

the Cambridge Communiqué



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WE CREATE CONNECTIONS.

WE GET YOU THERE.

Cambridge Better Workplace Awards 2008

Nominee Dinner – Thursday 27th March, 2008

The 2008 Cambridge Better Workplace Awards were launched at our first Nominee Dinner on Thursday 27th March, 2008.

The new Awards format receives nominations throughout the year, and each quarter a Nominee Dinner is held to acknowledge those employers nominated by Cambridge staff for their achievements in improving workplace health and safety within their organisations.

All acknowledged nominees then progress to the judging stage at the end of the year, where category winners will be announced at our Annual Awards Dinner in November 2008.

The successful nominees to be acknowledged at our recent dinner were:

Ballarat Health Services –
Return to Work category
Flavorite Hydroponic Tomatoes –
Innovation in the Workplace
Pickering Transport –
Return to Work category

Paul Serong, Cambridge Managing Director and CEO, presented each nominee with a trophy and a certificate to acknowledge their achievements in workplace health and safety.

Congratulations to our nominees who now go into the running for the annual Cambridge Better Workplace Award in their category later this year.

New Claim Forms Must Be Used From 1 July, 2009

New versions of workers' compensation claim forms came into effect 1 July, 2007.

Please make sure, when lodging claims, that you use the new forms.

Old versions of forms will not be accepted after 1 July, 2009.

Claims forms can be obtained from your local post office, WorkSafe publications **03 9641 1444** or Cambridge.

Winter 2008

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CAMBRIDGE





Welcome

Sometimes it appears that we have got all the pieces in place to build a strong workplace safety culture;

- We are confident with our systems and processes
- The staff are all trained in safety and injury management and are advocates for safe work practices
- The managers buy into the importance of safety and monitor compliance
- And our OHS committees operate diligently to identify, assess and control workplace risks.

However, despite our best efforts, injuries occur, and workplace injuries have a major impact on everybody. We can be tempted to throw our hands in the air, and wonder what else we could possibly do.

My message to you is that workplace safety is worth it, and we must be relentless in our pursuit of safer workplaces. The alternative is just not an option.

We need to continuously review, monitor and improve. Victorian industry has made great inroads into improving safety and better claims management and I encourage all of you to 'keep going'! Rest assured, we are here to help you in whatever ways we can.

In this issue we have some great examples of organisations doing wonderful things in the areas of safety management and return to work, and one inspirational story of how an employer has actively supported a seriously injured worker in his recovery.

I hope these stories help to further validate the importance of the great work you do, and inspire you to maintain the energy and focus required to further improve our safety performance.

Kind regards

Paul Serong
Managing Director
Chief Executive Officer

Cambridge Better Workplace Awards 2008

Return to Work Nominee – Pickering Transport

Pickering Transport employee, Wayne Selleck, suffered a spinal injury in October 2007 when one of the wool bales he was loading onto his truck fell, landing on his neck and fracturing his spine in four places.

Wayne was airlifted from Swan Hill Hospital to The Alfred Hospital in Melbourne where he underwent the first of several surgeries.

Following his initial surgery and return to Swan Hill, Wayne contracted an infection, requiring him to return to The Alfred to monitor his condition and have a VAC Pack inserted next to his spine to drain the infection. The VAC Pack was to remain in place for five months.

Wayne returned to Swan Hill where he was cared for at home by his wife, and received nursing visits twice a week by the Swan Hill District Nursing Service to monitor the VAC Pack.

In December 2007, despite Wayne's inability to return to work in an employment capacity, his employer, Pickering Transport, encouraged him to visit the workplace to interact with his colleagues and maintain a connection with the working environment.

Enthusiastic to commence employment again, the opportunity to visit the workplace was invaluable to Wayne's rehabilitation.

In January 2008 Wayne had recovered sufficiently to return to work in a modified role. As there were no suitable positions within Pickering Transport that met Wayne's return to work requirements, Pickering Transport created a new position to accommodate Wayne's physical circumstance. Wayne commenced a permanent office-based administrative role in Logistics Management and Customer Service on 6 January, 2008.

Even though Wayne achieved a full return to work he was still required to visit his Doctor in Melbourne on a regular basis and undergo regular monitoring of the VAC Pack. His employer remained supportive and assisted to ensure Wayne's medical requirements were met.

