

December 2014

Workplace issues

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WorkSafe Awards winners

WorkSafe Month hot topics

WorkSafe
TASMANIA

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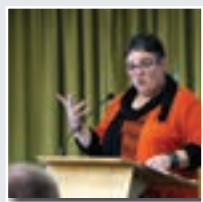
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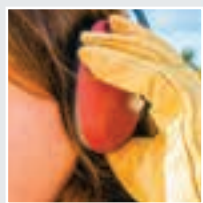
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Publisher

Published quarterly by
WorkSafe Tasmania.

Online

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ISSN 1444-6316

Throughout, the acronyms 'WHS' stands for work health and safety and 'PCBU' stands for person conducting a business or undertaking.

Focussing on a safer future



We come to the end of another busy year, capped off by the successful WorkSafe Tasmania Month and Awards. These have become important events on the business calendar, and for good reason.

This year's WorkSafe Month had positive attendances across the regions. I hope you were among the thousands of workers, managers, small business owners, WHS professionals and others who heard the latest thinking and innovations in managing health and safety, wellbeing, and return to work.

The basics are always important: identifying hazards and risks, and using safe work practices, whether that be while working at height, on the road driving, or in an office. People learnt about writing sound policies and creating effective safety management systems.

WorkSafe Month is at the forefront of work health and safety, covering newer workplace trends and topics. Exploring new technologies for managing safety, creating better work/life balance, and fostering positive mental health are all important issues now and into the future.

The Month culminated in the prestigious WorkSafe Tasmania Awards. These Awards recognise Tasmanian businesses, organisations and individuals who lead the way in work health and safety, wellbeing, and return to work.

I congratulate all our finalists and winners in the 2014 awards. Their commitment to positive change and continual improvement is what makes our workplaces and state safer and fairer places for us all.

This edition of the magazine profiles our 2014 Awards winners and highlights some of the events of the Month. I hope these inspire you to make your own workplaces safer and healthier in the coming year.



Take part in our reader survey

We want to make sure Workplace Issues gives you the practical information you need to manage health and safety, return to work and wellbeing in your workplace.

So we invite you to take part in our 2015 reader survey. Tell us what you like — and what you don't!

In return, you'll go in the draw to win a \$100 gift voucher, at either an office supplies or work wear supplies outlet* to suit your workplace needs. Just as we hope Workplace Issues magazine does!

To complete the five-minute online survey, go to www.worksafe.tas.gov.au and search for 'magazine survey'. You have until 31 March 2015 to tell us what you think.

* While you can choose between the office supplies or the work wear supplies, WorkSafe Tasmania will designate which company the gift voucher will be sourced from.

2014 WorkSafe Tasmanian



mania Awards Night



The WorkSafe Tasmania Awards recognise Tasmanian businesses, organisations and individuals who lead the way in work health and safety, health and wellbeing, and return to work.

Held every year to coincide with WorkSafe Tasmania Month, the Awards are a celebration of what can be achieved through commitment and dedication to making workplaces across Tasmania safer and healthier.

This year, the Awards were presented in Hobart on October 31, with MC Ryk Goddard.



Overall Winner 2014

powerlinestas



**TAKE A LOOK AT
THE BIG PICTURE.**

bigpictureetas.com.au

WorkSafe Tasmania

Embracing change, new technology, and opportunities for moving his small business forward has reaped productivity and commercial rewards for Ken Ewington. Now it has earned his company powerlinestas the ultimate safety achievement: Overall Winner of the 2014 WorkSafe Tasmania Awards.

'We're all elated. I'm very proud of our team, because they have been proactive in making our processes work,' said Ken. 'Staff are overjoyed to have their hard work recognised by others.'

A couple of years ago, Ken realised his electrical business was 'at the crossroads'. 'Aurora Energy required its contractors to be accredited under its new Service Provider Accreditation Scheme standards, and be certified by third party audit to work on the power system assets,' explained Ken. 'We had to decide: Do we go forward, and what is the way to do that? How do we take powerlinestas to the next level?'

Ken and his team viewed this as a positive opportunity for the business, and engaged WGL Consultant Bill Lee to help them pull together a safety management system to meet this certification standards — in three months. 'I thought that might be a little challenging,' said Bill, with some understatement. 'And it's taken us a couple of years to get there.'

But through team work and trial and error, an award-winning safety system was developed.

'It's been a real team effort, right from the start,' said Bill, and Ken agreed. 'Everyone has been involved and proactively taken responsibility for getting the processes right. Our workers have become forthright with their concerns and confident in discussing issues. And if something with the system isn't working, we get together to get it right and make it work.'

Ken and Bill understood the importance of making safety simple, especially when workers are out in the field or working alone.

'You have to make it as simple as possible, and that makes everyone happier to be involved from the start,'

said Ken. 'Pages and pages of forms and manuals just turn people off, and they'll never get involved.'

The company invested in tablets for every worker — 'they're really not that expensive' — and uploaded apps and tools for safety, first aid, work processes and more. These have become indispensable ('just like mobile phones — our guys don't leave home without their tablets') and have replaced the manuals, forms and paperwork that clutter up a work truck and literally gather dust out in the elements.

These resources have also streamlined productivity, allowing workers to easily complete a JSA and immediately send it back to head office with any necessary photos. 'The amount of documentation we require now takes up a lot of time, but this makes everyone happier and has streamlined our business efficiency. It's much easier to use, and a lot less stress for everyone,' said Bill.

The GPS app provides security for workers when out in the field; should anything go wrong, they can be easily located. The technology has even helped workers with lower literacy levels, as there is not as much handwriting required and spellchecker software helps get things right.

'All our processes and technical information are on the tablets — it's at their fingertips, and makes it easy for them to scroll through and find what they need instantly. It's just wonderful, and it's the way of the future,' said Ken.

Indeed, his workers have reported working with larger private or government organisations who are amazed that a small business has kitted out its workers with the latest technology, 'while they're chasing about bits of paper out in the wind. Our blokes come back pleased as punch.'

The team work has paid off.

powerlinestas was the first company to be accredited under Aurora's certification scheme. 'This opened big doors for working with other organisations and government departments, because it showed we had the processes in place,' said Ken.

What's sure to open even more doors is being named Overall Winner of the 2014 WorkSafe Tasmania Awards.

