

the Cambridge Communiqué



**WE BRIDGE GAPS.
WE CREATE CONNECTIONS.
WE GET YOU THERE.**

New Victorian Occupational Health and Safety Regulations 2007

On Sunday 1 July 2007, new occupational health and safety (OHS) regulations came into force. Most of these new regulations consolidate and simplify the older regulations (e.g. manual handling, noise, issue resolution). Changes to the old regulations include:

- Most hazard regulations no longer requiring a risk management step as a legal requirement
- Where health and safety representatives (HSR) exist, they are to be given an opportunity for consultation before any other employees
- Five year licences with photographs (similar to car drivers licences) are required for construction work certificates (e.g. dogging, crane driving)
- Five year licences are now required to operate forklifts.

Mines OHS regulations have been included in the new consolidated OHS regulations.

New regulations covering the construction industry (including construction of domestic housing) have been introduced. These will come into force on 1 July 2008. They enforce national construction codes of practice.

'Safe Work Methods' and 'Health and Safety Co-ordination Plans' are included in the new construction regulations.

Risk Assessments

The new regulations simplify the control of manual handling, prevention of falls (except in construction work), confined spaces (except in construction work) and plant. In these cases, the employer must identify the hazard and then control it. It is no longer mandatory to conduct a risk assessment (that is, evaluate the consequences of a hazard, assess the likelihood that the consequence will occur, and take into account the number of people exposed to the hazard).

Although not mandatory, conducting risk assessments is still a good management practice. WorkSafe Victoria recommends that risk assessments should be conducted when:

- Starting or purchasing a new business
- Physical changes occur in the workplace, or when there are changes to systems of work
- Purchasing or using equipment or substances new to the workplace

Spring 2007

Training Scheme for Return to Work Coordinators Who Work Across State Borders	3
New Claim Forms for Victoria, New South Wales and Queensland	4
Electronic Banking Available for Victorian Employers	4
Work Safe Week 2007	4
Employer Obligations Regarding Invalid Claims	5
Lodge Your Applications for WorkCover Weekly Compensation Reimbursements Within Three Months	5
Who's Who in the Claims Process	5
Mao's Last Dancer Visits Cambridge	6
Does Your Back Hurt?	6
Early Claim Lodgement	6
Making a Difference: WorkSafe's RTW Inspectorate	7
Congratulations to Tim Sturges	7
Return to Work Coordinator Training	8
Premium Due Dates for 2007/08	8

continued on page 2

CAMBRIDGE





Welcome

Over the years I have been fortunate to talk with many of you about what you want from your workers compensation Agent.

From what I am told, it comes down to a few core deliverables:

- Keep you involved and informed
- Pay compensation, invoices and reimbursements quickly
- Make sound and appropriate decisions within the law, and
- Provide you with the best possible service and advice.

I believe we do this better than most, however there is still so much more that we can do.

Our Customer Service Strategy focuses on putting our customers – injured workers, employers, consultants, accountants, providers and the governing bodies – always at the forefront of our minds. Someone once said to me ‘customer service is a feeling’. Our aim is to provide you with service that makes you feel valued, included, informed and empowered.

This is no simple task, and one that we have invested considerable resources into achieving. At every stage you have been talking to us and providing the feedback that helps us along the way. My message to you is that we are listening and acting upon your advice!

Work Safe Week

Why not consider continuing the talk about safety and responding to business needs at this year’s Work Safe Week from 22 to 26 October 2007. It is a great opportunity to hear about the latest developments, build your networks, and build on your knowledge. I hope to see you there.

Paul Serong
Managing Director
Chief Executive Officer

continued from page 1

- OHS legislation changes
- An incident occurs – you need to assess the risk of the incident occurring again and then put in place controls to reduce that risk
- Responding to OHS issues raised by employees
- Justifying alternatives to recognised practices.

If a person is injured and the matter ends up in a court of law, you need to be able to demonstrate that your controls matched the degree of risk the injured person faced.

