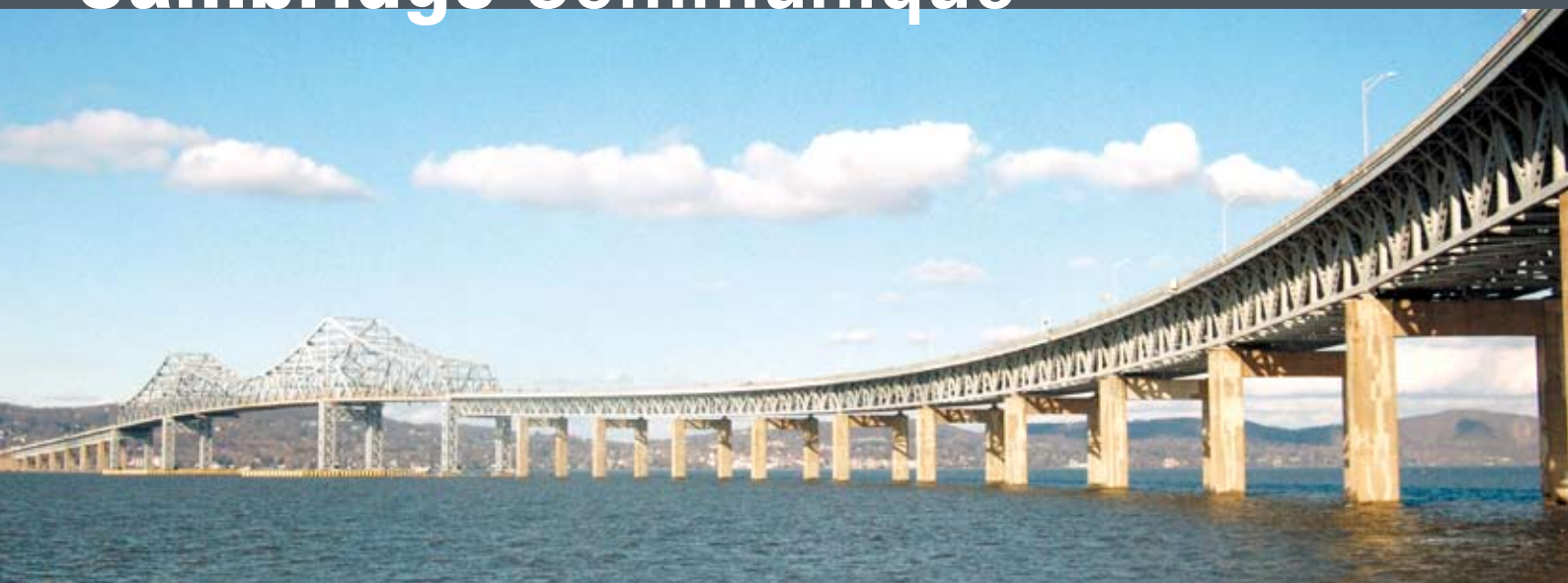


# the Cambridge Communiqué



**WE BRIDGE GAPS.**

**WE CREATE CONNECTIONS.**

**WE GET YOU THERE.**

## Cambridge Better Workplace Awards

Amid emotional scenes, Chadoak Plumbing and Drainage was awarded the 2007 Cambridge 'Innovation in Return to Work' award. Chadoak's young apprentice had injured his back, which required surgery, in the last year of his apprenticeship. In an emotional speech, he thanked Chadoak for the help and support he had received in successfully returning him to work. In addition to providing rehabilitation services, Chadoak recognised their worker's emotional needs – providing him with finance when he lost his mobile phone and when his car broke down. When it was clear their young worker could not immediately return to plumbing activities, they put him through a TAFE course, so he could assist with the administration of Chadoak Plumbing.

H J Heinz Australia was presented with the Cambridge CEO Award, for major changes to their OHS culture over the last three years. At all levels in the organisation, OHS now receives the same attention as production and maintenance. Each level of management and supervision has performance indicators that include OHS. Over the last three years, H J Heinz Australia has more than halved its claims and its workers compensation premium. Its injury rate has gone from worse than the industry average, to better than the industry average.



