

"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 Risk Management Officer

<http://calmweb.calm.wa.gov.au/drbc/dsd/hrb/risk/risky-times.html>

SUPPLY OF SAFETY FOOTWEAR

Further detail on footwear is available from Tom Wood x 396

The contract for the supply of safety footwear has not been renewed and Circular 7/95 is cancelled.



Managers are now free to arrange for the supply of safety footwear from any source. They must ensure that any system is based on a value for money basis in line with the process in the CALM Supply Procedures Manual.

This supply system only relates to footwear that is fitted with safety toe caps. Managers must personally approve any purchases in excess of \$140 but are also at liberty to apply a lower limit than this figure.

Managers will ensure that a system is in place to ensure that the resupply of safety footwear is done on a fair wear and tear basis.

All employees who are required to wear safety footwear in the course of their work will be supplied the appropriate footwear at no cost to the employee.

This information on safety footwear has been previously sent out as both a broadcast fax and as an e-mail.

MANAGING INJURIES AT WORK

PACE Merges With OSA

CALM has introduced an improved injury management system, designed to reduce the impact of injuries on CALM's employees, their families and the organisation as a whole.

Just a note to let you know CALM's Employee Assistance Program provider (counselling services) PACE WA have merged with an national company, Organisational Services Australia, OSA.



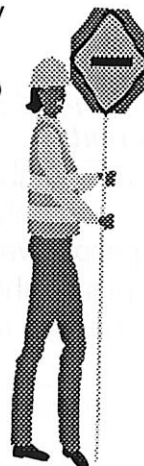
WorkCover have updated the medical certificates to encourage communication between the doctor, employee and employer to enable maintenance at work or a safe return to work.

Contract details and arrangements currently remain status quo. Lin Jeffery, formally from PACE, remains CALM's contact and program coordinator.

CALM have introduced a number of "consulting doctors" who have been invited into the workplace to review local operations in action and meet the staff. These doctors will assist by liaising with the injured workers treating doctor, using their knowledge of CALM and the medical condition to outline medical constraints which apply to the injury sustained and a maintenance at or return to work.

Lin says the merger will offer CALM equal or improved services, for example OSA have a 24 hour "crisis counselling" line available.

Detailed information is available by contacting Risk Management Section, or your safety coordinator.



Remember help is only a phone call away.

**Phone City: 9225 4522
Country: 1800 198 191**

Inside.. Apr - May '99.	An update on various issues	page 1
	Getting a good nights sleep	page 2
	Significant Incident	page 4
	Statistics	page 4
	A PACE Ahead	liftout

The CALMpeople Reference Group - Is it relevant to you?

The CALMpeople Reference Group (CRG) was formed in 1996 for the expressed purpose of providing a forum across CALM to improve current people management practices at an organisational level.

The focus of the group is on;

- ♦ **Human Resource Management practices**
- ♦ **Managerial and supervisory skills development**
- ♦ **Integrated Human Resource Management planning**
- ♦ **Recruiting, rewarding and retaining quality people.**

CRG members deal with concerns raised about current people management practices by referring to those people in CALM who they think can provide advice and affect change. Members of the group see themselves as "putting their shoulder to the wheel" to improve CALM's working environment in respect to these practices.

Some of the matters the CRG have been involved in over the past twelve months include being an active agent in the new look corporate plan, the management & supervisor training program and a draft recognition scheme for good people managers. Our particular area of interest at present is

reaching an understanding of the impact of information technology on work practices and centres within CALM.

The CRG is made up of representatives from all the Divisions in CALM and reports to the Executive Director. Directors nominate members to the group for a two-year term. Current members of the group at the moment are: -

Roger Armstrong	Alan Briggs	Michelle Bolitho
John Gillard	Cliff Gillam	Lachie McCaw
Tammie Reid	John Skillen	Wayne Schmidt
Brenda Smith	Bill Towie	Michelle Widmer
Nigel Sercombe		

We in the CRG are keen to receive input from all people in CALM. Groups of people, such as safety committees are also encouraged to contact us. If you have any issues you wish to raise with us, you can contact any one of us directly. However if you do wish to contact us, keep in mind what the focus of the group (see above) is before doing so. Also, we take care not to duplicate or infringe upon the role of managers, groups or other committees. Specific employee matters should be dealt with through normal channels.