Consultation and Health and Safety Representatives

Where HSRs exist, they are to be given the opportunity to be consulted before other employees. In particular:

- HSRs are to be given the same information about the OHS matter that the employer provides (or will provide) to employees
- HSRs are to be provided with this information before other employees, unless it is impracticable to do so
- HSRs are to be invited by the employer to consult about the matter
- HSRs’ views are to be taken into account.

If there are no HSRs, the usual agreed (i.e. agreed to by employees) consultative arrangements are to be used (that is, provide information, consult with affected employees, and take into account their views). See sections 35-36 of the Occupational Health and Safety Act 2004.

Licences for High Risk Work – Including Forklifts

Certificates for high risk work (e.g. scaffolding, rigging, crane, forklift, pressure vessels) are, over time, to be converted to five year licenses. For example:

- Certificates issued pre June 1975 must be converted by 31 October 2007
- Certificates issued pre August 1995 must be converted by 31 January 2008
- Certificates issued in June 2007 must be converted by June 2012.

A list of conversion dates is available on the WorkSafe Victoria website at www.worksafe.vic.gov.au

WorkSafe will write to certificate holders using the address from their certificate. Employers are wise to assist their workers to change over their certificates, as many certificate holders will no longer live at the address on their certificate. Details on converting certificates to five year licences can be obtained from the Worksafe Victoria website or from your local post office. Licence holder photographs can also be taken at the post office.

Construction

Construction work covers any building or structure where there is work in connection with construction, alteration, conversion, fitting out, commissioning or decommissioning, renovation, refurbishment or demolition. The new construction regulations will come into effect on 1 July 2008.

Safe Work Method Statements will have to be written for each high risk work activity. High risk work includes:

- Where there is a risk of falling two metres or more
- Work in confined spaces
- Work in tunnels
- Work near chemical, fuel or refrigerant lines
- Work near energised electrical installations
- Demolition work
- Alterations requiring temporary supports.

See regulation 5.1.3 for a full list.

Safe Work Method Statements include:

- The hazards and risks associated with the high risk work
- The measures to control the risks
- The manner in which the controls are to be implemented.

Where the Safe Work Method Statement is not followed – the work must not go ahead, or the work must stop immediately. Only when the statement and the work practices agree can work proceed.

Where a construction project is of the value of \$250,000 or more, there must be a formal Principal Contractor, formally appointed by the Owner. A sign must be placed outside each site where the project is being conducted, identifying the Principal Contractor.

The Principal Contractor must ensure that health and safety co-ordination plans have been written. These plans include:

- A list of the names and positions of everyone responsible for health and safety for the construction work (including managers, first aiders, contractors)
- Arrangements for coordination of these people
- How OHS incidents are to be managed
- Site safety rules
- How everyone on site will be informed of the site safety rules.

Only people who have received industry OHS induction training will be allowed to work on site.

An employer must notify WorkSafe three days before they dig a shaft, trench or tunnel.

More Information

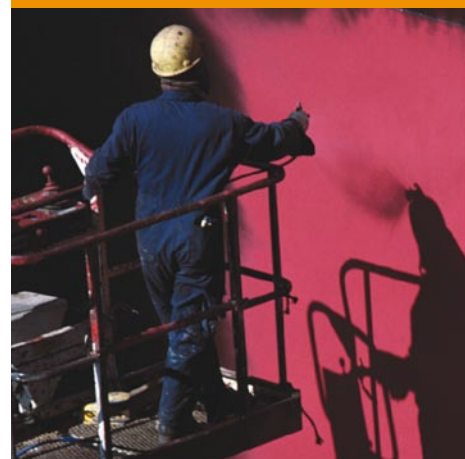
WorkSafe Victoria has produced a set of:

- Single sheet Health and Safety Solutions
- Health and Safety guides (e.g. manual handling, workplace amenities), and
- Handbooks.