Paul McKeane (apprentice) and Brian Brandenburg (Accounts Manager), Chadoak Plumbing and Drainage



Bronwyn Griffith and Ian McInally, H J Heinz

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CAMBRIDGE





## Welcome

The festive season is now upon us – along with its associated retail frenzy, family get-togethers, travel and holiday plans. For many this is a time of great religious significance, happiness and sharing.

However, for many this is a time of hardship, loneliness and despair. Thousands of Victorians are involved in the community, assisting others to make Christmas a better time for those in need.

The staff at Cambridge have a strong desire to assist the community in very real and active ways. This year the Cambridge Charity Quilt raffle raised much needed funds for the Starlight Foundation and Benetas. The Smith Family Christmas tree in our reception area provided staff with the opportunity to donate gifts to those who otherwise would not receive them.

We were also blessed to host the *Choir of Hard Knocks* at the Cambridge End-of-Year function. This inspirational choir, the subject of a recent ABC television series, brought tears to the eyes of many in the audience. Their story is one of courage and strength, and a timely reminder of how serving our community with diligence and conviction is so important.

As 2007 draws to a close, and 2008 approaches with its new challenges and opportunities, I extend our sincere thanks for your patronage and support this year. We are so pleased to be of service to you, and look forward to continuing our relationship next year.

Best wishes for Christmas to you and your families, and a very happy new year from the staff at Cambridge.

**Paul Serong**  
Managing Director  
Chief Executive Officer

John Merritt, Executive Director of WorkSafe Victoria, in presenting the Cambridge CEO Award to H J Heinz, praised Cambridge for its efforts in devising its Award scheme. He commented on the name of the awards, Better Workplace Awards, as symbolising the key element of improving OHS in workplaces – employers demonstrating that they cared for their workers – a theme of all the applications for the Cambridge Awards.

## Trolley That Folds Up Into Van Wins Cambridge Award

Kilmore and District Hospital has developed a trolley that folds up as you push its load, and the trolley, into a van. The trolley and its load are then secured to the van floor. Based on an ambulance trolley, the trolley is used to securely carry large food containers from the hospital to aged care residences.

The independent judging panel encouraged Kilmore and District Hospital to promote the trolley to hospitals and local councils.

The independent panel this year consisted of Phil Kamay, President of the Victorian Branch of the Safety Institute of Australia, Renata Musolino of the Victorian Trades Hall Council and Tracey Browne, from the Australian Industry Group.



Amanda Edwards and Robert Smith, Kilmore and District Hospital



Robert Smith and the award winning trolley, Kilmore and District Hospital

## Department of Primary Industries Takes Out Cambridge Best Health Promotion Program

The health promotion program of the Department of Primary Industries is a model for other Victorian government departments. So says the independent judging panel, who gave the Cambridge 'Best Health Promotion Program' award to the Department. The panel was especially impressed by the information seminars that provide participants with information about the meaning of their blood test results, body mass index and other health indicators. Any staff member can volunteer for these health checks, which are conducted at over 25 sites across Victoria.



Brenda Kinnane, Hayden Cater, Liz Hauth, Jacqueline Wood, Kathleen Duffy and Dr Krysz Szatsznejder, Department of Primary Industries



Kathy Duffy (DPI) and Tracey Browne, Australian Industry Group (AIG)

## Maintenance Warning After Employer Fined \$50,000

A Kerang business owner has been fined \$50,000, without conviction, in the County Court after an employee was crushed and later died when an excavator bucket suddenly closed on him in June last year.

The maximum fine for an individual under the Occupational Health and Safety Act 2004 is \$189,000.

The employer pleaded guilty to failing to provide and maintain a safe workplace. The company makes and repairs agricultural and earth moving machinery.

The Office of Public Prosecutions told Judge Geoffrey Chettle that the employee was replacing the steel lining of a front end loader bucket which closed on him.

The Director of WorkSafe's Manufacturing Logistics and Agriculture program, Trevor Martin, said maintenance and repair work was among the most dangerous.

"Repair and maintenance work invariably means something is not as it should be, and consequently the risks need to be tightly controlled."

## Licence for High Risk Work

**Do your employees operate high risk equipment?**

**There's a new licence to perform high risk work**

The safety laws that allow your employees to operate forklifts, cranes, boom lifts and other high risk equipment have changed. As a result, they need to transfer from their existing ticket to the new "Licence to Perform High Risk Work".

The new licence is being introduced to align with national safety standards, improve interstate recognition of skills and better protect against fraud by incorporating the licence holder's photo into the licence.

