawn Piebenga, *Managing Director, Injury Management and Rehabilitation*

9:05 **CASE STUDY**
How RailCorp minimises health and safety risks when employing contractors

- Managing the health assessment process throughout the organisation
- Examining the obligations, law and standards relating to rail industry contractors
- Analysing RailCorp's achievements in improving health assessments for contractors
Dr Armand Casolin, *Chief Health Officer, RailCorp*

9:45 **CASE STUDY**
Increasing employee value to your business by enhancing health

- Why bother worrying about the health of employees?
- Exploring strategies that work and the reasons why
- Examining the impact of health programmes in recruitment and retention
Dr Catherine Hamilton, *Medical Adviser, BP Australasia*

10:30 Morning Tea

10:50 **CASE STUDY**
Implementing a successful organisational health and wellbeing strategy - a CSIRO perspective

- Setting up a health and wellbeing programme
- Your best practice guide to funding and structuring the programmes
- Integrating with other work areas and with safety programmes
- Getting return on investment on your programme
Dr Angelica Vecchio-Sadus, *OHS&E Manager, CSIRO Minerals*

11:30 **CASE STUDY**
Avoiding long and difficult claims by adopting early intervention

- Examining the use of early intervention programmes in the early intervention and rehabilitation process
- Minimising the claims made through early intervention
- Determining how injured workers are to be handled in difficult and prolonged cases
- Identifying the need for expert or independent advice
Stuart Harrison, *National Workers Compensation Co-ordinator, MacMahon Contractors*

12:10 **CASE STUDY**
Slashing over \$100,000 in psychological injury compensation claims through evidence-based medicine

- Understanding evidence-based medicine and how it relates to your injury management processes
- Examining the psychological factors affecting return-to-work results
- Motivating workers to overcome stress, depression and anxiety
- Utilising various tools to predict poor results and identify psychological issues
Christina King, *Director Clinical Services, Injury Management and Rehabilitation*

- 12:50 Luncheon
- 2:00 **CASE STUDY**
Improving injury management by effective communication between the injury management advisor, the employer and the insurer
- Determining an agreed course of action for each claim
 - Preventing parties acting at cross purposes
 - Providing the insurer with timely information to defend cases
 - Ensuring the employer has an understanding of the progress of cases
 - Enabling those involved in the IM process to achieve agreed results
- Heather Ann Budd,**
Injury Management Advisor,
Rio Tinto Coal Australia
- 2:40 **Minimising risk and workers' compensation claims by managing psychological risks**
- Analysing the main causes for psychological injuries
 - Assessing psychological risks related to the identified causes
 - Controlling the risks to prevent harm
 - Reviewing intervention and response strategies

- Implementing strategies to educate and assist affected colleagues
 - Overcoming psychological barriers to returning to work after injury
- Richard Kasperczyk,**
Managing Director,
RTK Corporate
- 3:20 Afternoon Tea



OT AUSTRALIA
 Australian Association of Occupational Therapists

OCCUPATIONAL THERAPY AND INJURY MANAGEMENT

Occupational therapy is a health profession which provides evaluation, consultation and treatment for those people with physical, psychological and neurological dysfunction. Occupational therapy aims to assist workers to reach and maintain their highest level of functioning by treatment of worker limitations, education and modification of the work environment.

www.ausot.com.au

- 3:40 **Examining the legal framework for managing injured workers to minimise risk: Employed - in sickness and in health?**
- Defining the legal framework in which we operate
 - Analysing the impact of Work Choices
 - Examining the implications of recent decisions, including *Nicholich v Goldman Sachs*
 - Determining how to manage injured workers during the employment relationship, performance management and the termination process
- Kristy Edser,** *Partner,*
Minter Ellison
- 4:25 **CASE STUDY**
Improving your injury rates by turning around your safety culture
- Changing long-accepted work practices
 - Overcoming high injury rates and escalating costs
 - Dealing with productivity and morale issues
 - Achieving significant improvements
- Dominic Andreacchio,**
General Manager Human Resources,
Australian air Express
- 5:10 Concluding remarks from the Chair
- 5:15 Close of Conference

QUICK WORKSHOP DAY 30th MARCH 2007

QUICK WORKSHOP A

Overcoming psychological risks through pro-active risk management strategies

Benefit in attending this Workshop

With the rise of psychological injury claims and their significant cost, businesses recognise they have to do more to deal with workplace stress and other psychological health risks. Attend this workshop to learn how to systematically manage psychological risks and save money by reducing unplanned absences and staff turnover.

8:30 Registration

Workshop Agenda

9:00 **Psychological health in the workplace**

- Integrating psychological health into the OH&S system
- Reviewing policies, documentation and audit tools
- Analysing intervention and response strategies
- Developing common understanding through training everyone in psychological risk management concepts
- Identifying people outcome measures that are relevant to your organisation
- Engaging leadership and decision makers

10:45 Close of Workshop A

Richard Kasperczyk,
Managing Director,
RTK Corporate

QUICK WORKSHOP B

Minimising costs and controlling risks through self-insurance - assessing the pros and cons of State or Federal self-insurance models

Benefit in Attending this Workshop

With an ongoing debate on the merits of self-insurance, employers are exploring this option to manage and bear the cost and risks of their claims. Attend this interactive workshop to discover how to minimise costs and improve your injury prevention and rehabilitation performance.

11:00

Assessing the self-insurance models

- Examining the criteria for entry into each of the self-insurance schemes
- Analysing the pros and cons of each model
- Determining the feasibility of the theoretical pros and cons
- Reducing compliance and administrative costs
- Producing faster rehabilitation and better safety performance

12:45 Close of Workshop B

Katherine Morris,
Senior Associate,
Deacons

(Lunch is provided to delegates attending both Quick Workshops B and C)

QUICK WORKSHOP C

Your essential guide to best practice injury management

Benefit in attending this workshop

Considering the complexities when dealing with so many stakeholders in the injury management process and the costs that businesses incur as a result, best practice injury management can save significant time and money throughout the process. Attend this workshop to learn how.

Workshop Agenda

1:15 **Injury Management**

- Exploring the early stages - notification of Injury
- Following best practice methods - early notification
- Examining the provisional liability for the injured worker
- Gaining insight into the decision making process
- Overcoming the difficulties in dealing with various stakeholders
- Ensuring you follow the best practice checklist

3:00 Close of Quick Workshop C

Sharen Cameron,
Manager, Workers Compensation,
Reflections Group Services

VIP Code

REGISTER BY

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Fax: 61 2 9224 6099
Email: registrations@LawFinance.com.au
Mail: Tonkin Corporation Pty Limited
Level 12, 70 Pitt Street
SYDNEY NSW 2000 AUSTRALIA

DATE & VENUE

28th – 30th March 2007
The Grace Hotel
77 York Street
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3rd Annual Injury Management Roundtable

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<input type="checkbox"/> 3 Quick Workshops	1,208.90	1,208.90	1,208.90	1,208.90	1,208.90	1,208.90
<input type="checkbox"/> 2 Quick Workshops	878.90	878.90	878.90	878.90	878.90	878.90
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