'This is going to present us with even greater opportunities; it's a big thing for sure,' said Ken. 'I know what previous years' winners have gained from winning at the WorkSafe Awards, so we know it's going to be a big thing for our small company.'

'Others in industry recognise the prestige of these Awards,' said Bill. 'It's definitely a great win for Ken and his team.'

So where to from here? 'Safety is ongoing,' said Ken. 'We'll be identifying our weaker areas, because no matter how many processes you put in place, there's always a weakness to improve, and a way to make safety as easy and user friendly as possible.'

In the meantime, we think this small business can enjoy its big win.

powerlinestas is an electrical contracting company, employing three full-time workers and five casual workers. It services low and high voltage, overhead and underground power infrastructure, and provide vegetation management and other network services. The work for powerlinestas workers varies greatly each day — the tasks, the work environment and location, and the clients — as do the levels of risk to be managed.

Best work health and safety management system



(L to R) Lauren Jago and Graeme Lewis from Hazell Bros Group

This award recognises demonstrated commitment to continuous improvement of work health and safety through the implementation of an integrated systems approach.

Winner — Hazell Bros Group

Hazell Bros is a Tasmanian owned and operated construction business.

In 2012, Hazell Bros reviewed its safety management system in readiness for

the new work health and safety laws. Since then, it has seen significant improvement in safety performance and reduction in lost time frequency rates,

including a first aid injury frequency rate decrease of 78% for both the 2013 and 2014 financial years.

Highly Commended
Veolia Environmental Services

Finalists
Department of Treasury and Finance
Hazell Bros Group
Veolia Environmental Services

Tasmania Awards Winners

IPM Safety Award for Best solution to an identified work health and safety issue



(L to R) John Fox and Greg Ling from Grange Resources Tasmania

This award recognises excellence in developing and implementing a solution to an identified work health and safety issue. Entries for this award may include a product solution, design/engineering innovation, a training program, awareness-raising activity or other risk control measure that reduces the risk of work-related injury and disease.

This award is sponsored by IPM Safety.

Winner — Grange Resources Tasmania

Grange Resources Tasmania is a mining company, operating Australia's largest magnetite mine at two locations in Port Latta.

Grange Resources Tasmania identified hot work on or around large haul trucks had the potential to cause tyres to catch fire or explode. A portable metal guard was designed and manufactured to fit

on and around tyres to protect them and workers. This also reduced manual handling issues and the time required for such maintenance work.

Highly Commended

**Doble Industries
Hanson**

Finalists

**Cement Australia
Country Club Tasmania
Doble Industries
Grange Resources Tasmania
Hanson**

GIO Workers Compensation Award for Best work health and safety practice/s in a small business



(L to R) Tony MacMichael and Ken Ewington from powerlinestas

This award recognises high standard work health and safety practice/s in a small business. The category is limited to small businesses that have fewer than 20 workers or full-time equivalents.

This award is sponsored by GIO Workers Compensation.

Winner — powerlinestas

powerlinestas is an electrical contracting company, providing specialised services for low and high voltage, overhead and underground power infrastructure and more. This small business employs three full time and five casual workers.

powerlinestas reviewed its safety systems, engaging with workers throughout this process and encouraging them to contribute their practical experience and knowledge.

There is improved business planning, increased efficiency and improved worker morale.

Highly Commended
300K Pty Ltd

Finalists
300K Pty Ltd
powerlinestas

Best individual contribution to work health and safety



(L to R) Jamie Mason, Ted Leeson from Department of Premier and Cabinet, and Anna Leeson

This award recognises individuals who have made an exceptional difference to health and safety. Two awards will be given under the following sub-categories:

- an employee such as a health and safety representative
- an outstanding contribution by a work health and safety manager or a person with responsibility for work health and safety as part of their duties.

Winner — Department of Premier and Cabinet's Ted Leeson

Department of Premier and Cabinet's principal work health and safety consultant Ted Leeson manages a program that identifies gaps, instigates

corrective action plans and facilitates consultation, all to improve safety performance in the State Service. He is driven to improve safety in the

State Service by implementing new strategies, including setting benchmarks that meet both Safe Work Australia and WorkSafe Tasmania standards.

Self Insurers Association of Tasmania Award for Best injury management and return to work program



(L to R) Grahame Hay, Michelle Morrisby, Chris Dickinson, Diane Romley and Jo Rainbird from Veolia Environmental Services

This award recognises, at an organisational level, an employer's outstanding efforts to support the return to work of an injured worker to safe and sustainable work.

This award is sponsored by the Self Insurers Association of Tasmania.

Winner — Veolia Environmental Services

Veolia Environmental Services specialises in sustainable waste management, resource recovery and industrial waste solutions.

Veolia Environmental Services is proactive in ensuring appropriate treatment and suitable duties are identified early, for the best return to

work and recovery outcomes. It also helps workers with non-compensable injuries in their return to work.

Finalists

TasWater

Veolia Environmental Services

Safety Institute of Australia Award for Health and safety representative of the year



(L to R) Representing Danny Fraser, Eileen Neville, Elvie Fraser, and from the Tasmanian Health Organisation–North, Alice Cordwell

This category acknowledges health and safety representatives who have made a significant contribution and demonstrable difference to work health and safety within their designated workgroups. It recognises the ability of a health and safety representative to:

- raise work health and safety issues with the employer
- work constructively with the employer to resolve issues
- demonstrate persistence in difficult environments.

This Award is sponsored by the Safety Institute of Australia.

Winner — Tasmanian Health Organisation–North's Danny Fraser

Tasmanian Health Organisation–North's Danny Fraser has been instrumental in workplace inspections throughout the Food Services department. Danny has ensured strict chemical safety for the

department, and positive outcomes for all safety issues.

A member of the organisation's safety committee for seven years,

Danny is a passionate, committed and approachable health and safety representative of his department.

Highly Commended

Tasmanian Health Organisation–North's Cheryl Hayes

Finalists

Tasmanian Health Organisation–North's Cheryl Hayes

Tasmanian Health Organisation–North's Danny Fraser

Commitment to a workplace health and wellbeing program



(L to R) Roger Hare, Wayne Hayden, Carol Phillips, Brett Rothwell, Sally Golding, Wayne Jones, Katy Edwards and Christina Cooper

This category recognises excellence in the successful implementation and outcomes of a workplace health and wellbeing program. There are two awards for this category: organisation and individual.

