

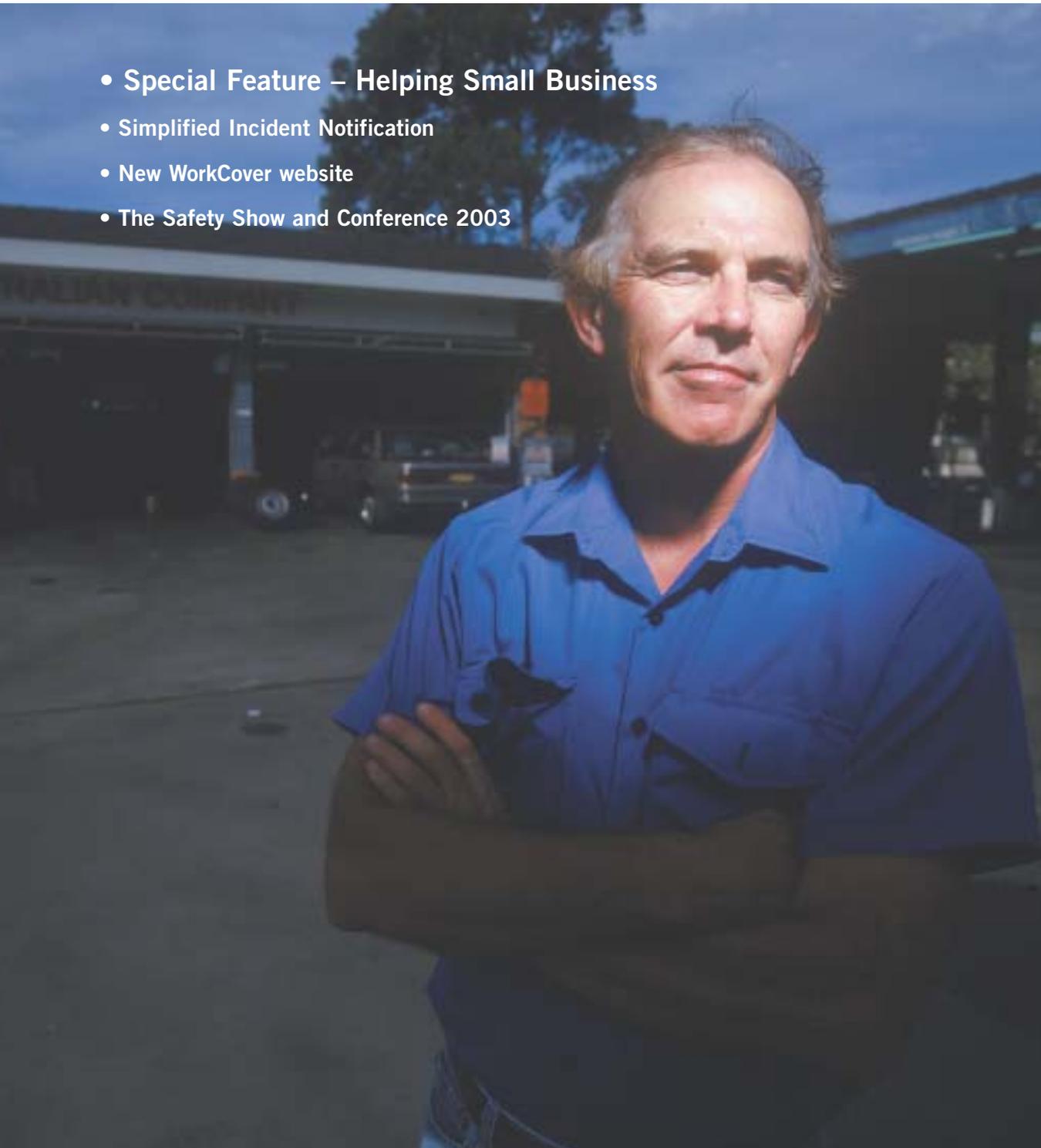
# WORKCOVER NEWS

The workplace safety and injury management magazine

# 54

September – November 2003

- **Special Feature – Helping Small Business**
- Simplified Incident Notification
- New WorkCover website
- The Safety Show and Conference 2003



# WorkCover Accredited Public & On-Site Courses

Vital Training for Effective Risk Management

## DID YOU KNOW THAT . . . ?

If you are an employer, a manager or even a supervisor you could be breaking occupational health and safety law and could be fined or prosecuted under the OHS Act 2000 and the OHS Regulation 2001.

As an employer or manager you are required by law to ensure the health and safety of people in your workplace.

*This includes having to;*

- Identify hazards in your workplaces
- Assess the risks of those hazards
- Eliminate or control those risks
- Review your risk assessments regularly
- Provide instruction, information and training to your employees about hazards in your workplace
- Supervise your employees to ensure their safety and good health
- Be prepared to handle fire and other emergencies
- Have the required first aid equipment and first aid trained staff
- Establish and maintain consultation with your employees about occupational health and safety matters

***YOU CAN BE IN CONTROL AND GET THE ANSWERS YOU NEED by attending one of our WorkCover accredited courses at a public venue or on your own site. Call us to discuss your needs.***



***See our Public Training Calendar 2003 (insert in this magazine) for all our public course dates.***

For more information call us on:

**9552 2380**

(4 lines)

Email: [train@courtenell.com.au](mailto:train@courtenell.com.au)

Fax: 9660 8757

Visit our website

**[www.courtenell.com.au](http://www.courtenell.com.au)**

for information on our courses, OH&S information, search facility & recent editions of our publication  
'Committee Member'

COURTENELL TRAINING SPECIALISTS

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 ISSN 1033/5064

**Produced by** WorkCover Communications Group

**All advertising enquiries** (02) 4321 5478

**Artwork** Dunham Bremmer Australia

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# News from the Chief Executive Officer



I commenced as WorkCover's Chief Executive Officer on 18 August 2003 and am committed to WorkCover's essential task of improving the working lives and environment of every employee and employer in NSW.

WorkCover's primary task over the next two years will be to put in place a better framework for the provision of workplace safety, injury management, recovery and return-to-work programs, and workers compensation insurance. Our driving goal will be improved service delivery by WorkCover and we will achieve this through the implementation of both the Government's response to the recommendations of the NSW Safety Summit, and the recently completed review of workers compensation.

New safety laws in NSW also came into effect for small businesses (those with less than 20 employees) on 1 September. WorkCover's Small Business Assistance Strategy is helping employers to comply with the new legislation. Television, press and radio advertising has been used, seminars are being held across the state, and small

business operators are receiving support to meet the requirements of the legislation.

Useful information in the form of safety checklists is now available from WorkCover's website ([www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)) and Publications Hotline (1300 799 003). Pages 4 and 5 of this edition contain more information about our Small Business Assistance Strategy activities.

The commencement of the New Notification System on 1 September means that work-related incidents can now be reported more simply. Notification can now also be made via the WorkCover website. A suite of information products has been developed to assist employers with the new process and more detail on this can be found on the page opposite.

People using our website will discover a change for the better as the site has been totally redesigned. Our Minister the Hon. John Della Bosca MLC, launched it on 7 August.

