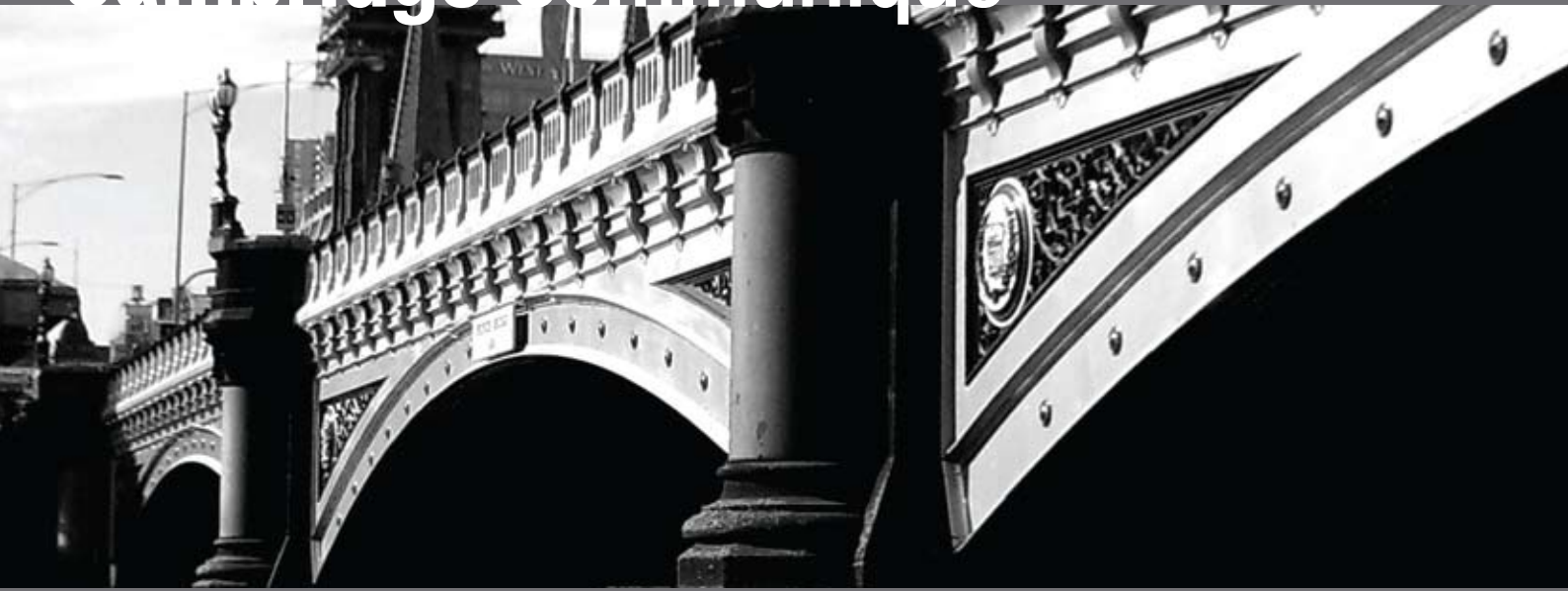


the Cambridge Communiqué



WE BRIDGE GAPS.

WE CREATE CONNECTIONS.

WE GET YOU THERE.

Clean up your act - WorkSafe construction crackdown begins

Basic 'housekeeping' failures on Victoria's building sites are costing the industry \$50 million a year¹ – enough to build 270 new homes².

The alarming figure has prompted a WorkSafe campaign aimed at eliminating easily preventable and potentially career-changing injuries.

The Director of WorkSafe's Construction and Utilities Division, Chris Webb, said good housekeeping did not just happen, but required ongoing effort by everyone on site.

