

the Cambridge Communiqué



WE BRIDGE GAPS.

WE CREATE CONNECTIONS.

WE GET YOU THERE.



Learn The Latest and Stay Up to Date

WorkSafe Victoria's annual WorkSafe Week is being held from 27-31 October and is once again the perfect opportunity for Victorian businesses to get up to date with the latest information on health and safety in the workplace.

This year features a jam packed program of 120 activities throughout the week in Melbourne and regional Victoria, including a number of seminars run by Cambridge.

From conferences, educational seminars and panel discussions to interactive workshops, displays, breakfasts and BBQs, there's something for everyone. The activities are practical, free and most importantly, they'll cover a range of current issues affecting workplaces, such as new construction regulations, the new dangerous goods code, manual handling, young workers, return to work and health and wellbeing, to name a few.

This is the fastest and easiest way to make sure you're up to date and compliant.

It's also a great opportunity to network and share insights and experiences with people from other companies with similar backgrounds.

Registrations for the seminars and events are now open. Visit worksafe.vic.gov.au for details.

A major highlight of WorkSafe Week is the 20th annual WorkSafe Victoria Awards Dinner at Crown Palladium on Thursday 30 October. This night of nights for the Victorian business community includes dinner, live entertainment and the presentation of awards to Victoria's workplace safety heroes. Tickets are \$140 plus GST per person. A 10% discount applies when booking a table of ten. Tickets now on sale!

For further information on WorkSafe Week, to register for the seminars and events and to purchase tickets to the WorkSafe Victoria Awards Dinner please visit worksafe.vic.gov.au

Spring/Summer 2008/09

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CAMBRIDGE





Welcome

After a particularly cold winter, it is great to see the warmer weather and the sunny days return.

Why not take the opportunity then, to get out and learn a bit more about new developments in workplace safety and injury management.

I encourage you to attend one of the many events during WorkSafe week this year. WorkSafe week is being held from 27-31 October and once again promises to be an excellent showcase of speakers, promotions and ideas. Over 8,000 people attended WorkSafe week activities last year and this year promises to be just as big. Visit the WorkSafe website and book yourself into a session or two.

In particular, small business support and work health initiatives are receiving a lot of focus and will be a feature of WorkSafe promotions and activities over the next year.

While visiting the WorkSafe website, or attending one of the WorkSafe week functions, make sure you check out the latest publications available for download or order.

As usual, we are here to help you with your workplace safety and return to work efforts, so please let us know how we can best support you.

I hope you enjoy this quarter's issue of Communiqué.
Kind regards

Paul Serong
Managing Director
Chief Executive Officer

Safer Workplaces – New Campaign Supports 2008-09 Worksafe Program

WorkSafe has announced a comprehensive program of intervention activities to take place over the next 12 months.

The industries, suburbs and regional areas to receive added attention in the next year demonstrate WorkSafe's transparent approach to compliance and allows everyone to take the necessary steps to prevent injuries.

The identified industries have been determined as being in need of improvement based on workers' compensation claims.

WorkSafe's inspection strategy for the next year will use advice and assistance, as well as Improvement and Prohibition Notices, as primary enforcement tools.

Targeted industries include:

- Agriculture
- Moulded and fabricated metals
- Emergency services and prisons
- Food and beverage
- Road freight transport
- Chemical storage
- Vehicle and parts manufacture
- Welfare services
- Wood products manufacturing

Targeted regions include:

Melbourne Metropolitan Area:

Airport West	8 to 12 September
Ringwood and Croydon	6 to 10 October
Werribee	10 to 14 November
Campbellfield	9 to 13 February, 2009
Frankston and Cranbourne	20 to 24 April, 2009
Scoresby	11 to 15 May, 2009

Provincial Victoria:

Shepparton	16 to 18 September
Swan Hill and Kerang	24 to 28 November
Geelong – Big City Plaza	24 to 28 November
Hamilton (re-visit)	9 to 15 November
Ararat	23 to 27 February, 2009
Maryborough	23 to 27 March, 2009

FREE Health and Safety Advice for Small Business

WorkSafe Victoria can organise for a private OHS consultant (not associated with WorkSafe) to visit the premises of your small business, to assist you with your OHS issues and provide you with a report. This service can also be arranged through peak employer bodies. The report does not go to WorkSafe. The consultant will spend at least three hours with you and can inspect your workplace and provide advice. This service is available to all industries which have small businesses.

