

# WorkCover QUEENSLAND

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we cover, **we care**

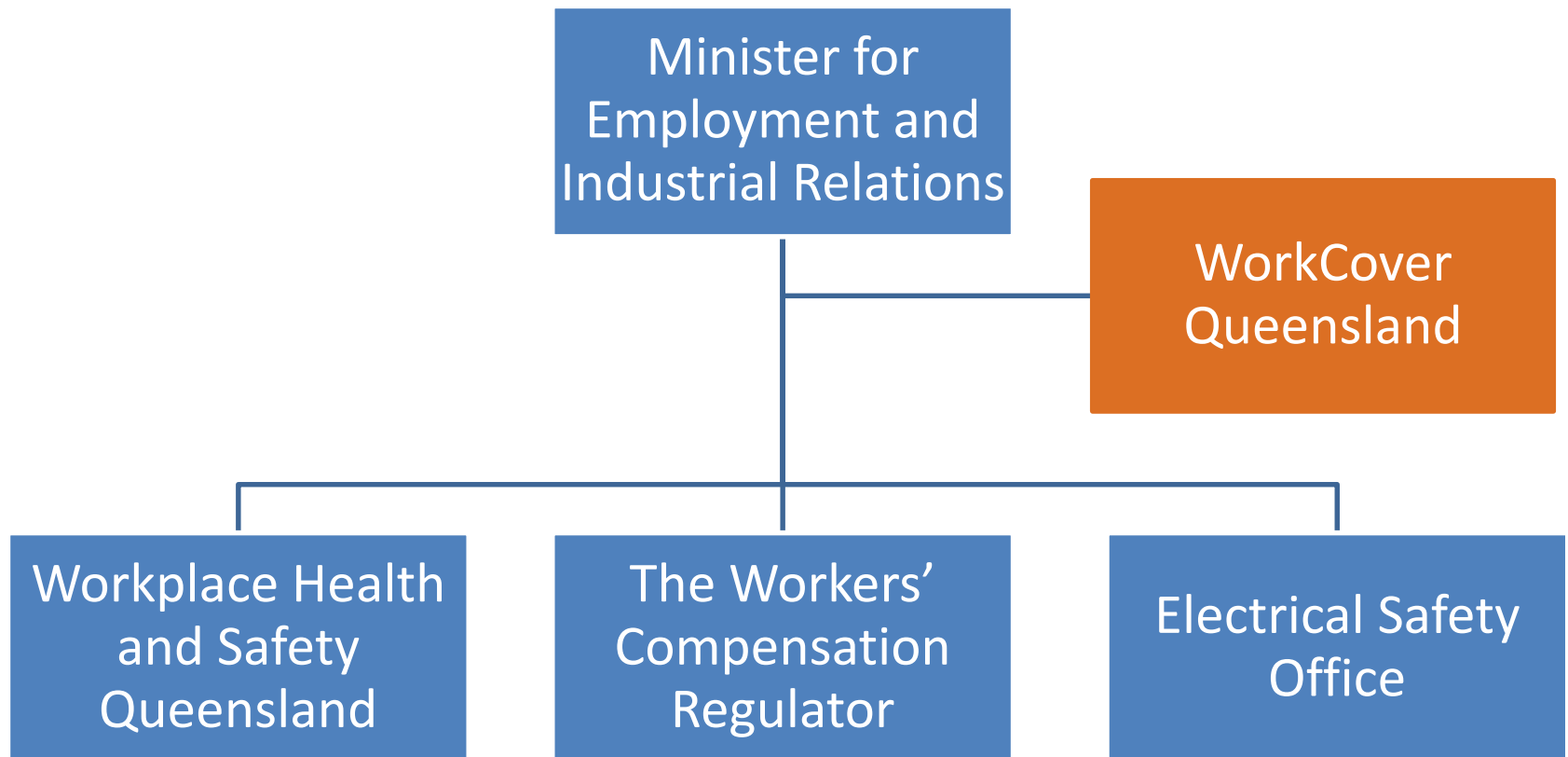