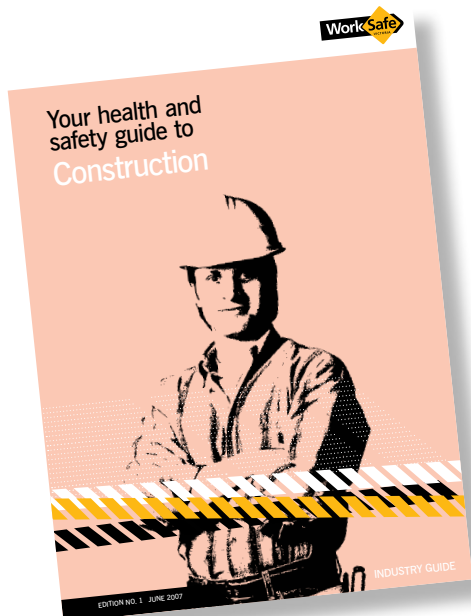
Inspectors will visit sites as part of a three-month, state-wide, 'Back to basics' campaign.

Mr Webb said where inspectors find that sites – including amenities like toilets and lunch rooms – are dangerous, untidy or unclean or where supervision is missing or inadequate, improvement action will be taken.

Mr Webb said site supervisors must ensure, establish and enforce standards and ensure risks are communicated and acted on by all parties including sub-contractors.

Information on a range of construction industry health and safety issues including a detailed 'Back to basics' checklist can be found at www.worksafe.vic.gov.au/construction.

1. Includes injury treatment and rehabilitation costs and commercial impact on industry.
2. Based on the construction cost of a mid-range \$180,000 house in an outer Melbourne suburb.



Autumn 2009

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Welcome

Welcome to the first edition of Cambridge Communiqué for 2009. Following the tragic events of the last month, we take this opportunity to extend our thoughts and prayers to the thousands affected by the Victorian bushfires.

Sadly we recognise that many of our clients and their staff will have been directly affected. A disaster of such scale and ferocity will inevitably impact workplace health and safety, whether it be employees injured or lost in the fires, or the long term effects on staff of trauma and loss.

Australians have an uncanny ability to come together in times of crisis. It is this ability to support each other and work together that gives strength and hope to those in despair.

If there is any assistance we can offer you or your workplace in the difficult days to come I encourage you to contact us. You may wish to take advantage of our Trauma Response Initiative, detailed in this edition.

We hope that you enjoy this Autumn edition of Communiqué.

Paul Serong
Managing Director

The Small Business – Return to Work Essentials service

WorkSafe are pleased to announce the launch of the *Small Business – Return to Work Essentials* service. This is a new service for selected employers with a remuneration of less than \$1 million per year.

The *Small Business – RTW Essentials* service is designed to address the particular needs of small employers by providing them with return to work support, advice and practical assistance, soon after a time loss claim is registered.

The *Small Business – Return to Work Essentials* service is a one off service delivered by a Return to Work Essentials Consultant at the employer's place of work. It is only available to eligible small employers, and employer and worker participation is voluntary. Cambridge is responsible for referral and will contact eligible employers to discuss the service.

More information about this service is available at www.worksafe.vic.gov.au

WorkSafe and VECCI team up to benefit small business

WorkSafe and the Victorian Employers' Chamber of Commerce and Industry (VECCI) are teaming up to help small businesses keep their workers safe and to provide them with support and practical assistance if a worker is injured.

A new rebate program offers small businesses in the food and beverage, wood products manufacturing, and road transport industries, a rebate of up to \$500 on a range of best practice lifting equipment, including pallet trucks and hand trolleys.

The new rebate program will be delivered by VECCI and funded by WorkSafe.

The application process has been designed specially for time-poor small businesses and is simple and quick to complete.

Information on eligibility for the rebate and application forms are available from www.vecci.org.au or www.worksafe.vic.gov.au/rebate or by calling VECCI on (03) 8662 5333.

National Review into Model Occupational Health and Safety Laws

Australia's state, territory and federal Workplace Relations Ministers have agreed that Australia needs one set of OHS laws that apply to all states and territories. The panel reviewing the Acts currently in place for each separate state and territory presented its first report in October 2008. Its second report, due at the end of January 2009 was not released at the time of writing this article.

Although the Model OHS Laws are only recommendations at the moment, it is important that industries understand what we hope will be in place within two years.