I have used the site and found it easy to navigate, with a straightforward presentation of information relevant to workers, employers, industry, service providers, and insurers. Further information about the site can be found on page 6 of this edition. Please visit the site and if you wish provide comments on how useful it is for you so that it can be improved where necessary.

A handwritten signature in black ink, appearing to be 'Jon Blackwell', written in a cursive style.

**Jon Blackwell**  
Chief Executive Officer  
WorkCover NSW

# Simplified

## Incident Notification

### THE NEW SIMPLE WAY TO NOTIFY WORK-RELATED INCIDENTS

Following wide consultation with employers, workers and unions, WorkCover recognised that the old system of reporting workplace incidents was inefficient, costly and time consuming.

As a result, WorkCover's Incident Report Form will be abolished and, effective 1 September 2003, a new, simple method for incident notification will be introduced.

Incidents can now be notified by completing an online form on WorkCover's website or by phoning the WorkCover Assistance Service on **13 10 50**.

However, if the incident involves a workplace injury, where workers compensation is or may be payable, the incident need only be notified to the employer's workers compensation insurer – **unless** the injury is serious, in which case it must be notified to WorkCover, also.

The table below outlines the new process in detail, with procedures for 'incidents' and 'serious incidents'.

The WorkCover website address is **www.workcover.nsw.gov.au**.

If you need more information you can order a brochure (Catalogue No. 1287) from WorkCover's Publications Hotline on **1300 799 003**.

### WHAT, WHO & WHEN TO NOTIFY

#### INCIDENTS involving injury or illness to WORKERS

<b>SERIOUS INCIDENT</b> Involving a fatality or a serious injury or illness	→	Notify WorkCover <b>IMMEDIATELY</b> on phone <b>13 10 50 PLUS</b> notify your workers compensation insurer within <b>48 hours</b>
<b>INCIDENT</b> Involving an injury or illness to workers, where workers compensation is or may be payable	→	Notify your workers compensation insurer within <b>48 hours</b>

#### INCIDENTS involving injury or illness to NON-WORKERS (eg. visitor or customer) at your workplace

<b>SERIOUS INCIDENT</b> Involving a fatality or a serious injury or illness	→	Notify WorkCover <b>IMMEDIATELY</b> on phone <b>13 10 50 PLUS</b> notify WorkCover within <b>7 days</b> to make a full report using the online form at <b>www.workcover.nsw.gov.au</b> or phone <b>13 10 50</b>
<b>INCIDENT</b> Involving a non-worker where the injury or illness results in the person being off work or unable to perform their normal activities for 7 or more days	→	Notify WorkCover within <b>7 days</b> using the online form at <b>www.workcover.nsw.gov.au</b> or phone <b>13 10 50</b>

#### INCIDENTS without injury or illness (BOTH WORKERS and NON-WORKERS)

<b>SERIOUS INCIDENT</b> With no injury or illness but <b>IS</b> immediately life threatening	→	Notify WorkCover <b>IMMEDIATELY</b> on phone <b>13 10 50 PLUS</b> notify WorkCover within <b>7 days</b> to make a full report using the online form at <b>www.workcover.nsw.gov.au</b> or phone <b>13 10 50</b>
<b>INCIDENT</b> With no injury or illness, and <b>IS NOT</b> immediately life threatening	→	Notify WorkCover within <b>7 days</b> using the online form at <b>www.workcover.nsw.gov.au</b> or phone <b>13 10 50</b>

### CASE STUDIES

#### *Injury to a worker*

- A storeman is moving stock around the warehouse and, while lifting a heavy box, suffers a back injury. He is unable to return to his normal duties for at least two weeks.

**Action: Notify the incident to the employer's workers compensation insurer.**

#### *Injury to a non-worker*

- A young woman slips on the polished tiled floor at her local grocery store, breaks her wrist, and is unable to perform her daily duties or return to work for several weeks.

**Action: Notify the incident to WorkCover.**

#### *Incident involving no injury*

- A builder's hoist on a building site is damaged and cannot be safely used.

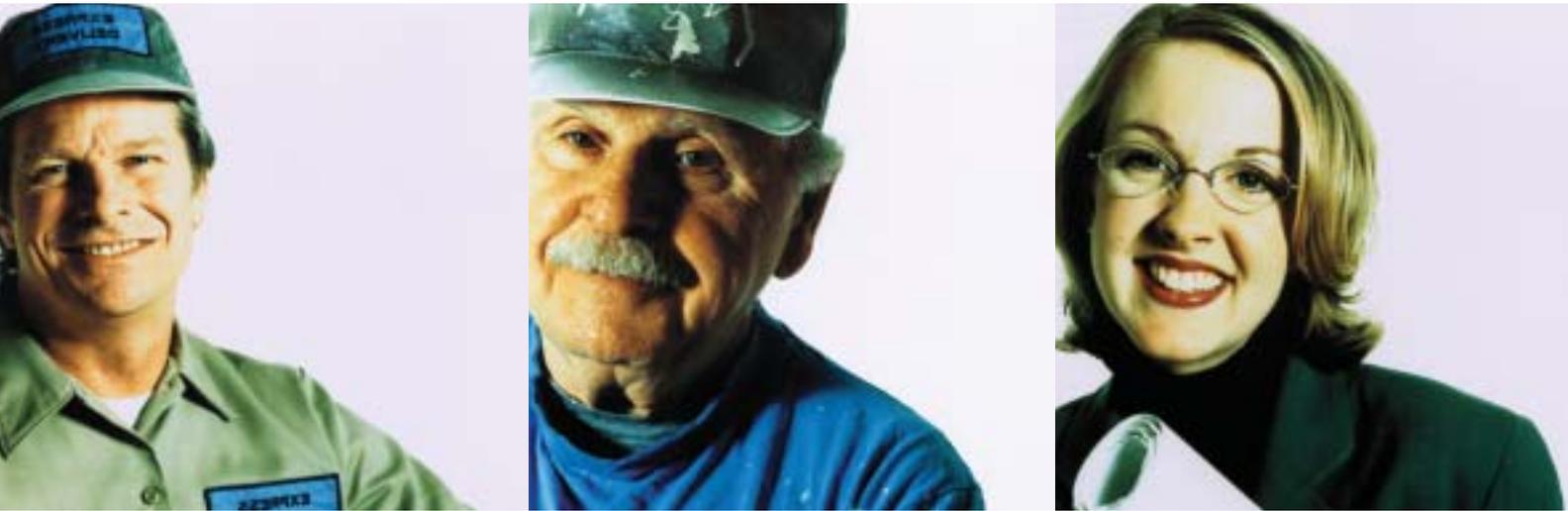
**Action: Notify the incident to WorkCover.**

#### *Serious incidents*

- A worker is electrocuted on a building site.
- A worker is dragged unconscious from a silo.

**Action: Notify the incident to WorkCover – and if the worker is covered by workers compensation insurance, the employer's insurer must also be notified.**

# Helping small business



Recent changes to NSW occupational health and safety (OHS) legislation provide a practical approach to enable employers to maintain a safe and healthy workplace.

From 1 September 2003, small business owners need to talk to their workers, determine what safety hazards there are in the workplace, and take action to reduce or eliminate these hazards. It takes very little time to ensure a safer workplace.