We are looking forward to hearing from you.
John Skillen - Chairman.

A Good Night's Sleep

**Have you ever had problems sleeping?
Most people have at some time or another.**

If you don't get enough sleep, or even enough of the right sort of sleep, you could look and feel tired. Your body and mind won't work as well and they should. Sleep is nature's way of recharging our batteries.



Everybody's sleeping patterns are different.

Some people sleep eight hours a night; others need only five hours. Some people wake often during the night, others need an earthquake to rouse them.

Generally, our need for sleep decreases as we get older. For example someone who sleeps eight hours at forty may only need six hours at sixty.



There is no such thing as a 'normal' amount of sleep. Also there is no health benefit in forcing yourself to sleep more than you need.

The number of hours of sleep you get is not as important as the type of sleep you get. You need light sleep, deep sleep and dreaming sleep if you are going to wake up feeling refreshed and fit for the day ahead.

Continued on page 3.....



A good nights sleep

Being asleep involves a lot more than being 'dead to the world' for hours. Sleep has two main stages.

Rapid Eye Movement (REM) -

the time when you dream. At this stage eyes flicker rapidly behind the closed lids, electrical patterns of the brain are similar to those when you are wide awake. You are likely to have 4 or 5 periods of REM sleep, mostly during the last third of your sleep time.

Non Rapid Eye Movement (NREM) - this has four stages, from very light to deep sleep (this normally occurs in the early stages of sleep).

You need dreaming time. Although scientists are not sure why, REM sleep is important for physical and mental rest. We all dream and have REM sleep, even though dreams are often forgotten and some people don't ever remember dreaming.

If you miss out on REM sleep one night, your body will compensate and you will have extra dream time the next. This often leaves a feeling of not sleeping well or a restless night in fact it is just a re-adjustment of your normal sleep pattern.

Disturbed Sleep

Unfortunately many factors can and do interfere with getting a

good night's rest. There is a lot you can do to improve your sleep, but first you need to find out what's causing the problem. Some things can stop you getting to sleep, while others stop you staying asleep, eg;

- ⊙ Noises - in the street or in the house
- ⊙ Aches and pains
- ⊙ Uncomfortable pillow or bed
- ⊙ Stimulants like tea, coffee, cocoa or cigarettes
- ⊙ Worries about family, money work or friends
- ⊙ Daytime naps
- ⊙ Nervousness about being alone
- ⊙ Shiftwork, or other change to routine
- ⊙ Lack of exercise
- ⊙ Anxiety about yourself, your health, your relationships
- ⊙ Alcohol
- ⊙ Side-effects of medication
- ⊙ Excitement or nervousness about an event.



You can probably think of other causes for your sleep problems. Sleeping pills are not a solution to these difficulties and can become part of the problem.

What can you do?

Try to develop a sleep routine, going to bed at the same time each night, doing the same things before going to bed, such as walking around the house, putting the cat out, locking up, cleaning your teeth.

A routine may help relax before you get into bed.

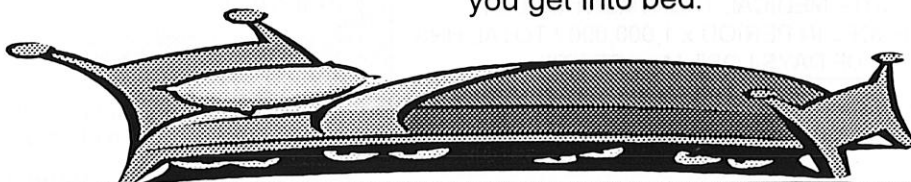
- ⊙ Avoid stimulants, spicy or heavy meals before bed
- ⊙ Do regular exercise
- ⊙ Learn relaxation or other stress reduction techniques
- ⊙ Take a good look at your bedroom. Is it too noisy, light, stuffy or hot? Quiet, darkness and fresh air are a good recipe for sleep
- ⊙ Try a new pillow, bed, linen or rearranging bed position
- ⊙ Have a warm bath
- ⊙ Try not to take your quarrels or worries to bed. Set time aside in the morning or write a list before going to bed
- ⊙ Seek professional help if worries are ongoing
- ⊙ Do something peaceful before going to bed - listen to music, take the dog for a walk
- ⊙ Remind yourself bed is for sleeping. Don't go to bed to eat, watch TV or talk on telephone
- ⊙ Sex - if satisfying can help you relax, however, unsatisfying sex can have the reverse effect.

