Safety & Staff Support Newsletter
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Issue 1.

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Pictured inside back cover: CSNSW Peer Support Officers L-R Charlie Heath (Glen Innes), Carolyn Butler (Grafton CESU), Jenny Monro (MRRC), Terry Thompson (MRRC), Amanda Jones (Bathurst CC), Shonit Danwer (MRRC), Trevor Fitzgerald (Bathurst CC), Allan Browne (Grafton CC), Kent Dalton (Long Bay Hospital), David Ross (Grafton CESU), Mark Plunkett (Bathurst CESU), Melissa Harrison (Grafton CESU).
I recognise that Corrective Services NSW’s best asset is its staff and I am proud to endorse the inaugural edition of the Safety and Staff Support Newsletter.

The newsletter will be produced quarterly and will provide staff with information on:

- legislative changes relating to work, health and safety (WHS)
- new WHS policies, procedures and guidelines
- services provided by the Safety and Staff Support Unit
- committees, working parties and focus groups
- significant health promotion dates and activities

In this first issue, the members of the Safety and Staff Support Unit are introduced, together with an overview of the services they provide. There is also an article on the introduction of the Work Health & Safety Act 2011 which has replaced the OHS Act 2000. The new legislation came into effect on 1 January 2012. Some of the key changes and how these impact on Corrective Services NSW are outlined in the article.

I am sure you will find this first issue of the Safety and Staff Support Newsletter both interesting and useful in your employment.

Ron Woodham
Commissioner
Corrective Services NSW
The Safety & Staff Support Unit is delighted to introduce the first issue of the Safety & Staff Support Newsletter. Inside this issue you will find information about the members of the unit, their roles, and updates about the new Work Health & Safety (WHS) legislation.

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Who we are!

Safety and Staff Support is a unit within the Workplace Relations Branch, Professional Standards Division. Lyn Colley is the Senior Manager Safety and Staff Support.

The unit consists of two teams of specialists who have your needs as their core business.

Safety:
The Safety Team is managed by Paul Graham who is a WHS specialist and the Safety Manager. The Safety Team comprises:

- Helen Curic, Safety Officer
- Mircea (Mick) Nicoara, Safety Officer
- Angela Hein, Safety Officer
- Graeme Mossman, Safety Trainer
- Kay Ryan, Policy and Projects Officer

Staff Support:
The Staff Support team is led by Candice Neilson, who is a senior specialist psychologist and the Acting Manager Staff Support. Candice manages:

- Staff Support Psychologists
- Matthew Nelson, Staff Alcohol, Tobacco and other Drugs (ATOD) Coordinator
- Kylie Fitzgerald, Staff Health Promotion Coordinator
- Alison Tibbey, Staff Peer Support Coordinator

The Safety and Staff Support Unit works closely with our colleagues in Industrial Relations and Professional Standards Division in proactively managing workplace issues.
Corrective Services NSW (CSNSW) Safety Officers

CSNSW safety officers are instrumental in the process of improving workplace health and safety by addressing problems before injuries and incidents occur and assisting managers and supervisors to respond to incidents.

The Safety Team is involved in the formulation of policies that provide direction for staff to carry out their work safely. The team keeps abreast of legislative changes and remains up-to-date with current practice in the area of WHS. Audits of workplaces and reviews of workplace incidents are undertaken to determine if correct work safety practices are being followed and to monitor the effectiveness of our WHS Management System.

The Safety Team is often called to various CSNSW workplaces to undertake risk assessments and to assist in recommending appropriate short and long-term control measures where hazards have been identified or when new equipment is being introduced.

Once the recommended strategies have been implemented, they must be monitored to make sure they are effective and do not create additional risks.

The Safety Team is available to help with information about:

- instruction and training to enable you to carry out safe work practices;
- noise assessments;
- setting up consultative arrangements;
- your legislative responsibilities;
- ergonomic assessments;
- WHS fact sheets and advice;
- environmental health issues; and
- workplace chemicals advice and the MSDS database.

Paul Graham, Manager Safety, can be contacted on 8346 1405 (or paul.graham@dcs.nsw.gov.au) to assist you with your safety information needs.

Pictured: (L – R) Mircea (Mick) Nicoara, Paul Graham, Helen Curic, and Angela Hein
Graeme Mossman is a WorkCover accredited Trainer and delivers WorkCover approved course materials to staff at the Brush Farm Corrective Services Academy. Graeme also conducts training at other CSNSW workplaces. Some of the programs Graeme presents are:

- WorkCover NSW Consultation session for aspiring WHS committees and Health & Safety Representatives (HSRs);

- Risk Management for those enrolled in the Certificate IV in Business Administration and Certificate IV in Frontline Management courses;

- Community Service Order Site Inspection Program for Community Offender Services, Community Compliance Monitoring Group and Intensive Correction Orders Field Staff;

- Safety Procedures training (and refresher training) for all Corrective Services Industries’ staff; and

- Manual Handling training.