The titles of these publications are listed on the WorkSafe website at www.worksafe.vic.gov.au and can be obtained, free of charge, from Worksafe Victoria on **(03) 9641 1333** or email info@worksafe.vic.gov.au Cambridge's OHS consultants can also provide these publications on **(03) 9947 3000** or email risk.management@cambridge-au.com

Cambridge is conducting half day seminars, free to clients, on the new regulations. For dates and details, visit our website at www.cambridgeaustralia.com or contact Sarah Learmonth on **(03) 9947 3090** or email sarah.learmonth@cambridge-au.com

Copies of the new regulations can be obtained via the internet at www.dms.dpc.vic.gov.au or purchased from Information Victoria on **1300 366 356**.



“Cambridge is conducting half day seminars free to clients”

Training Scheme for Return to Work Coordinators Who Work Across State Borders

The Victoria, New South Wales and Queensland workers compensation schemes are collaborating to make it easier for return to work coordinators who work across multiple states.

“The various Australian workers’ compensation schemes are collaboratively implementing initiatives to harmonise aspects of their operations. The purpose of this collaboration is to create a more common experience for multi-state employers and improve service delivery while preserving the integrity of scheme design and entitlements. This should lead to simpler systems and better outcomes for all.” {quote from the Participant’s Handbook}

Cambridge saw the value for our clients in becoming one of the training organisations to deliver this training and we are pleased to announce that we have recently been accredited to conduct half day training courses for RTW Coordinators in NSW and Victoria. Arrangements to provide this training for the Queensland scheme will be finalised shortly.

To do this extension course you must have already completed the training for your home state. The course builds on your previous training and allows for you to be an accredited return to work coordinator across multiple schemes.

If you are a trained/accredited return to work coordinator based in NSW or Victoria and interested in undertaking accreditation for the other state let us know. We are putting together a schedule of dates to run this course which will be advertised soon. We are also interested to hear from clients who may be interested in doing this training so that we can gauge demand and determine the suitable locations to offer the training.

For further information please contact:

Sarah Learmonth
Training Coordinator
Melbourne
Phone: **(03) 9947 3090**
Email: sarah.learmonth@cambridge-au.com

or

Leeza Dobbie
Risk Manager
Sydney
Phone: **(02) 8667 9736**
Email: risk.management.nsw@cambridge-au.com



New Claim Forms for Victoria, New South Wales and Queensland

Victorian employers with an interstate presence can start enjoying the advantages of the new worker and employer claim forms that can be used to claim benefits in Victoria, New South Wales or Queensland, effective from 1 July 2007.

The new forms are part of a WorkSafe initiative (the Harmonisation Project), which aims to lighten the administrative burden on employers who coordinate workers compensation in multiple states.

Features of the new forms include:

- The same form can be used to claim benefits in three states (state specific questions are shaded)
- State specific information on the front and back pages

- Fewer questions for the employer to complete, when in agreement with information given by the worker regarding the injury incident and earnings details.

Employers should start using the improved forms immediately and can order them by contacting WorkSafe publications on **(03) 9641 1444**, Cambridge on **(03) 9947 3000**, or the local post office.

Employers are asked to destroy old versions of the worker and employer claim forms.

Only claim forms used for weekly compensation and/or medical and like services have changed. Claim forms for all other types of benefits remain the same.

Electronic Banking Available for Victorian Employers

All Victorian employers now have the option to be reimbursed for workplace injury compensation payments directly into their bank account.

Employers and workers can benefit from quicker access to their payments, greater efficiency and fewer administrative headaches.

How to register

To access this direct payment option, employers can simply apply to Cambridge using the *Direct Payment Application Form – Employers*. This form is available from the WorkSafe website at www.worksafe.vic.gov.au or directly from Cambridge by contacting your case manager.

Work Safe Week 2007

Learn the latest and stay up to date

Work Safe Week is back for its 19th year, providing an important opportunity for all Victorian employers and workers to make a positive change to health and safety in their workplaces.

