



Safety, Health and Injury Management

/// for the WA Public Sector

Occupational Safety, Health and Injury Management Network

NETWORKING SESSION

3rd December 2008

“Success Stories”

Programme

Registrations: 8:45am
Commence: 9:00am

John Donovan 9:00am

Director of Policy and Planning, Office of the Director General
Department of Consumer and Employment Protection
Introduction and Welcome

Marie Jennings 9:05am

A/Injury Management Coordinator, Public Transport Authority
“Successful injury management; return to work with the buddy
system”
and

Fred Manwaring

Train Driver, Public Transport Authority
“A personal account”

Grant Edmunds 9:50am

Employee Relations Manager, Insurance Commission of WA
“The importance of having an OSH Business Plan, aiming for
best practice”

Close: 10:30am

Networking: 10:35am



"Successful Injury Management; Return to work with the Buddy System"

OUR SUCCESS HAS BEEN BUILT AROUND

- Commitment towards returning the injured worker to the work force in a safe and effective manner
- Changing the culture and promoting a sense of trust
This is a win win situation for all parties
- Transparency
- We educate managers, supervisors, workers' OSH representatives to promote proactive support to injured workers
- We provide "How To" literature in simple terminology and supply workers compensation packages tailored towards each group
 - eg Transit Officers
 - Train Drivers
 - Road Coach Operators

RETURN TO WORK PROGRAM

- Due to causes beyond our control, some injured workers become traumatized as a result of the incident
- 32% of all LTI's are due to psychological trauma resulting from attempted or suspected suicides on the rail system
- RTWP's are tailored to the needs of the injured worker
- RTW with a "Buddy" is not a supernumerary position
 - It is specifically geared towards rebuilding confidence
 - Working with a "Buddy" is an "Observer" only role
 - No involvement helps keep stress at bay
 - Reintroduce to normal working hours but still maintain "Buddy System" until certified "Fit" by medical practitioner
- An injured worker's return to work can be a positive experience with the right support and assistance

RETURN TO WORK MADE EASIER WITH THE "BUDDY SYSTEM"

A personal account by PTA Train Driver Fred Manwaring



ADDITIONAL POINTS OF INTEREST

POSITIVE OUTCOMES RESULTING FROM GOOD RETURN TO WORK STRATEGIES

- Our Severe Injuries (>60 days lost) in 2007/08 decreased by 15.6% compared with 2006/07
- RTW outcomes in 2007/08
 - 30% of employees returned in 3 days
 - 50% 7 days
 - 70% had no more than 2 weeks off

HOW DO WE (PTA) MANAGE OUR INJURED WORKERS?

Early notification of an injury via our Incident Reporting System prompts the following actions:

- Contact Injured Worker as soon as possible
- Assess injury and provide support
- Advise worker we can provide alternate duties.
- Advise GP what support we can offer. This more often than not prompts GP to certify worker fit for alternate duties as opposed to “Unfit”
- Monitor worker’s view of treatment – if worker showing signs of frustration, with RiskCover’s approval, offer to send for a second opinion. Instill in worker their wellbeing is our major concern
- Tailor RTWP for worker – determine if worker requires a “Buddy”
- Monitor and help maintain worker’s positive attitude

THE BENEFITS OF HAVING AN ANNUAL OSH BUSINESS PLAN



Grant Edmunds

Employee Relations Manager

Insurance Commission of WA

WHO ARE WE?