Wayne's VAC Pack was finally removed on 5 March, 2008.

Wayne is making a fantastic recovery. He is relieved to be back at work and is enjoying his new role at Pickering Transport. He is grateful for all the support and encouragement he received from his employer and colleagues.



Pictured: Cambridge CEO Paul Serong and Case Manager Jan Wilson congratulate Wayne Selleck.

Personal Injury Conference and Awards – Australian First

The Personal Injury Education Foundation, a group of Australian and New Zealand compensation regulators, insurers and claims management organisations, has launched its inaugural *Personal Injury Management Conference and Excellence Awards*.

The conference will be held in Sydney from 19-21 October, 2008. International experts from compensation schemes across Australia, New Zealand and North America will present on a range of topics, including return to work, industry capability, medical management, scheme comparisons and service delivery to injured workers and motorists.

The conference is targeted at those who:

- work in a case/claims management role in the workers' compensation/motor accident compensation industry;
- work in a policy development or implementation role in the accident compensation industry; or

- provide services to those impacted by personal injury, such as human resources staff, rehabilitation providers, lawyers, medical and allied health professionals and safety managers.

As part of the conference, the Foundation will hold its inaugural *Excellence in Personal Injury Management Awards*. These Awards will celebrate and showcase achievements being made across Australia and New Zealand and acknowledge their importance to the broader community.

Award categories include:

- Excellence in Personal Injury Management
- Student Excellence
- Innovation in Personal Injury Management
- Outstanding Contribution by an Individual

Entries are now open and are being received until 30 June, 2008.

Enter online at www.pief.com.au/awards or call **03 9641 1766** for more information.



“these awards will celebrate achievements being made across Australia and New Zealand”

Cambridge Wins WorkSafe (Victorian WorkCover Authority) Contract

Cambridge is proud to announce that it has been appointed to manage the workers' compensation claims for WorkSafe (trading as the Victorian WorkCover Authority).

Paul Serong, Cambridge CEO, said:

“This appointment is evidence of the extremely high level of expertise that we can bring to the complex business of managing workers' compensation claims. We are pleased to build on our close relationship with WorkSafe by assisting with its injury management and return to work efforts.”

Get on Board the WorkSafe Roadshow

WorkSafe's annual roadshow to metropolitan and regional centres is about to begin and employers and workers are invited to attend community briefings in late May and June.

Specialists from WorkSafe's workplace health and safety, premium and return to work teams are running 17 briefings covering a range of topics.

This year's topics:

Making your workplace safer:

Check your understanding of safety basics, find out where to get information on health and safety and learn about new WorkSafe projects.

Innovative return to work initiatives:

Learn about new ways you can meet your obligations to help injured workers get back to work as soon as possible.

Your WorkSafe premium for 2008/09:

Find out how your WorkSafe Injury Insurance premium will be assessed in 2008/09, and the important link between better safety, effective return to work practices and the amount you pay.

To book go to www.seminar.worksafe.vic.gov.au or call the WorkSafe Advisory Service on **03 9641 1444** or **1800 136 089** (toll free).

A range of publications will also be available at the briefings.

Sparks Fly After Another Basic Safety Failing

Failing to properly train and supervise employees has cost a major civil contracting company a conviction, \$25,000 fine and court costs of \$4716.17.

The company pleaded guilty to two workplace health and safety charges laid after a sub-contractor's excavator struck an underground power line. Neither man was hurt.

The magistrate was told a redundant gas line was being removed near Market Street in central Melbourne as part of the demolition of the Flinders Street/King Street overpass on 12 August, 2005.

WorkSafe told the court:

- a company employee was acting as spotter for a contract excavator operator who was uncovering and removing an old gas line;
- the employee was not trained in the firm's safe-digging method;

- WorkSafe inspectors had also discussed the protection of in-ground electrical assets with the company managers in May and June 2005.

As they began work to remove the pipe, the excavator unearthed an electrical cable which the two workers believed was not live. The excavator blade was used to cut the cable. Sparks flew, but neither worker was hurt.

The company's procedures were changed after the incident and training was up-dated.