The first report contains 75 recommendations for a Model OHS Act that would apply in each state, territory and the commonwealth. As a generalisation, if you are complying with the Victorian Occupational Health and Safety Act 2004, you are complying with the proposed Model OHS Laws.

For more information on the recommendations, please visit our website at www.cambridgeaustralia.com

Cambridge trauma response initiative

Over the past two years, Cambridge has responded to 14 critical incidents experienced by some of our small to medium sized clients. Unfortunately despite the best efforts of employers to protect their employees, traumatic incidents can occur both at work and outside of work. In response to these incidents, we have developed and implemented the Cambridge Trauma Response Initiative to assist our clients in managing such incidents.

The aim of the Cambridge Trauma Response Initiative is to reduce the negative impact of traumatic events on the psychological health of workers and assist employers in managing potential post traumatic responses.

Critical incidents can include workplace accidents and deaths, assaults and abuse, motor vehicle accidents, robberies and negative or intense media coverage. It is quite normal for people to experience emotional aftershocks following a traumatic incident. For some people, the emotional reaction appears immediately after the traumatic event. Sometimes the reaction can take days, weeks or months to appear.

Reactions will vary depending on the workers involved and the severity of the incident. The reactions or symptoms can be physical, including nausea, chest pains and dizziness; cognitive or psychological, such as slowed thinking, short term memory loss and difficulty concentrating; and emotional, such as feelings of anxiety, anger or guilt. The symptoms can last for a few days, weeks or months, and occasionally longer. With understanding at the workplace and the support of loved ones, the reactions usually pass more quickly.

Early intervention for any workplace critical incident is vital to sustain the health and wellbeing of staff involved. Cambridge has established a preferred provider relationship

with a specialised trauma management service to ensure that our clients have immediate access to services. Our preferred provider, Caraniche can provide a range of phone and onsite trauma management services for individuals, work groups and managers at an agreed rate for Cambridge clients. The decision to access and fund Caraniche's trauma management services is up to the employer involved in the incident. Cambridge simply wants to ensure that all our clients have access to services if and when they need them.

If your workplace is affected by a critical incident, you can access Caraniche's services by contacting Cambridge. Cambridge will either contact Caraniche directly for you or provide their contact details for immediate access.

As a preferred provider, Caraniche has agreed to provide the following services to our clients:

- telephone response within one hour
- two hour on-site response in greater metropolitan Melbourne regional centres
- maximum of 12 hour on-site response in country Victoria
- coverage 24 hours per day, seven days per week
- liaison and follow up support services for managers of staff involved in traumatic events.

If you would like further information about the Cambridge Trauma Response Initiative, please contact our Organisational Psychologist Rhonda Brand on **03 9947 3294**, or visit our website at **www.cambridgeaustralia.com**



“It is quite normal for people to experience emotional aftershocks following a traumatic incident.”

WorkSafe Victoria Awards - sign up now

Entries for this year's WorkSafe Victoria Awards open on 2 March and close 24 April.

The awards recognise companies, employers, workers, OHS committees and OHS representatives who are making an outstanding commitment to workplace health and safety.

Details of the awards and pre-registration of interest can be made online at **www.worksafe.vic.gov/awards.au** from 2 March, or by calling the awards coordinator, Juliana Pecar, on **8663 5033** or Sandy Ashton on **9641 1426**.

Last years winners included Cambridge client Uncle Toby's, Nestle Wahgunyah who received the 'Best Strategy for Health and Safety Management Award'.

This year's categories include Health and Safety Representative of the Year, Health and Safety Committee of the Year, Best Health and Safety Initiative in a Small Business, Best Design for Workplace Safety, Best Strategy for Health and Safety Management, Best Solution for Preventing Musculoskeletal Disorders and Best Solution to a Health and Safety Risk.

Spotlight on young workers

Young workers aged between 15 - 24 years are more likely to be injured at work than any other age group in Victoria. As part of WorkSafe Victoria's young worker campaign, they have developed a website for young workers called *The Pain Factory*. This website:



- provides a forum for young workers to share their stories of being or nearly being injured at work
- provides further information about workplace health and safety, such as guidance and media resources, for young people.