- » Government Trading Enterprise
- » 350 Employees
- » 2.74b in Assets
- » MVPI
- » RiskCover

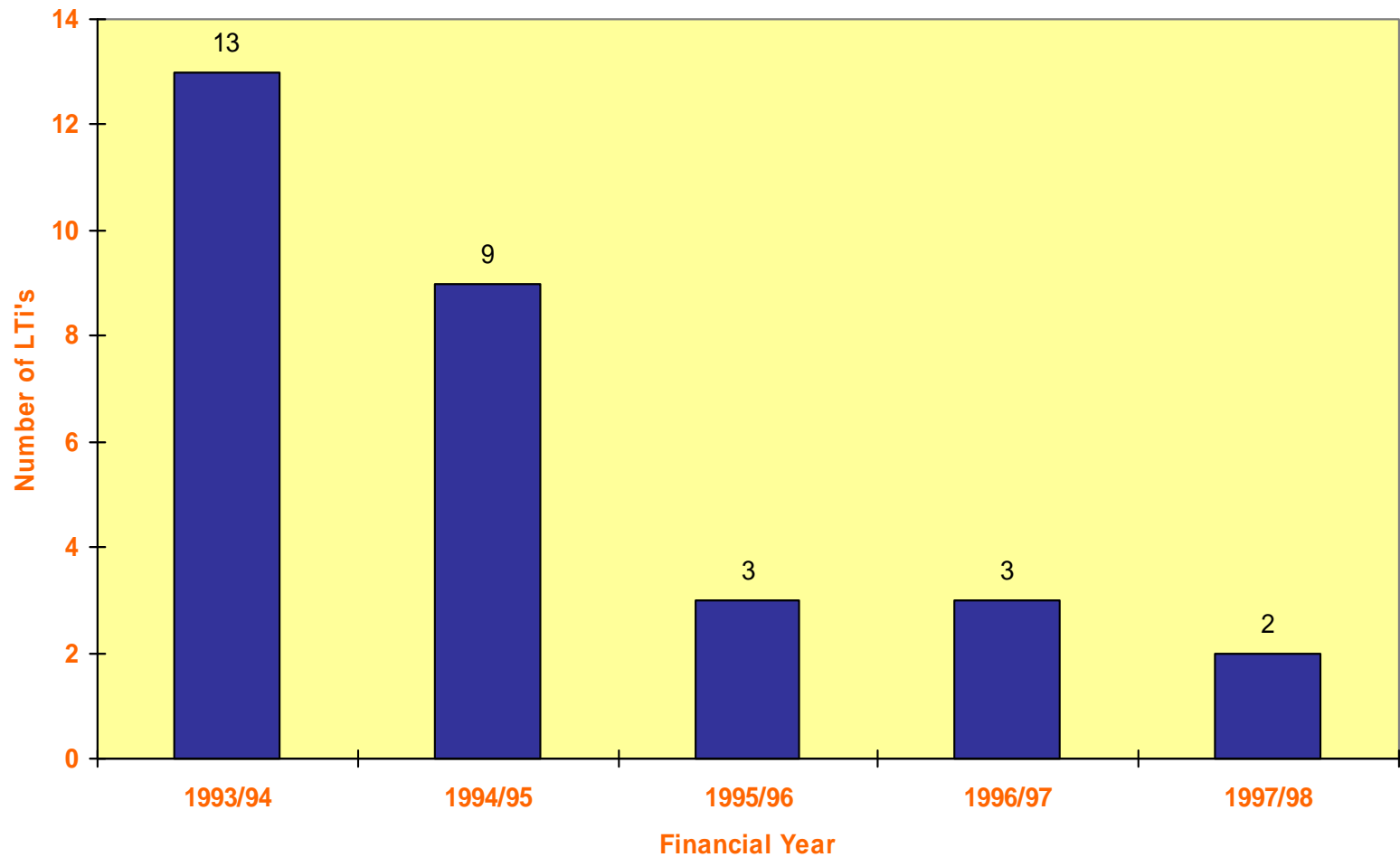
OUR VISION

To be recognised by the community as the **leader** in the responsible management of risk and the delivery of equitable compensation schemes

OSH Vision

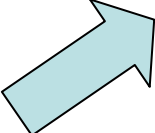
To ensure a safe and healthy work environment for all employees, contractors and visitors.