Small business (ie. less than 20 workers) accounts for 92 per cent of all businesses in NSW and WorkCover is keen to assist them achieve safe workplaces.

Recognising that small business operators will need time to adjust to this new approach, for the first 12 months WorkCover will focus on assisting them implement the regulatory requirements.

The WorkCover website, [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au), has a major section dedicated to small business, including information on the latest legislation, publications, and answers to frequently asked questions (FAQs).

A toll-free call (**13 10 50**) takes you to the WorkCover Assistance Service where questions about OHS, workers compensation and injury management can be answered.

The *Small Business Safety Starter Kit* (Catalogue No. 50) includes a six-step plan for managing small business safety. It contains health and safety forms for reviewing your safety system, training staff, developing procedures and planning for safety, together with an OHS Policy that can be tailored to any small business.

The *Starter Kit* also includes the *Small Business Safety Checklist* (Catalogue No. 1284), which contains easy-to-use checklists on slips, trips and falls, emergency procedures, electricity, chemicals, machinery and equipment, and manual handling. Completing these checklists will ensure that you are well on the way to meeting your obligations.

The publications are available from WorkCover's Publications Hotline on **1300 799 003**, or from [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).

## From 1 September

### FREE SMALL BUSINESS SEMINARS

WorkCover is conducting a series of seminars throughout NSW to assist small business operators understand how OHS requirements apply to their workplace.

These seminars provide small business operators with:

- information on OHS responsibilities
- practical advice on how these responsibilities can be met
- resources and tools that will assist in creating a safe and healthy workplace
- an opportunity to raise issues concerning health and safety in the workplace
- information and assistance with workers compensation and injury management issues.

These seminars are free of charge, however registration is essential and numbers are limited. All seminars run from 6.00 pm - 8.00 pm, and registration commences at 5.30 pm.

Phone 1800 624 097 to register your attendance.

### Remaining WorkCover Small Business Seminars

<b>Regional</b>	Bathurst 23 Sept Orange 24 Sept Dubbo 25 Sept
<b>Metropolitan</b>	Parramatta 29 Sept and 1 Oct Sydney 30 Sept and 2 Oct



### THE SAFETY SHOW AND CONFERENCE

WorkCover is the Principal Sponsor of the new workplace Safety Show and Conference, to be held from 14-16 October 2003, at the Sydney Showground and Exhibition Complex.

More than 120 exhibitors, including WorkCover, will take part at The Safety Show and the organisers anticipate about 3500 visitors.

During the trade show, WorkCover will conduct two free seminars to provide practical OHS programs tailored for small business.

These seminars will provide insight into:

- OHS responsibilities for small business and how they can be met
- resources and tools for creating a safe and healthy workplace
- workers compensation issues.

There are two sessions only and places are limited:

- Wednesday 15 October 8.30am – 10.30am
- Thursday 16 October 8.30am – 10.30am

**Registration for these free seminars is essential, visit [www.thesafetyshow.com](http://www.thesafetyshow.com) and see 'Visitor Registration'.**

The Safety Conference will take place on 14-15 October and run alongside the trade show. Experts, including speakers from WorkCover, will cover a wide variety of topics including:

- risk and hazard control for managers and supervisors
- legislation and risk avoidance
- injury management and workers compensation
- OHS leadership and culture.

**For more information and to register for The Safety Conference, visit [www.thesafetyshow.com](http://www.thesafetyshow.com) and see 'I want to attend the Conference'.**

The new

# WorkCover website

[www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

On 7 August 2003, the Minister for Commerce, the Hon. John Della Bosca MLC, unveiled WorkCover's new website.

'It is essential that workers and employers have rapid access to information and advice to help create safe workplaces,' Mr Della Bosca said.

Twelve months ago, WorkCover undertook a comprehensive testing and evaluation project to determine the efficiency and effectiveness of its website.

The project found that there was a clear need for a more user-friendly website, with the most up-to-date information available.

The changes to the website have improved user access to WorkCover initiatives, publications, frequently asked questions, databases and training resources. Users can find information about the Premium Discount Scheme, Roll Over Protection Scheme (ROPS), ShearSafety rebates and the Small Business Assistance Strategy.

To accommodate the 21,000 daily page visits that the WorkCover website attracts, a simple-to-use search engine has been implemented.

'The new site will be invaluable in helping workers and employers comply with their obligations under the state's occupational health and safety, workers compensation and injury management legislation,' the Minister said.

The website now presents 'information about' OHS, workers compensation, and law and policy, and 'information for' employers, workers, industry, service providers and insurers.

A 'quick links' menu includes a glossary of commonly used OHS, workers compensation and injury management terms. It also contains information about certificates of competency, research and grants, tenders and testing, media releases, statistics, the Safety Summit and an interactive 'Safety Zone' for young workers to practice their workplace skills.



# Community

## Sector Forum

On 31 July 2003, WorkCover hosted an occupational health and safety (OHS) forum at the Masonic Centre in Sydney for the non-government social and community services sector. Delegates attended from a range of organisations, including the NSW Council of Social Services (NCOSS), the Australian Services Union (ASU) and the Local Community Services Association.

A variety of presentations were made by key groups in the sector, and discussion focused on the OHS obligations that small business and not-for-profit organisations need to be aware of from 1 September 2003.

In his keynote address, Rob Seljak, the then Acting General Manager of WorkCover, emphasised that over the next 12 months WorkCover would ensure that the community sector receives advice and information – via publications, seminars and workshops – to ensure that it can understand and satisfy its OHS responsibilities.

As part of this commitment, WorkCover will provide funding for 12 months for a dedicated position at NCOSS, to help provide its more than 7000 members with up-to-date information on OHS requirements. This new position would also be responsible for disseminating information through the vast NCOSS regional network forum.

Delegates were informed of the forthcoming release of the revised WorkCover/NCOSS publication, *Safety Pack – for the Community Sector*. The new *Safety Pack* will be available in November and is designed to help the community sector, particularly with regard to OHS obligations.

During the forum, delegates were involved in workshops, where key safety issues facing the community sector were clarified and prioritised.

The forum provided a unique opportunity for the community sector to build partnerships, examine confronting issues and develop strategies to help ensure OHS compliance.

# Becoming a WorkCover Inspector

WorkCover inspectors provide advice and assistance. They visit workplaces around NSW, accompanying employers and workers around their worksites, gathering information and providing advice on appropriate methods for addressing occupational health and safety (OHS) issues.

WorkCover inspectors have experience in a range of trades and professions. Many hold tertiary qualifications in OHS disciplines.

The 2003 recruitment of WorkCover inspectors commenced in June. More than 680 information kits were distributed and 487 applications were processed (including almost 20 per cent from female applicants).

After new inspectors are appointed, they undergo an intensive 18-month training program. They must attend specialist courses and briefings to ensure their skills and knowledge are up-to-date.

A combination of classroom tuition and on-the-job training is the focus of the first eight months, followed by intensive fieldwork where new recruits are 'mentored' with experienced inspectors.

After successful completion of training, inspectors attend a formal WorkCover graduation ceremony.

On 16 August 2003, the Minister for Commerce, the Hon. John Della Bosca MLC, presented 18 WorkCover inspectors with a Diploma of Injury and Illness Prevention and Management (Inspector) and reinforced the importance of their role in helping create safe and secure workplaces across NSW.