NB: WHS course material will be incorporated into the above sessions when WorkCover NSW releases the training package.

In addition to training staff, as part of the Safety Team, Graeme also conducts risk assessments, noise measurements, etc.

Graeme is available to provide guidance to local WHS committees and HSRs on consultation arrangements and resolution issues. Graeme can be contacted on Ph: (02) 8346 1261 or Email: graeme.mossman@dcs.nsw.gov.au.
From time to time events will arise that are personally confronting or distressing to you. These events may occur either during work hours or outside work hours, and could include death of a spouse/partner; illness of a family member; potential for self-harm; interpersonal conflict; redundancy; disciplinary action; or involvement in an investigation.

Staff psychologists are available to:

- provide a consultancy service to CSNSW managers to equip them with strategies for improving employee wellbeing;
- provide information about common mental health concerns (e.g. depression, anxiety and stress) and suggest practical strategies for managing associated symptoms;
- assist you in determining whether you, or another member of staff, require a psychological intervention;
- coordinate critical incident responses at your workplace;
- conduct brief solution-focussed interventions (1-2) sessions for issues of a minor nature; or
- refer you to an Employee Assistance Program (EAP) psychologist or other external treatment provider for more intensive or longer-term treatment interventions, if appropriate.

Accessing the Staff Support Psychology Service

If you are uncertain as to whether you, or another member of staff with whom you work or manage require the services of a psychologist, you can contact the EAP helpline 1300 636 202 (and select option 3), or alternatively email staffpsychs@dcs.nsw.gov.au.

Our psychologists will require some basic information and then will be able to direct the enquiry appropriately.

Another option is the completion of a (psychology) self-referral form which will soon be available on the CSNSW intranet.

Similarly, a separate form will soon be available online for managers to complete if they feel a member of their staff requires psychological support or assistance.

Pictured: Candice Neilson, A/Manager Staff Support.
CSNSW contracts an external organisation for the provision of counselling and critical incident support services for staff. These services are administered through the EAP. The CSNSW EAP is designed to assist you when you experience a personal or work-related problem. It is also there for you if you are exposed to a critical incident at work. Your immediate family can also utilise the EAP and as at 30 September 2011, 6.4% of staff and their family members had accessed the service in the preceding year.

The EAP can assist you with:

- feelings of anxiety, stress or depression;
- difficulty controlling anger;
- workplace difficulties;
- grief or bereavement;
- gambling problems;
- alcohol or other drug problems;
- family and relationship difficulties.

EAP psychologists can provide you with professional counselling and support services to help resolve problems in a comfortable, neutral and confidential manner.

Psychological counselling can be arranged through the EAP at one of the external provider’s office locations. You can access the service directly on telephone 1300 363 202 (option 1).

All permanent and temporary CSNSW members of staff can avail themselves of the external provider’s service.

Casual members of staff can access the services of a staff psychologist by contacting the EAP helpline and selecting option 3, or by emailing staffpsychs@dcs.nsw.gov.au (Casual members of staff are not covered by the EAP contract).

NB: The external counselling provider does not provide long-term therapeutic interventions but can assist in referring you to an appropriate treatment provider.
The CSNSW Staff Peer Support Program is a localised intervention where a group of employees have been trained and are skilled to provide emotional support and assistance to their co-workers.

Peer Support Officers (PSOs) make themselves available to listen and talk with colleagues who may be experiencing work and personal-related issues. The relationship between a peer support officer and employee is one of equality.

The Staff Peer Support Program is an impartial, confidential service which reduces stress and promotes staff wellbeing. Immediate support is given with an appreciation of the issues being experienced. The benefits include an increase in productivity and work attendance, and the development of a supportive and positive workplace culture.

Who are CSNSW Peer Support Officers?

At CSNSW, PSOs are elected by their co-workers and volunteer their time to assist colleagues and their families during times of stress. PSOs are provided training to assist them in their role.

PSOs are trusted permanently-employed members of staff who work across disciplines and are recognised as having particular qualities of empathy and impartiality.

They are good listeners who have credibility with their co-workers.

What is the role of a PSO?

PSOs:
- provide support and information to CSNSW members of staff and their families within ethical guidelines;
- discuss options with co-workers about personal and/or work-related problems;
- provide practical support;
- maintain confidentiality;
- facilitate pathways to professional help;
- provide information about local community groups and activities;
- facilitate pathways to local support groups;
- provide information and counselling options; and
- provide information about the EAP and other community-based services.