Some History - Not so flash

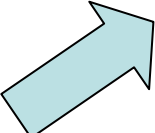


Our Approach

Outcomes



Interventions



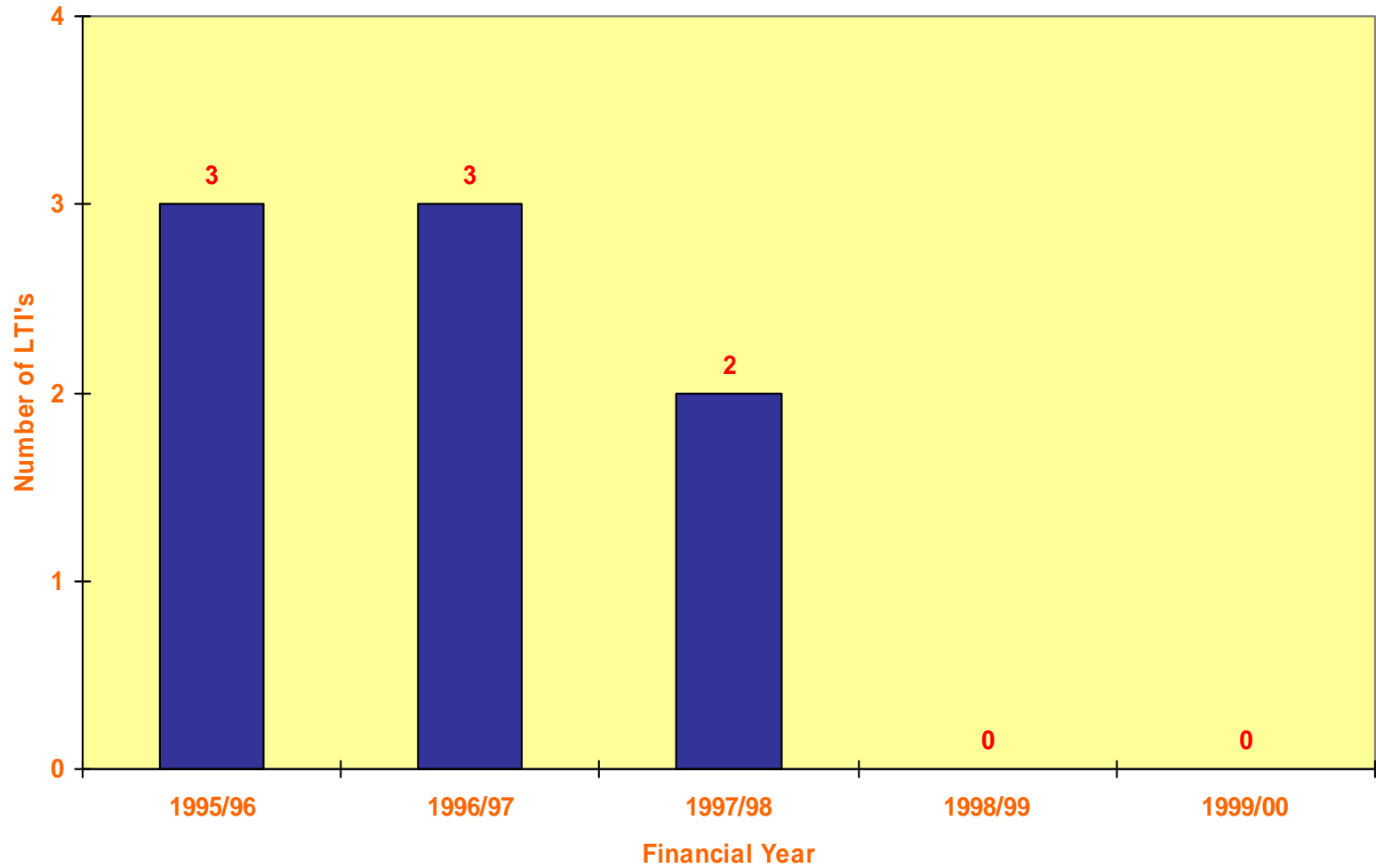
Management Commitment

ADDRESSING THE ISSUES

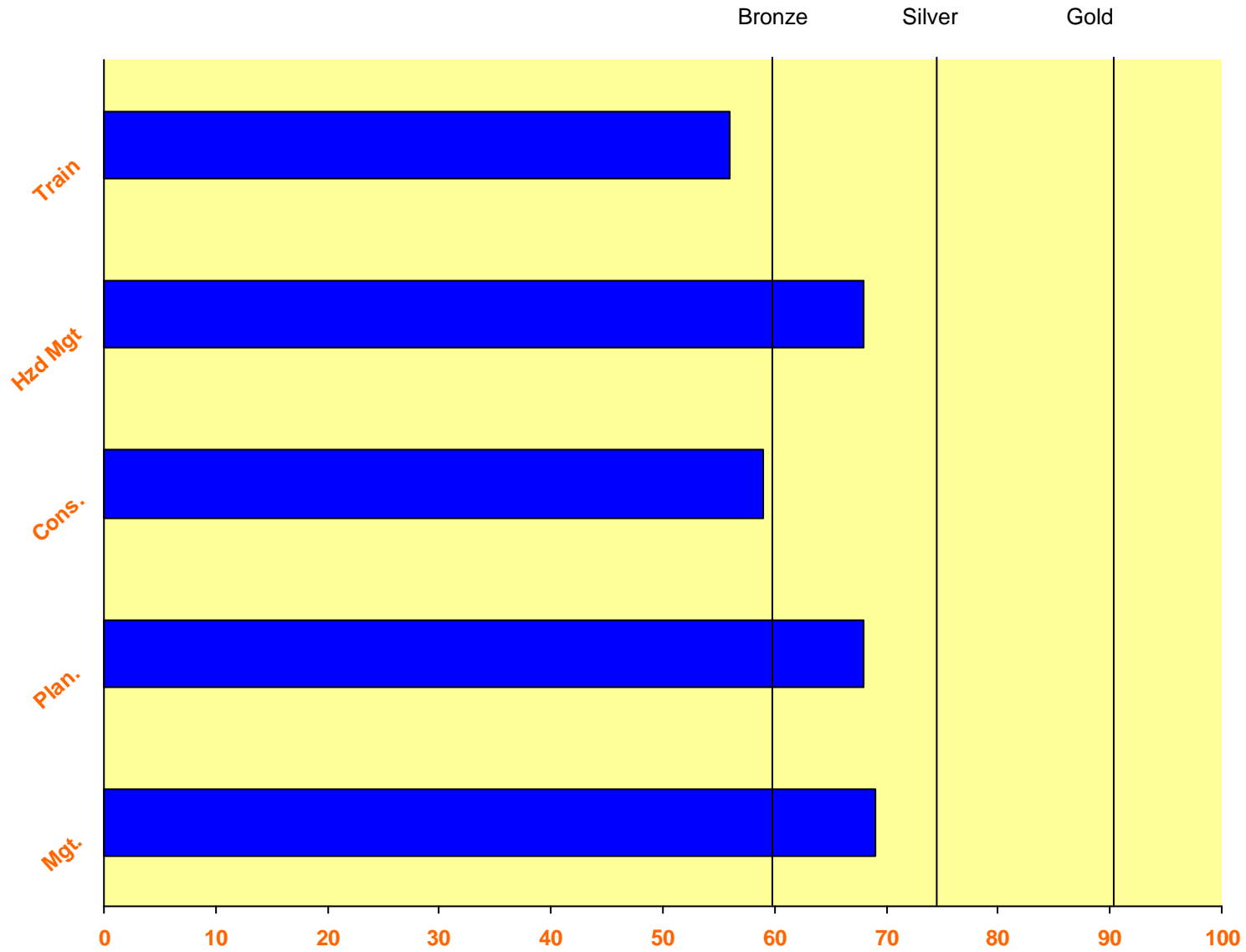
- » Reactivated and reinvigorated OSH Committee;
 - » Enhanced profile of OSH Reps;
 - » Ceased participation in Corporate Cup;
 - » Productivity measurement matrix;
 - » OSH Awards; and
 - » Hazard/Incident Reporting.
-
- » **No formal annual planning – immediate response**



How did we do?



