



## "Risky Times" by C.A.L.M. Risk Management Section

John Ireland Principal Risk Management Officer  
Tom Wood Principal Health & Safety Officer

Bruce Richardson Risk Management Officer  
Linda Gilbert Health & Fitness Co-ordinator

# WORKING WITH CHEMICALS

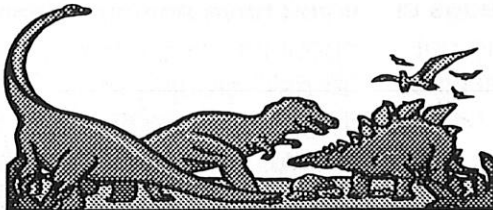
## "Are you using a chemical product in your work?"

In modern industry there are many chemicals used every day. In the workplace chemical usage must be monitored and controlled to reduce the hazards to the users. CALM's strategy aims to control chemical hazards by pursuance of three main objectives:

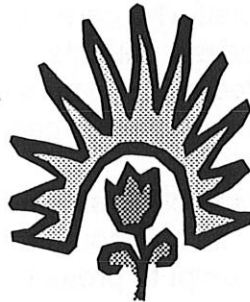
- ◆ To ensure that the number and quality of hazardous chemicals used are kept to a minimum
- ◆ Establishment of an administrative system for the recognition, appraisal and control of chemical hazards in the workplace
- ◆ Provision of a work environment, work systems and training on hazards and precautions that will maintain health and safety.

The administrative controls include two main features:

- a). Chemical users manual - this includes the registration of all chemicals used in the workplace, detailed information about the chemical and its use. Detail includes protective clothing requirements.
- b). Registration of chemical exposure.



**Record chemical exposure.** You should be recording all exposure to those Chemical Products listed in the Departments Chemical Manual. Non-listed products such as Asbestos should also be recorded. Use the Departments Chemical exposure form( CLM form 817). **This is for your own benefit.**



If in doubt as to what should be recorded, contact Tom Wood. Records of exposure have been kept since 1980 and are still in storage at Como. Today's records must be maintained for the next 30 years. (amended Safety and Health Regulation 5.26).

The lack of forms arriving in Como and being sighted by Risk Management staff suggests that many employees are not bothering to use the recording system or the forms are not being sent to Como. Please ensure that you record your exposure and send the forms each pay period to the Risk management Section, Como.

If you have any suggestions on a better recording system please convey this to Tom Wood (extn 396 Como) or send examples of your modified forms to Como.

**Note; Next edition will be September - 1997.**

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## Thinking about flu vaccination? *In responses to the questions commonly asked, we have reprinted the following article from Phone-Poulenc Rorer Australia.*

**Is influenza just the common cold?** Influenza can knock you down and lay you low for quite a while. Unlike the common cold, the flu virus symptoms and fever can continue for up to a week, leaving people feel tired and weak. Following this period, the feeling of being washed out and depression is quite common and may last a few weeks.

For some people, particularly those within the "at risk groups, an attack of the flu can result in serious illness.

Pneumonia (a lung infection) is a common complication of the influenza and is extremely serious, often resulting in death. During the influenza season there is also an increase in deaths due to aggravation of existing chronic cardiac and respiratory conditions.



### Who should get the vaccine?

According to the National Health and Medical Research

Council (NH&MRC), influenza vaccine should be given routinely, and on an annual basis to:

- individuals over 65 years of age: the risk to the elderly is greatest if they also have chronic heart or lung disease, and is increased for residents of nursing homes and other chronic care facilities; and
- Aboriginal and Torres Strait Islander adults over 50 years of age, because of the

greatly increased risk of premature death from respiratory disease.

The NH&MRC says that annual vaccination should be considered for:

- adults with chronic debilitating diseases, especially those with chronic cardiac, pulmonary, renal and metabolic disorders;
- children and cyanotic congenital heart disease;
- adults and children receiving immunosuppressive therapy;
- staff who care for immunocompromised patients
- residents of nursing homes and other chronic care facilities; and
- staff of nursing homes and other chronic care facilities (in an attempt to protect the patients).

The influenza vaccine can help the "at risk" groups. Vaccination in Autumn is the ideal time as influenza normally occurs from July through to November. Protection from the vaccine takes approximately 14 days.