For further information, visit the website – www.worksafe.vic.gov.au/smallbusassist

Also remember that WorkSafe has available a language translation service, to help conversations between English language and non English language speakers (10 languages available).

The WorkHealth Initiative

WorkHealth is the Victorian Government's response to the rising trend of an unhealthy workforce, and will see approximately \$40 million spent per year over the next five years on addressing the health of Victorian workers.

Victoria's *Accident Compensation Act* and workplace safety legislation enable the promotion of health, safety and welfare of people at work. This includes the development of education and support programs and providing incentives to meet the special needs of target groups.

WorkHealth will see Government, doctors, allied health professionals and health and safety experts working together to provide employers and workers with services that meet the needs of Victorian workplaces.

WorkHealth will also see employers, workers and their representatives engaged in developing health and well being solutions tailored to their individual needs. The key outcomes to be achieved during the five year program are:

- 10% reduction in the proportion of workers at risk from chronic disease
- 5% reduction in workplace injury and disease
- 15% improvement in worker satisfaction with their levels of health and wellbeing at work.

The program is also expected to result in a 10% reduction in absenteeism.

By meeting these targets the Victorian economy could expect to save in excess of \$100 million per annum through improved productivity and reduced health expenditure associated with chronic disease.

The program commenced 1 July 2008, with initiatives rolled out progressively and fully implemented by January 2009. Information about regional visits by *WorkHealth* will be widely publicised prior to their arrival.

WorkHealth Factsheet: A healthier and more productive Victorian workforce

Fact: Over one million workers are at risk of developing a potentially preventable chronic disease which can affect their capacity to work through decreased physical and mental health. There are several factors that increase the risk of a person developing a chronic disease, including poor diet, physical inactivity, smoking, alcohol misuse, excess weight, high blood pressure and high cholesterol.

Fact: 62% of Australian workers do not meet the minimum recommended level of physical activity (30 minutes per day) – 10% of these are completely inactive and 40% engage in only minimal physical inactivity.

Fact: Over 50% of workers' compensation claims in Victoria relate to muscle and skeletal disorders. The incidence of these and a worker's recovery are exacerbated by the results of poor nutrition and low physical activity.

Fact: The Victorian economy is at risk from the increasing prevalence of ill health and absenteeism in the workplace. Lost productivity resulting from obesity in Australia has been estimated at \$1.7 billion per year.

Fact: The Victorian Government is committed to doing more for Victorian workers and employers, and will spend an average of \$40 million per year over the next five years addressing the health of the Victorian workforce.

Source: Media Release; from the Premier of Victoria; Tuesday, 18 March 2008



“62% of Australian workers do not meet the minimum recommended level of physical activity...”

Congratulations to David McKean

David McKean, Cambridge Technical Manager and winner of this year's *Personal Injury Management Professional of the Year* award, has been selected as a finalist in the 2008 Personal Injury Education Foundation Awards.

The Personal Injury Education Foundation is an organisation established by Australian and New Zealand accident compensation regulators, insurers and claims management organisations.

The Awards are the first of its kind to be held across Australia and New Zealand and celebrate and showcase the achievements being made in personal injury management across Australasia.

David is a finalist in the Excellence in Personal Injury Management category.

The winners will be announced at the Foundation's conference in Sydney on 20 October 2008.



Travel Expenses

Injured workers must provide the following details when submitting reimbursement requests for expenses incurred in the use of a private vehicle:

- name of service provider/hospital attended
- address of departure and arrival
- dates and time of travel
- total kilometres travelled
- parking or toll receipts or tickets (clearly showing dates and times).

Reimbursement is made at a set rate per kilometre.