Chris Sherlock

7 March 2018

MINTRAC - HR, WHS and Training  
Network

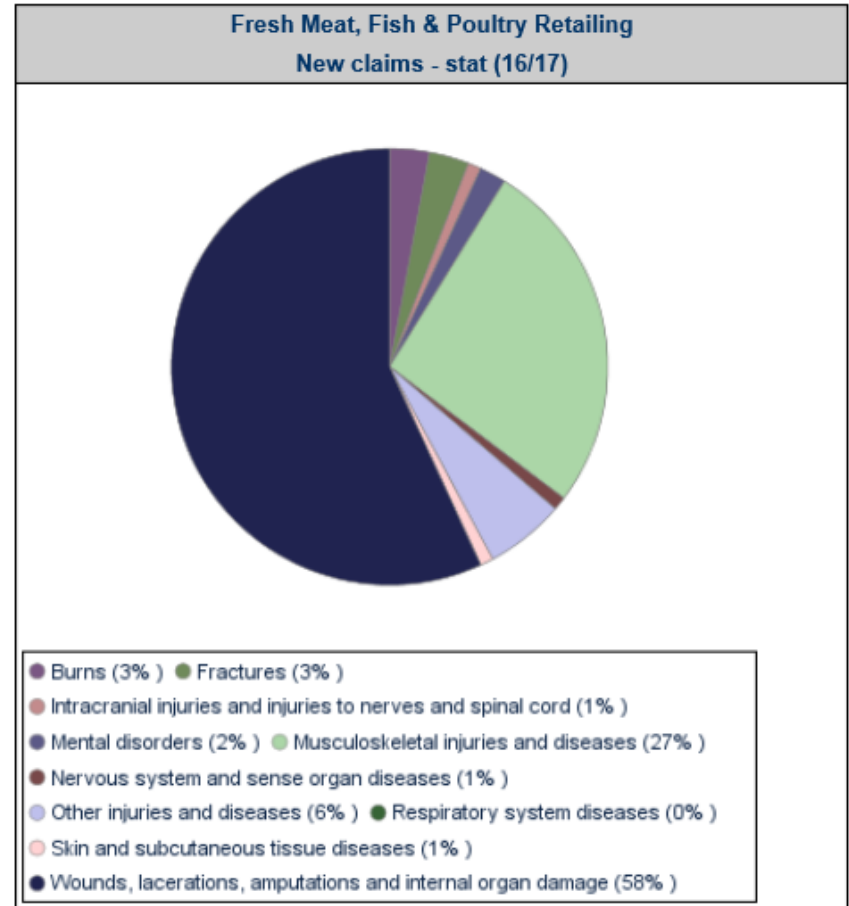
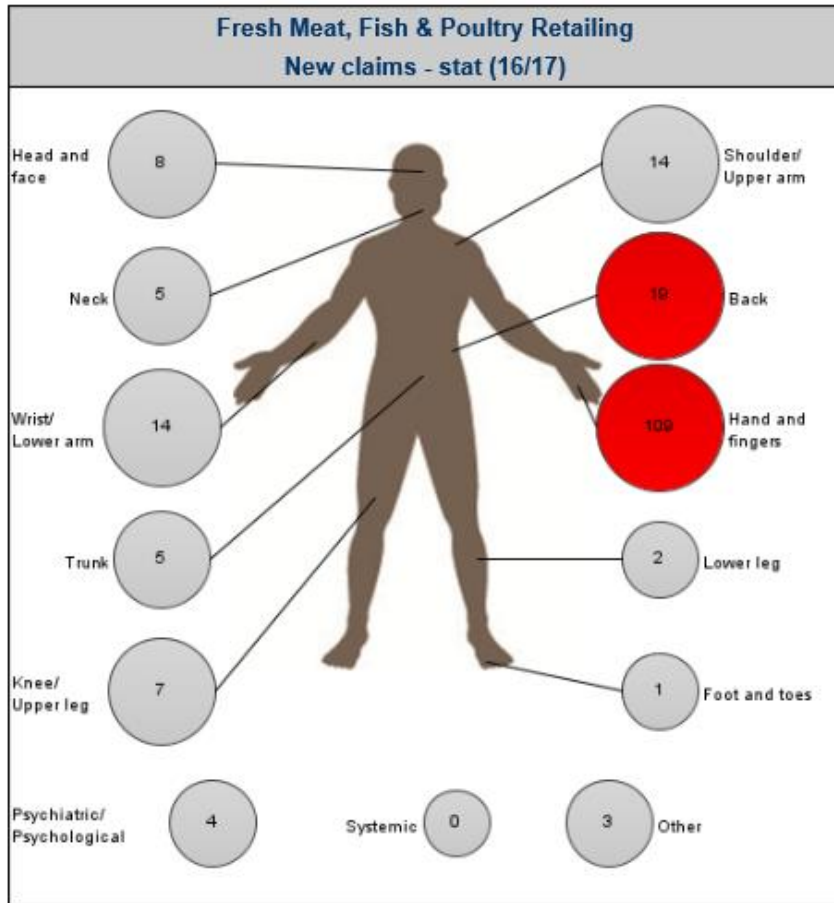