Winner — Norske Skog

Norske Skog Boyer specialises in the production of paper.

Norske Skog Boyer's initiatives cover fitness, skin cancer education, manual handling, weight loss, heart disease, and

smoking. They aim to improve workers' health and positively affect injury and illness levels; 85% of participants in the personal fitness and wellness program have reached their desired goals.

Highly Commended

**Devonport City Council
Ronald Young & Co Builders**

Finalists

**Devonport City Council
Norske Skog
Ronald Young & Co Builders**

Who's who in the WorkSafe Awards

WorkSafe Tasmania thanks the businesses and individuals who sponsored and entered the WorkSafe Awards this year.

Entrants

300K Pty Ltd
 Bell Bay Aluminium
 Cement Australia
 Country Club Tasmania
 Department of Premier and Cabinet
 Department of Treasury and Finance
 Devonport City Council
 Doble Industries
 Grange Resources Tasmania
 Hanson
 Hazell Bros Group
 Norske Skog Boyer
 Nyrstar Hobart Pty Ltd
 powerlinestas
 Ronald Young & Co Builders
 Self Help Workshop
 SEMF Pty Ltd
 Tas Rail Pty Ltd
 Tasmanian Health Organisation–North
 Tasmanian Health Organisation–North West
 TasWater
 Tony Walsh
 Veolia Environmental Services
 Waratah–Wynyard Council and Circular Head Council

Sponsors



The Big Picture Tasmania (principal sponsor)



GIO Workers Compensation (category sponsor)



Hotel Grand Chancellor (general sponsor)



IPM Safety (category sponsor)



Safety Institute of Australia Ltd (category sponsor)



Self Insurers' Association of Tasmania Inc (category sponsor)

WorkSafe Tasmania Month

Sponsors

WorkSafe Tasmania thanks the businesses that sponsored WorkSafe Month this year.

Bupa Australia (event sponsor)
Country Club Tasmania (major prize sponsor)
Tasmanian Building and Construction Industry Training Board (event sponsor)

Who's who in return to work

WorkSafe Tasmania thanks the businesses and individuals who presented a return to work event during WorkSafe Month this year.

Advanced Personal Management
Anglicare Tasmania
GetYes
Injury Management Coordinators Association of Tasmania
Menzies Research Institute Tasmania
Spirit of Tasmania
Vitality Works
Waratah-Wynyard Council
Whateley-Dale.com
WorkSafe Tasmania

Who's who in wellbeing

WorkSafe Tasmania thanks the businesses and individuals who presented a wellbeing event during WorkSafe Month this year.

ACTIVE Strahan Inc
Cancer Council Tasmania
Caterpillar Underground Mining Pty Ltd
Cornerstone Youth Services (headspace)
Kelly Madden, Psychologist
Life. Be in It
National Stroke Foundation
OzHelp Tasmania Foundation
Population Health Services
RACT
Strategic Intent
Whateley-Dale.com
WorkSafe Tasmania

Who's who in safety

WorkSafe Tasmania thanks the businesses and individuals who presented a safety event during WorkSafe Month this year.

Advanced Personnel Management
Burnie City Council
Caterpillar Underground Mining Pty Ltd
Catholic Education Office
Cement, Concrete and Aggregates Australia
Central Coast Council
Circular Head Council
Circular Head Shellfish Growers Association
David Jones, Chief Engineer
Department of Health and Human Services
Devonport City Council
Empathy and Courage
forestecwhs
Handa Training Solutions
Incident Free Driver
Institute of Quarrying Australia
Integrity Sampling (Tas) Pty Ltd
IPM Safety
King Island Chamber of Commerce and Industry
Latrobe Council
Leading Teams
Master Builders Tasmania
Marine and Safety Tasmania
Motorsafe Tasmania
Office of the Anti-Discrimination Commissioner
OPSM
OneCare Rubicon Grove
Pacific Aluminium
Petuna Seafoods
Proactive Agricultural Safety Systems
Professor Michael Quinlan, UNSW
Rod Chandler, Coroner
Ronald Young & Co Builders Pty Ltd
Safety Institute of Australia, Tasmania Branch
Tasmanian Chamber of Commerce and Industry
Tasmanian Health Organisation-North West
Tasmania Police
Tas Occupational and Environmental Medicine
Unions Tasmania
Waratah-Wynyard Council
WorkSafe Tasmania

Act early for better return to work

'Getting the best and earliest care ensures an injured worker has a safe and sustainable return to work, and provides better outcomes for the employer, too,' said Amy McKenzie from Advanced Personnel Management. She and John Rowland from Anglicare Tasmania hosted the seminar 'Improving performance through early intervention'.

So what is early intervention? 'It includes the employer making early contact with the worker, the doctor, and any rehabilitation providers such as physiotherapists; having clear lines of communication; making sure everyone understands the injury management process; and early on, identifying suitable work duties,' explained Amy.

'We know that getting someone back at work, with a routine or regular schedule, and engaging with their workplace, stems a lot of negative issues,' she said. Negative impacts — besides the physical pain — can include the time required to attend treatments, reduced functioning and capacity, and financial stresses; plus negative thought processes, blame, anger, frustration and depression.

'Early intervention can prevent these from happening and spiralling,' said Amy. 'When an injured worker feels their employer is engaged, caring and committed from the start, this does a lot for their physical recovery and morale.'

John agreed. 'We tend to follow the letter of law, the processes, in injury management. We're lucky in Tasmania:



John Rowland from Anglicare Tasmania: 'The financial, cultural and health results are worth it.'

we have really proactive strategies in place here. But it's still a system. As an employer, it's easy to focus on the system and not the people.'

He suggested that more compassionate and proactive injury management can save your organisation money and get the best health outcomes for workers.

He explained how Anglicare works, from the first awareness of any injury, starting with immediate medical treatment.

'Involving our supervisors in the process, making sure they understand our processes so they can best support their injured worker, is important to us,' said John. Anglicare works closely with its insurer, chosen rehabilitation providers, and specialists in preparing return to work plans, for the smoothest and most effective outcomes.

'We ensure our workers can do some kind of work, so they still feel connected

to us and part of our team,' he said. 'The injured worker is engaged and their choices respected at all times throughout the process.'

'Our evidence shows that these approaches ensure the best outcomes for both our workers and our organisation,' said John. 'Feedback from our staff and supervisors back this up, as do the numbers. The financial, cultural and health results are worth it.'