The presentation of the diplomas was a significant milestone, as it was being held on the Central Coast for the first time, following the relocation of WorkCover's head office to Gosford in October 2002.

# Stakeholder Consultation on **Workers** Compensation

## **WORKCOVER IS SEEKING COMMENTS ON THE IMPLEMENTATION OF GROUPING PROVISIONS AND THE REVIEW OF THE METHOD OF CALCULATING WORKERS COMPENSATION INSURANCE PREMIUMS.**

A discussion paper has been circulated to NSW employer groups and unions, licensed workers compensation insurers and other interested parties, as well as to members of WorkCover's Industry Reference Groups. The discussion paper is also available from WorkCover's website, [www.workcover.nsw.gov.au/discussionpaper](http://www.workcover.nsw.gov.au/discussionpaper).

Comments on the paper are invited from interested parties by 5.00pm Friday 3 October 2003 and should be sent to:

The Director,  
Insurance Strategic Management Group  
WorkCover NSW  
Level 4, 92 – 100 Donnison Street  
Gosford NSW 2250  
Fax: (02) 9287 5201  
Email: [discussion.paper@workcover.nsw.gov.au](mailto:discussion.paper@workcover.nsw.gov.au)

## **GROUPING OF RELATED ENTITIES FOR WORKERS COMPENSATION**

In 2002, after a period of extensive consultation and an independent review, the NSW Parliament passed legislation to introduce new grouping provisions that would require related entities to have a single workers compensation policy. These grouping provisions are expected to apply to new or renewed policies from 4.00pm 30 June 2004.

This means that the wages and claims experience of all employers in the group will be used when calculating the group's premium and that industry classification will apply at the group level, except where there are 'separate and distinct' businesses operated by different employers within the group.

For example, a manufacturer may currently have 'related' employers who mainly package or distribute the items manufactured. These employers may currently be classified in packaging or distributing industry classes. Once the grouping provisions commence, these related employers would be classified as a group under the relevant manufacturing classification.

## **Who Will Form a Group**

Existing payroll tax provisions (Part 10A of the *Taxation Administration Act 1996*) will be used to determine who is a related entity. Related entities, including trusts, partnerships and corporations, will be grouped along similar lines to the payroll tax provisions.

Employers will be grouped where:

1. corporations are related under section 50 of the *Corporations Act 2001*
2. workers of one business work solely or mainly for another business, or
3. the same person, or persons, have a controlling interest in each of two or more businesses.

For more information on grouping provisions and what businesses are considered 'related', refer to the Office of State Revenue website, [www.osr.nsw.gov.au](http://www.osr.nsw.gov.au).

## **Consultation on Grouping**

When the legislation was passed, WorkCover undertook to consult with stakeholders about the implementation of grouping. In particular, WorkCover is now seeking comment from stakeholders on:

- the application of workers compensation grouping provisions to employers who are exempt from or not liable for payroll tax
- proposed amendments to self-insurer licences to align with the new grouping provisions
- the impact of grouping provisions on employers insured with specialised insurers
- proposed changes to the Premium Discount Scheme (PDS) participation
- the preferred method of issuing Certificates of Currency.

## **PREMIUM REVIEW**

The aim of the premium review is to assess the current methods used for workers compensation premium calculation.

Specifically, WorkCover is seeking input on:

- the current method of experience adjustment
- the current claims costs excluded from an individual employer's premium
- a proposal that, to support the implementation of the new notification system and encourage the early reporting of injuries, from 1 July 2004 the existing excess of \$500 be applied to those employers who notify their insurer of an injury within 48 hours, while a \$1000 excess would apply to those employers who do not

- the introduction of a no-claim discount for workers compensation premiums, and
- the introduction of industry classes specifically for labour hire employers.

Based on this consultation, WorkCover anticipates that a revised premium calculation method will be introduced from the 2004/05 policy year.

For details on the consultation and a copy of the discussion paper, visit WorkCover's website at [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).

# Working Safely

## in shearing sheds

On 15 July 2003, the Minister for Commerce, the Hon. John Della Bosca MLC, awarded the first grant under a new WorkCover incentive scheme designed to improve safety in shearing sheds around NSW.

'Under the dollar-for-dollar ShearSafety program, 13 NSW woolgrowers have been nominated to each receive between \$10,000 and \$20,000 to upgrade their sheds,' said Mr Della Bosca.

Shearing shed hazards include electric shocks from old wiring; trips and falls on damaged floors, stairs and shearing boards; poorly guarded grinders, shearing equipment and wool presses; inadequate ventilation and sheep handling injuries.

The proud recipient of the first grant, Mr Terry Moran, manages a property with his brother Jim at Caloola, near Bathurst. Mr Moran said, 'the \$20,000 grant has allowed us to bring our shearing shed up to a standard that would not otherwise have been possible.'

The grant will allow the Morans to replace entry stairs and safety railings, upgrade electrical wiring, lighting and ventilation, provide an amenities room, install raised shearing shed floors, and replace sheep pens and gates.

Through a process of consultation with their shearers, the Morans implemented a risk management system that reduced the amount of bending, lifting and subsequent back strain by simply raising the shed floors.

The Morans new shearing shed, together with those of the other grant recipients, will be the focus of open days towards the end of this year. The sheds will demonstrate to other local farmers and shearers the improvements that can be made to their own sheds – at a reasonable cost.

Another component of the ShearSafety program is a \$60 rebate for shearers to replace their pin-drive handpieces with the less dangerous worm-drive mechanism. To date, WorkCover has provided the rebate to more than 800 shearers.

ShearSafety, like the Roll Over Protection Scheme (ROPS) and the Premium Discount Scheme, helps demonstrate that good OHS can help your business.

For more information on numerous rural topics, visit WorkCover's Rural Safety Site, accessible from [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).

Below: Minister Della Bosca and Terry Moran



# THE SAFETY CONFERENCE

## SYDNEY 2003

SYDNEY SHOWGROUND  
14-15 OCTOBER 2003

/ Wellness in the Workplace  
/ OHS Leadership & Culture  
/ Legislation & Risk Avoidance  
/ College of Fellows Colloquium  
/ Professional Development Program  
/ Risk & Hazard Control for Managers & Supervisors  
/ Injury Management & Workers Compensation

## CONFERENCE OVERVIEW

TUESDAY 14 OCTOBER 2003



9am **Keynote Address / Workplace Safety in NSW**  
Hon. John Della Bosca, MLC, Special Minister of State, Minister for Commerce, Minister for Industrial Relations & WorkCover, NSW Government

Presented by  
the Safety Institute  
of Australia  
(NSW Division) Inc.