Incidents like these prompted WorkSafe to produce its 'Guide to Undertaking Work Near Underground Assets – A Guide to the No Go Zones' in 2004.

The guide is available in printed form and online at www.worksafe.vic.gov.au It provides a uniform safety approach for industry when working near overhead and underground assets.

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“help Cambridge help our environment”



Reimbursement of Weekly Payments Made to Injured Workers

Employers must seek reimbursement within three months of making weekly payments to injured workers. If the employer does not apply for reimbursement within three months after making the payment, Cambridge is not able to reimburse the employer unless satisfied that the employer's delay in applying for reimbursement was reasonable.

When seeking reimbursement employers must provide:

- a valid Certificate of Capacity for the period claimed;
- a written request for reimbursement (please remember to keep a copy for your records).

Problems can arise when the Certificate of Capacity spans a period not covered by the legislation.

Initial medical certificates are valid for 14 calendar days only [unless special reasons

provided by the certifying practitioner are accepted by the Authority]. Continuing Certificates of Capacity are valid for 28 calendar days only [unless special reasons provided by the certifying practitioner are accepted by the Authority].

Reimbursement of weekly compensation may be limited to the period of valid certification.

Practitioners occasionally certify for periods greater than 14 or 28 days which can lead to periods of invalid certification and an inability to reimburse employers who have paid injured workers beyond the 14 or 28 day certified period.

To avoid the risk of not being reimbursed please ensure your injured workers provide ongoing Certificates of Capacity commencing the 15th day (for their first ongoing certificate) or the 29th day (for subsequent ongoing certificates).

WorkSafe Helping to Make the Construction Industry Safer

WorkSafe has released two handbooks outlining the requirements of new regulations which formalise existing safe working practices in Victoria's construction industry.

It is the first time there have been specific regulations covering all parts of the construction industry.

In the past, regulations have focussed on hazards such as working at height, asbestos and powered plant.

The new regulations take effect on 1 July and are not expected to adversely affect those already complying with Victoria's workplace health and safety laws.

The publications 'Working safely in the general construction industry' and 'Working safely in the housing construction industry' are available by calling WorkSafe's

advisory service on **03 9641 1444** or toll free **1800 136 089**.

They are also available online at **www.worksafe.vic.gov.au/saferconstruction**

Main features of the regulations:

- Employees are to be given occupational health and safety induction training before undertaking work.
- Inductions on site-specific risks and safety measures will be required before starting work on a construction site.
- Principal contractors are to prepare health and safety coordination plans for construction projects with a construction value in excess of \$250,000. Templates for doing this are in the handbook.
- Employers are to document safe work methods statements for defined types of high risk construction work. A template is in the handbook.

AFLUA Mates Program

On Monday March 31st Cambridge and the AFL Umpires Association (AFLUA) launched the 2008 AFLUA Mates Program.

In its third year of operation, the AFLUA Mates Program supports 41 young umpires from umpiring organisations around metropolitan Melbourne and Geelong.

Over 150 Mates, their parents, AFL umpires and umpiring group representatives attended the launch.

Bill Deller (AFLUA CEO) commented on the positive feedback the program has received from the previous participants and their parents, and looked forward to another successful year.

This year, Chelsea Roffey, AFL umpire, has lent her support to the program, providing coaching and encouragement to young female umpires.



Pharmacist Pleads Guilty to Committing WorkCover Offences

A registered pharmacist was fined in the Melbourne Magistrates Court for providing false information to WorkSafe Victoria.

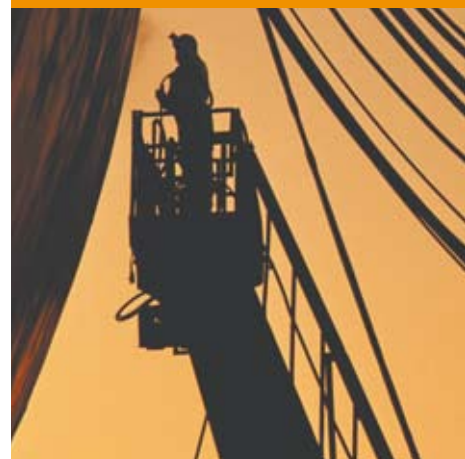
This is the first time a pharmacist has been successfully prosecuted for offences under Victoria's *Accident Compensation Act 1985*.