A series of free educational seminars covering a wide range of topics, industries and occupations, will run across Victoria from 22-26 October.

WorkSafe's Executive Director, John Merritt, said "Regardless of whether you're a labourer or work in an office, work full or part-time, or are an apprentice or manager, there is something relevant for you."

To build on the success of last year, WorkSafe is introducing:

- An even broader range of seminar topics with more opportunities to participate
- Basic, intermediate or advanced grading of seminars based on the complexity of the content
- Seminars tailored specifically for small, medium and large business.

"We've lined up a huge program of events, including expert guest speakers and tours of sites like the Eastlink development in Rowville and the new, eco-friendly Bendigo Bank Head Office," said Mr Merritt.

To reserve your seats book online at www.worksafe.vic.gov.au and follow the links to Work Safe Week.

WorkSafe Victoria Awards Dinner – 23 October 2007

A highlight of Work Safe Week is the Awards Dinner, where the State's workplace safety superheroes are profiled. Last year's Awards sold out weeks in advance and brought together over 900 people from across Victoria to celebrate and learn about the latest achievements in OHS.

This year, the Awards will be held at Crown Palladium. Tickets are available now at www.worksafe.vic.gov.au For more information call **1300 302 161**.

"learn the latest and stay up to date"

Employer Obligations Regarding Invalid Claims

WorkSafe Victoria has reviewed the way Agents and employers manage invalid claims and has identified some inconsistencies in the processes that are followed.

If you are unsure how to determine whether a claim is valid you should contact Cambridge directly and/or forward the claim to Cambridge to assess its validity. It is Cambridge's responsibility to assess the validity of claims and manage them appropriately.

If you choose to return to a worker what you believe is an invalid claim, you must provide written evidence as to why the claim was returned as invalid. If it is later determined that the claim was valid when it was first served by the worker, the ten calendar day lodgement period will start from when you originally received the valid claim.

You can access information on WorkSafe's website at www.worksafe.vic.gov.au, which

provides guidance on how invalid claims should be handled and your obligations as an employer should you choose to return an invalid claim to a worker.

This information is provided under the following topics:

- What constitutes a claim?
- What do I do when I receive a claim from a worker?
- What do I do if the authority to release information is not signed by the worker?
- What do I do if I receive a claim for weekly payments and only receive a *Worker's Injury Claim Form* with no medical certificates?
- What if I receive a claim form that does not have all the information filled in?

For further information or if you have any queries, please contact your Cambridge case manager on **(03) 9947 3000**.



“it is Cambridge's responsibility to assess the validity of claims and manage them appropriately”

Lodge Your Applications for Weekly Compensation Reimbursements Within Three Months

All requests for reimbursement of weekly compensation payments must be sent to Cambridge within three months.

The three month period commences from the time the injured worker ought to have been paid weekly compensation by you, their employer.

There are only very limited circumstances in which reimbursement can be made if the

request is made outside the three month timeframe.

To permit prompt and accurate reimbursement to you, and to minimise the impact of this policy on your business, we encourage you to forward your requests for reimbursement promptly, and send a reimbursement form with every Certificate of Capacity.

The reimbursement form can be downloaded from www.cambridgeaustralia.com

Who's Who in the Claims Process

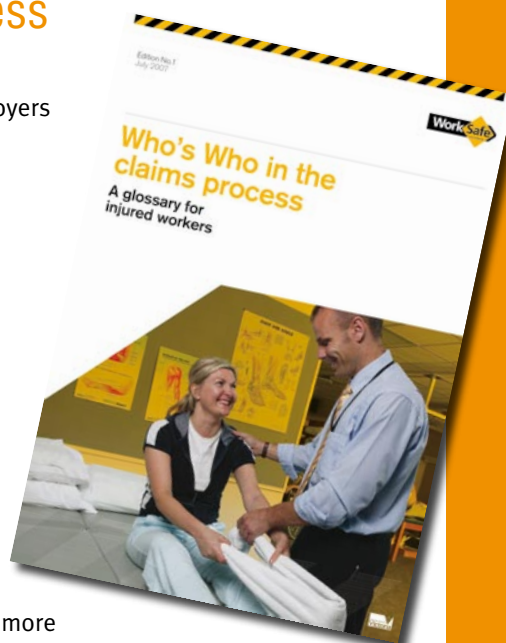
'Who's Who in the claims process' – a glossary for injured workers is a 20 page publication for all workers and employers involved in the claims process.

