

the Cambridge Communiqué



WE BRIDGE GAPS.

WE CREATE CONNECTIONS.

WE GET YOU THERE.

Return to Work Inspectorate Pilot Program

This year the Victorian WorkCover Authority (VWA) will be sharpening its focus on promoting better opportunities for return to work.

As part of that push a pilot Return to Work inspectorate has been introduced.

The inspectorate aims to build awareness among employers about their legal obligations to support injured workers, and promote effective occupational rehabilitation of injured workers leading to early and sustained return to work.

What the inspectors will look for:

- A nominated Return to Work Coordinator (where required) and the role being undertaken by the Return to Work Coordinator
- Return to Work plan being developed in consultation with the injured worker (the worker may be approached to determine the level of consultation)
- Return to Work plan containing the necessary information including an Occupational Rehabilitation Program and the Offer of Suitable Employment where required
- 'If you are Injured' poster displayed
- Risk management programs.

How the employer will be contacted:

- A Return to Work Inspector will contact an employer via letter or phone prior to any visit with the details of the visit and what to expect
- Employers can have a representative (e.g. Agent or Consultant) in attendance if requested.

The Return to Work Inspectors will retain their OHS Inspector powers. However, they will only use OHS powers if immediate risks are observed. If other OHS issues are identified the Inspectors will contact the WorkSafe Advisory Service.

The pilot will be part of a range of return to work initiatives being run by WorkSafe aimed at improving return to work outcomes for injured workers.

Autumn 2007

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Welcome

As we embark upon the new year I am buoyed by an industry that is stronger today than ever in its history. We constantly strive to do more for our clients and we are well positioned to capitalise on the opportunities ahead of us.

I believe four core elements define our success:

Vision

We subscribe to the belief that workplaces should be safe places to be and are committed to the prevention of workplace injuries and the provision of adequate and just benefits to those unfortunate enough to be injured at work. We are passionate about finding better ways of achieving this.

Collaboration

We recognise that outcomes can only be achieved through strong relationships – employer client relationships, injured worker relationships, supplier relationships and relationships with our governing body, the Victorian WorkCover Authority. By working together we gain new ideas, learn new ways and make better business decisions.

Talent

Our people define our success. We recruit the best and brightest people from a broad range of cultures and skills.

Energy

Every day is an opportunity to explore avenues of building a better future. With energy and drive, ideas become action. No organisation can afford to sit back and become complacent.

As we commence 2007 I believe the prospects for the industry are bright and I look forward to continuing to combine our talents and energies with yours to improve the safety of our workplaces.

Paul Serong
Managing Director
Chief Executive Officer

Important Message About Return to Work Plans and Offers of Suitable Employment

The Victorian WorkCover Authority has reinforced the need for every Victorian employer to develop Return to Work Plans and Offers of Suitable Employment for their injured workers.

Employers **must** prepare a Return to Work Plan for any injured worker who has an incapacity for work likely to exceed 20 days.

An Offer of Suitable Employment **must** be prepared by an employer when an injured worker has a current work capacity (s155A of the Accident Compensation Act).

It is also very important to send copies of your completed Return to Work Plans and Offers of Suitable Employment to Cambridge.

Put These Dates in Your Diary! Cambridge Conference 2007

Bringing people together to improve workplace safety

The Cambridge Conference is the premier event in the annual Cambridge seminar calendar, designed to bring together agents, employers, providers and governing authorities to discuss current issues and trends in the WorkCover industry.

Once again Cambridge will be bringing together expert speakers in the fields of WorkCover, OH&S and Workplace Wellness at its annual conference.

Conference dates for 2007 are 9th August 2007 (Melbourne) and 15th August 2007 (Sydney).

Don't miss this important event!

Watch out for further details in our next issue of Communiqué and on our website www.cambridgeaustralia.com

New Risk Management Offering for Small to Medium Enterprises

At Cambridge we recognise the importance of achieving a positive outcome at an affordable cost.