First time applicants should contact an authorised license assessor to book in a test.

**Transferring to the new licence is simple**

All existing tickets will expire between 31 January, 2008 and 30 June, 2012, depending on when they were first issued. Current ticket holders do not need to re-qualify or be re-assessed if they transfer to the new licence before their ticket expires.

To transfer to the new licence, or for more information, including posters, flyers and employer downloads, go to **www.worksafe.vic.gov.au/highriskwork**, or call WorkSafe on **1800 136 089**.

## WorkSafe Records Strong Results

WorkSafe Victoria's latest operational results have helped Victoria maintain its status as the safest place to work in Australia.

Ms Elana Rubin, Chair of the Board, said that Victoria's lowest ever injury rate and improved claims management, coupled with strong financial performance, have strengthened Victoria's competitive advantage.

"Victoria is now safer than ever for workers and employers," Ms Rubin said.

"We have a combined package of safe workplaces, low premiums and generous benefits for injured workers that puts us in the best overall position of any Australian scheme."

In 2006/07, Victoria experienced less than 30,000 workplace injury claims for only the second time in its history, at a rate of 11.32 per 1,000 workers. This is a reduction from 12.19 claims per 1,000 workers the previous year.

Ongoing strong safety performance and sound financial management has allowed the Victorian Government to make four consecutive 10% cuts to average premium rates.

"Victoria's workplace injury insurance scheme has developed into one of the few fully funded schemes in Australia," Ms Rubin said. "This can only be achieved through strong safety and claims management performance, and healthy partnerships with stakeholders and the Victorian community."

Ms Rubin said that while the 2006/07 results were good, there is further room for improvement.

"We cannot afford to be complacent. Workplace safety is everyone's responsibility."

"WorkSafe will continue to work with the community to create an environment where everyone can return home safely at the end of the day."



**"Victoria maintains its status as the safest place to work in Australia"**

## Season's Greetings from Client & Risk Services

Contact us to see how we can help your business:

*Clare* – Health & Aged Care

*Mike* – Food & Automotive Manufacturing, Government and Building Construction

*Michelle* – Local Government, Recruitment, Community Service and Entertainment & Recreation

*Chris* – Aged Care, Manufacturing Association and Small to Medium Enterprise

*Debra* – Non-Building Construction, General Manufacturing, Education and Transport

### Client & Risk Services Team



Phone: **03 9947 3000**

Toll free: **1800 801 970**

Email: **cambridge@cambridge-au.com**

Why not ask about our risk management services and see how we can help you make your workplace safer?

Wishing you all the best for the festive season.

**Back Row from left:** Jennifer O'Brien (OH&S Risk Consultant), John Knowles (OH&S Risk Consultant), Chris Kondic (Client Relationship Advisor), Rhonda Brand (Consultant Organisational Psychologist), Debra Corden (Client Relationship Manager).

**Front Row from left:** Clare Sherlock (Client Relationship Manager), Mike Papuga (Client Relationship Manager), Michelle Bisognano (Client Relationship Manager), Meg Harrison (Technical Officer), Zoe Haschka (Project Officer).

## NEW Victorian Physiotherapy Service Model

In November 2007, a new model for the management of injured workers receiving physiotherapy services commenced. This model aims to improve the return to work and health outcomes of injured workers in the first year following their injury.

The model introduced a revised reporting tool to be completed by physiotherapists after five consultations and new reporting tools at 3, 6 and 9 months following injury.

Cambridge is committed to closely reviewing these tools and sending information to workers and physiotherapists that sets clear expectations for the ongoing management of physiotherapy services.

### Benefits of the model

- Better communication between workers, physiotherapists, employers, Agents, and medical practitioners. For example, employers and Cambridge will receive more comprehensive return to work and clinical information from physiotherapists
- Early expectations can be set with injured workers and physiotherapists
- Workers who are at risk of poor return to work outcomes and delayed recovery can be identified early.

### New forms

From 1 November, 2007, physiotherapists commenced using the new and revised reporting tools. Key changes are:

- the *Physiotherapy Management Plan* (PMP) replaces the Physiotherapy Treatment Notification and is used for all workers that have an initial physiotherapy consultation on or after 1 November, 2007. Employers should receive a copy of the PMP by the fifth physiotherapy consultation.