The publication profiles the many different stakeholders that workers and employers may encounter during the management of a claim. It details each stakeholder's:

- Status (whether they are independent, employed by WorkSafe, employed by an employer), and
- Role (including who they are, why they are involved in the process, at what point during the process they may be involved and what tasks or focus they will have).

Where appropriate, the publication provides contact details for relevant stakeholders. It also includes details of WorkSafe's multilingual telephone service.

Who's Who is available for download from the WorkSafe Victoria website at www.workcover.vic.gov.au. To find out more call the WorkSafe Advisory Service on freecall **1800 136 089**.



Mao's Last Dancer Visits Cambridge

On Thursday, 9 August Cambridge hosted a networking session with the American Chamber of Commerce and was treated to a speech by guest speaker Li Cunxin.

Li is a former world class ballet dancer and his autobiography, *Mao's Last Dancer*, has become an international bestseller.

In a deeply moving and inspirational address, Li told of his journey from a poverty stricken village in communist China to international success in the US, and later Australia.

Li spoke of sacrifice, perseverance, passion and hard work; qualities he truly believes are needed to achieve success. Li also discussed the importance of partnerships in life, both at home and at work.

Li's extraordinary account clearly touched a grateful audience, and no doubt motivated them to take onboard the valuable advice and apply it to their work and home life.



Pictured: (from left to right) Li Cunxin with Victorian General Manager Mun-Leng Koh and Managing Director and CEO Paul Serong from Cambridge.

Early Claim Lodgement

Congratulations to our Cambridge employers. In the seven months to July 2007, you have lodged 95% of all claims for weekly benefits, or for medical and like expenses (where the employer excess has been exceeded), within the specified ten calendar days. This is a positive recognition of the importance of early claim lodgement.

By lodging claims early, employers will not only avoid government penalties and prosecution, but they can have a positive impact on their claims in a number of ways. The sooner Cambridge receives a claim, the sooner we can assess liability, ensuring that you and your injured worker receive relevant payments promptly, and allowing your worker to obtain the treatment necessary to make a quick recovery.

By receiving claims early, Cambridge is also able to assist you with an early and appropriate return to work for your injured

worker. An early return to work will reduce the impact a workplace injury has on your injured worker's financial and emotional well-being, on the productivity and morale of your workplace, and on your insurance premium. As part of facilitating a return to work, Cambridge will assist you to prepare a return to work plan. This is a simple plan showing how you help your injured workers stay at work while they recover, or return to work following their injury. It ensures all parties, including the worker and their treating practitioners, are aware of the return to work goals and expectations. Cambridge can provide you with a template, and assist you to complete the required fields, including worker and employer details, medical restrictions, and expected commencement date.

If you require assistance, please contact your Cambridge case manager on **(03) 9947 3000**.

Does Your Back Hurt?

I was at a conference, recently, when the speaker, a physiotherapist, asked for anyone with a sore back to raise their hand. All 40 of us raised our hands. Admittedly, we were all over 30 years old.

Our speaker was not surprised – having a sore back is part of being an adult human. He advised us that research confirms that activity initiated by us (e.g. walking, stretching exercises) was more effective in managing back pain than allowing things to be done to our back (e.g. massage – but don't let me stop you enjoying that!).