Workplace behaviour: where's your line?



Louise Adams from the Office of the Anti-Discrimination Commissioner: 'It takes courage to start talking about it, to call it out as unacceptable.'

'There's no written law we have to like everyone we work with, but we do have to be respectful,' said Louise Adams of the Office of the Anti-Discrimination Commissioner.

Louise's seminar explored behaviour that was not necessarily bullying, but was still inappropriate and disrespectful; or what she called 'below the line' behaviour?

'In one study, two thirds of respondents admitted they were intentionally rude to their colleagues, and more than half said they stole from the workplace. People also admitted they were intentionally late,' Louise explained. Other examples of 'below the line' behaviour included offensive or crude language; racist, sexist or otherwise offensive jokes; and not doing their work and/or not being accountable.

These behaviours cause grief for people — 'they basically say, I don't care about

you' — and can radiate throughout the entire the workplace, damaging the culture.

'This sets up bad standards that others soon accept as normal and go on to copy and perpetuate,' said Louise. Sometimes employers also accept this way of acting towards one another is normal — or, they believe it is too difficult to manage, to discipline people or even to remove them from the workplace.

Louise asked people to think about where they drew their personal lines, and what they thought their workplace lines were — and then, how these did or didn't match.

So how can workplaces deal with these behaviours?

- Have a fresh look at your code of conduct; test how it is understood and abided by within the workplace; and communicate it at inductions

and regular staff meetings.

- Talk about what we each consider to be 'below the line' behaviour, either at staff meetings or informally, say at lunch or tea breaks. This gets people thinking about behaviours, and shows that dealing with any 'below the line' behaviour is taken seriously.
- Involve workers — don't draw up a policy or code without their input — so that whatever you do reflects what people feel are disrespectful behaviours, and becomes a realistic guide for making your workplace culture a safe and respectful one.

Being able to say 'I don't find those racist jokes funny' or 'I really don't like it when you swear like that here', and asking for it to stop — it's important for us all to stand up to these inappropriate behaviours. Some people don't realise that the way they address workmates is hurtful, or their swearing at the jammed photocopier offends others. A simple, quiet conversation is sometimes all it takes.

'Of course it takes courage to start talking about it, to call it out as unacceptable. But just as wolf-whistling at women is no longer acceptable, then talking about this, managing it and doing something about it will phase it out,' she said.

Louise stressed this is not about taking the joy and humour out of workplaces, but recognising that some behaviour is not socially acceptable.

'We should never feel uncomfortable or vulnerable in our workplace because of the behaviours of our colleagues,' said Louise.

'It takes all of us to think about what is not acceptable to us, and then to speak up about it and have conversations about it,' said Louise.

Looking at risk with fresh eyes

'Why don't we see hazards?' asked Janelle Whitehouse, safety specialist at the Tasmanian Chamber of Commerce and Industry, in her seminar about risk identification. Simply, 'We get used to what's in our workplaces — it becomes familiar to us. Or we get used to looking only for the one hazard we know about. Or worse — we think someone else will deal with it.'

To overcome this she stressed the importance of getting out into the workplace. 'We become so bogged down in our daily jobs, we don't see things. We need to stand back and look at the big picture.'

She talked about some inventive ways of finding risks. 'Some businesses have weekly hazard hunts: they get everyone to walk around, look around. As well as spotting hazards, it's an amazing, practical tool for teaching workers about hazards and harms — if they're not sure, they are seeing them, with their workmates.'

With her background in mining, she brought many practical examples and photos of unsafe work environments and practices to illustrate her message. These showed poor housekeeping, unsafe chemical and explosives storage, dangerous work practices.

Janelle also discussed how people evaluate different levels of risk. 'Risk is not always about the worse case scenario. It's balancing the consequences versus the likelihood of



Janelle Whitehouse from the Tasmanian Chamber of Commerce and Industry: 'We need to stand back and look at the big picture.'

that happening. So yes, someone might kill themselves, that's the consequence — but, sensibly, what's the actual likelihood of that happening?'

Risk is affected by many factors: your exposure to the hazard, how frequently you do that task or use that equipment. Lack of training, experience, and supervision are also influential. 'The more times we do a task, the more we get used to it and just do it automatically, without thinking through what could happen,' she explained.

There's also the human factors: 'There's empathy: if we've seen this happen before, we've been injured ourselves, or we know someone who has, this makes

us think about the risks more, and differently.'

Finally she emphasised communication and training to understand hazards and risks — and then to start managing them.

WorkSafe Tasmania Month

Mental health first aid at Caterpillar



Ralph Cobban from Caterpillar Underground Mining: 'Mental health is now a strong part of our culture.'

Ralph Cobban, program safety leader, spoke at WorkSafe Month about the mental health first aid program at Burnie's Caterpillar Underground Mining.

We introduced our mental health first aid program in 2011, around the peak of the mining boom. Our workforce was 850 (it is now about 500) and we were operating three shifts, 24 hours a day, five days a week to keep up with the demands of the mining boom.

However, despite the best efforts of our teams, our injuries rate was heading in the wrong direction.

We needed to understand what was causing the injuries: why were our people getting hurt? Were there any 'hot spots'? Our fabrication area was by far the busiest, and where the most injuries were happening. And because we were so busy, people were inadvertently

putting themselves into harm's way while we attempted to keep up with production demands — just to get the job done. But we didn't want them to do that.

We had (and do have) an excellent safety culture, but we knew there were things we could do to address these injury rates. We looked at how we trained our managers and supervisors; we developed our safety leadership program to train our leaders to efficiently and effectively manage WHS with their work groups. We focussed on risk assessments, incident investigations, and improved our reporting of near misses and hazards. We also introduced a drug and alcohol policy during this time. We did lots of training and consultation with all our teams.

At this time, Caterpillar became aware of mental health first aid. And we could definitely make the link between mental health issues and our physical safety.

We began training people how to recognise the signs of systems of mental health problems, and what can be the cause of mental health issues — and these are not always work-related; they may be personal or home issues — and most importantly, how to approach people in the most non-judgemental and helpful manner. We started providing training with 14 team members, plus the safety team from the employment agencies that provide us with staff. We now have around 35 mental first aiders in Caterpillar; there's one on each of our shifts.