- the *Physiotherapy Management Review* (PMR) form replaces the Physiotherapy Review Form and is completed for all workers with a date of injury on or after 1 November, 2007 who are continuing physiotherapy treatment at 3, 6 and/or 9 months following their injury. Employers should also receive a copy of the PMR.

The previous forms are now obsolete and should no longer be requested by employers.

If you would like to review information from a physiotherapist, you should request that the PMP form be completed using an initial consultation item code. The PMR forms are restricted to workers with a date of injury on or after 1 November 2007 and 3, 6 and 9 months post injury. They are unable to be used at other times.

### New fees and item codes

New fees and item codes also took effect on 1 November, 2007. The initial consultation fee has increased to \$80 and the review consultation fee has increased to \$120. The review consultation item number (PY109) has ceased and new item numbers have been introduced.

### Further information

For further information regarding the model, or to receive a copy of the new physiotherapy fee schedule, contact your case manager, or the WorkSafe Advisory Service on freecall **1800 136 089**, **03 9641 1444**, or via email at **info@worksafe.vic.gov.au**, or visit the WorkSafe website at **worksafe.vic.gov.au/hcp**

“physiotherapists commenced using the new and revised reporting tools”



## Employer Liability – Social Clubs and End-of-Year Celebrations

### Arising out of or in the course of employment

For any injury to be compensable it needs to have arisen out of or in the course of employment. This requires there to be a causal connection between the activity that caused injury and employment.

Activities not connected with the actual work performed by an employee can be determined to arise out of or in the course of employment. Such activities include:

- social club activities
- end-of-year functions.

### Social club activities

There is a distinction that needs to be made between:

- employer support for the social club and employer support for a particular activity
- activities organised by the social club and activities organised by the employer themselves.

The greater the contribution of the employer to the activity, the more likely that the activity would be deemed to be in the course of employment.

An employer sponsored event is one organised by the employer, involves marketing and co-ordination by staff, the use of the firm's logos and other forms of identification, and is funded by the employer.

Even though an employer may take steps to facilitate the operation of a social club, this does not mean that activities organised by the social club are employer activities that

employees are encouraged to attend, as something that is part of or incidental to their duties.

### End-of-year functions

Where the employer oversees the organisation of an end-of-year function, that function would be incidental to employment. This is the case even if the event is actually organised by members of the social club.

If the employer does nothing more than allow the social club to advertise an end-of-year function, then the liability of the employer would be different.

An employer has the same safety responsibilities to employees at the end-of-year function that they would in the workplace. Warnings should be given to workers in relation to:

- sexual harassment
- excessive drinking
- other inappropriate behaviour.

There is the added responsibility of employers when alcohol is involved. An employer should ensure as much as possible to ensure that workers are able to get home safely. This includes consideration for the choice of the venue, timing of the event and quantity of alcohol provided. It may also include travel arrangements.

Employers should therefore consider their level of involvement to determine if they need to take any action to ensure the safety of workers. For further information please contact our Senior Legal Manager on **03 9947 3000**.



“there is the added responsibility of employers when alcohol is involved”

## If One of Your Workers was Injured Today, Would You Know What to Do?

Return to work can be a complex area. Getting an injured worker back to safe and sustainable work is often a gradual process where it pays to stay in touch.

Without training, you may not know how to best support your injured worker return to work safely or how to meet your legal obligations as an employer.

The WorkSafe approved training program is now available to provide your Return to Work Coordinator with the right skills and knowledge to support an injured worker return to work.

At the course you will learn:

- how to develop a return to work plan
- about identifying suitable duties your injured worker can perform safely
- ways to support your injured worker during their recovery
- about the law so you can protect your business.

**Don't risk it – make sure you or your Return to Work Coordinator registers for training now!**



## Manual Handling Risks Rise Pre-Christmas. Have You Done Enough?

Australian warehouses are approaching their busiest time of year and unless steps are taken now to control manual handling risks, someone could get hurt.

WorkSafe Victoria is warning employers to make sure they're ready for the pre-Christmas rush or they'll face human and commercial consequences.

People performing order-picking work are among the most vulnerable and need protection from manual handling injuries.

WorkSafe Victoria's Director of Manufacturing, Logistics and Agriculture, Trevor Martin said manual handling was the biggest single source of workplace injuries.