The website also provides useful information for employers, including young worker hotspots for different industries, ways in which these hotspots can be addressed, and posters you can use to encourage young workers to be responsible for their safety in your workplace.

The Pain Factory website can be accessed at <http://www.minisites.ninemsn.com.au/thepainfactory>

“Employers are encouraged to attend conciliation conferences that affect their injured workers.”

Attendance at Conciliation Conferences

Employers are encouraged to attend conciliation conferences that affect their injured workers. Employers are also entitled to be accompanied by a consultant acting as their assistant. The assistant's role is to provide support, encouragement, information or analysis which helps the employer to participate in the conference and understand the issues and content involved.

The Ministerial Guidelines however, state that a consultant or assistant may not attend a conciliation conference in place

of the employer. The guidelines also state that an assistant may not be a principal participant in the conference.

It is therefore expected that employers who are a party to a dispute will personally attend conferences either alone or accompanied by an assistant.

If you would like further information about the Ministerial Guidelines please contact our Dispute Resolution Team on **(03) 9947 3000**.

Launch of the Cambridge S2 platform

The Cambridge S2 web-enabled platform is a new initiative designed to improve your occupational health and safety and workers' compensation performance. The software is available to both large and medium sized organisations.

Developed by our service partner Pan Software, the Cambridge S2 platform supports employers by:

- defining the internal stakeholders responsible for safety and injury management
- assigning tasks and actions to stakeholders
- auto generating claims and injury management documents to assist in claims management and return to work
- supporting the accurate management and administration of compensation transactions and reimbursement

- providing analysis and reporting on OHS and injury management performance.

The software has been developed in consultation with clients, particularly our clients from the Health and Aged Care industry.

The platform can be installed as a stand alone software database claims management system, capable of maintaining accurate and current histories of all recorded claims. The platform can also be scaled up to a fully integrated occupational health and safety risk management application, featuring links to payroll and related systems.

If you would like more information about how the Cambridge S2 platform can assist your business, please call Cambridge's Project Officer Tony D'Agata on **03 9947 3091**.

Too many regional deaths in 2008

WorkSafe's General Manager, Eric Windholz, has urged regional Victorians to take time to set and reinforce the safety agenda.

The call comes with figures which show regional Victoria has maintained the unenviable position of having more work-related deaths than Melbourne, despite its population being one quarter of the city's.

Eleven of the 21 fatalities in Victoria last year were in regional areas. The first five deaths of 2008 were in the country.

Mr Windholz said the regional fatalities reinforced the need for the community to approach workplace safety in the same way it did with the road toll.

"People no longer accept drunk drivers, they should not tolerate unsafe working practices."

WorkSafe have a number of publications dealing with a range of hazards and occupations. The publications can be found online at

www.worksafe.vic.gov.au.

For printed material or information about how to make your business safer, call WorkSafe's Advisory Service on **1800 136 089**.

Small businesses can also apply for a free safety consultancy with an independent consultant. Contact WorkSafe or major employer groups for details.



How can you impact an early and successful return to work?

Find out by completing the Role of a Return to Work Coordinator training program.

The Victorian Role of a Return to Work Coordinator training program has been developed to ensure that Victorian RTW coordinators have the right skills and knowledge to perform their role effectively.

You will learn:

- the functions and requirements of a RTW coordinator
- the skills required to perform these functions
- how to coordinate the return to work of an injured worker
- how to complete meaningful return to work plans

- how to effectively monitor return to work to ensure the ongoing success and sustainability of that work
- how to communicate effectively with injured workers, and
- how to communicate with and utilise the support of others involved in the return to work process.

The program is designed to enable and up-skill RTW coordinators, but may also be of value to those in associated roles such as line managers, supervisors and health and safety representatives.

The program is endorsed by WorkSafe, and upon completion you will receive a certificate acknowledging you are a certified Return to Work Coordinator.

Enrol now to secure your place!