The Staff Peer Support Coordinator (SPSC)

Alison Tibbey administers the Peer Support Program, including the recruitment, selection and training of PSOs. As the SPSC, Alison provides overall support and guidance to PSOs.

If you want to become a PSO, or you want some general information about the program, you can contact Alison directly Ph: (02) 8346 1422, or Email: alison.tibbey@dcs.nsw.gov.au.

You can also reach Alison by dialling the EAP helpline on 1300 363 202 and selecting option 4.
CSNSW offers comprehensive support for members of staff experiencing alcohol, tobacco and other drugs (ATOD) issues.

Matthew Nelson is the newly-appointed CSNSW Staff ATOD Coordinator. He can provide assessment, counselling, advice, education, information, referral and support to members of staff who are seeking help or advice about alcohol and other drug-related issues which might be affecting their work or personal life.

Matthew is also a tobacco treatment specialist and can assist smokers prepare for their quit attempt by providing support and advice on goal setting; formulating a plan; managing withdrawals; reducing cravings; and anticipating triggers.

As well as providing a confidential ATOD counselling service, Matthew often presents training for recruits at the Corrective Services Brush Farm Academy and information sessions at other workplaces. Some of the topics covered in these sessions include the different categories of drugs; the short and long-term effects of using drugs; harm minimisation; substance tolerance levels; blood alcohol concentrations; meaning of a standard drink; dependence factors; healthy lifestyles and the CSNSW Alcohol and Other Drugs Testing Policy.

If you are seeking counselling and support for yourself or someone you work with is experiencing a substance-related issue that is impacting upon their personal and/or work life, Matthew can assist. You may remain anonymous if you choose and will be given support and advice in a professional and non-judgemental manner.

Matthew can be contacted directly on Ph: (02) 8346 1421, or Email: matthew.nelson@dcs.nsw.gov.au

You can also reach Matthew by dialling the EAP helpline on 1300 363 202 and selecting option 2.

There is a separate form available online for managers to complete to refer a member of staff for assistance relating to alcohol, tobacco and other drugs.

Pictured: Matthew Nelson, Staff ATOD Coordinator
CSNSW recognises the role of individuals in actively taking responsibility for their own health and wellbeing. Kylie Fitzgerald’s role as the Staff Health Coordinator is to develop, implement and evaluate programs which can assist members of staff to make improvements in their lives.

One of these initiatives is the *Quit Smoking Program*. CSNSW offers a *Nicotine Replacement Therapy* subsidised program. The total cost of the program is only $50.20 for 8 weeks’ worth of patches which equates to about half the cost you would normally pay. Matthew Nelson, Staff ATOD Counselling Coordinator is a tobacco cessation specialist and he is available to support you in your attempts to quit smoking.

Since 2009, CSNSW has been participating in the Global Corporate Challenge (GCC). Staff members organise teams of 7, and using pedometers, track their steps over 16 weeks. These teams are competing with teams from all over the world.

In 2011, CSNSW had its largest contingent with 18 teams competing in the challenge. The aims of the program are to increase exercise levels; alleviate stress; and reduce the likelihood of mental health disorders such as depression.

Kylie prepares staff health articles for the CSNSW Broadcast and is currently developing items for ‘Healthy News Online’ which will be a regular feature on the CSNSW intranet under the ‘Staff Support’ banner.

Kylie in conjunction with other members of the Staff Support Team, co-ordinates CSNSW activities for Mental Health Month and is available to give presentations on health-related issues.

If you need information on joining a CSNSW gym, or starting up a healthy program at your workplace, Kylie is available to assist you. Kylie works on Mondays, Tuesdays and alternate Thursdays and can be contacted on Ph: (02) 8346 1436, or Email: kylie.fitzgerald@dcs.nsw.gov.au.
The Commonwealth and each state and territory have agreed to standardise their work health and safety laws, including Regulations and Codes of Practice so that they are uniform across each jurisdiction. The intention is to deliver the same work health and safety protections to all Australians.

On 1 January 2012, the Work Health and Safety (WHS) Act 2011 came into force in New South Wales. This Act has replaced the Occupational Health and Safety (OHS) Act 2000.

Uniform work health and safety laws in each jurisdiction across Australia will provide:

- a consistent level of safety for all workers in Australia;
- reduced compliance and regulatory burdens for businesses operating across state and territory boundaries;
- workers with licences or permits issued by state work health and safety regulators the ability to move easily between jurisdictions;
- a larger store of health and safety information, which will help deliver clear and consistent information to all Australians.

What is new for NSW?

The Safety Team published a brochure last year entitled 'New WHS Legislation 'Where do YOU fit in?' .