Beyondblue and KPMG estimate that for every dollar you spend on your mental health, the return on investment is \$2.30; but I've also heard it can be as much as nine times that. So at Caterpillar, what we've spent on our mental health first aid training is definitely worth it to us. Our first aid program has definitely had a positive impact on our injury rates, team

member wellbeing and engagement

Along with safety, we communicate mental health strongly. It's now a huge part of our culture. Every single day, at any meeting, any shift, we ask: who are the safety wardens present? Who are the emergency wardens? And who are our mental first aiders? We communicate mental health regularly in our weekly newsletters. We promote our mental health first aiders through our EAP officer. We provide ongoing resilience training — very important in these uncertain economic times. Mental health is now a strong part of our culture here at Caterpillar Underground Mining Burnie.

We don't have a formal program for mental health. It's just part — an integral part — of our safety management system. Not only is it delivering benefits at work, but it's adding value in our community as well. We're very proud to be able to add this additional level of support to our team members.

RACT: Looking at everyone's mental wellbeing



Kathy Stocks from RACT: 'We wanted to ensure we had a resilient workforce.'

Recently the Tasmanian Suicide Prevention Community Network (TSPCN) approached the RACT to develop a community action plan for suicide prevention, and better mental health, in its organisation. The RACT shared its journey during WorkSafe Month.

Kathy Stocks, RACT: When we were approached by the TSPCN to develop a community action plan, we looked at the practices and initiatives we had in our workplace at the time. Were there any gaps or risks we were missing?

While we were doing things fairly well, we wanted to ensure we had a really resilient workforce — one that was full of optimism and one that could connect socially.

Under the guidance of the TSPCN, we asked 'who was the RACT community?' It's quite varied: the Roadside Assistance guys, who are very much out

on the road and on their own each day. We included our Roadside contractors, who again were often isolated, looking after our members for us and also dealing with the issues of running their own small business.

We've got our call centre staff, tourism staff, and our retail staff in outlets around the states, which vary greatly; some are large, some are very small, with only two or three people. So the levels of social connectedness across our organisation varies greatly.

Our staff are a point of contact for people who are in difficult situations. Sometimes this includes people who have suffered loss and trauma; for example, those who went through the Dunalley bushfires in 2013.

Geoff Evers, RACT: One of the next things we did was work out the issues facing us. Were we treating everyone the same?

With the changes to the work health and safety laws, we understood that we needed to include our contractors. One of the things we did was offer them access to our employee assistance program (EAP). And despite their initial protests that 'we're men, we'll just go down to the pub; she'll be right', they have been taking it up.

We'd never actively promoted our EAP previously, so we started to do that. We told our staff and contractors more about it, how and when they could use it, and provided more resources for staff to access through our intranet. Use has increased since then, and people are not just using it for work-related issues, but to deal with the stresses in their home or personal life.

We next asked: would we recognise if someone was suffering? We took steps to do that. Now we offer suicide prevention support, we talk about mental health and suicide. We actively support

initiatives like RU OK? Day. Talking about mental health is essential to us.

We communicate with all our workers; it's a massive challenge for us because of our diversity, but we are getting better at it.

Victoria Vyvyan, Relationships Australia: Having a plan to enhance the mental health and wellbeing of workers is good practice. It doesn't need to be a difficult process, and there are resources and people that can support its development.

Staff at RACT know that mental health and wellbeing and suicide prevention are important because there is a community action plan. It's a living document that changes as the organisation's people and their needs change.

Senior managers and the executive of RACT fully support this plan, all the way through to every worker and contractor. Everyone has a part to play in looking after our own and others' mental health and wellbeing and ultimately this will help reduce the rate and impact of suicide.

- Tasmania has the second highest rate of suicide in the country: roughly 60 to 70 people die each year (to put this in perspective, 36 people in 2013 died in road fatalities).
- Around 50 of those are men.
- Tasmania has the highest rate of female suicide in the country.
- For every death by suicide, there are probably 30 people who attempt it.

Emergency action at Selfs Point

The Selfs Point industrial precinct in the state's south recently held Exercise Calamitas, an emergency response exercise to test the preparedness of precinct businesses and emergency services.

WorkSafe Tasmania joined with Tasmania Fire Service, Aviation Rescue

and Fire Fighting Services, and the Precinct Mutual Aid Group, a working group of precinct tenants including Origin Energy, Caltex Australia, BP Australia and Bennett's Petroleum.

The day tested the procedures, protocols and capability that the groups involved had designed for working together and responding to an emergency.

With a diverse mix of workplaces came a variety of hazards and possible emergency scenarios. The exercise was based on the possibility of a road crash between two tankers, one transporting fuel and the other gas. A straightforward event that escalated, with fuel spills, power lines down, ignition risks, trapped drivers and fire all on the cards.





The precinct was therefore completely evacuated. But the day was more than just a physical test of fire-fighting equipment and people's actions; it evaluated how well everyone's procedures and plans responded to the unfolding dangers. The media and information management required in such an emergency was also tested.

The day was deemed a success. The use of compressed air foam to contain fire was successfully rehearsed; and ways of improving access routes and therefore response times were also identified and incorporated into the emergency plans.



SAFETY

Update: King Island hearing booth



King Island General Practice Nurse Jo Haddow using the hearing booth with Duncan Porter. Photo courtesy King Island Courier

In our September 2012 edition, we brought you the story of how Tas Paper's closure in Burnie and Wesley Vale had some unexpected benefits for the people of King Island.

Tas Paper donated a hearing booth to the King Island Hospital and Health Centre. Through the collaborative work of the hospital centre and King Island's Rural Primary Health Services, Chamber of Commerce, Council, Multi-Purpose Centre Advisory Committee, General Practice, Dairies (Lion) and Kelp Industries, the hearing booth is now operational and an audiometer has been acquired. Medical staff have been trained in their use.

This diagnostic equipment means that island workers can now have necessary audiometric testing locally.

Need to know

More than a third of acquired hearing loss is due to excessive noise exposure, and is entirely preventable.

For practical guidance, read the code of practice 'Managing Noise and Preventing Hearing Loss at Work'. Go to www.worksafe.tas.gov.au and search for CP118. See an excerpt from this on page 24.

Do my workers need to have hearing tests?

WorkSafe Tasmania's Helpline is frequently asked 'do my workers need to have hearing tests?'. Below is the section of the Code of Practice 'Managing Noise and Preventing Hearing Loss at Work' they refer to. You can find this code on the WorkSafe Tasmania website. Go to www.worksafe.tas.gov.au and search for 'CP118'.