WORKSAFE PLAN ASSESSMENT



OSH BUSINESS PLAN

- » First Plan 2001/02

- » Based upon WorkSafe Plan

- » Thoroughly Revised in 2003/04
 - » Brought in a Consultant
 - » Involved OSH Representatives
 - » Employee feedback sought
 - » Endorsed by Executive Committee
 - » Positive Performance Indicators

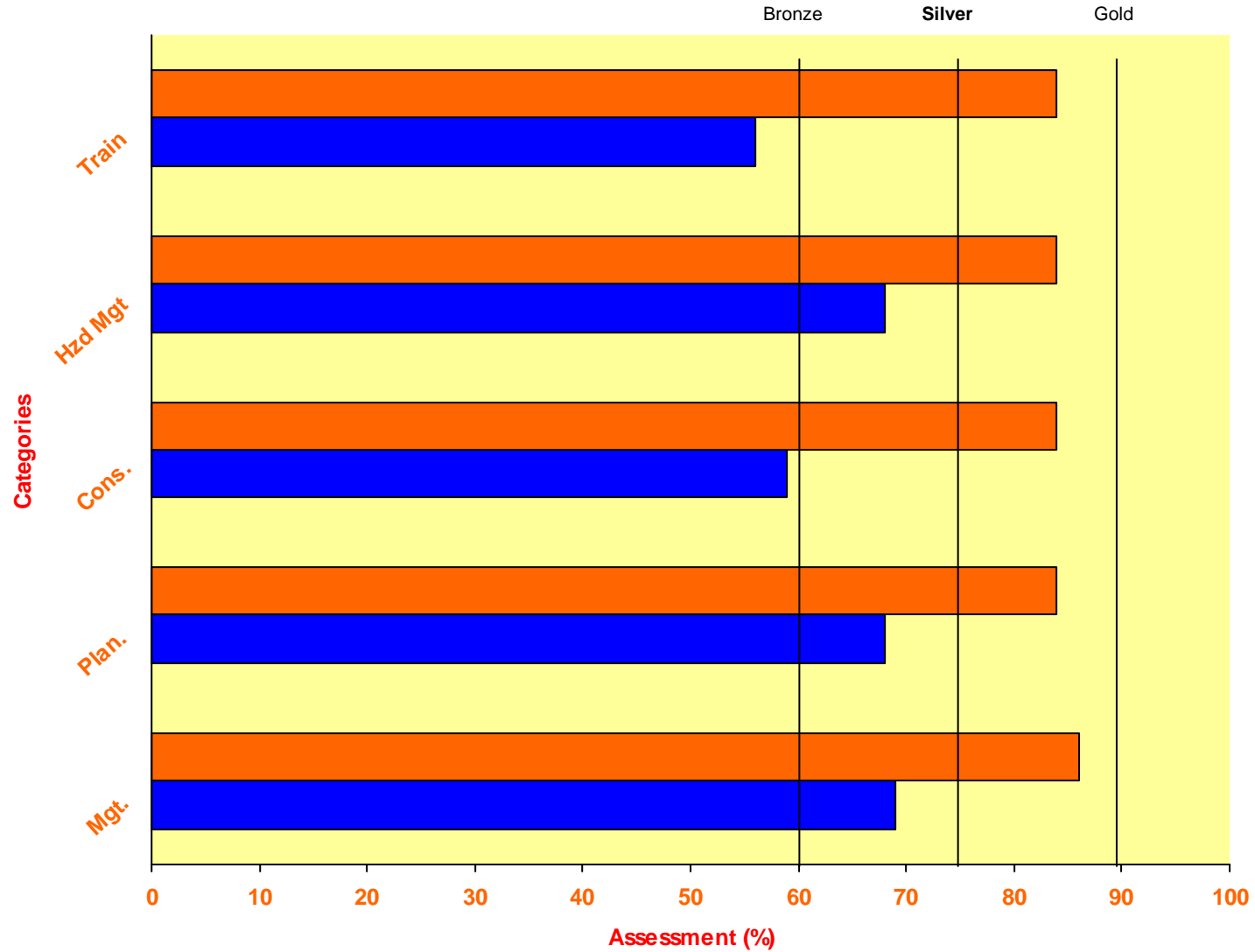
OSH BUSINESS PLAN - Extract

PLANNING AND POLICY					
STRATEGY	ACTION	PERFORMANCE INDICATORS	RESPONSIBILITY	TARGET DATE	
Appropriate annual OSH Plan exists.	2008/09 OSH Plan developed with employee input.	1.	Plan approved by the Executive Committee	OSH Committee/Executive Committee	September 2008
CONSULTATION					
Line managers demonstrate commitment to OSH.	OSH representatives invited to team briefings.	12.	Number of team briefings attended.	Supervisors/managers and OSH Representatives	Quarterly
HAZARD MANAGEMENT					
Electrical testing is conducted on all electrical equipment.	Tests conducted in accordance with OSH regulations.	23.	Records available to support tests being completed.	Administration Manager, Finance & Administration Division	Quarterly