The Court heard that between 2004 and 2005 the pharmacist provided pharmaceutical products to three injured workers in relation to their workers compensation claims.

During that period he provided receipts and invoices falsely stating that the injured workers had paid for the pharmaceutical products. However, they had not.

It was found that the pharmacist provided approximately 20 false invoices to WorkSafe for payment. As a result, he obtained \$9,141 to which he was not entitled.

The pharmacist pleaded guilty to seven charges of providing false information to WorkSafe. He was fined \$7,000 and was ordered to repay \$9,141.



“there are specific regulations covering all parts of the construction industry”

Nail Gun Injuries are Avoidable

A message from WorkSafe

There have been several incidents where nail gun operators and other persons have been injured by a nail being fired into their body, the most recent being when a person knocked into a gun set in 'bump-fire' mode. The injury occurred as the worker using the gun, was changing position while working in a restricted space. The trigger remained depressed and the nail fired when he knocked into the contact tip.

Nail guns are available in different sizes and configurations depending on the application; they are generally powered by gas canisters or compressed air via a hose. The two most common configurations are straight magazine feed and coil magazine nailers. Applications include framing, flooring, roofing, for fixing eaves, trusses, joists, decking, cladding and for use in manufacturing processes such as cabinet making and pallet making.

To fire a nail, two actions are required. Not only does the gun's trigger need to be pressed, the safety switch built into the gun contact tip also has to be activated by pushing against a solid object.

Many nail guns have two operating mode settings; either single shot or 'bump-fire'. The method of changing operating mode varies depending on the type of nail gun, and reference should be made to the manufacturer's instructions on how to alter these settings.

Single shot mode

In single shot mode, the trigger is pulled, the safety switch depressed and the nail is fired. If the finger is kept on the trigger after the nail has fired and the safety switch is depressed for the second time, the gun will not operate. Therefore, after each nail is fired, the trigger needs to be released.

'Bump-fire' mode

In 'bump-fire' mode, the trigger remains depressed and each time the gun's contact tip is depressed, a nail will fire. This setting saves time and avoids the repeated pulling of the trigger for the operator when undertaking work such as nailing decks or fencing.

On the 'bump-fire' setting, a finger is kept on the trigger and the safety mechanism depressed onto the solid object before it fires. This is repeated in quick succession.

WorkSafe expects employers must have safe systems of work for the use of nail guns, which include:

- regular inspection of the gun and associated equipment
- maintaining the gun and associated equipment in a safe and serviceable condition
- following manufacturer's specifications and operating instructions for the particular nail gun
- only using fasteners recommended by the nail gun manufacturer
- ensuring operators, including contractors, are trained in the safe use of the particular gun and understand the manufacturer's instructions for operation
- ensuring operators have, and wear appropriate hearing and eye protection when using the gun
- ensuring the 'bump-fire' mode of the nail gun should not to be used:
 - in restricted space areas where stooping or awkward postures are necessary to gain access, or
 - in areas where other workers are in close proximity of the operator
- Employers also need to monitor the use of the nail guns to ensure that the safe systems of work are being maintained by the operators.

Further information

The material has been prepared using the best information available to WorkSafe Victoria. Any information about legislative obligations or responsibilities included in this material is only applicable to the circumstances described in this material. You should always check the legislation referred to in this material to ensure that you have complied with the law. Accordingly WorkSafe Victoria extends no warranties as to the suitability of the information for your specific circumstances.

Call WorkSafe on **1800 136 089** or email **info@workcover.vic.gov.au**

WorkSafe Award Winner Scores National Honour

A 2007 WorkSafe Award winner has been recognised as having Australia's best solution to an identified Workplace Health and Safety Issue.

Knoxfield company, EARS Australia was recently recognised in the Safe Work Australia Awards in Canberra.

The awards recognise the successful

entrants from Workplace health and Safety Awards held in each state during 2007. The company received the Victoria WorkSafe Award last year for Best Solution to a Health and Safety Risk.