If you are feeling unwell of if you have an allergy to eggs or chicken, then you should not receive the influenza vaccine.

Vaccination each year is recommended for these reasons

- Different influenza viruses can migrate to Australia each year. As a result the vaccine is changed each year to provide

protection against these new virus strains

- The protection given by an influenza vaccine is short, usually only lasting a year.

- There is specialist advice which suggests that influenza vaccination can effect your bodies natural immune system.

The bodies natural immune system is reported to provide protection in a cyclical fashion. Assuming all other factors remain constant, the flu virus hits every five to ten years in a major way, with only small, minor viruses in between.

### Maintain a healthy lifestyle.

Prevention is the best treatment. The first line of defence includes maintaining a healthy lifestyle, with proper diet and exercise. ***If you are fit and healthy your immune system will protect you from the serious complications of the flu.*** You may consider boosting your immune system during the winter months with herbal remedies or vitamin supplements. Echinacea is a herbal root product claiming to boost natural immunity.

Ask your doctor or pharmacist if you have any questions about influenza, the "at risk" groups, influenza vaccination, or natural products which can help the immune system.

***Remember, the vaccine is for those people at risk of complications from the flu.***





## CONTRACT FOR THE SUPPLY OF INDUSTRIAL FOOTWEAR

The Department of Contract and Management Services have approved the extension of the Industrial Footwear contract No 056A1996 for a further 12 month period.

The new contract period is from 31<sup>st</sup> May 1997 to 30<sup>th</sup> May 1998 under the same terms and conditions as originally accepted on the contract.

Please note that Keith Allan Agencies, at their request, have been removed from the contract.

Managers must ensure that industrial footwear is purchased within the contract. This applies to those employees that are subject to the supply of footwear within their award conditions.

Further information on any exemptions can be obtained by contacting Tom Wood on extn 396 at Como.

Please continue to document any problems you are experiencing with safety footwear and forward to Tom Wood, Risk Management Section.

## LOCKING OUT AND TAGGING EQUIPMENT

Every year people are injured in the workplace when machinery they are working on is accidentally turned on. Incidents like this can be avoided with correct locking out and tagging procedures.

Locking out of equipment is the most effective way of preventing a machine becoming operational during maintenance. Its effectiveness lies in the one key per lock, one lock per person procedure. If there is only one key per lock, the key has to be with the person carrying out the maintenance.

If locking out is not practical then a system of tagging should at least be used as an alternative procedure.

*There are two types of tag , the " Danger" tag and the " Out of Service" tag.*

If there is the possibility of someone inadvertently turning it on then the person working on the machine must personally fasten a "Danger " tag to the isolating or starting switch. If more than one person is carrying out the maintenance then each must fit his own tag.

No one must operate a switch or valve that has been tagged " Danger " until the tag has been removed , **and only the person who attached the tag is allowed to remove it.**



**Reference material,  
WorkSafe WA pamphlet Locking Out and Tagging**

CALM Employee Assistance Program PACE WA ☎ 1800 622 386 A free, confidential place to turn for help when you have concerns that may be affecting you at work or at home. When you encounter a situation (or a string of incidents) that is difficult to resolve, it's helpful to have someone to talk to - someone who can discuss your situation and look objectively at what options are available to you. PACE WA is available to provide confidential care and guidance for any concern you may have. Since PACE is a service provided by an independent organisation, no-one need know of your decision to seek help, and it is free to CALM employees.

## STATISTICS FOR CALM JUNE 1996 - MAY 1997

**Significant Incidents****A NEAR MISS TO LEARN FROM.**

There have been a significant number of manual handling injuries in recent months, from minor strains to major back injuries.

Manual handling is defined as "any activity requiring the use of force exerted by a person to lift, lower, push, carry or otherwise move, hold or restrain a person, animal or thing."

It is useful for you to know that you should keep your back straight and bend your knees, when lifting a load from the floor.

What, however, are you going to do when you need to drag a load across a bench or on the back of the ute, or when you need to lower your diving gear into the boat or in the event that you have to move one thousand trees from one end of the nursery to the other?

If you don't have an answer for these scenarios, it's time to review your manual handling practices and update your training.

Manual handling training is available from the Risk Management Section. It is time to review your manual handling practices, to prevent the increase of these incidents.