TRAINING AND EDUCATION					
Specify ICWA's OSH legal obligation and responsibilities when awarding contract/calling for tenders	Statement to be included in contract/calling for tenders process.	33.	100% of new contracts/tenders include statement.	Purchasing Officer	March 2009
MANAGEMENT COMMITMENT					
External audit on OSH policies and processes undertaken.	Report tabled at OSH Committee and Executive Committee meetings.	42.	Actions identified in audit report addressed in timely manner	Supervisors/Managers Executive Committee	March 2009

Outcome



WORKSAFE PLAN ASSESSMENTS



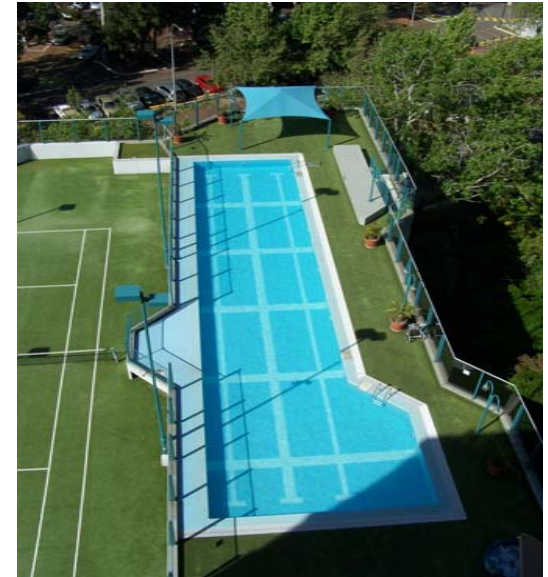
■ 2000 ■ 2004

INJURY PREVENTION AND MANAGEMENT

- » Focus on prevention
- » Work or non work injuries
- » Active participation by all parties
- » Positive outcomes for all

WELLNESS PROGRAM

- » Influenza Vaccinations
- » Healthy Heart Checks
- » **Weight Watchers at Work**
- » Skin Cancer Screening
- » Education
- » **Hearing** and Eyesight Testing
- » Free Access to Gym, Pool and Tennis