Sleeping pills may be useful if something unusual is disturbing you, for example a crisis in the family or acute pain.

Sleeping pills, however, have known side effects and can result in dependence.

Sleeping pills may help if used for a short period (maximum 2 weeks). However, the sleep you get is never as good as a natural sleep. These drugs, like alcohol, reduce the amount of REM sleep you get.

Ask your GP for more information. Source: Health Department WA 1994



STATISTICS FOR CALM MARCH 1998 - FEBRUARY 1999

	NUMBER		FREQUENCY RATE		AV DAYS LOST	HOURS WORKED	NO DAYS LOST
	LTI	MTI	LTI	MTI + LTI			
Central Forest							
Bunbury	0	0	0	0	0	27689	0
Busselton	2	6	23	93	2	86255	3
Mornington	5	7	41	98	12	121906	61
Blackwood	2	7	16	71	3	127343	6
Total	9	20	25	80	8	363193	70
Goldfields							
Kalgoorlie Total	0	0	0	0	0	24431	0
Kimberley							
Kununurra	0	0	0	0	0	30112	0
Broome	0	0	0	0	0	17164	0
Total	0	0	0	0	0	47276	0
Midwest							
Geraldton	0	0	0	0	0	33512	0
Moora	1	0	45	45	1	22021	1
Shark Bay	0	0	0	0	0	36317	0
Total	1	0	11	11	1	91850	1
Pilbara							
Exmouth	1	0	51	51	9	19646	9
Karratha	0	1	0	30	0	32918	0
Total	1	1	19	38	9	52564	9
South Coast							
Albany	3	5	47	126	6	63522	17
Esperance	0	2	0	91	0	22000	0
Total	3	7	35	117	6	85522	17
Southern Forest							
Manjimup	0	2	0	19	0	105157	0
Manjimup Region	0	0	0	0	0	21380	0
Pemberton	2	9	21	115	21	95906	42
Walpole	2	5	22	78	3	89979	5
Total	4	16	13	64	12	312422	47
Swan Region							
Dwellingup	3	4	33	76	17	91778	51
Kelmscott	0	1	0	55	0	18259	0
Mundaring	1	9	8	85	70	118096	70
Marine	1	0	44	44	2	22769	2
Perth	3	8	23	84	10	130340	30
Total	8	22	21	79	19	381242	153
Wheatbelt							
Katanning	0	0	0	0	0	15566	0
Narrogin	1	2	23	68	1	44321	1
Merredin	0	1	0	130	0	7693	0
Total	1	3	15	59	1	67580	1
SOHQ Admin	1	6	1	10	10	688567	10
Forest Resources	5	16	9	37	10	561839	52
Science and Info.	2	7	7	30	3	305045	5
Total for Dept.	35	98	12	45	10	2981531	365

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

SIGNIFICANT INCIDENTS

Chainsaws.

There have been a number of incidents recently when using chainsaws.

1) 2 operators experienced back pain from continuous use.

2) 1 operator cut his finger whilst sharpening a chainsaw.

3) 1 operator had sawdust flicked in the eye.

One of the operators with a back injury required time off work, the others had medical treatment only.

How many other were involved in incidents that required 1st aid treatment or had near misses is unknown.

It is recommended that a close inspection be carried out on all chain-saw operations.

© Checks should be made on the wearing of compulsory protective gear as listed in Section 11 of the Occ Health and Safety Policies Manual.

© All Job Safety Analysis data on chainsaws operations should be reviewed and where necessary updated.

© Why not send your new or updated JSA's to the Risk Management Section to allow for the upgrading of the JSA database.

For further information on any issues discussed in "Risky Times" or recommendations for future editions please contact Risk Management Section. - SOHQ, 50 Hayman Road, Como 6152. PHONE (08) 9334 0397 OR FAX (08) 9334 0475.