"The means of preventing such injuries are well established in order-picking and all other occupations. Detailed information is available from WorkSafe," he said.

WorkSafe Victoria publications on manual handling are available at

[www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au) or by calling the WorkSafe Advisory Service on **1800 136 089**.

They include:

- controlling OHS hazards and risk – a workplace handbook (2007)
- consultation on workplace safety – a workplace handbook (2007)
- manually loading and unloading pallets (2007)
- manual handling risk, assessing and controlling – a worksheet (2007)
- your health and safety guide to manual handling (2007)
- your health and safety guide to controlling OHS hazards and risks (2007)
- your health and safety guide to consultation (2007)
- manual order picking (October 2005).

WorkSafe also funds a free, independent, three-hour safety consultancy for small and medium-sized businesses. Contact the WorkSafe Advisory Service for information.

## What's the Cost to Business of not Addressing Manual Handling?

- Across all industries in 2005-06, manual handling injuries accounted for 45% of the 30,000 injuries reported to WorkSafe Victoria.
- WorkSafe receives around 280 reports of injuries from manual order-picking alone each year. These cost around \$11.5 million in treatment, rehabilitation and compensation costs.
- While the average workplace insurance premium has been cut by 10% in each of the past four financial years, high numbers of injuries result in increased premiums to individual businesses and industries.

## Changes to Pharmacy Reimbursement Requests

For any medications and pharmacy items purchased after 29 October, 2007 injured workers will need to provide a fully itemised receipt to Cambridge when seeking reimbursement for their medication and pharmacy expenses.

All medications and pharmacy items must be requested by a medical practitioner or dentist and can only be provided by a registered pharmacist.

This means that Cambridge cannot reimburse injured workers for medications and pharmacy items purchased from supermarkets, health food stores or anyone other than a registered pharmacist.

We may also ask injured workers to provide written information from their medical practitioner to support the use of a particular medication or pharmacy item.

Here is a checklist:

- have injured workers' medications and pharmacy items been provided by a registered pharmacist?

- is the cost in line with the Victorian WorkCover Authority (VWA) pharmacy policy?
- have injured workers provided their name, address and claim number with their receipt?
- is the receipt fully itemised?
- does the receipt include the following information?
  - pharmacist's name and address
  - date of purchase
  - description of the item (if not medication)
  - name of the medication
  - strength and quantity of the medication
  - if the medication is on prescription
  - whether it is Pharmaceutical Benefits Scheme (PBS) or non-PBS (private) medication
  - total amount paid.

If you have any queries, please contact your Cambridge case manager.

"all medications must be requested by a medical practitioner"



## Choir of Hard Knocks

This article was submitted by a guest at the recent Cambridge end-of-year function.

Tonight I witnessed a most moving scene.

I had the pleasure of being invited to the Cambridge end-of-year function.

It was a lovely evening – like many other functions I have attended in the past. However, this function turned out to be different.

As a motley band of strangers gathered on stage, Paul Serong, Cambridge CEO, called everyone to attention and announced that *The Choir of Hard Knocks* were about to perform.

I had seen the ABC television series about this choir, and admired the dedication and effort involved in bringing this group of homeless and disadvantaged people together to sing.

With shaking hands a member of the choir grasped the microphone, and his resonant voice filled the room.

Others in the choir smiled and swayed to the music. I was mesmerised. The crowd was silent. At the end of each of their songs, the crowd erupted in appreciation.

I had tears in my eyes.

The journey for each member of this choir was so much more than learning the words to a song, or practising the harmony.

It made me realise that talent is randomly distributed, but opportunity is only afforded to some.

I give thanks for the wonderful opportunities I have been afforded in life, and I give thanks to the choir for showing me the true spirit of Christmas.

The Choir's only source of funding currently is through donations.

To find out more please visit the choir's website [www.choirofhardknocks.com.au](http://www.choirofhardknocks.com.au)

## Employer RTW Network Heads South

Are you an employer in Melbourne's Southern or South Eastern suburbs? Are you responsible for managing injured workers in your workplace or play a role in helping them to return to work?

WorkSafe has launched its South Eastern Employer Return to Work Network, with the inaugural event held on 4 December, 2007.

Like the Northern and Western networks it is designed to provide Return to Work Coordinators, and others who play a role in helping injured workers back to work, with relevant and practical information relating to best practice return to work.