RECOGNITION

» WA Work Safety Awards Finalist

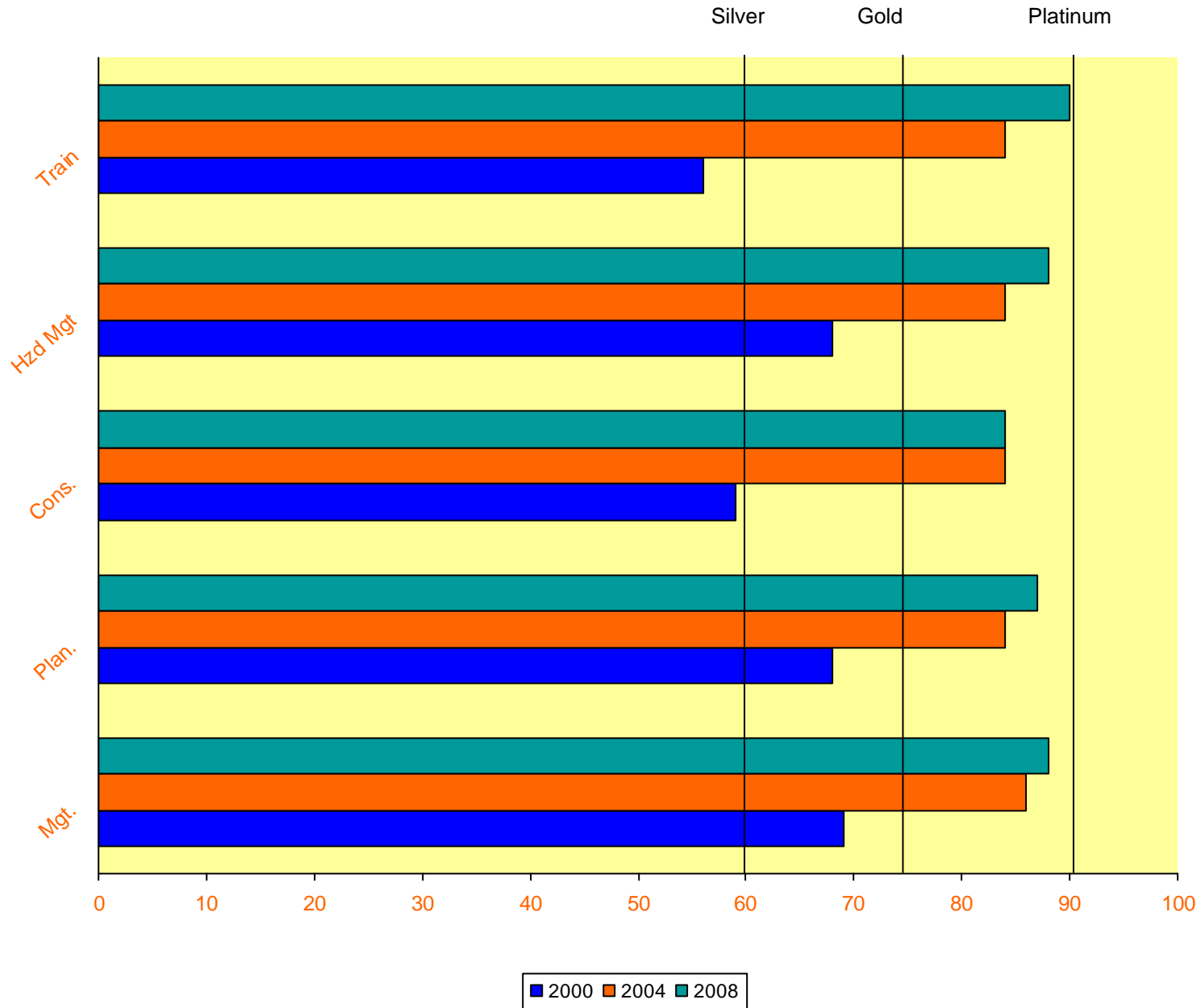
» 2007

» 2008

» Employee Recognition and
Appreciation



WORKSAFE PLAN ASSESSMENTS



SUMMARY

- » Annual OSH Business Plan
- » Effective Monitoring
- » Active OSH Committee
- » Strong on Hazard/Incident Reporting
- » Education and Training
- » Not HR's responsibility
- » Share the Rewards