Principal  
Sponsor



9.30am  
**Risk & Hazard Control for Managers & Supervisors**  
**Why Assess Risk?**  
Mr Derek Viner, FSIA, Viner Group International  
**Risk Engineering Techniques and Disaster Prevention**  
Mr John Carlton, CFSIA, Viner Group International  
**Applying Risk Assessment to the Workplace**  
Ms Cheryl Burns, Woollahra Municipal Council

10.45am – 11.15am **Morning Tea**

**OHS Lessons from Effective Counter Terrorism Planning**  
Supt Garry Meers, NSW Fire Brigades  
**Cash Handling - The Unrecognized Workplace Hazard**  
Mr Terry Flanders, ASIA, Investigation Systems  
**Effective Emergency Management Planning**  
Mr Bob Walker, Jardine Lloyd Thompson

12.30pm **Lunch**

1.30pm **Keynote Address / Good OHS = Good Business. Leadership is the Key**  
Mr Eric Curtis, CEO, National Safety Council of Australia

**A Consultants Overview of SubbyPack**  
Mr Gabriel Bresolin, MSIA, Guardian Safety Services  
**Effective Control Measures**  
Roger Fairfax, MSIA, State Rail  
**Dangerous Goods - A New Paradigm for the Management of Chemicals in the Workplace?**  
Mr Peter Dunphy, WorkCover NSW

3.15pm – 3.45pm **Afternoon Tea**

**The Changes to AS 4360 - Have Your Say**  
Prof Jean Cross, FSIA (Hon), University of NSW  
**Risk Management - Managers, Safety Professional, Supervisors and Workers**  
Major John Everett, FSIA, Department of Defence  
**Occupational Noise Assessments - How to Avoid the Pitfalls**  
Mr Ken Scannell, Noise and Sound Services

5.00pm **Concludes**

6.30pm **NSCA/Telstra National Safety Awards of Excellence Presentation & Dinner, The Wentworth Hotel Ballroom**

9.30am  
**Wellness In The Workplace**  
**Employee Assistance Programs - Why Do We Need One?**  
Ms Tonie Gilbert, Crossroads Consulting  
**Keeping Employees Well@Work**  
Mr Ken Buckley, Health Works Corporate  
**Critical Incident Debriefing in a High Risk Environment**  
Mr Michael Morris, NSW Fire Brigades

**Taking Workplace Health to a Higher Level - Producing Tangible Behaviour Change, Effective Health Outcomes and "Real" Benefits for the Organisation**  
Mr Greg McLoughlin, Health By Design  
**"People Just Want to Feel Better, More Often" - The Basis of a Wellness Program that Delivers**  
Mr Dallas Tye, Macquarie Institute  
**Using WorkCover Premium Discount Scheme as a Benchmark**  
Mr Grant Richter, Delta Health and Fitness

9.30am  
**Legislation & Risk Avoidance**  
**The Occupational Health and Safety Regulation 2001 - Where to From Here?**  
Mr John Watson, WorkCover NSW  
**The Duties of Controllers of Premises**  
Mr Michael Toorna, ASIA, Deacons Solicitors  
**Contractor Pre-Qualification and Project OHS Performance Monitoring**  
Mr Thomas Mitchell, Safety Systems Management

**Professional Indemnity Insurance**  
Mr Andrew Ferns, Teamcare Insurance Brokers  
**Legal Implications of the Civil Liabilities Act with Non Employees**  
Mr Stan Tsaridis, Deacons Solicitors  
**Fairer Workplaces - Improving Compliance in Workers Compensation**  
Mr Craig McBride, WorkCover NSW

**Workshop: Putting Together a Site Safety Management Plan**  
Mr Garry Nabbe, MSIA, Aim Workplace Safety

**Workshop: Writing Safe Work Method Statements**  
Mr Garry Nabbe, MSIA, Aim Workplace Safety

**Workplace Violence - Responding to Customer Aggression in the Workplace**  
Ms Bernadine Euers, Passmore Duff Training  
**The Need for Hearing Performance Standards - Why a Basic Hearing Test is Not Enough**  
Mr Ross Woolven, MSIA, Industrial Audiology Services  
**Gridlocked Strain Injury Prevention - Unlocked**  
Mr Kelvin Blackney, MSIA, Manual.Handling Resilience

**Fatigue Management and Controlling Shift Work**  
Dr Delwyn Bartlett, Woolcock Institute of Medical Research  
**Workplace Drug and Alcohol Misuse**  
Mr Norman Marshall, Australian Drug Management & Education  
**The Role of the Individual in Fatigue Management**  
Mr Brad Strahan, Brad Strahan & Associates

For full conference details and to register online **OR**

# Hear from over 60 Australian and international speakers

## WEDNESDAY 15 OCTOBER 2003

9am **Keynote Address / Future Trends in Workplace Health and Safety - Australia and Beyond**  
Mr Robert Seljak, Assistant General Manager, WorkCover NSW

### 9.30am **OHS Leadership & Culture**

From Compliance to a Culture of Safety Excellence  
Mr Bob Turner, Independent Consultant

How to Take the Incident Management System You Have and Make it Work for Your Organisation  
Max Lloyd-Jones, Lloyd-Jones Meakin Group

### 10.45am – 11.15am **Morning Tea**

Adding Icing to the Cake: Continuous Strategies to Improve Risk Management Systems  
Mr Leith Perry, The Brief Group

Marketing OHS within your Organisation - Gaining the Support  
Mr John Ninness, MSIA, Queensland Natural Resources & Mines

Safety - Why it Makes Good Business Sense  
Mr Ed Camilleri, Revesby Workers Club

### 12.30pm **Lunch**

1.30pm **Keynote Address / Accident Insurance Model**  
Mr Anthony Ractliffe, Chairman, ACC NZ

Risk Assessment As An Empty Fashion Statement  
Dr Yossi Berger, Australian Workers' Union

Are We Managing Risk Effectively? - An Employer Group Perspective  
Mr Mark Goodsell, Australian Industry Group

Health and Safety at Work: It's About Leadership  
Prof Ed Davis, Macquarie University

### 3.15pm – 3.45pm **Afternoon Tea**

Hypothetical - Drama Based Learning as a Powerful Tool in Cultural Change  
Mr Barry Sherriff, FSIA (Hon), Freehills and Mr Kevin Berry, Performance In Management

### 5.00pm **Concludes**

5.00pm **Evening Drinks in Exhibition Hall - all Delegates welcome**

### 9.30am **Injury Management & Worker Compensation**

WorkCover NSW Paralympian Sponsorship Program  
Ms Janelle Carr, WorkCover NSW

Return to Work, Return to Life  
Mr Terry Giddy and Mr Heath Francis, Paralympians

Making Sport Safer Through Injury Surveillance  
Dr John Orchard, Sporting Injuries Committee

Installing a Return to Work Program Within a Self Insured Organisation  
Mr Peter Venson, Bankstown City Council

Controlling the Costs with Effective Rehabilitation Services  
Mr Brendan Delaney, Rehabilitation Providers Association

Injury Management Initiatives in OHS for Small to Medium Enterprises  
Mr Greg Lamont, ASIA, Your Executive Service / Gunnedah Council

Developing a Premium Reduction Strategy  
Mr Patrick Dunn, NRMA Workers Comp

Preparing for the Premium Discount Scheme  
Mr Colin Stewart, Corporate Risk Services

Case Study on PDS Marrickville Council  
Mr Barry Cotter, Marrickville Council

Specialist Insurer Model: A New Approach to Workers Compensation  
Ms Amanda Dobie-Brown, StateCover Mutual Limited

Update on Government Reforms to Workers Compensation  
Mr Rob Thomson, WorkCover NSW

Understanding the NSW Workers Compensation Commission  
Hon Justice Terry Sheahan, Workers Compensation Commission