Audiometric testing

Regulation 58: A person conducting a business or undertaking must provide audiometric testing for a worker who is carrying out work for the business or undertaking if the worker is required to frequently use personal hearing protectors as a control measure for noise that exceeds the exposure standard.

Audiometric testing must be provided within three months of the worker commencing work. Starting the audiometric testing before people are exposed to hazardous noise (such as new starters or those changing jobs) provides a baseline as a reference for future audiometric test results. Regular follow-up tests must be carried out at least every two years. These should be undertaken well into the work shift so that any temporary hearing loss can be picked up.

More frequent audiometric testing (for example every six months) may be needed if exposures are at a high $L_{Aeq,8h}$, which is equal or greater than 100 dB(A).

Before introducing an audiometric testing program, you must consult with your workers and their health and safety representatives. It is important that your workers understand that the aim of the testing is to evaluate the effectiveness of control measures to protect their hearing.

Audiometric testing and assessment of audiograms should be carried out by competent persons in accordance with the procedures in AS/NZS 1269.4:2005 Occupational noise management – Auditory assessment.

Workers should be given the results of audiometric testing accompanied by a written explanation of the meaning and implications. Only with the consent of the worker should you provide their results to other parties. Unidentifiable individual results and group data should be made available to health and safety representatives of the worker's work group.

The reasons for any changes in hearing levels over time should be thoroughly investigated.

When temporary or permanent threshold shifts are revealed through audiometric assessments or a worker reports a recent diagnosis of tinnitus, you must review your control measures to determine whether more effective control measures can be implemented so that your workers do not have to rely on personal hearing protectors.

If the worker is to continue using personal hearing protectors, you should:

- verify that the nominal performance of the worker's personal hearing protector is adequate for the level of exposure to noise

- examine the protector carefully and ensure it is not damaged
- check the protector fits the worker closely with no leakage paths for noise
- ask the worker if they have any difficulty using the protector
- check the worker uses the protector correctly and consistently whilst performing their work.

If workers are found to have sufficient hearing loss to interfere with the safe performance of their work, all reasonably practicable steps should be taken to modify the work environment. This may include providing:

- volume control on equipment such as telephones
- acoustically treated meeting areas with low noise and low sound reflections
- supplementary visual warning signals
- alternative work for the worker if other measures do not remedy the situation.

Monitoring hearing with regular audiometric testing is recommended in situations where workers are exposed to:

- any of the ototoxic substances listed in Appendix A where the airborne exposure (without regard to respiratory protection worn) is greater than 50 per cent of the national exposure standard for the substance, regardless of the noise level
- ototoxic substances at any level and noise with $L_{Aeq,8h}$ greater than 80 dB(A) or $L_{C,peak}$ greater than 135 dB(C)
- hand–arm vibration at any level and noise with $L_{Aeq,8h}$ greater than 80 dB(A) or $L_{C,peak}$ greater than 135 dB(C).

Everybody's Talking...

Questions and answers from our Helpline

Can you please clarify 'a notifiable incident' under the Work Health and Safety Act 2012?

WorkSafe Tasmania received over 1,200 phone notifications of incidents in the past 12 months. A number of these are not notifiable, according to the definitions of the Act.

There are three types of notifiable incidents, for:

- the death of a person
- the serious injury or illness of a person
- a dangerous incident.

You can find further definition of these on the WorkSafe Tasmania website. Go to www.worksafe.tas.gov.au and search for 'incident notification'.

Electric shocks must be notified to both WorkSafe Tasmania and TasNetworks (call 132 004).

Safe Work Australia has produced a fact sheet that lists various types of triggers for notification, and gives examples of things that are and are not notifiable. To find this fact sheet, go to www.safeworkaustralia.gov.au and search for 'incident notification'.

The key trigger is that the incident **arises out of the conduct of the business or undertaking**. Using this as a guide, it can be seen that something like a child at school falling over while playing sport, an elderly resident of a nursing home suffering a heart attack, or a minor motor vehicle accident will not normally be notifiable. If you think in terms of an incident being caused by some **failure** of a process, **fault** in a piece of equipment, or **insufficient** training or supervision, then this will help your decision on notification.

Although WorkSafe Tasmania may not require notification, the person conducting a business or undertaking (PCBU) must still investigate and where possible, instigate actions to prevent a recurrence.

Notification to WorkSafe Tasmania places an obligation on the PCBU to —

- preserve the scene (other than what's necessary to make safe or provide assistance to any injured person), and
- provide a written report of the incident to WorkSafe Tasmania within 48 hours

— unless advised otherwise by a WorkSafe Tasmania Inspector.

You can notify WorkSafe Tasmania at any time by calling 1300 366 322.

I need tips about an employer's responsibility for workers compensation claims.

If one of your workers is injured at work they are entitled to lodge a claim.

Make sure you:

- have a Summary of the Workers Rehabilitation and Compensation Act 1988 on a noticeboard (go to www.worksafe.tas.gov.au and search for 'GB014')
- provide a Notice of Right to make Worker's Compensation Claim (available from your insurer, or go to www.worksafe.tas.gov.au and search for 'GF172')
- give your worker a claim form should they decide to make a claim (available from your insurer).

Notify your insurer within three days of the incident and also when the worker makes their claim.

Collect your worker's completed claim form and workers compensation medical certificate; complete your part of the form and within five days, forward the documents to your insurance company.

Begin workers compensation payments and manage the medical expenses claimed.

If your worker is away from work, you need to continue to pay them — even if

you don't agree with the claim. Discuss this with your insurer or call the Helpline on 1300 366 322 for advice.

Stay in touch with your worker to check on how they're going.

You should also discuss alternate duties with your injured worker, and involve their doctor for the best results. Ensure a supportive workplace culture.

For more detailed guidance, read our 'Workers Compensation Handbook: The Basics'. Go to www.worksafe.tas.gov.au and search for 'GB010'. For more about helping your injured worker return to work, go to the WorkCover Tasmania Board's website at www.workcover.tas.gov.au and search for 'healthiest option'.

Am I required to wear the forklift seat belt?

Seat belts are provided on most forklifts and yes, they must be worn. Seat belts help:

- stop the operator being thrown out of the seat if the forklift is involved in a collision
- keep the operator's body within the confines of the overhead guard.