Dates	25th and 26th March 2009 22nd and 23rd April 2009
Cost	\$462 pp (including GST) \$319 pp for groups of 6-10 \$275 pp for groups 11+
Enrol by Phone	03 9947 3090
Enrol by Email	communique@cambridge-au.com
Enrol by Fax	03 9947 3322

For further details visit our website www.cambridgeaustralia.com

"People no longer accept drunk drivers, they should not tolerate unsafe working practices."

Review of the Accident Compensation Act 1985

In the summer edition of *Communiqué*, we introduced some of the key changes to the *Accident Compensation Act 1985* that have been proposed following a review by Peter Hanks QC.

Further key changes are outlined in this edition.

Increase benefits

Hanks proposes:

- increasing benefits for those on weekly payments after 13 weeks from 75% of Pre-Injury Average Weekly Earnings (PIAWE) to 80%
- further restricting benefits to people on benefits after 130 weeks if they have some capacity for work
- reviewing the calculation of PIAWE
- payment of superannuation payments once a worker has been on weekly benefits for more than 52 weeks
- a staged disciplinary approach for failure to comply with return to work obligations (as in NSW and Queensland) that includes:
 - giving notice that payments will be ceased or suspended unless the injured worker complies with their obligation by a specified date
 - suspension or reduction of benefits for up to 28 days
 - cessation of payments (with Agent discretion to recommence payments if worker complies with obligations).

Treatment expenses

It is proposed that the sanctions that can be brought against medical providers who depart from appropriate standards be strengthened, especially against those who engage in unprofessional conduct or inappropriate practices.

Death benefits

Hanks is concerned that families of deceased workers are not adequately compensated for the death of their family member and breadwinner. He recommends:

- increasing the lump sum for death from \$265,590 to the maximum impairment benefit of \$484,830 at a cost of an extra \$12 million per annum
- increasing the age of eligibility for study support for dependents of deceased workers from 21 to 25 years old at a further cost of \$300,000 per annum
- surviving partners be deemed to be financially dependent to prevent the 'harsh, complex and unsatisfactory' process of having to prove financial dependence.

Premiums

Hanks proposes:

- giving employers the option of a higher excess for medical and like expenses (up to \$1000) and an option of paying up to 16 weeks of weekly benefits
- reforming the Statistical Claims Estimate (SCE) system so that:
 - the first 2 to 3 months of a claim do not attract an SCE
 - only claims registered by the end of December are used to calculate the premium for the next financial year (July to June)
 - SCE's are no longer listed as a total figure, but allocated against each claim.
- providing more effective information on SCEs to employers
- giving employers the right to have their SCEs reviewed, but only where there is a data error affecting the SCE
- annual reviews of how workers' compensation premiums are set by a body such as the Essential Services Commission.

The Victorian Government is yet to announce any changes to the Act, however further recommendations made by Peter Hanks can be accessed on the Cambridge website at www.cambridgeaustralia.com/

The full Accident Compensation Act Review: Final Report conducted by Peter Hanks QC, and further information regarding the review can be accessed at <http://www.compensationreview.vic.gov.au/>



2009 Employer Education Program

All sessions will be held at
Cambridge Integrated Services, Level 10 390
La Trobe Street, Melbourne VIC 3000.