Recognising that the best advice usually comes from those in similar situations,

employer network events encourage participants to meet, mingle and learn from those in the same industries or regions.

Networking events usually feature a presentation by a return to work expert on a topic of particular interest nominated by the group. This is followed by an open forum where employers and Return to Work Coordinators can ask questions and share their experiences and knowledge.

For more information on the Return to Work Network or upcoming events in 2008, please contact Isabella Pettenon on **03 9641 1555** or [rtw\\_networks@workcover.vic.gov.au](mailto:rtw_networks@workcover.vic.gov.au)

## The Cambridge Charity Quilt – Making Wishes Come True

The Cambridge Charity Quilt, designed by award winning quilter Chris Serong, and quilted using a long arm machine by award winner Susan Campbell of Yackendandah, was raffled recently to raise much needed funds for the Starlight Children's Foundation and Benetas Aged Care Grant a Wish Appeals.

\$2,000 was raised from the raffle, which was won by Jody Haymes.



“employer network events encourage participants to meet, mingle and learn”

**Would you like your copy of Communiqué sent via email?**

Simply go to our website [www.cambridgeaustralia.com](http://www.cambridgeaustralia.com) click on the *subscribe* link and complete the brief subscription form.

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Cambridge Integrated Services  
Victoria Pty Ltd  
ABN 18 003 645 645

**Cambridge Employer Education Program  
February – April 2008**

We are pleased to announce our employer education program for 2008.

The full training calendar for 2008 will be mailed out with the February Communiqué. The program is posted on our website [www.cambridgeaustralia.com](http://www.cambridgeaustralia.com), so visit the site for full details.

To register please contact the Cambridge Training Coordinator.

**By Phone:** 03 9947 3090  
**By Email:** [Communique@cambridge-au.com](mailto:Communique@cambridge-au.com)  
**By Fax:** 03 9947 3322

All seminars will be held at **Cambridge Integrated Services, Level 10, 390 La Trobe Street, Melbourne VIC 3001.**

Date and Time	Topic and Program Objective	Level	Cost
27 & 28 Feb 2008 5 & 6 Mar 2008 16 & 17 April 2008 9.00 am – 5.00 pm	<b>Role of a Return to Work Coordinator</b> <i>(2 day program)</i> 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. On completion of the two day program, participants are eligible to receive a certificate acknowledging completion of the WorkSafe approved training.	Return to work coordinators  All levels	\$462 (incl. GST)  <i>Special rates for groups:</i> 6-10 bookings = \$319 pp 11+ bookings = \$275 pp
12 Mar 2008 9.00 am – 1.00 pm	<b>Introduction to Workers' Compensation</b> 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.	Beginners	FREE to Cambridge clients  \$165 for non Cambridge clients
22 Feb 2008 9.30 am – 2.30 pm	<b>OHS in the Office</b> The key issues for safety in the office are: manual handling (including reams of paper), chemicals in the kitchen and ensuring electrical appliances are safe. Emergency evacuation rehearsals are also essential.	All levels	FREE to Cambridge clients  \$165 for non Cambridge clients
30 April 2007 9.00 am – 3.30 pm	<b>Managing Psychological Risks</b> This session provides an introduction to the necessary knowledge and skills for managers or OHS representatives to implement the systematic approach to prevent workplace stress.	All levels	FREE to Cambridge clients  \$165 for non Cambridge clients
19 Mar 2008 9.00 am – 12.00 pm	<b>OHS Procedures – Day to Day OHS Management</b> 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 expected by WorkSafe and dealing with workplace emergencies. The session will end with a discussion about how to keep up to date with OHS information.	All levels	FREE to Cambridge clients  \$165 for non Cambridge clients
27 Mar 2008 9.00 am – 12.30 pm	<b>Training Return to Work Coordinators to Operate in New South Wales, Victoria and Queensland*</b> The various Australian workers' compensation schemes are collaboratively implementing initiatives to harmonise aspects of their operations. An initial component is the development of training to enable recognition of return to work coordinators across multiple states, in this case New South Wales and Victoria.  On successful completion of this module, participants will be recognised as trained return to work coordinators in both New South Wales and Victoria.	Return to work coordinators  All levels	\$165 (incl. GST)

\*Those wishing to gain recognition as a return to work coordinator in both Queensland and Victoria should contact the Cambridge training coordinator for full details about the self paced program.