Recently the Cambridge Risk Management team set out to review and adapt our Occupational Health and Safety Manual and Audit tools to be more responsive to the needs of Small to Medium Enterprise business.

We are pleased to announce the release of our **Small to Medium Enterprise Occupational Health and Safety Program**, which will assist you to meet your legal compliance in Occupational Health and Safety and implement practical and understandable policies and procedures.

This fee for service offering can be implemented by one of Cambridge's experienced Occupational Health and Safety Consultants.

As an incentive for you to review our program we are offering the first 50 clients who accept the offer a 25% discount on the total cost of implementation.

For further information and a free no obligation quotation, please contact our Occupational Health and Safety Consultants on **03 9947 3222**.

Compliance with Conciliation Outcomes (Weekly Payments)

Agents and employers are required to comply with outcomes at conciliation within 7 days of receipt of the Outcome Certificate. If weekly payments of compensation have been agreed to at the conciliation conference, those payments must be paid within 7 days.

Before weekly payments are made, it is often necessary for further information to be obtained, such as:

- certificates of capacity
- current weekly earnings
- clearance from Centrelink.

Sometimes this information is not provided within the 7 days and payments are not made as a consequence. However the Victorian WorkCover Authority (VWA), and its various stakeholders, have an

expectation of compliance within 7 days. Employers and Agents who breach the agreements can be penalised.

When attending conciliation it is important to ensure that you completely understand the agreement reached and the obligation it creates. If any information is required then it is important to seek that information as soon as the conference is over. In fact, it is preferable that the information be obtained at the conference.

Employers and Agents are jointly responsible for the compliance with conciliation outcomes. It is important to ensure that compliance occurs to avoid unnecessary interest payments and penalties from the VWA.



“it is important to ensure that compliance occurs”

Cambridge Supports The Starlight Foundation and the Royal Children’s Hospital

Cambridge staff came together to buy presents and raise money for the Starlight Foundation’s Christmas campaign for the Royal Children’s Hospital. The \$620 raised was used by the foundation to buy presents for children who were undergoing treatment for a variety of illnesses, some of which were life-threatening. The contributions brought lots of smiles to the children’s faces when they were distributed in the hospital’s Starlight Express Room on Thursday, 21 December.



Pictured: Dominic Vo and Lynette Lye (Cambridge) with Starlight volunteers and Starlight Corporate Partnerships Manager, Kendra Overall.

Helping Injured Workers Return to Work

With more than 158,000 Victorians injured at work in the past five years, at a cost of more than \$5 billion in compensation and rehabilitation, WorkSafe has embarked on a new campaign about helping injured workers return to work.

WorkSafe Director, Seyram Tawia, said helping an injured person return to work is good for the worker, their families, workmates and it is good for business.

“Returning to work after an injury can give the injured person a sense of being connected with the community – a community of workmates, colleagues and clients,” Mr Tawia said.

“With this in mind you begin to realise how important returning to work after an injury is to the self-esteem of an injured person and their quality of life.

“What this campaign shows is that returning to work starts with staying in touch.”

To the tune of ‘Stand By Me’ the television campaign tells the story of a middle-aged father’s return to work through the support of his GP, his family and his employer.

The campaign highlights how returning to work after an injury makes everyone in the workplace feel better.

Mr Tawia said helping an injured worker return to work had a number of benefits to the employer.

“Helping a worker back to work after an injury reduces productivity losses and minimises the impact on an employer’s workplace injury insurance costs,” Mr Tawia said.

Western Bulldogs coach, Rodney Eade, someone who knows all about injured workers, or players in his case, has shown his support for the campaign.

“We had a number of players go down with injuries last season and for us it was vital that we stayed in touch and followed their progress,” Mr Eade said.

“The players with long term injuries continued to contribute to the club by taking some training drills and being in the coach’s box on match day.

“Keeping them involved is an important part of maintaining their motivation and a feeling of being able to return to their normal job of playing football.