The costs of car parking and City Link tolls can also be included as travel expenses when using a private vehicle.

It is reasonable to reimburse only for the distance taken by the most direct route and not for travel that incorporates non workplace injury related purposes during the journey.

Travel by taxi

WorkSafe considers it reasonable to pay for the costs of travel by taxi only where

there is medical evidence from the treating practitioner that the worker is not capable of travelling by public or private transport.

Where travel by taxi has been approved by WorkSafe, persons are permitted to accompany the injured worker to and from appointments for approved medical and like services and independent medical examinations.

Workers must provide the following details when submitting expenses for travel by taxi:

- receipts (clearly showing cost, date and time of travel and destination e.g. home address and service provider address)
- name of service provider/hospital attended.

Where all of the above conditions are met, WorkSafe will pay the reasonable costs of taxi travel for workers. WorkSafe will not pay any fees related to additional use of a taxi by a non-WorkSafe customer (e.g. where a taxi is shared for part of the journey by another person).

Changes to How Premium is Calculated for 2008/09

There are three major changes for 2008/09:

1. The experience period has been put back three months:
 - this refers to the reported claims that are used to assess an employer's experience for premium
 - it is now based on claims reported during the 2 ³/₄ years from April 2005 to December 2007 (rather than the 2 ³/₄ years to March 2008)
 - this is the same for all employers and by allowing more time before an estimate is made should provide more reliable estimates, particularly for claims reported in the most recent months.
2. If there are no compensation payments (such as paying weekly compensation or for medical accounts) an estimate of future costs is not applied in the premium calculation.
3. Fatalities (where a date of death is coded) do not have an estimate of future costs.

What Statistical Case Estimates represent

Claim costs reflect the actual payments made on claims and an estimate of the future costs. WorkSafe use a Statistical Case Estimating model to estimate the future costs of claims.

The estimating model uses payment information such as whether or not a worker

is still incapacitated or is receiving particular types of medical treatment. The future estimates are based on the latest available information, however for reliability, it looks at time off work and medical services for periods three months earlier. This lag arises from the delay across the scheme in receiving and processing payments.

Understanding this lag may help explain the estimates of future costs. For example, if a worker returns to work in June the estimate provided in July will reflect that at the end of March the worker was incapacitated. By September the estimate will decrease to reflect that the worker has returned to work.

Estimates change throughout the year. For instance, an estimate will reduce if a worker returns to work. Estimates also change as the Statistical Case Estimate model is adjusted to ensure that it matches the experience across the scheme. These changes occur usually at the end of October and March each year.

How recoveries are treated

Where a recovery is made for third party negligence the recovered cost is off-set against the claims costs.

However, any TAC claim with third party negligence is not included in the premium calculation of the employer if identified by WorkSafe and a payment has been made by TAC.

“reimbursement is made at a set rate per kilometre”



Assistance for the Storage Industry/Warehousing

WorkSafe Victoria recently released an 'Injury Hotspot' interactive web article and leaflet for the Storage Industry (www.worksafe.vic.gov.au).

About 30% of injuries in the storage industry are back injuries, from lifting boxes and other materials. Shoulder injuries are the next most common (13% of injuries) – also from lifting boxes and other materials.

When we want to control and manage workplace injuries and illnesses, we often use the 'hierarchy of controls':

- **Eliminate** the hazard or other source of risk of injury or illness
- Use **engineering controls** to put a barrier between the worker and the hazard or source of risk
- **Administrative controls** – which aim to reduce the risk of injury or illness through induction, education, training, signage and the use of safe work procedures
- **Personal protective equipment and clothing (PPE)** – for example; wearing steel capped boots, insulated clothing (in cold stores), goggles and helmets.

This list is called a 'hierarchy', as we prefer to eliminate the hazard or permanently reduce the risk of injury using engineering controls. Administrative controls and the use of PPE rely on humans being motivated to use them, understanding the need for these lower order controls, and remembering to use them.