### 9.30am **Professional Development Program**

Behavioural Safety and its Application to Manual Material Handling  
Ms Claere Kay, Australia Post

The Art and the Science of Predicting Future High Risk Exposure  
Mr Gareth Shepherd, The InterSafe Group and Prof Jean Cross, FSIA (Hon), University of NSW

Work-Related Injury in NSW Hospitalisation and Workers' Compensation Datasets: A Comparative Analysis  
Mr Soufiane Boufais and Dr Anne Williamson, NSW Injury Risk Management Research Centre

Implementing Change in Sport - The Role of Research  
Dr Robert Parker, MSIA, Children's Hospital Institute of Sports Medicine

Preliminary Investigation into Workers Inhalation Assessment in an Agricultural Environment  
Mr Ryan Kift, University of Western Sydney and Dr Sue Reed, MSIA, University of Western Sydney

Chemical Safety on Farms  
Prof Chris Winder and Ms Usha Garg, University of NSW

College of Fellows Colloquium  
Risk Management

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# Premium Discount Scheme

Estee Lauder joined the Premium Discount Scheme (PDS) in 2001 and was a highly commended finalist in the inaugural Premium Discount Scheme Awards held in November 2002.

Estee Lauder Pty Ltd was established in 1946 and commenced operations in Australia in 1965. The head office, located in Rosebery, Sydney, employs approximately 145 permanent staff, in both a corporate and warehousing capacity. Eight retail stores around Sydney are staffed by up to 50 permanent and casual workers, for whom the company has sole occupational health and safety (OHS) and injury management (IM) responsibilities. A number of beauty advisors and consultants are also located at major department stores, where the responsibility for OHS and IM is shared with other organisations.

Estee Lauder was attracted to the PDS by the benchmarking opportunity the Scheme provides, the discipline of annual audits and the focus on long-term sustainable improvement in all aspects of workplace health and safety.

Before committing to the PDS, the company reviewed the potential benefits of participating, such as:

- a reduction in claims
- improved systems and processes
- safer work practices
- fewer accidents/incidents
- premium cost reductions
- an overall cultural change towards OHS.

As a result of the review, Estee Lauder decided to enter the PDS and selected a Premium Discount Adviser to assist them in further developing the company's OHS and IM systems to meet the PDS benchmarks.

Over the last two years, Estee Lauder's OHS and IM achievements have included OHS training, a health and safety awareness newsletter, induction packs for store managers, and a personalised incident reporting process that provides immediate response and feedback relevant to the nature of the incident.

The company also introduced a health and fitness program for warehouse staff, which is now being rolled out to corporate staff.

Other health initiatives include regular company health fairs – offering healthy eating tips and heart, blood and cholesterol tests, flu vaccinations and onsite massage/relaxation.

Estee Lauder has benefited in several ways through its involvement in the PDS:

- claims have reduced significantly, from 15 in the company's first year of participation to four in the current period
- premium costs have substantially decreased, from \$875,000 in the first year of participation to \$200,000 for the current policy period (these figures do not include the premium discount)
- workplace incidents/accidents have decreased and there has not been a workplace-related time-loss injury for more than nine months (as at time of printing).

The company has recently passed its third audit and received its final premium discount. Over the course of the Scheme, Estee Lauder achieved the maximum aggregate premium discount of \$150,000 over the three-year period (ie. \$75,000 in year 1, \$50,000 in year 2 and \$25,000 in year 3).

The final benefit to Estee Lauder has been the cultural change in staff attitudes to OHS and IM. More frequent and improved communication has led to staff adopting an active role in workplace safety. Workers have shown an increased willingness to report incidents and potential hazards so that

## PREMIUM DISCOUNT SCHEME

The Premium Discount Scheme is a practical initiative by the NSW Government to help employers achieve world's best practice in workplace health and safety and injury management. Participants can earn discounts on their workers compensation insurance premiums (up to 15 per cent in the first year), for a period of three years, by making their workplaces safer.

As at end March 2003, the Premium Discount Scheme had delivered over \$62 million in premium rebates to approximately 2000 employers in NSW, providing safer work practices for more than 320,000 workers.

## Estee Lauder's premium product

changes can be made and risks managed. Importantly, staff no longer consider the provision and maintenance of a safe working environment to be the sole responsibility of management. A culture of looking out for colleagues' welfare has developed.

With the savings that Estee Lauder has made from its participation in the PDS, the company has invested in training and education programs, new equipment to improve workplace practices, and it has also upgraded the NSW offices as part of an Australia-wide initiative to ensure healthy and safe work environments. Even though Estee Lauder is coming to the end of its involvement with the PDS, the company is confident that its workers and customers will continue to benefit from the systems developed and knowledge gained.

Estee Lauder confirms that the PDS has been the driving force in implementing and improving their OHS and IM systems, helping them achieve a desirable balance between commercial productivity and a supportive, healthy work environment for staff. The company is proud to have achieved best practice OHS and IM systems – and is determined to maintain them.

Below: Estee Lauder Service Centre Chatswood



### 2003 PREMIUM DISCOUNT SCHEME AWARDS

#### 'It's just like winning an Oscar.'

These were the words of 'Employer of the Year' winner Marrickville Council at WorkCover's inaugural Premium Discount Scheme Awards held last November.

'Winning this award meant a lot to the staff at Marrickville – it enabled us to celebrate our staff and their achievements in improving workplace health and safety,' says Director of Corporate Services, Candy Nay. 'The award has also helped us keep up the momentum to continually improve workplace safety,' Ms Nay said.

Since entering the PDS, Marrickville Council has experienced a dramatic reduction in the number of days lost due to workplace injuries and almost a 50% reduction in its workers compensation premium.

Since winning 'Employer of the Year', Marrickville Council has shared its experiences with other local government organisations and has been a regular presenter at conferences.

The Awards gave particular recognition to all finalists', as well as the winners, giving them the opportunity to be promoted as preferred employers in the area of workplace health and safety.

The 2003 Premium Discount Scheme Awards will be held in late November. More information will be made available on the WorkCover website, **visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)**.

Below: Estee Lauder receiving the PDS Award



# Latest Publications

## Health and safety guides for the cleaning industry



WorkCover will launch two new publications for the cleaning industry at the NSW Cleaning Expo in Sydney, on 23-24 September 2003.

The guides are designed to assist property owners and managers, and cleaning employers and contractors, to meet their obligations under occupational health and safety (OHS), workers compensation and injury management legislation. They also provide advice on how to integrate OHS management systems into contract management.

Both guides include invaluable management tools, such as an OHS questionnaire to assist in tendering, a sample risk assessment form and work method statement, a monthly OHS report for contractors, and a health and safety checklist.

'These guides have been developed in consultation with industry associations and major employers,' said Les Blake from WorkCover.

'There is very strong industry demand for this style of information and guidance. The cleaning industry has potential for major OHS and workers compensation improvements,' Mr Blake added.

The cleaning industry is a major priority for WorkCover, given that workers compensation premiums have soared from 2.67 per cent to 10.52 per cent over the last seven years.

Injuries among cleaners have a higher than average cost (compared to other workers in NSW) and are more likely to result in permanent injury.