Date and Time		Topic and Program Objective	Cost
9am-5pm	25, 26 Mar 2009 22, 23 Apr 2009 29, 30 Apr 2009 27, 28 May 2009 17, 18 Jun 2009 24, 25 Jun 2009 19, 20 Aug 2009 16, 17 Sep 2009 21, 22 Oct 2009 28, 29 Oct 2009 25, 26 Nov 2009	<p>Role of a Return to Work Coordinator (2 day program)</p> <p>This WorkSafe endorsed program is designed to equip Return to Work Coordinators with the tools they require to effectively manage return to work in accordance with the requirements of the legislation and the principles of effective injury management.</p> <p>On completion of the two day program, participants are eligible to receive a certificate acknowledging completion of the WorkSafe approved training.</p>	<p>\$462 pp (incl. GST)</p> <p>Special rates for groups: 6-10 bookings = \$319 pp 11+ bookings = \$275 pp</p>
	9am-1pm	<p>17 Mar 2009 4 Jun 2009 10 Sep 2009</p> <p>Introduction to Workers' Compensation</p> <p>New starters in the industry will benefit from this introduction to Workers' Compensation in Victoria. This session provides participants with an overview of current legislation and employer/employee responsibilities.</p>	<p>FREE for Cambridge clients \$165 pp for non Cambridge clients</p>
	9am-2pm	<p>24 Feb 2009 3 Sep 2009</p> <p>OHS in the Office</p> <p>There are 4 modules to this program. When you enrol, please specify which one(s) you are enrolling for:</p> <p>9 am - 10 am OHS law and regulations in the office (summary of our 3 hr seminar OHS Law and You)</p> <p>10.15 am - 11.15 am Manual Handling in the Office (practical exercise in using the WorkSafe Assessing and Controlling Manual Handling Risk form)</p> <p>11.15 am - 12.15 pm Computer workstations in the office (practical exercise in setting up an ergonomically viable computer workstation)</p> <p>1 pm - 2 pm Chemical and Electrical hazards in the office (lecture/discussion)</p>	<p>FREE for Cambridge clients \$330 pp for non Cambridge clients</p>
	9am-3.30pm	<p>28 Apr 2009 13 Aug 2009</p> <p>Managing Psychological Risks</p> <p>This session provides an introduction to a systematic approach to preventing workplace stress. Learn how to:</p> <ul style="list-style-type: none"> identify the factors that may contribute to negative stress responses assess the factors to determine the level of risk associated with the hazard and estimate the resources required to control the risk determine a range of practical control measures and an agreed action plan to address the hazards and prevent the risk develop an evaluation process to review the outcomes after implementing the action plan. 	<p>FREE for Cambridge clients \$330 pp for non Cambridge clients</p>
	9am-12pm	<p>18 Mar 2009</p> <p>OHS Procedures – Day to Day OHS Management</p> <p>Participants will discuss what needs to be done each day to ensure effective management of OHS; including reporting hazards and incidents, consulting with workers, enforcing safety procedures, housekeeping, checks and tests and dealing with workplace emergencies. The session will end with a discussion about how to keep up to date with OHS information.</p>	<p>FREE for Cambridge clients \$165 pp for non Cambridge clients</p>
	9am-11am	<p>20 May 2009</p> <p>Managing Occupational Violence and Bullying in the Workplace</p> <p>Occupational violence and bullying can have both psychological and physical effects on those who experience and those who witness such incidents. This session will examine:</p> <ul style="list-style-type: none"> examples of occupational violence and bullying the effects on workplaces and employees strategies that can reduce the risk of these incidents occurring reactive strategies to reduce the risk of severe injury and illness (including psychological injury) resources available to assist in preventing, managing and investigating incidents of occupational violence and bullying. 	<p>FREE for Cambridge clients \$165 pp for non Cambridge clients</p>

Cambridge Seminars Application Form

Name of Seminar:		Name of Seminar:		Name of Seminar:	
Date:	Cost (if applicable):	Date:	Cost (if applicable):	Date:	Cost (if applicable):
Name of Attendee(s):	Position of Attendee(s)	Name of Attendee(s):	Position of Attendee(s)	Name of Attendee(s):	Position of Attendee(s)

Privacy Policy

The personal information requested on this form is being collected by Cambridge Integrated Services Victoria Pty Ltd (Cambridge) for the purpose of conducting training. The information will be added to our customer database and will primarily be used to provide you with further information about the workers compensation industry and related services that Cambridge provides (including further training). You may access this information, have it corrected or updated at any time. Cambridge's detailed privacy policy can be viewed at www.cambridgeaustralia.com.au

Please tick this box if you do not wish to receive any training information from Cambridge.

Would you like your copy of Communiqué sent via email?

Simply go to our website www.cambridgeaustralia.com click on the *subscribe* link and complete the brief subscription form.