For more information about this year's WorkSafe Victoria Awards call WorkSafe on **03 8663 5033** or go online and log on to **worksafe.vic.gov/awards**

“employers need to monitor the use of nail guns”



New Premium Public Ruling for Owner Drivers

A new premium ruling for Owner Drivers has been released by WorkSafe Victoria and will take effect from 1 July, 2008. The ruling has been developed in consultation with the Transport Industry Council, whose membership includes representatives from the Victorian Transport Association, the Transport Workers Union, VECCI, Australian Industry Group and Victorian Trades Hall Council.

It is intended as a simplified method of evaluating remuneration that should be declared for owner drivers for 2008/09 onwards. In summary, the ruling provides that a hirer's payments to:

- i. incorporated owner drivers (i.e. companies) are not required to be included, and
- ii. certain payments to other non-incorporated owner drivers (sole traders and partnerships) are required to be included.

The ruling does not impact on coverage for benefits in the event of work-related illness or injury.

The ruling can be accessed on WorkSafe's website at www.worksafe.vic.gov.au under the tab 'Insurance and Premiums'.



“a new premium ruling for Owner Drivers has been released”

Hallam Company Guilty of Not Helping Injured Worker Back to Work

A Hallam based company pleaded guilty in the Dandenong Magistrates Court on 31 March to failing to prepare a return to work plan for an injured worker.

The Court heard that the worker suffered a back injury in December 2006. Despite her workers compensation claim being accepted, her employer failed to prepare a return to work plan within the legally required 10 days.

A plan was not completed until nearly five months later, despite the worker initiating contact on several occasions to discuss her return to work.

The company was charged with not complying with workers' compensation laws and was fined \$2,000.

Cambridge Dolphins Raise Money for Multiple Sclerosis

On 8 February 2008, the Cambridge sponsored 'Dolphins' entered the MS Society's 24 Hour Megaswim. The Cambridge Dolphins, a team of 15 committed souls, swam for 24 hours with the aim of raising money for MS Australia.

The team, including Cambridge staff Emma Chua, Lyndsey Stevens, Tony D'Agata and Anthony Rayner swam a grand total of 60 kilometres in the 24 hour period, and managed to raise over \$4,000 for the MS Society.

The team was overwhelmed by the level of support shown.

Overall, the 24 Hour Megaswim managed to raise over \$160,000 to help support people with multiple sclerosis.

Some facts to note:

The average diagnosis of MS is 30 years old.

Five people are told they have MS every working day.

Multiple Sclerosis is a disease of the central nervous system affecting more

young adult Australians than any other neurological condition. Donations help to minimise the impact of multiple sclerosis on all individuals affected by the disease by allowing the Society to offer a wide range of assistance, in the form of scholarships and financial assistance for home improvements, vehicle modifications and equipment.



Left to right: Cambridge employees, Lyndsey Stevens, Tony D'Agata, Emma Chua and Anthony Rayner prepare for the big swim.

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Booked Your Training for 2008?

Cambridge offers the WorkSafe Victoria approved Return to Work Coordinator Training course that will provide you with the skills and knowledge you need to support an injured worker to get back to work.

Return to work can be a complex process and training is the key to ensuring you know how to perform your role effectively.

The Return to Work Coordinator Training course is a comprehensive and practical two day program that covers:

- developing a return to work plan
- identifying suitable duties your injured worker can perform safely

- ways to support your injured worker during their recovery
- your legal obligations as an employer.

Afterwards you will receive ongoing support via the WorkSafe Return to Work Coordinator Register which will provide you with the latest information on return to work news, research and events.

To view our 2008 calendar, visit www.cambridgeaustralia.com for a full list of course dates.

Make sure you get the right training in 2008 – enrol now!



Congratulations to our Award Winners

Congratulations to Jen Mitchell (General Manager – People, Culture and Service) and David McKean (Technical Manager) for picking up two awards at the recent Injury Support and Service Awards.

Jen was awarded ‘Outstanding Contribution by an Individual’ and David was awarded ‘Personal Injury Management Professional of the Year’.

WorkSafe (trading as the Victorian WorkCover Authority) together with its six agents, established the Injury Support and Service Awards to recognise and reward excellence in the workers’ compensation industry.

The awards celebrate the achievements of individuals and teams that have improved the experience of injured workers and employers.



David McKean (left) receives his award from Greg Tweedly – WorkSafe Chief Executive.



Jen Mitchell addresses the crowd after receiving her award.