'WorkCover is committed to helping employers reduce premiums in the industry by encouraging employers, managers and contractors to integrate OHS into all levels of business activities and decisions,' Mr Blake said.

The guides, *Health and Safety for Cleaning Contractors in NSW – A Guide for Property Owners and Managers* (Catalogue No. 1221) and *Health and Safety for Cleaning Contractors in NSW – A Guide for Cleaning Employers and Contractors* (Catalogue No. 1222), are available in print and CD format (Catalogue No. 1226).

They can be ordered from the WorkCover Publications Hotline (1300 799 003). Key industry groups will also be distributing the guides to their members.

The guides are also available in PDF format on the WorkCover website, [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).

# Stop Press

## WORKCOVER MOVES TO NEW PREMISES IN LIVERPOOL

WorkCover recently opened new premises in the Liverpool area after a complete refurbishment and fitout.

Design principles developed for the Gosford head office, which maximise occupational health and safety in the use of workstations, chairs and circulation space, have been used and have become the standard for all office fitouts

WorkCover conducts throughout NSW.

WorkCover staff at Liverpool can now be contacted at:

Level 3

33 Moore Street

Liverpool

Telephone: (02) 9827 8600

New fax number: (02) 9824 0348

## WorkCover **Diary**

### SMALL BUSINESS SEMINARS

(All seminars are from 6pm-8pm. Call 1800 624 097 to register)

**September**  
Armidale 16 Sept  
Narrabri 17 Sept  
Gunnedah 18 Sept  
Bathurst 23 Sept  
Orange 24 Sept  
Dubbo 25 Sept  
Parramatta 29 Sept  
Sydney 30 Sept

**October**  
Parramatta 1 Oct  
Sydney 1-2 Oct

The Safety Show and Conference Sydney 2003  
14-16 Oct  
Sydney Showground, Homebush  
Seminars 8:30-10:30am each day  
See [www.thesafetyshow.com](http://www.thesafetyshow.com) for registration.

### GENERAL

**23-25 September** Henty Field Days  
[www.hmfd.com.au](http://www.hmfd.com.au)

**23-24 September** NSW Cleaning Expo  
10am-6pm  
Rosehill Gardens

**14-16 October** The Safety Show and Conference, Sydney 2003  
Sydney Showground, Homebush  
[www.thesafetyshow.com](http://www.thesafetyshow.com)

**21-23 October** National Field Days – Orange  
[www.anfd.net](http://www.anfd.net)



# Workplace Fatalities & Injuries

## LINESMAN INJURED

A man installing new electrical cables at the top of a power stanchion was attaching a lifting device for the installing of 'ABC Bunded cable', when he came into contact with the 11KV energised cables with his hand. He subsequently fell and was caught by the safety harness but suffered burns to his hand and was exposed to high voltage electrical shock.

## RENDERER FALLS FROM PLANK

A man rendering a wall standing on a plank suspended between two sawhorses was injured, when he slipped off the plank, falling awkwardly and striking his head on the handle of a sliding door as he fell.

## MAN KILLED WHILST FELLING TREE

A man sustained fatal head injuries when part of a tree he was felling came away from the tree and fell against him.

## BRICKLAYER CRUSHED BY WALL COLLAPSE

A bricklayer sustained fatal injuries when a recently-erected brick wall collapsed onto him.

## MAN ELECTROCUTED BY OVERHEAD POWER LINES

A man was electrocuted as a result of a crane coming into contact with overhead power lines during the removal of a shed on a farm.

## NON-WORKER INJURED

A man who was not a worker, was assisting a worker in moving sheet metal in a stand when one of the support posts gave way causing the sheets to fall breaking the man's leg and ankle.

## MACHINE OPERATOR CAUGHT IN MACHINE

A machine operator was fatally injured when he became caught in an articulated spreading machine.

## LABOURER DIES IN FALL

A builders labourer sustained fatal injuries following a fall from formwork at a construction site.

**Disclaimer:** These reports are of a preliminary nature and are based only on initial reports from WorkCover inspectors. Full details of incidents will be available after the completion of coronial and other processes. No liability on the part of any parties referred to herein can be inferred from these reports.

# Prosecution Highlights

## BORAL FINED \$130,000 AFTER JINDERA KILN FATALITY

**Company:** Boral Bricks Pty Ltd

**Fine Amount:** \$130,000

**Date of Judgment:** 18 July 2003

**Inspector:** Ian Lancaster

**Case Details:** Boral Bricks Pty Ltd has been fined \$130,000 by the NSW Industrial Relations Commission sitting in court session following the death of a worker and injury to three others who tried to rescue him from its Jindera brick kiln.

A WorkCover investigation showed that the company had failed to provide appropriate safety measures and training for the rescue of personnel and failed to comply with requirements for working in confined spaces.

The worker died on 10 January 2000 after he was trapped between two brick carts in a 2.5 metre high pre-heating tunnel at the kiln. Unsuccessful attempts to free the man in the hot and gas-laden air of the tunnel resulted in injuries to three other workers.

Boral pleaded guilty to three charges brought by WorkCover under Section 15(1) and Section 16(1) of the *Occupational Health and Safety Act 1983* for failing to ensure the health, safety and welfare of the worker who died, three workers who were injured, and another worker who was placed at risk.

In fining Boral \$43,333 on each of the three charges, Justice Staunton said the company had taken an attitude of quiescent complacency towards occupational health and safety at the kiln since acquiring the property in 1999.

## **\$297,000 IN FINES IMPOSED AFTER LOGGING FATALITY**

**Company:** Wyoming Mill Pty Ltd

**Fine Amount:** \$297,000

**Date of Judgment:** 14 August 2003

**Inspector:** Brian Dell

**Case Details:** A timber milling company and one of its directors have been fined a total of \$297,000 by the NSW Industrial Relations Commission sitting in court session following the death of an employee hit by a logging vehicle at Niangala, near Tamworth.

Both breaches were for failing to ensure the health and safety of the company's employees. The employee suffered fatal injuries on 2 May 2000 when struck by the logging vehicle while crossing the company log yard with another worker.

A WorkCover investigation showed that the vehicle was not fitted with any warning devices and the forward view of its driver was obscured by the logs it was carrying.

Wyoming Mill Pty Ltd was fined \$270,000 for a breach of Section 15(1) of the *Occupational Health and Safety Act 1983* and Wyoming Mill company director, Braith Murray Vidler, was fined \$27,000 for a breach of Section 50(1) of the Act.

In handing down his judgment, Justice Boland said: 'The employment of warning lights or sirens, spotters, guides, safety fences and the like were all feasible options at the time of the accident. They were available to the defendants and may well have prevented this accident.'

## **EX-DIRECTOR GUILTY OF WORKERS COMP FRAUD**

**Company:** Coastline Bricklaying Pty Ltd

**Fine Amount:** \$7562

**Date of Judgment:** 16 May 2003

**Inspector:** Ken Shearing

**Case Details:** The former director of a Dapto bricklaying firm has been convicted on five counts of workers compensation fraud by the NSW Chief Industrial Magistrate's Court sitting at Wollongong.

A WorkCover audit showed that Daryl Wesley Waller, 39, had

used false business cards and invoices to reduce his workers compensation premiums by \$3781. Waller falsified the number of sub-contractors and paid workers employed by his company, Coastline Bricklaying Pty Ltd.