	NUMBER		FREQUENCY RATE		AV DAYS LOST	HOURS WORKED	NO DAYS LOST
	LTI	MTI	LTI	MTI + LTI			
<b>Central Forest</b>							
Bunbury	0	1	0	16	0	63354	0
Busselton	3	8	26	97	4	113287	11
Mornington	2	14	13	100	102	159398	204
Blackwood	1	11	7	84	1	142309	1
<b>Total</b>	<b>6</b>	<b>34</b>	<b>13</b>	<b>84</b>	<b>36</b>	<b>478348</b>	<b>216</b>
<b>Goldfields</b>							
Kalgoorlie Total	0	1	0	45	0	22097	0
<b>Kimberley</b>							
Kununurra	2	0	76	76	200	26163	400
Broome	0	2	0	101	0	19716	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>44</b>	<b>87</b>	<b>200</b>	<b>45879</b>	<b>400</b>
<b>Midwest</b>							
Geraldton	0	0	0	0	0	27933	0
Moora	0	2	0	93	0	21607	0
Shark Bay	1	1	70	140	7	14269	7
<b>Total</b>	<b>1</b>	<b>3</b>	<b>16</b>	<b>63</b>	<b>7</b>	<b>63809</b>	<b>7</b>
<b>Pilbra</b>							
Exmouth	0	4	0	297	0	13488	0
Karratha	0	5	0	116	0	43074	0
<b>Total</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>159</b>	<b>0</b>	<b>56562</b>	<b>0</b>
<b>South Coast</b>							
Albany	2	4	20	61	6	97716	12
Esperance	1	0	40	40	65	25177	65
<b>Total</b>	<b>3</b>	<b>4</b>	<b>24</b>	<b>57</b>	<b>26</b>	<b>122893</b>	<b>77</b>
<b>Southern Forest</b>							
Manjimup	0	10	0	74	0	135321	0
Manjimup Region	1	0	26	26	4	38284	4
Pemberton	0	10	0	101	0	99433	0
Walpole	3	3	32	65	6	92472	17
<b>Total</b>	<b>4</b>	<b>23</b>	<b>11</b>	<b>74</b>	<b>5</b>	<b>365510</b>	<b>21</b>
<b>Swan Region</b>							
Dwellingup	0	9	0	71	0	126599	0
Kelmscott	0	0	0	0	0	45677	0
Mundaring	4	2	33	50	27	121113	109
Perth	6	7	41	90	24	144642	142
<b>Total</b>	<b>10</b>	<b>18</b>	<b>23</b>	<b>64</b>	<b>25</b>	<b>438031</b>	<b>251</b>
<b>Wheatbelt</b>							
Katanning	1	0	74	74	2	13584	2
Narrogin	0	3	0	93	0	32383	0
Merredin	0	0	0	0	0	8712	0
<b>Total</b>	<b>1</b>	<b>3</b>	<b>18</b>	<b>73</b>	<b>2</b>	<b>54679</b>	<b>2</b>
SOHQ Admin	1	3	1	5	1	833158	1
Forest Resources	3	18	9	62	3	339346	8
Science and Info.	1	3	4	14	4	284851	4
<b>Total for Dept.</b>	<b>32</b>	<b>121</b>	<b>10</b>	<b>49</b>	<b>31</b>	<b>3105163</b>	<b>987</b>

LTI = LOST TIME INJURY      MTI = MEDICAL TREATMENT INJURY  
 FREQUENCY RATE = No. OCCURRENCES IN PERIOD x 1,000,000 / TOTAL HRS  
 AVERAGE DAYS LOST = No. OF DAYS LOST / No. OF LTI's

For further information on any of the issues discussed in the Risky Times please contact the Risk Management Section. If you have any issues you would like to be included in future editions of Risky Times please forward them to the section - SOHQ, 50 Hayman Road, Como 6152. PHONE (09) 334 0397 OR FAX (09) 334 0475.



# A 'PACE' AHEAD

AN INITIATIVE FROM YOUR PACE EMPLOYEE ASSISTANCE PROGRAM

## COMMUNICATING BETTER

**Good communication is a vital component of any successful and lasting relationship, whether the relationship is personal or work related.**

Communication involves a process in which information about how you are thinking and/or feeling is exchanged with another person. This can be done in many ways, both verbally and non-verbally.