The brochure outlines the provisions of the new Act and sufficient copies were sent to each workplace for every staff member. The brochure is available online under the Safety & Staff Support banner.

In summary:

- an ‘employer’ will become known as a ‘person conducting a business or undertaking’ (PCBU);
- an ‘employee’ will become known as a ‘worker’;
- the definition of worker is broad and includes certain volunteers and inmates when working in industries;
- health and safety representatives (HSRs) will replace OHS representatives and will play a vital role in the consultation process between workers and PCBUs;
- a HSR who has undertaken training, will be able to issue provisional improvement notices (PINs) after extensive and documented consultation and direct that unsafe work cease;
- an employee representative body/union can apply to the relevant authority for a WHS entry permit, allowing the permit holder to enter a workplace under certain circumstances.

What are the duties of a PCBU?

A PCBU has the primary duty of care for workplace health and safety. The duties are generally the same as those for an employer as set out in the OHS Act 2000. CSNSW, as a PCBU, must ensure the health and safety of its workers (including inmate workers), clients, customers and visitors by eliminating or minimising risks at the workplace.
Who are officers?

An officer is a person who makes decisions, or participates in making decisions, that affect the whole, or a substantial part, of a business or undertaking.

Members of the CSNSW Board of Management are therefore ‘officers’. In meeting their duties under the new legislation, a PCBU and its officers must exercise due diligence and take reasonable steps to:

- keep up-to-date with their knowledge of work health and safety matters;
- gain an understanding of the nature of operations, hazards and the associated risks;
- ensure appropriate resources and systems are available to eliminate or minimise risks;
- ensure that there are appropriate processes for receiving and considering information regarding incidents, hazards and risks, and respond in a timely manner to that information; and
- ensure that there are processes for complying with the duties and obligations of the legislation. For example:
  - reporting notifiable incidents;
  - consulting with workers;
  - ensuring compliance with notices issued under the Act;
  - ensuring the provision of training and instruction to workers about WHS;
  - ensuring that health and safety representatives receive their entitlements to training;
  - verify how resources are allocated and how processes work.

Who is a worker?

A worker is someone who carries out work in any capacity for a PCBU and includes an employee, labour hire staff, volunteer, apprentice, work experience student, subcontractor and contractor. This means inmates working at CSNSW workplaces are ‘workers’ in terms of the legislation.

Workers must take reasonable care for their own safety and ensure that they do not adversely affect the health and safety of others. Workers must comply with any reasonable instruction and cooperate with the PCBU’s WHS policy and procedures.

Who are others at a workplace?

‘Others’ include clients, customers and visitors and their duties are similar to those of a worker, notably:

- caring for their own and others’ health and safety;
- taking reasonable care not to adversely affect the health and safety of others; and
- complying with any reasonable instruction given by the PCBU.

Inmates when not working are considered ‘others at a workplace’.
Incident notifications

Under the new WHS laws, incidents such as fatalities, serious injuries and illnesses and dangerous incidents must be notified to WorkCover immediately. Incident records must be kept for 5 years.

The person with management of control of the workplace must:

- contact the Senior Manager Safety and Staff Support immediately to notify of the incident and to receive advice regarding legislative compliance;
- preserve the incident scene until a WorkCover inspector attends, or directs otherwise;
- render assistance if it is required;
- allow police and ambulance officers to fulfil their functions; and
- contact the insurer within 48 hours if someone suffers an injury or illness where workers’ compensation is, or may be, payable.

What is the Safety and Staff Support Unit doing to promote the importance of a safe and healthy workplace?

To promote our services, the Safety and Staff Support Unit has re-vamped its intranet site to make it more user-friendly and accessible. The site will be updated continually to reflect current information for managers and staff.

Please ensure you visit the site regularly and provide us with feedback.

http://dcs-intranet.online.dcs.nsw.gov.au/staff-services/safety-staff-support-unit

SAFETY IN NUMBERS

What are the top 5 causes of workplace injuries?

According to Injury Management statistics for the financial year ending 30 June 2011, the top 5 causes of workplace injuries were:

1. Slips/trips/falls 23%
2. Manual handling 23%
3. Being hit by a moving object 18%
4. Vehicle & other accidents 12%
5. Mental stress 12%
2012 will see the introduction of some additional useful tools to assist CSNSW employees with all things to do with health and safety:

- Updated safety and staff support policies and procedures
- An electronic 48 Hour Incident/Accident notification form for employees
- E-learning modules for new managers/supervisors
- Managers’ Support Services on the Staff Support intranet page
- CSNSW / CSI integrated safety systems
- Case studies and lessons learned
- New look Safety & Staff Support intranet page

Safety & Staff Support: It starts and finishes with you!!
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