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31311

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Freecall Claims 1800 801 070

Cambridge Integrated Services
Victoria Pty Ltd
ABN 18 003 645 645

Date and Time	Topic and Program Objective	Cost
9am-11am 12 May 2009	Hazard Management – Manual Handling This session provides participants with an overview of the elements of hazard management; identifying hazards, assessing risks and developing and monitoring controls. Hazard management is illustrated by a practical exercise in manual handling, using WorkSafe's Assessing and Controlling Manual Handling Risk form. Other areas of hazard management are discussed in brief including chemicals, heights and traffic management.	FREE for Cambridge clients \$165 pp for non Cambridge clients
9am-12.30pm 26 May 2009	Understanding Your Workers' Compensation Premium This seminar provides a comprehensive understanding of how workers' compensation premium is calculated and focuses on employer premium legislative requirements under the applicable Acts.	FREE for Cambridge clients \$165 pp for non Cambridge clients
9am-1.40pm 16 June 2009	OHS Law and You Participants will be introduced to the sources of OHS law and its impact on the workforce. Duties and processes required under the OHS Act 2004 and the OHS regulations 2007 are presented, using court cases to illustrate how these laws work.	FREE for Cambridge clients \$165 pp for non Cambridge clients
9am-1.30pm 22 July 2009	Promoting OHS in the Workplace Board of Directors' commitment to OHS is necessary for promotion to be productive. This session begins by considering how to convince your Board of the necessity to promote OHS. Participants evaluate a variety of practical ways to promote OHS, and ways of promoting OHS in large companies and industries.	FREE for Cambridge clients \$165 pp for non Cambridge clients
9am-12pm 25 Aug 2009	Safety Management for Small to Medium Enterprises What OHS policies and procedures do I need? Are there some simple templates I can use? Consultation on OHS in the workplace is required by law – how do I do that? The answers to these questions and a set of simple templates are provided in this seminar.	FREE for Cambridge clients \$165 pp for non Cambridge clients
9am-11am 1 Sep 2009	Safety Management for an Ageing Workforce The Australian workforce is made up of an unprecedented percentage of older workers. This session will assist you to identify, manage and minimise the risks inherent with an ageing workforce.	FREE for Cambridge clients \$165 pp for non Cambridge clients
9am-12pm 8 Oct 2009	Consultation in the Workplace This session will consider when employee health and safety representatives are and are not required. Communication and consultation are distinguished. The degree of effectiveness of various forms of consultation is examined by participants. (Note, this topic is also covered in the Safety Management for Small to Medium Sized Enterprises and OHS Law and You seminars).	FREE for Cambridge clients \$165 pp for non Cambridge clients

Cambridge Seminars Application Form

Tax invoice* – where an individual payment is for less than \$1000 (incl.GST) this document becomes a tax invoice for GST purposes upon completion of payment. Please photocopy and maintain for your records.

Company:	Employer No:	Industry:
Address:		
Phone:	Fax:	Email:
Signature:		Date:

Payment

Our cheque or money order for \$_____ is enclosed made payable to Cambridge Integrated Services Victoria Pty Ltd

Credit Card, please debit my:

Visa Mastercard Bankcard Amex*

Card No:

Cardholder's Name:

Expiry Date:

____/____

Signature:

Register Now for 2009 Employer Education Program – 4 Easy Ways

By Email: communiqué@cambridge-au.com

By Fax: 03 9947 3322

By Mail: Mail this completed form together with payment (if applicable) to Training Coordinator, Cambridge Integrated Services, GPO Box 751, Melbourne VIC 3001

You will receive confirmation within 5 days of receiving your application.

Please telephone the Training Coordinator on 03 9947 3090 if you require any further information regarding the program.

Cancellation Policy

Should you be unable to attend a course, a substitute is welcome at no extra charge. Alternatively, a full refund will be made if cancellations are received in writing (letter, fax, email) up to 48 hours prior to the seminar. Regrettably, no refunds can be made less than 48 hours prior to the seminar.