“It’s also given them the chance to learn some new skills and see how the club operates from a different perspective.

“Importantly, this campaign shows that other employers can also benefit from offering an injured worker suitable alternative duties before they’re able to return to their normal job.”

“WorkSafe has embarked on a new campaign helping injured workers return to work”



Pictured: The injured worker/player, Robert Murphy, has been supported by his boss/coach, Rodney Eade, in his bid to return to work.

National Workers' Compensation Summit

Cambridge Integrated Services is exhibiting at the National Workers' Compensation Summit to be held on February 21 – 22, 2007 at Star City, Darling Harbour, Sydney.

This premier industry event for workers' compensation in Australia, is the only forum which brings together the key stakeholders from across the national workers' compensation arena.

One of our clients, HJ Heinz Australia Ltd, will be presenting a case study and share their strategies on *A Global Approach to Safety: Influencing Safety Behaviours and Culture in the Workplace*. You can visit us at Exhibition Booth 8 for information on Cambridge workers compensation services.

For further details on the event visit www.nationalworkerscomp.com.au



Return to Work Coordinator Database

The Victorian WorkCover Authority (VWA) is committed to the timely and sustained return to work of all injured workers. Because knowledgeable and skilled Return to Work Coordinators are so crucial to achieving successful return to work, the Victorian WorkCover Authority has established the Return to Work Coordinator Database.

The Return to Work Coordinator database will contain the details of those who are responsible for return to work at their workplace. Capturing this information will help employers meet their return to work obligations, by ensuring the right people get the information and support they need to help their injured workers return to work.

If you are responsible for return to work at your workplace, you should register with the

database. This will ensure you receive the following support tools from the VWA:

- details of VWA approved Return to Work Coordinator training
- the opportunity to meet with other employer representatives to learn more about return to work through networking events
- return to work publications and tools
- VWA website enhancements.

Registration is open to anyone who has responsibility for return to work at their workplace, regardless of whether they have completed Return to Work Coordinator training or not.

To register for the Return to Work Coordinator database, please visit <http://rtw.workcover.vic.gov.au> and follow the prompts.

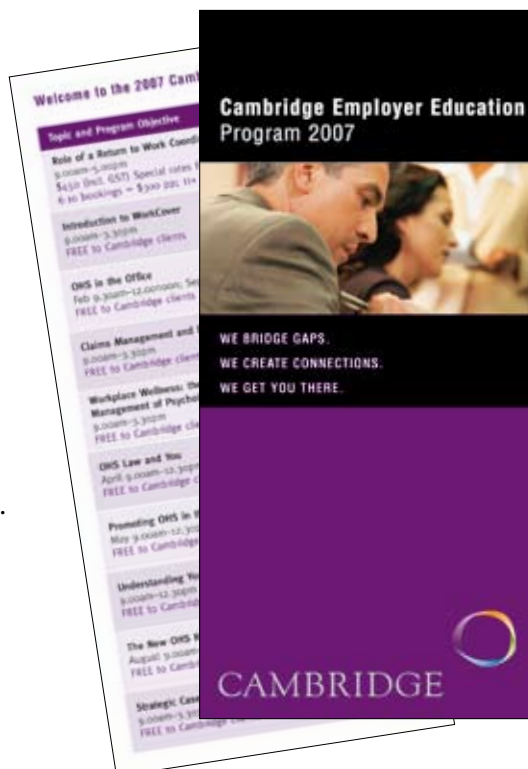
“if you are responsible for return to work at your workplace, you should register with the database”

Need to Learn More About WorkCover?

The Cambridge Employer Education Program offers a wide range of seminars designed to equip you with the knowledge to effectively manage your WorkCover responsibilities.

The 2007 program includes sessions on *Introduction to WorkCover*, *OHS in the Office*, *Claims Management and Early Intervention*, *Workplace Wellness*, *OHS Law and You*, *Promoting OHS in the Office*, *Understanding Your WorkCover premium* and *Return to Work Coordinator Certificate*.