It is very difficult to eliminate all lifting of boxes and other materials in the storage industry. More often, we use engineering controls, such as:

- Moving boxes out of trucks and onto pallets using portable conveyors

- Lifting heavy or awkward items using vacuum lifts
- Moving pallets and placing them onto (and off) shelving using forklifts
- Using motorised or manual trolleys for lesser loads
- Using mobile stillages
- Ensuring surfaces that people and vehicles move on are as level as practicable.

Other engineering controls commonly seen in the storage industry include:

- Height adjustable tables for loading and unloading bins and pallets
- Fencing off areas where people or forklifts could fall
- Fencing off pedestrians from forklifts
- Providing secure monitoring platforms for truck drivers, so they can safely observe their trucks being loaded.

The storage industry sometimes needs assistance with induction programs and training in:

- Manual handling
- Slips, trips, falls
- Traffic management, and
- Forklift safety.

Cambridge OHS Consultants can assist with the first three and can suggest training organisations for forklift safety. Call us on **03 9947 3000** for more information.

Remember, forklift drivers must now have a renewable photo licence. Certificates are being converted to licences over the next few years. For detailed information, contact the WorkSafe Victoria Advisory Line on **1800 136 089** or **03 9641 1444**.



“forklift drivers must now have a renewable photo licence”

Cambridge Better Workplace Awards 2008

The Cambridge Better Workplace Awards celebrate your achievements in improving workplace health and safety and workers' compensation performance.

This year we have received numerous nominations in categories such as Workplace Innovation, Occupational Health and Safety Initiatives, and Outstanding Practices in Return to Work. The stories behind these nominations have been inspiring, and demonstrate the commitment of Victorian employers, large and small, to achieve a workplace safety culture.

The contributions of this year's nominees show that commitment to workplace health and safety benefits all concerned, particularly workers. Our nominees have shown us that initiatives, innovation, and activity by employers geared towards the

provision of a safe and healthy workplace can prevent workplace injury and save lives. Their care, commitment and consideration towards injured workers has reduced hardship, improved recovery rates, and eased the assimilation of workers back to the workforce.

All nominees are now in the running to receive a Cambridge Better Workplace Award in their nominated category at our Annual Awards Dinner in November.

The Cambridge Better Workplace Awards will continue next year. Please consider your organisation for a Better Workplace Nomination. Nomination forms can be downloaded from our website www.cambridgeaustralia.com – we look forward to seeing your name on the next trophy.

How Well Are You Doing – Compared To Your Industry?

When faced with workers' compensation statistics, your CEO or Board may ask how your results compare to the rest of the industry.

You may think you are doing well in workers' compensation management, until WorkSafe or Cambridge contacts you to talk about your performance. Significant dollar savings can be made through improved workers' compensation management.

WorkSafe's 'Premium Simulator' is a useful way of calculating how much you could save through improved workers' compensation management.

\$ savings in premium, by being below the industry rate

Those employers whose annual remuneration in 2007/08 was less than \$200,000 are categorised as 'small employers'. The individual claims experience of small employers does not affect the premium they pay. However, it may affect the rate of your industry. Premiums are based on industry-wide experience and risk.

However, if you are a medium to large sized business, your workers' compensation premium will be based on your individual claims experience as compared to the performance of your industry.

If your performance is better than the industry, you will be rewarded by having a reduced premium rate. If your performance is worse than the industry you will pay a higher premium rate.

Employer Performance Rate (EPR)

The Employer Performance Rating (EPR) is a simple measure of how you are doing.

EPR is a ratio that determines whether you are performing better or worse than the industry or industries you are in.

An EPR = 1.00 means you are performing at the industry average.

An EPR greater than 1.00 means your performance is worse than your industry.

An EPR less than 1.00 means that you are performing better than your industry.

EPR and the Cambridge Premium Simulator

Cambridge has a WorkSafe premium simulator which calculates your EPR as well as future projected premiums.

We can demonstrate for you how reduced claims costs (or more claims costs) effect your workers' compensation premium. The calculation takes into account 2.75 years of claims in the experience period calculation and uses actual claims costs and future estimates commonly referred to as statistical case estimates.