When I go into offices and factories, I often see people at their computer stations leaning forward, so they have no support for their back. Did you know that sitting without your back supported increases

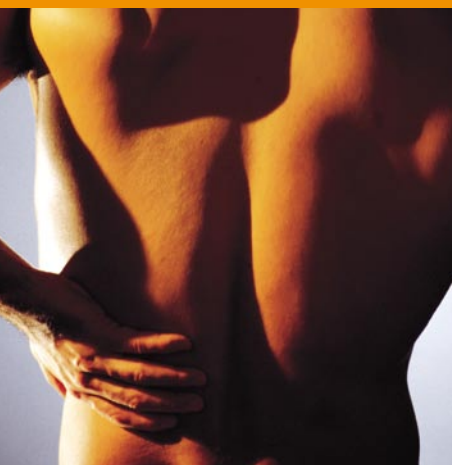
the forces on your back (by two and a half times) compared to when you are standing? In the long term, people sitting without adequate back support are likely to suffer chronic back pain.

The law requires employers to provide information, instruction and training to reduce the risk of injury and illness – in this case back pain. Cambridge's Safety Sheet No. 32 Seated Computer Workstations provides that information, with a checklist, that can be used when training.

A full set of Cambridge Safety Sheets are available on CD-ROM. To obtain a set, at no cost to you, just email a request to: **risk.management@cambridge-au.com**

This article was contributed by one of our OHS Consultants.

“people sitting without adequate back support are likely to suffer chronic back pain”



Making a Difference: WorkSafe's RTW Inspectorate

In October 2006, the Minister for WorkCover announced the establishment of a Return to Work (RTW) Inspectorate for a 12 month pilot program. WorkSafe has integrated this Inspectorate with other RTW initiatives to provide the best opportunity to influence RTW outcomes for injured workers.

As at the end of June 2007, the Inspectorate had undertaken nearly 300 visits. The majority of visits have been to employers with recent lost-time injury claims. The RTW Inspectorate has also conducted some recent visits as part of the WorkSafe Safer Zone Project.

Indications are that the inspectors are being well received by employers and injured workers. Inspectors are reporting that the visits are a valuable addition to WorkSafe's other RTW initiatives. Examples of where inspectors felt their visits were particularly effective include:

- Highlighting to an employer their obligation to offer suitable employment to an injured worker with current work capacity. The employee has now returned to work on a graduated program
- Helping an employer to rectify non-compliance with RTW plan, in particular facilitating a return to work. This subsequently led to identification of duties allowing the injured worker to return to work sooner.

Current findings from inspections indicate:

- Most employers have developed RTW plans, but the plans are not always fully completed
- Offers of suitable employment are not always adequate in describing the requirements of the job offered
- Occupational Rehabilitation Programs do not always include a statement on the employer's return to work policy and consultation with workers on the policy
- Few employers are thinking about the Risk Management Program requirements, such as investigation of the injury and review of existing controls.

Inspectors are providing advice and guidance to employers on these matters at the time of the visits. The findings are also being fed back to WorkSafe's RTW Branch in order to maximise the effectiveness of Inspectorate activity and inform future initiatives.

The RTW Inspectorate pilot is due to finish towards the end of November 2007. WorkSafe is consulting with stakeholders to obtain feedback about how the RTW Inspectorate pilot is currently operating.

If you would like to provide feedback or comment about the RTW Inspectorate, email Mark Phillips, Group Leader, RTW Inspectorate, at mark_phillips@workcover.vic.gov.au



“indications are that the inspectors are being well received by employers and injured workers”

Congratulations to Tim Sturges from Phillip Island Nature Park

Tim won an HP iPAQ hw6500 series mobile messenger worth \$800 by subscribing to Cambridge eNews before 22 June 2007.

The **Phillip Island Nature Park** is a not-for-profit organisation and a Victorian Tourism Awards winner for Ecotourism. As well as its world famous *Penguin Parade*, where people can watch the nightly trek of the Little Penguins from the sea to their burrows, the park also boasts many other attractions including the *Koala Boardwalk* and *Churchill Island Heritage Farm*.

Congratulations Tim! We hope you enjoy your prize.