Like learning any new skill, the ability to communicate well, requires practice and perseverance. It doesn't just happen automatically and naturally.



Whenever you communicate with another, there are several things you can do to make your discussions productive and friendly.

### Work Together

Good communication takes time and teamwork. It's a process in which everyone becomes involved. One of the first strategies to build and strengthen relationship communications is to avoid letting aggravations accumulate.

When frustrations are not vented, they can lead to explosions that are neither beneficial nor pleasant. Try setting up meetings as a time for open dialogue.

### Be Honest But Not Accusatory

It's easy to blame others when you are angry or hurt, but blaming only invites retaliation. Talk about feelings instead. For instance, avoid saying, "You're late again". Redirect the emphasis by saying, "I'm very disappointed that you were late, I was counting on you to meet ....." This approach is less likely to provoke a defensive response and more likely to encourage an open discussion.

### When You Argue, Do So Constructively

Arguments all too often turn into mud-slinging events. Stick to the point and avoid dragging out old quarrels. Try to maintain a positive approach. If you have a legitimate concern, focus on it. Resist the temptation to bicker about things that have no bearing on the issue at hand. Also, be willing to give a little bit - to compromise.

### Put Yourself In the Other Person's Shoes

Don't lose sight of the other person's perspective; value another's point of view. Listen and acknowledge the other person's concerns, then discuss why you perceive the situation differently. Encourage that person to explain his or her feelings and make assurances that you want to understand his or her perspective. Then make an honest attempt to really listen.

**Confidential PACE Helpline 1800 - 622 - 386**

**Assumptions Underlying Male and Female Interaction** (adapted from Tannen, D. "You just don't understand: Men and women in conversation").

WOMEN	MEN
• reinforce concern	• reinforce status
• relate in a network of connections	• relate in hierarchical order
• converse to negotiate closeness	• converse to negotiate the upper hand
• see others as support	• see others as adversaries
• preserve intimacy	• preserve independence
• avoid isolation	• avoid failure
• aim for consensus	• aim for competition
• acknowledge friendship	• acknowledge power/accomplishment
• feel intruded	• feel put down
• consult	• make decisions
• say 'what do you think?'	• say 'what shall we do'
• think 'we're close and the same'	• think 'we're separate and different'
• prefer symmetry	• prefer asymmetry and status
• understand expressing concern as making a connection	• understand expressing concern as looking for weakness
• follow the principle of community	• follow the principle of the contest
• ask	• tell
• are internally motivated	• are externally motivated

**How to improve Communication**

Open and clear communication can be learned. Start by asking these questions:

- What things cause upsets between you and the other person? Are they because you are not listening to each other?
- What things cause you disappointment and pain? What things don't you talk about and what stops you talking about them?
- How would you like your communication with the other person to be different?

**Next try this experiment**

Decide on some ways in which you are going to communicate differently, see what effect this has on your partner, and change the way you communicate based on his/her response.

Remember - it takes two to communicate, but changing your part in the communication will lead to changes. You don't have to wait for the other person to change.

You will find that as you become more aware of how you communicate, you will be able to take more control over what happens between you. This will lead to a more fulfilling relationships.

**How would you feel on the receiving end of less successful ways of communication?**


1. Ordering (You must, you have to)
2. Advising (Why don't you, it would be best if ..)
3. Ridiculing (OK Know-it-all)
4. Sympathising (Don't worry, you'll feel better)
5. Warning (You'd better, if you don't then ...)
6. Lecturing (Do you realise, the facts are ....)
7. Diagnosing (What you need is)
8. Undermining (You're nothing but)
9. Moralising (You should, you ought to)
10. Judging (You are wrong)
11. Interrogating (Why... Who... How...)

These methods leave little room for the other person to find their own response or solution.

If you find that there are aspects of communication in your relationship that you cannot improve by yourself, then consider having a talk with a PACE counsellor. PACE Counsellors are trained to recognise the patterns of communication that can cause problems within relationships. They can help you change those patterns.

**PACE W.A.**  
Employee Assistance Program

EAP counselling is a positive and effective way to deal with personal, family and work-related problems.



Confidential  
Comprehensive  
Professional  
Free (to employees)

**1 800 622 386**