



Mutual Solutions team members become Certified Disability Management Professionals

Congratulations to Mutual Solutions consultants Kylie Barrs, Margaret Karlsen, Michael Thompson and Ian Napthali, who, following successful completion of a rigorous examination process in May 2008, have each received accreditation as a Certified Disability Management Professional (CDMP).

CDMP accreditation is assessed and awarded by the National Institute of Disability Management and Research (NIDMAR) and the International Disability Management Standards Council (IDMSC), and qualifies CDMPs to work within an organisation or as an external provider/consultant.

CDMPs may provide direct services to injured workers or perform functions such as administration of injury management services; policy and procedure development; promotion of return to work via training and education programs; injury management program evaluation; and consultation to joint worker/management committees.



Pictured from left: Kylie Barrs, Margaret Karlsen & Ian Napthali

Mutual Solutions NEWSFLASH

Victorian Accident Compensation Act reviewed by Peter Hanks QC

In December 2007 the Victorian Minister for Finance, the Transport Accident Commission and the Victorian WorkCover Authority commissioned Peter Hanks QC to conduct an independent review of the Victorian Accident Compensation Act 1985. The purpose of the review is to achieve better rehabilitation and return to work outcomes, fair and accessible benefits, greater accountability and transparency, and improved understanding and usability of the legislation.

Mr Hanks released the findings of his review in August 2008. His report included the following key recommendations:

- A new Accident Compensation Act in plain English.
- Key definitions including “worker” and “employer” clarified.
- Exclude claims for compensation for stress arising from reasonable management actions.
- Ensure timely access to benefits and support.
- Improve notification of injury and claims lodgement, including telephone and electronic
- Introduce provisional liability.
- Provide greater protection against discrimination and dismissal for workers.
- Support workers in rehabilitation and returning to work following an injury.
- Performance based return to work provisions.
- Improve incentives for health care providers involved in return to work.
- Better income replacement benefits – increase from 75% to 80% for payments after initial 13 weeks.
- Expand access to weekly benefits after 130 weeks.
- Victorian WorkCover Authority to make superannuation payments directly into a workers superannuation fund for injured workers who

continue to receive benefits after 52 weeks.

- Ability for injured workers to access sickness or disability insurance as long as their combined income from workers compensation and sickness or disability insurance does not exceed their pre-injury earnings.
- Determining liability for treatment costs and timeframes.
- Lump sum benefits for significantly injured workers.
- Benefits for dependants following work-related deaths.
- Increasing maximum payment to dependants of deceased workers to \$484,830.
- Increase pensions for dependant children to the end of the calendar year during which they turn 25 if they are studying or undertaking an apprenticeship.
- Transparency in decision making and efficient resolution of disputes.
- Recovery from third parties.
- Self-insurance.





Sydney's St Vincent's Hospital achieves international accreditation

Sydney's St Vincent's Hospital has been awarded International Disability Management Standards Council (IDMSC) certification after a Benchmark Injury Management Assessment found their injury management practices exceeded international benchmarks.

A Benchmark Injury Management Assessment (BIMA) conducted by Mutual Solutions for St Vincent's Hospital in June 2008 scored the hospital's injury management and return to work practices against international benchmarks. The hospital achieved results that exceeded the 80 percent score required to achieve IDMSC certification.

Receiving IDMSC certification entitles an organisation to display the internationally recognised IDMSC logo and confirms that their injury management systems and practices are of the very highest standard. The excellent results achieved by St Vincent's Hospital reflect their commitment to best practice injury management, which is underpinned by the organisation's core values of

excellence, dignity, unity, justice and compassion.

If you would like to find out more about BIMA and how it might benefit your organisation, please contact a member of the Mutual Solutions team on 02 8251 9065.

Mutual Solutions presents at the Department of Health Risk Management Conference

Mutual Solutions has been working closely with the NSW Department of Health agencies insured with Employers Mutual to assist them to identify improvements in their injury management practices.

During 2008 Benchmark Injury Management Assessments (BIMAs) were completed for the Children's Hospital at Westmead, Health Support, Blacktown Hospital, Prince of Wales Hospital and St Vincent's Public Hospital.

As part of this close working relationship, Mutual Solutions was invited to join the NSW Department of Health Risk Management Conference held in October 2008.

Manager Jennifer Cameron and Consultant Margaret Karlsen attended the conference on behalf of Mutual Solutions, where they presented the findings of the BIMAs completed for the Department of Health. The presentation examined common trends identified during the process, areas of excellence, and areas of improvement identified for the Department's injury management and return to work systems.

Ten platinum rules for making a safety management system work

Dr Verna Blewett of New Horizon Consulting, and Andrea Shaw of Shaw Idea recently presented the Ten Platinum Rules for making safety systems work, at The Safety Show Sydney 2008. The Safety Show is sponsored by WorkCover NSW and is the state's largest workplace safety event.





The Ten Platinum Rules were identified by Blewett and Shaw as part of the Digging Deeper Mining Project commissioned by the NSW Mine Safety Advisory Council. The Rules are regarded within the mining industry as the cornerstones for managing a comprehensive OHS system.

Blewett and Shaw presented the Rules at the safety conference so that the ideas could be shared and applied across other industries.

The Ten Platinum Rules are:

1. Remember you are working with people:
 - Don't exhaust them
 - People aren't machines
 - Treat them with dignity and respect
2. Listen to and talk with your people:
 - Be inclusive
 - Do it frequently
 - Value and develop people skills in supervisors and managers

3. Fix things promptly:
 - Don't let issues fester
 - Keep people informed of progress
4. Make sure your paperwork is worth having:
 - Keep it current
 - Make sure it's meaningful
5. Improve competence in OHS – particularly at management levels
6. Encourage people to give you bad news – an open door policy
7. Fix your workplace first – before even thinking about the bells and whistles
8. Measure and monitor risks that people are exposed to:
 - Don't just react to incidents, fix things before incidents happen
 - Control risks at their source
9. Keep checking that what you are doing is working effectively – are you achieving what you think you are?
10. Apply adequate resources in time and money

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