If you are a large employer you can pinpoint your best and worst performing workplaces.

Provided you are coding your workplaces in your workers' compensation claim forms, we can use the WorkSafe premium allocation tool to allocate premium to each workplace.

For more information on the premium calculators, contact our Premium section on **03 9947 3000**.

“how do your results compare with the rest of the industry”



New Suite of RTW Publications

WorkSafe has launched a new suite of publications to assist employers and injured workers with RTW process. The new suite consists of the following publications which can be downloaded from the WorkSafe website www.worksafe.vic.gov.au/forms or ordered from the WorkSafe Advisory Service by calling **9641 1444** or **1800 136 089**.

The RTW Plan and OSE template was updated to provide more information and advice for employers with little or no experience in developing a Return to Work Plan or Offer of Suitable Employment. The template retains the same look and feel as the previous version. The changes promote greater exploration of the wide range of factors that employers need to consider when undertaking RTW planning.

Returning to Work – A Guide for Injured Workers is a 12 page booklet written in plain English for injured workers which provides

information on:

- getting back to work after an injury
- the key people involved in return to work
- key documents required for return to work
- the return to work process
- getting the most from treatment
- where to go for more information.

Suitable Employment for Injured Workers; A Step By Step Guide to Identifying Suitable Duties sets out the steps an employer or RTW Coordinator should consider when preparing an offer of suitable employment. It includes an explanation and example of each step, details on where to get further information and templates for the Return to Work Plan and Offer of Suitable Employment. The guide may be used by employers when demonstrating their case for S155B of the Accident Compensation Act.

AFLUA Hall of Fame

Congratulations to Paul Serong, Cambridge CEO and Managing Director, who, on Monday 26 May 2008, was inducted into the AFL Umpires Association Hall of Fame.

99 inaugural members were inducted on the night before a crowd of 905 in the Victory Room at Telstra Dome.

Over his 17 year career, Paul umpired 107 Reserve Grade and 13 senior matches.

In recognition of their achievement all inductees received a plaque to commemorate their contribution to Australian football.



Pictured left to right: George Megaloudis, Bernie O'Connor, Debbie O'Connor, Karen Rog, Carol Grigg, Frank Rog, Chris Serong, Jill McNally, Ian McNally, Paul Serong, Mun-Leng Koh, Barry Grigg, Jen Mitchell.

Revised Indexation Rates

Workers benefits are indexed annually based on the movement in average weekly earnings for all employees in Victoria (using figures from the Australian Bureau of Statistics).

The maximum weekly payments indexed as at 1 July 2008 are:

- Employer's liability for medical and like services: **\$564.00**
- Maximum weekly compensation payment amount -Post '97: **\$1,250.00**

Focus on Small to Medium Industry – Safe Towns/Safe Zones Worksafe Campaign

WorkSafe has released its Safe Town/Safe Zones program for 2008/2009. The aim of the program is to ensure small and medium sized enterprises are putting standard occupational health and safety measures in place. Good occupational health and safety prevents injury and illness in the workplace.

The standard approach to health and safety includes:

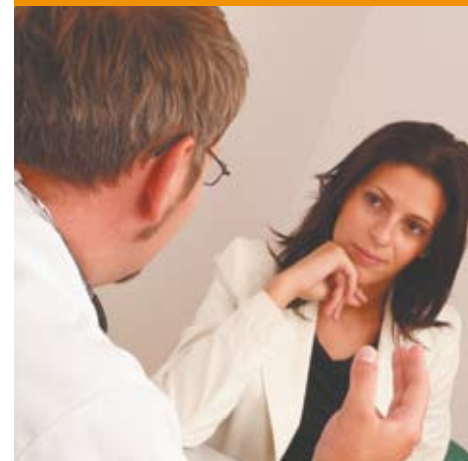
- The manager and their employees working together to:
 - identify anything that could damage a person or property (hazard identification)
 - estimating the likelihood that injury or illness will result, if these hazards continue (risk assessment – high, medium or low risk) and
 - putting in place measures to control or manage the risks (risk controls).
- A list of all OHS training that has been conducted in the workplace
- All parts of machines are guarded
- All electrical appliances with electrical leads have been tested and tagged
- Potential sources of slips, trips and falls have been identified and removed (or barricaded)
- A record of all certificates and licences kept, where these are required (eg to drive a forklift)
- All hazardous manual handling tasks have been identified and appropriate controls put in place – eg trolleys, pallet lifters etc used
- The 'If you are injured' poster is displayed.