Where a forklift is not fitted with a seat belt, the forklift owner should consider retro-fitting a seat belt. The seat belt should be fitted in accordance with the forklift manufacturer's instructions.

Make sure seat belts are correctly fitted and worn (for example, by installing intelligent systems, the forklift can only start if the seat belt is fastened). Monitoring/supervising these intelligent systems should be such that they cannot be easily defeated.

Ensure you buy or hire forklifts with seat belts — as well as other safety features such as reversing beepers, flashing lights, intelligent systems, speed-limiting devices, load-weighting devices and other stability-enhancing features.

Seat belts save lives and must be worn.

Prosecutions

Under the Workplace Health and Safety Act 1995

Employee killed from fall on construction site

W&A Sherwood Enterprises Pty Ltd was fined \$55,000 after one of its employees died as a result of falling from a box gutter to a concrete floor.

On 6 August 2012, two employees of W&A Sherwood Enterprises Pty Ltd were doing box gutter and drain sump work on a roof on a Devonport construction site.

They were advised to put on their harnesses and fix them off in the way they'd been previously told about. They were taken up to the roof in a scissor lift, where they worked until lunchtime. After their break, they were again taken up to the roof via the scissor lift, and again told to put on their harnesses. There was no edge protection in place.

The second worker told the employee that they were going to move to a different part of the roof to work.

The employee walked along the box gutter to retrieve his drill. He was wearing his harness but was not connected. He and a drain sump fell 4.7 metres from the roof to the concrete floor below. He sustained significant injuries from the fall and was taken to Mersey Community Hospital, where he died the following day.

What could have been done?

WorkSafe Tasmania asserted that:

- employees of W&A Sherwood Enterprises Pty Ltd should have worked in accordance with the Safe Work Method Statement/Job Safety Analysis document, which stated that edge protection be fitted using boom or scissor lifts in all zones where work is in progress. No work was to be attempted within 2 metres of a live edge if no edge protection was in place
- safety wire should have been installed using boom/scissor lifts at gutter line and expansion joints of roof
- when working near a live edge and a scissor lift/boom not available, a harness should be worn and attached to an anchor point
- box gutter brackets should have been

fitted to purlins using scissor/boom lift and all joints should have been sealed and riveted from a scissor lift.

The charges

W&A Sherwood Enterprises Pty Ltd was charged with failing to ensure (so far as was reasonably practicable) that employees were, while at work, safe from injury and risks to health (breach of section 9(1) of this Act); in particular, for failing to:

- maintain safe systems of work
- provide instruction and supervision reasonably necessary to ensure each employee was safe from injury and risks to health

The company pleaded guilty.

The verdict: 1 September 2014, Burnie

W&A Sherwood Enterprises Pty Ltd was convicted and fined \$55,000.

For practical guidance on managing the risks of falls at your workplace, go to the WorkSafe Tasmania website at www.worksafe.tas.gov.au and search for 'CP122'.

Under the Work Health and Safety Act 2012

Lifeguard suffers cut to face

Launceston City Council was fined \$10,000 after a worker received a serious cut to her chin from broken equipment.

On 19 January 2013, a lifeguard employed at the Launceston City Council's Aquatic Centre was helping another lifeguard move a moveable bulkhead.

The task is performed by two people turning complementing wheels on either side of the bulkhead.

One of the handles had previously failed and had been repaired temporarily with pink medical tape. On the day of the incident, the handle again failed and came off the spindle part of the bulkhead.

The lifeguard became unbalanced and fell forwards as the wheel moved backwards; she hit the lower right hand side of her face on the spindle and seriously cut her chin.

What could have been done?

WorkSafe Tasmania asserted that:

- there should have been a documented system to report and record faults with the operation of the moveable bulkhead, as it had previously broken and other workers were aware of the problem but had only verbally reported it
- regular safety auditing of the moveable bulkhead should have been included in the audits conducted by the workplace to identify faults or maintenance issues
- training and instruction on the system to report and record faults and incidents should have been given to workers operating the moveable bulkhead.

The charges

Launceston City Council was charged with failing to ensure, so far as was reasonably practicable, it provided safe plant, safe systems of work, and any information, training, instruction or supervision that was necessary to protect workers (breach of section 33 of this Act).

The council pleaded guilty.

The verdict: 15 September 2014, Launceston

Launceston City Council was convicted and fined \$10,000.

For practical guidance on how to manage health and safety risks in your workplace, go to the WorkSafe Tasmania website at www.worksafe.tas.gov.au and search for 'CP112'.

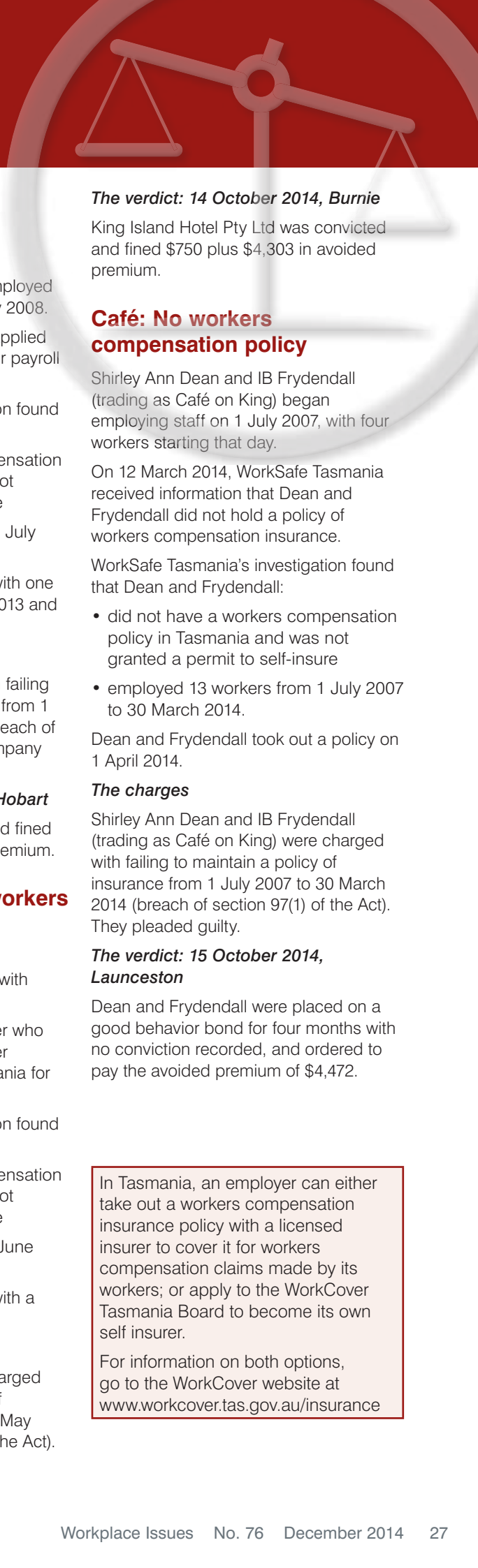
Under the Workers Rehabilitation and Compensation Act 1988

Café and grocer: No workers compensation policy

Aproneers Pty Ltd began employing staff on 23 April 2012.