If you would like to subscribe to Cambridge eNews, go to our website at www.cambridgeaustralia.com, click on the *SUBSCRIBE* link and complete the brief subscription form.



Pictured: Tim Sturges receiving his prize from Client Relationship Advisor, Chris Kondic.

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.

Contact Us

Street address

Level 10, 390 La Trobe Street
Melbourne VIC 3000

Postal address

GPO Box 751
Melbourne VIC 3001
cambridgevic@cambridge-au.com
www.cambridgeaustralia.com

General enquiries

03 9947 3000

Fax

03 9947 3005

DX number

31311

Toll free numbers

Freecall Policy 1800 802 200
Freecall Claims 1800 801 070
Cambridge Integrated Services
Victoria Pty Ltd
ABN 18 003 645 645

Return to Work Coordinator Training

WorkSafe Victoria is committed to the early, successful and sustainable return to work of all injured workers. Helping injured workers return to work requires the support of employers and skilled return to work coordinators.

A training program was developed to ensure that return to work coordinators have the right skills and knowledge to perform their role effectively. The program was developed by WorkSafe in consultation with key employer associations, the Victorian Trades Hall Council and representatives from the Self Insurers Association of Victoria. It is endorsed by the WorkSafe and conducted by training providers approved by WorkSafe.

Why should employer return to work staff complete this training?

This training will provide return to work coordinators with:

- Knowledge about the legislative expectations of their role and the role of their employer
- Practical tools and advice about how they can build on these expectations to implement effective return to work practices.

What is included in this training program?

Role of a Return to Work Coordinator training is a two-day program which covers:

- The functions and requirements of a return to work coordinator
- The development of 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 and offers of suitable employment
- How to effectively monitor return to work to ensure the ongoing success and sustainability of return to work
- How to communicate effectively with injured workers

- How to communicate with and utilise the support of others involved in the return to work process.

What do participants think of the training program?

As at 30 June 2007, 2436 participants have completed the program, which is a fantastic result.

Feedback received about the program has been extremely positive, with participants giving an average overall rating of 4.6 out of 5 for the program. Participants have found that they are able to immediately put the training into practice when they return to their workplace and have also found the program to have a high level of relevance to their roles.

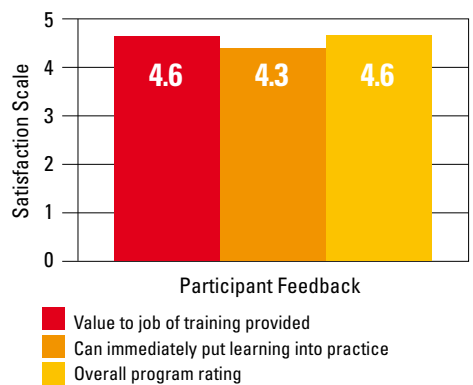


Figure 1 – Average results from participant feedback

Participants have commented that the use of practical examples and completion of exercises have made the program valuable to them.

How can I learn more?

For booking information, including the schedule of course dates, costs and locations, please visit www.cambridgeaustralia.com

Further information about the Return to Work Coordinator training program is available from the WorkSafe website at www.worksafe.vic.gov.au

Premium Due Dates for 2007/08

Shortly you will receive your 2007/08 renewal premium package. Included in the package will be your premium notice for 2007/08, a 2006/07 confirmed premium adjustment notice, and information about payment options.

The premium due dates for 2007/08 are:

- Annual In Advance Payment due by the 1 October 2007
- Monthly premium due 1 October 2007, then 1st of each month to 1 July 2008
- Quarterly premium due 1 October 2007, 1 December 2007, 1 March 2008 and 1 June 2008.

Employers who have previously failed to lodge their 2006/07 remuneration declaration or remuneration estimate for 2004/05 will have had their remuneration deemed. Please ensure that you certify your 2006/07 remuneration or provide a reasonable estimate for 2007/08 as soon as possible.

If you have any queries please contact the Cambridge policy department on freecall **1800 802 200**.