If you would like assistance with occupational health and safety:

- Use the free WorkSafe consultancy program (which uses consultants that are independent of WorkSafe) **www.worksafe.vic.gov.au/smallbusassist**
- Attend the free Cambridge client seminars – advertised on our website **www.cambridgeworldwide.com**
- Contact the Cambridge OHS consultants, telephone **03 9947 3117**; email **risk.management@cambridge-au.com**

Control measures that permanently reduce the risk, such as eliminating the hazard or putting in place barriers between people and the hazard, are preferred over measures that rely on human memory such as training, signs and safe operating procedures.

Consider if you have the following controls in place:



“good occupational health and safety prevents injury and illness in the workplace ”

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

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'Managing Your Talent' Workshops, Dr Jim Cannon

In July Cambridge welcomed Dr Jim Cannon, an international researcher, consultant and author on talent management, who conducted a two-day workshop on *Managing your Talent, Tools and Tactics for retaining the best*.

At these workshops, Jim shared his insight into building a talent pool, and explored the tools and tactics for retaining the best within organisations. The groups were able to discuss and dissect the most efficient ways of finding, attracting and retaining the best talent, and building strong collaborative relationships.

These are challenges faced by many leading employers, and Cambridge was pleased to offer the opportunity to attend these highly sought after workshops, led by one the world's leading experts in talent management.

The workshops were designed for managers to examine their approaches to recruitment, induction, development, management and retention, and to compare with approaches used by other organisations around the world.

The workshops also offered the opportunity to reflect on the individual's career, and organisational perspective.

Attendee Kathy Duffy said the session on Career Journey was 'just brilliant' and the

discussion and tools Dr Cannon shared were of great benefit;

"As an HR professional I wondered if I would learn something new. Would two-days with Jim Cannon be time well spent? Yes it was, absolutely. Jim has depth and credibility, combined with his clearly well researched and leading-edge material on subjects such as attracting, retaining and managing talent. It is rare to meet someone who can bring to this critical subject freshness of ideas and have the excellent teaching and facilitation skills to provoke us and stretch our thinking", Kathy said.

"Also, participating with other Cambridge clients helped to add richness to the two days with our formal and informal discussions", Kathy said.



Dr Jim Cannon with
Helen Mawer,
Costa Exchange

Dr Cannon with
Tom Schraenkler,
AKD Softwoods

Safety Improving at Swifts Creek, Ensay and Omeo

WorkSafe inspectors issued 61 Improvement Notices and two Prohibition Notices for unsafe plant during visits to 23 businesses in East Gippsland in August.

In East Gippsland Shire, the cost of treatment and rehabilitation of more than 1000 serious injuries over the past five years exceeds \$19 million.

Improvement Notices are issued by WorkSafe Victoria inspectors and require some form of safety improvement work to be carried out within an agreed period. These are frequently matters that require some additional work or expenditure.

Prohibition Notices are issued where there is an immediate risk of an injury or to health.

Once issued, a dangerous work practice must stop until the safety or health issue is resolved.

Both notices require sign-off from an inspector before the issues are considered to be resolved. Fines are not issued by inspectors, however WorkSafe takes seriously any failure to comply with a notice. There is a quick and no-cost process for objecting to, or amending, notices.

WorkSafe produces a range of printed and electronic publications on a wide range of workplace health and safety issues. Information is available by calling WorkSafe's advisory service on **1800 136 089** or online at www.worksafe.vic.gov.au

WorkCover Payment Reimbursements – Don't forget!

It is now a WorkSafe requirement that you make a written request for reimbursement within three months of making a payment to your worker.

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