Full details of the 2007 program are available in our brochure, available on our website www.cambridgeaustralia.com or by calling **03 9947 3090**.



Labour Hire Workers: OHS Rights and Responsibilities

A labour hire worker is an employee who is directly employed by one employer but contracted to work with another (such as through an agency) an apprentice or trainee employed by a group training company.

The Victorian WorkCover Authority (VWA) has published a four page guide which provides an overview of the OHS rights of labour hire workers and informs both labour hire agencies (as the direct employer) and the host employer of their legal OHS responsibilities towards labour hire workers and trainees.

Copies of *Labour Hire Workers: OHS Rights and Responsibilities* can be obtained from the Victorian WorkCover Authority (VWA) website www.workcover.vic.gov.au or by calling **1800 136 089**.

Keeping Children Safe in the Workplace

Keeping Children Safe in the Workplace is a 15 page publication for workplaces where children work or visit, to identify hazards and implement safety controls to prevent injuries.

Children in Victoria under the age of 15 may be employed in Victorian workplaces under the Child Employment Act (CE Act) 2003. Due to their age, stage of physical and emotional development and their inexperience, children are the most vulnerable employees in Victorian workplaces.

Copies of *Keeping Children Safe in the Workplace* can be obtained from the Victorian WorkCover Authority (VWA) website www.workcover.vic.gov.au or by calling **1800 136 089**.

Return to Work Coordinators – A Key Component of Your Claims Management Success

Employers are required to nominate at least one return to work coordinator if their remuneration is more than \$1 million.

All other employers are required to nominate a return to work coordinator if an employee has a work-related injury resulting in incapacity for 20 or more calendar days.

The return to work coordinator is key to getting everyone involved in the return to work process, and a skilled return to work coordinator can assist you to meet your legal obligations, support your injured worker/s and facilitate a smooth transition back into the workplace.

Every current or prospective return to work coordinator should have *The Role of the Return to Work Coordinator* training program included in their 2007 training plan.

Comments received about the Cambridge Return to Work Coordinator course include:

“Very informative, fun, and very easy to understand the course.”

“An excellent course.”

“An excellent trainer – entertaining, captivating, while being highly informative.”

“Very informative. Great training session.”

“Thoroughly enjoyed the two days.”

“It is a very valuable course for anyone involved in RTW and gives an excellent insight into the role.”

“I have been to many training sessions and I must say I have never enjoyed them as much as I have enjoyed this one.”

Enrol now!

Bookings are now open for the following dates:

February 27 and 28, March 28 and 29, May 2 and 3, May 30 and 31, June 20 and 21, July 11 and 12, August 1 and 2, September 12 and 13, October 17 and 18, November 14 and 15.

Full details are available on our website www.cambridgeaustralia.com or contact us on **03 9947 3090**.



Lodge Your Applications for WorkCover Weekly Compensation Reimbursements Within Three Months

All requests for reimbursement of weekly compensation payments you make to your injured workers 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. If a request for weekly payment reimbursement is made outside the three month timeframe, we will ask you for reasons for the late request. Your written response will then be considered in accordance with the Victorian WorkCover Authority Guidelines. 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

Meet Cambridge's New Manager of Client and Risk Services

Cambridge recently welcomed Ms Lori Berston as the new manager of Client and Risk Services, responsible for providing a wide range of client, risk management and OH&S services.

Lori brings a wealth of experience to Cambridge with a career distinguished by her risk management roles with various prominent employers in the shipping and mining industries.

Lori commenced her risk management career with Robe River Mining in Western Australia before returning to Melbourne where she joined Richard Oliver, managing the Federal Automotive Product Manufacturers (FAPM) Liability Scheme.