On 11 October 2013, a worker at the Lindisfarne café suffered an injury and made a claim for compensation.

The company, realising it did not hold a policy of workers compensation insurance, took one out on 22 November



2013. It managed the worker's claim themselves and paid all costs.

WorkSafe Tasmania's investigation found that Aproneers Pty Ltd:

- did not have a workers compensation policy in Tasmania and was not granted a permit to self-insure
- employed 81 workers from 23 April 2012 to 21 November 2013.

The charges

Aproneers Pty Ltd was charged with failing to maintain a policy of insurance from 23 April 2012 to 21 November 2013 (breach of section 97(1) of the Act). The company pleaded guilty.

The verdict: 5 September 2014 , Hobart

Aproneers Pty Ltd was convicted and fined \$1,000 plus \$18,418 in avoided premium.

Software company: No workers compensation policy

On 20 May 2008, Information Outlook Pty Ltd began operating in Tasmania and employed a state manager for Tasmania, who worked from an office in Lindisfarne.

In 2009, the manager was injured on a work-related trip. He made a claim for compensation; this was met by the company's Victorian insurer.

On 18 October 2011, the company applied for registration as an employer for payroll tax purposes.

WorkSafe Tasmania's investigation found that Information Outlook Pty Ltd:

- did not have a workers compensation policy in Tasmania and was not granted a permit to self-insure
- employed one worker from 20 May 2009 to 30 May 2013.

The state manager left the company on 31 May 2013 and was not replaced. There were no other workers.

The charges

Information Outlook Pty Ltd was charged with failing to maintain a policy of insurance from 20 May 2009 to 30 May 2013 (breach of section 97(1) of the Act). The company pleaded guilty.

The verdict: 11 September 2014, Hobart

Information Outlook Pty Ltd was convicted and fined \$1,500 plus \$2,659 in avoided premium.

Computer hardware company: No workers compensation policy

Hobart-based AA Tas Pty Ltd employed two working directors from 1 July 2008.

On 24 April 2012, the company applied for registration as an employer for payroll tax purposes.

WorkSafe Tasmania's investigation found that AA Tas Pty Ltd:

- did not have a workers compensation policy in Tasmania and was not granted a permit to self-insure
- employed two workers from 1 July 2008 to 10 October 2013.

The company took out a policy with one licensed insurer on 11 October 2013 and another on 30 November 2013.

The charges

AA Tas Pty Ltd was charged with failing to maintain a policy of insurance from 1 July 2008 to 10 October 2013 (breach of section 97(1) of the Act). The company pleaded guilty.

The verdict: 10 October 2014, Hobart

AA Tas Pty Ltd was convicted and fined \$2,000 plus \$3,028 in avoided premium.

King Island Hotel: No workers compensation policy

King Island Hotel Pty Ltd began employing staff on 6 June 2013, with seven workers starting that day.

On 1 April 2014, an injured worker who couldn't get a claim form from her employer called WorkSafe Tasmania for help.

WorkSafe Tasmania's investigation found that AA Tas Pty Ltd:

- did not have a workers compensation policy in Tasmania and was not granted a permit to self-insure
- employed 24 workers from 6 June 2013 to 1 May 2014.

The company took out a policy with a licensed insurer on 2 May 2014.

The charges

King Island Hotel Pty Ltd was charged with failing to maintain a policy of insurance from 6 June 2013 to 1 May 2014 (breach of section 97(1) of the Act). The company pleaded guilty.

The verdict: 14 October 2014, Burnie

King Island Hotel Pty Ltd was convicted and fined \$750 plus \$4,303 in avoided premium.

Café: No workers compensation policy

Shirley Ann Dean and IB Frydendall (trading as Café on King) began employing staff on 1 July 2007, with four workers starting that day.

On 12 March 2014, WorkSafe Tasmania received information that Dean and Frydendall did not hold a policy of workers compensation insurance.

WorkSafe Tasmania's investigation found that Dean and Frydendall:

- did not have a workers compensation policy in Tasmania and was not granted a permit to self-insure
- employed 13 workers from 1 July 2007 to 30 March 2014.

Dean and Frydendall took out a policy on 1 April 2014.

The charges

Shirley Ann Dean and IB Frydendall (trading as Café on King) were charged with failing to maintain a policy of insurance from 1 July 2007 to 30 March 2014 (breach of section 97(1) of the Act). They pleaded guilty.

The verdict: 15 October 2014, Launceston

Dean and Frydendall were placed on a good behavior bond for four months with no conviction recorded, and ordered to pay the avoided premium of \$4,472.

In Tasmania, an employer can either take out a workers compensation insurance policy with a licensed insurer to cover it for workers compensation claims made by its workers; or apply to the WorkCover Tasmania Board to become its own self insurer.

For information on both options, go to the WorkCover website at www.workcover.tas.gov.au/insurance



Welcome to **WorkSafe** Tasmania

In order to provide you with a more streamlined, cost effective and efficient service, Workplace Standards and WorkCover Tasmania have been amalgamated to become WorkSafe Tasmania.

You've known that brand as our safety campaign in TV ads and billboards — now it's the name our single organisation will be known as.

Our aim is to improve safety, health and rehabilitation, and to:

- reduce death, injury and disease
- target high consequence activities
- be a responsive regulator
- engage with the community
- ensure better return to work.

Over the coming months, we'll be gradually changing our websites and other forms of communication. We'll keep you informed about these online and through Workplace Issues magazine.

Whatever you needed from Workplace Standards or WorkCover Tasmania you'll now get from WorkSafe Tasmania.

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