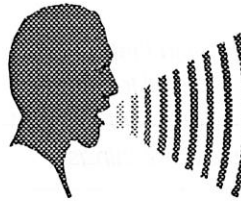
A 'PACE' AHEAD

AN INITIATIVE FROM YOUR PACE EMPLOYEE ASSISTANCE PROGRAM

COMMUNICATION

Do you sometimes say things impulsively then wish you had said it differently?

Do you sometimes react in such a way that makes you wish you could "rewind" and try that again?



How you communicate will have an effect on your relationships as well as on how you feel about yourself.

Every moment you spend with another person, you are communicating in some way - the words you use and how you say them, your body language and even silence, are means of communication.

Discussing issues, sharing concerns, negotiating, accepting your differences, affirming each other and feeling listened to are important in any relationship.

How to improve Communication

Open and clear communication can be learned. You can 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?

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.

Communicating

Better

The following guidelines may help you to become a better communicator.

- **Be clear yourself about what it is that you are wanting to say.** Be clear so that the other person does not have to guess.
- **Avoid bottling things up.** Remember the other person is not a mind reader and you can't assume they know what you are thinking and feeling.
- **Try to express your feelings ...** This can sometimes be difficult, but it gets easier with practice. Simply begin by saying "I feel ...".
- **Listening.** This means that the other person gets a clear message that they have been heard. One way to be sure of this is to repeat what the other person has said in your own words and style, and to check that you have the message correct. With feelings, it is important that you accept their feelings and not to criticise, joke or dismiss them as being silly or untrue.
- **Interest.** Show the other person that you are interested in what they are telling you. This can be done by maintaining eye contact when the other person speaks.
- **Choose an appropriate time and place for really important communication.**

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Road Blocks to Communication

- Ordering, commanding: "You must", "you will"
- Warning, threatening: "If you don't"
- Moralising, preaching: "You ought to"
- Advising, giving solutions: "Why don't you"
- Persuading with logic: "Here is why you're wrong"
- Judging, criticizing: "You're not thinking clearly"
- Praising, agreeing: "You're right, she sounds awful"
- Name-calling: "Smart-alec"
- Analyzing: "You don't really mean that"
- Reassuring, sympathizing: "You'll feel better"
- Probing, questioning: "Why, what did you do"
- Sarcasm: "Let's talk about pleasant things"

Good communication is the glue which holds a relationship together. For the glue to stick, it needs much patience, practice and time.

Communicating Feelings Indirectly

Communicating feelings depends on your being aware of your feelings, accepting them and being skillful in expressing them constructively.

Note that when you say "I feel that ..." it is not expressing a feeling, but an opinion.

When you are unaware or unaccepting of your feelings, or when you lack skills in expressing them, your feelings may be communicated indirectly through:

Body Language

"I'm fine!" versus "I am feeling sad right now and need some time to deal with that. I'll get back to you in half an hour or so".

Labels

"You are rude, arrogant and self centred" versus "When you interrupt me I get angry".

Commands

"Shut up" versus "I'm annoyed at what you just said".

Questions

"Are you always this crazy?" versus "You are acting strangely and I feel worried".

Accusations

"You do not care about me" versus "When you do not pay attention to me or what I am saying, I feel left out and rejected".

Sarcasm

"I am glad you decided to turn up" versus "You are late; it has delayed our work and that irritates me".

Communication - Listening

Try answering for yourself and for your partner (as you would imagine they would answer) O = Self X = Partner

Always Sometimes Never

When your partner is talking to you, does your mind drift to other things?

Do you try to make your partner feel you are listening attentively, even if you are not?

When you are talking to your partner, are you easily distracted (by other people talking; by something on the radio or T.V.)?

Do you anticipate what your partner is going to say, and interrupt?

Do you feel frustrated when your partner misreads what you are trying to say?

Do you look beyond what your partner says, to what they really mean?

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HAVING WORKED ON THIS SHEET YOU MAY LIKE TO COMPLETE THIS SENTENCE:

On the basis of this reflection sheet, I would say that as a listener I rate myself _____

PACE W.A.

(PROGRAMMES ASSISTING COMPANIES & EMPLOYEES)

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

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