Waller exaggerated the number of sub-contractors he engaged – who were responsible for their own workers compensation policies – and reduced the number of paid workers he employed.

He was fined \$1500 on one charge and ordered to enter good behaviour bonds totalling two years on the other four charges brought under Section 178BB of the NSW *Crimes Act 1900*. Waller will also be required to pay WorkCover double the amount of avoided premium, totalling \$7562.

## **\$12,256 PENALTIES FOR COFFS HARBOUR WORKERS COMP FRAUD**

**Company:** Geoffrey William Flower

**Fine Amount:** \$12,256

**Date of Judgment:** 17 July 2003

**Inspector:** Ken Shearing

**Case Details:** A former Coffs Harbour security man has been ordered to pay penalties totalling \$12,256 after being found guilty in the NSW Chief Industrial Magistrates Court of 18 charges of workers compensation fraud.

The insurer had reimbursed Flower for hydrotherapy and associated accommodation expenses he had claimed in connection with a back injury suffered while working as a security officer in 1991. Doubts about the claims were raised in 2001 after Allianz checked the accounts.

An investigation by WorkCover's NSW Fraud Investigation Team uncovered 15 forged accounts for hydrotherapy, totalling \$5414, and three false accounts for accommodation amounting to \$780.

Geoffrey William Flower, 53, was fined \$200 on each of the 18 counts, ordered to pay costs of \$2462 and restitution of \$6194 to the insurer, Allianz Workers Compensation (NSW) Ltd.

Chief Industrial Magistrate George Miller said he favoured making a community service order, but decided on a financial penalty due to Flower's health condition.

**Disclaimer:** This list is a selection of cases and does not represent all prosecutions undertaken and/or resolved by WorkCover NSW (under the *Occupational Health and Safety Act 1983*) in the three months since WorkCover News was last published.

## Public comment – discussion paper

WorkCover invites comment on the implementation of grouping related entities and a review of the method of calculating workers compensation insurance premiums.

Visit <http://www.workcover.nsw.gov.au/discussionpaper.htm>

## Guidelines for employers' return-to-work programs

These guidelines outline the obligations of employers, workers, insurers and doctors in relation to occupational health and safety, workers compensation and injury management. It includes details on developing a return-to-work plan, the role of return-to-work coordinators, and information on shared return-to-work arrangements.

Visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) and see Workers Compensation/Injury Management/Employer Responsibilities

## Plant Position Papers

A series of position papers have been published detailing the types of plant that must be registered with WorkCover before they can be used in NSW.

Visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) and see Publications/Industry/Plant/Plant Position Papers

## Safety guides for cleaning contractors in NSW

Two new guides that focus on how OHS fits into a contracts/tendering process for cleaners. The guides are for property owners, managers, cleaning employers and contractors and provide detail on legal obligations, risk management and the Premium Discount Scheme.

Visit [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) and see Publications/OHS/Safety Guides

# WorkCover NSW Offices

## Head Office

Office Hours 8:30am – 5:00pm  
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GOSFORD 2250  
Phone (02) 4321 5000  
Fax (02) 4325 4145  
Postal Address:  
WorkCover NSW  
Locked Bag 2906  
LISAROW 2252

## WorkCover Assistance Service

Office Hours 8:30am – 4:30pm  
Monday to Friday  
92-100 Donnison Street  
GOSFORD 2250  
Phone 13 10 50

## LABORATORIES

### Thornleigh

5A Pioneer Avenue  
THORNLEIGH 2120  
Phone (02) 9473 4000  
Fax (02) 9980 6849  
Email: [lab@workcover.nsw.gov.au](mailto:lab@workcover.nsw.gov.au)

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Fax (02) 4724 4999  
Email:  
[testsafe@workcover.nsw.gov.au](mailto:testsafe@workcover.nsw.gov.au)

## REGIONAL and LOCAL OFFICES

Office Hours 8:30am – 4:30pm  
Monday to Friday

## REGIONAL OFFICES

### Newcastle

956 Hunter Street  
NEWCASTLE WEST 2302  
Phone (02) 4921 2900  
Fax (02) 4940 8558  
Office Hours 8:30am – 5:00pm

### Wollongong

106 Market Street  
WOLLONGONG 2500  
Phone (02) 4222 7333  
Fax (02) 4226 9087  
Office Hours 8:30am – 5:00pm

## LOCAL OFFICES

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Phone (02) 6042 4600  
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12 Orient Street  
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Phone (02) 4472 5544  
Fax (02) 4472 5060

### Blacktown

125 Main Street  
BLACKTOWN 2148  
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Fax (02) 9831 8246

## Dubbo

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DUBBO 2830  
Phone (02) 6841 7900  
Fax (02) 6884 2808

## Goulburn

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GOULBURN 2580  
Phone (02) 4824 1500  
Fax (02) 4822 1242

## Grafton

NSW Government Offices  
49-51 Victoria Street  
GRAFTON 2460  
Phone (02) 6641 7500  
Fax (02) 6641 5100

## Griffith

NSW Government Offices  
104-110 Banna Avenue  
GRIFFITH 2680  
Phone (02) 6962 8900  
Fax (02) 6964 1738

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Phone (02) 9598 3366  
Fax (02) 9585 0261

## Lindfield

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LINDFIELD 2070  
Phone (02) 9936 3000  
Fax (02) 9936 3030

## Lismore

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Manchester Unity Building  
29 Molesworth Street  
LISMORE 2480  
Phone (02) 6627 4300  
Fax (02) 6622 0090

## Liverpool

Level 3  
33 Moore Street  
LIVERPOOL 2170  
Phone (02) 9827 8600  
Fax (02) 9824 0348

## Narrabri

Level 1, 55 Maitland Street  
NARRABRI 2390  
Phone (02) 6792 8720  
Fax (02) 6792 3532

## Nowra

Level 1, 5 O'Keefe Avenue  
NOWRA 2541  
Phone (02) 4428 6700  
Fax (02) 4422 4997

## Orange

74 McNamara Street  
ORANGE 2800  
Phone (02) 6392 7600  
Fax (02) 6362 8820

## Parramatta

Level 4, 128 Marsden Street  
PARRAMATTA 2150  
Phone (02) 9841 8550  
Fax (02) 9841 8490  
Office Hours 8:30am – 5:00pm

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Raine & Horne House  
145 Horton Street  
PORT MACQUARIE 2444  
Phone (02) 6588 7000  
Fax (02) 6584 1788

## Tamworth

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TAMWORTH 2340  
Phone (02) 6767 2500  
Fax (02) 6766 4972

## Lake Macquarie

Shop 2, 33 The Boulevard  
TORONTO 2283  
Phone (02) 4935 8700  
Fax (02) 4950 5587

## Tweed Heads

Suite 5, 1 Sands Street  
TWEED HEADS 2485  
Phone (07) 5536 3262  
Fax (07) 5536 4389

## Wagga Wagga

Level 2, 76 Morgan Street  
WAGGA WAGGA 2650  
Phone (02) 6933 6500  
Fax (02) 6937 3616

For all occupational health and safety, workers compensation and rehabilitation information, call the WorkCover Assistance Service – 13 10 50 from anywhere in NSW.