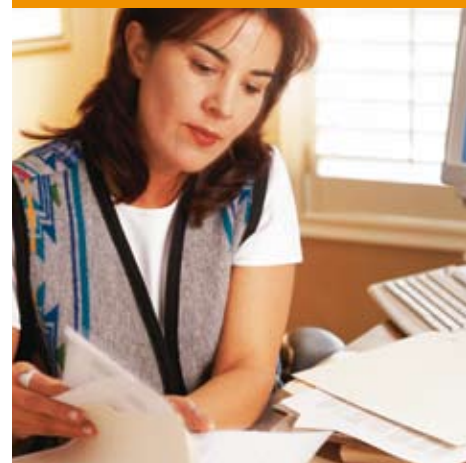
Lori opened her own consultancy, Bercham Management Services, where she provided risk management advisory and audit services, as well as a recruitment service to the insurance and risk management industries.

Later, Lori returned to freelance consultancy work, providing services to several major companies such as Amcor, Coles Myer, P&O Maritime Services, and Siemens Industries.

Lori has two grown children and is an absent grandmother (her children and their offspring live interstate and overseas). Lori has studied and practised in the field of personal development and marriage counselling, and lives a 'great life' with her partner John Ryan. Together they do some travelling, go to the theatre a lot, visit 'way too many' restaurants, and enjoy developing and renovating residential sites.

Lori heads a team of considerable experience and talent, which is expanding its value-add service to clients and has just released an SME OH&S package (refer to an article in this issue of Communique).

Should you need any assistance with client relations or risk management strategies, contact the Cambridge Risk Managers on **03 9947 3000** or email risk.management@cambridge-au.com Lori can be personally contacted on **03 9947 3119** or email lori.berston@cambridge-au.com



“the three month period commences from the time the injured worker ought to have been paid weekly compensation by you”

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

Simply send an email to communiqu@cambridge-au.com and we will arrange to send future copies to you electronically.

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Cambridge Employer Education Program February – April 2007

Cambridge is pleased to announce its employer education program for 2007.

The full training calendar for 2007 will be mailed out with the February Communiqué. The program will also be posted on our website www.cambridgeaustralia.com, so visit the site regularly for updates.

To register now for this year's program, please contact the Cambridge Training Coordinator on:

By Phone: 03 9947 3090

By Email: sarah.learmonth@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 2007 28 & 29 Mar 2007 9.00 am – 5.00 pm	Role of a Return to Work Coordinator (2 day program) This Victorian WorkCover Authority 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.	Return to Work Coordinators All levels	\$450 pp (incl. GST) <i>Special rates for groups:</i> 6-10 bookings = \$300 pp 11+ bookings = \$250 pp
13 Feb 2007 9.00 am – 3.30 pm	Introduction to WorkCover This basic introduction to Workers' Compensation in Victoria provides new starters in the industry with an overview of current legislation and employer/employee responsibilities.	Beginners	FREE to Cambridge clients
22 Feb 2007 9.30 am – 12.00 pm	OHS in the Office – NEW This seminar focuses on some of the key issues of office manual handling, including reams of paper, chemicals in the kitchen and ensuring electrical appliances are safe. Emergency evacuation rehearsals will also be discussed.	All levels	FREE to Cambridge clients
22 Mar 2007 9.00 am – 3.30 pm	Claims Management and Early Intervention Learn how effective management, and a focus on return to work, can benefit all parties in a WorkCover claim and keep your premium costs down.	Beginners	FREE to Cambridge clients
12 April 2007 9.00 am – 3.30 pm	Workplace Wellness: the Prevention and Management of Psychological Injuries This seminar will assist you in the development of your workplace wellness program through a systematic approach to the prevention and management of psychological injuries. The approach includes the identification of early warning signs, the assessment of common causes of psychological injuries and the development of primary, secondary and tertiary interventions to promote workplace wellness.	All levels	FREE to Cambridge clients
18 April 2007 9.00 am – 12.30 pm	OHS Law and You This seminar provides an overview of sources of OHS law, then Cambridge clients concentrates on the duties and processes required by the Occupational Health and Safety Act 2004 (Vic). The Duty to Consult and the role of ARREOs in the workplace will be discussed.	All levels	FREE to Cambridge clients