# Who we are



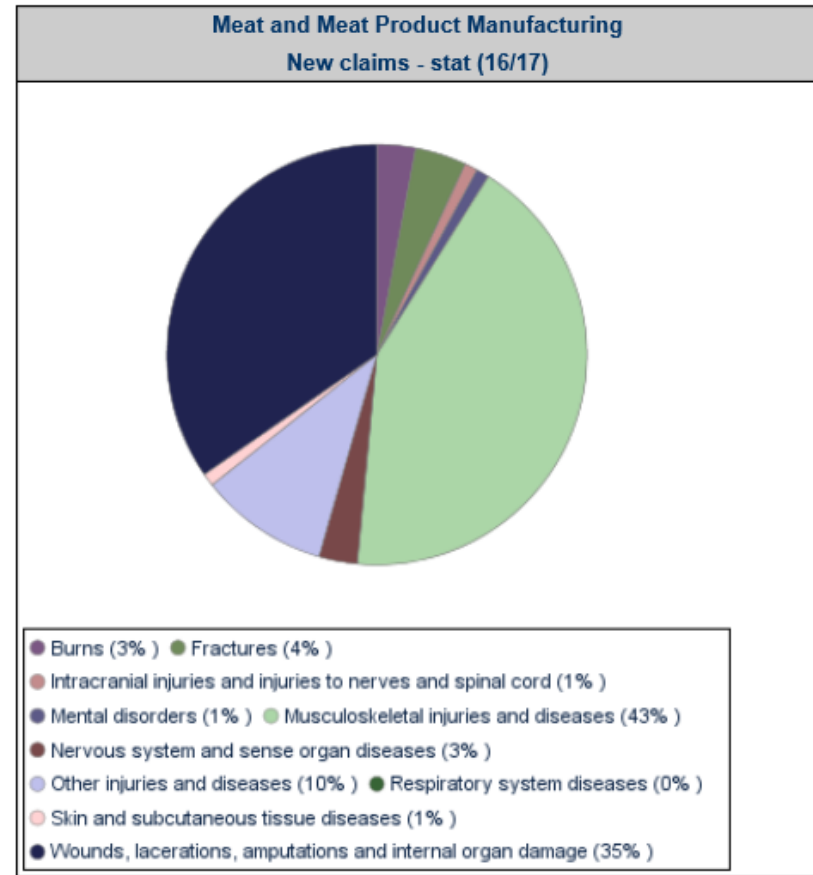
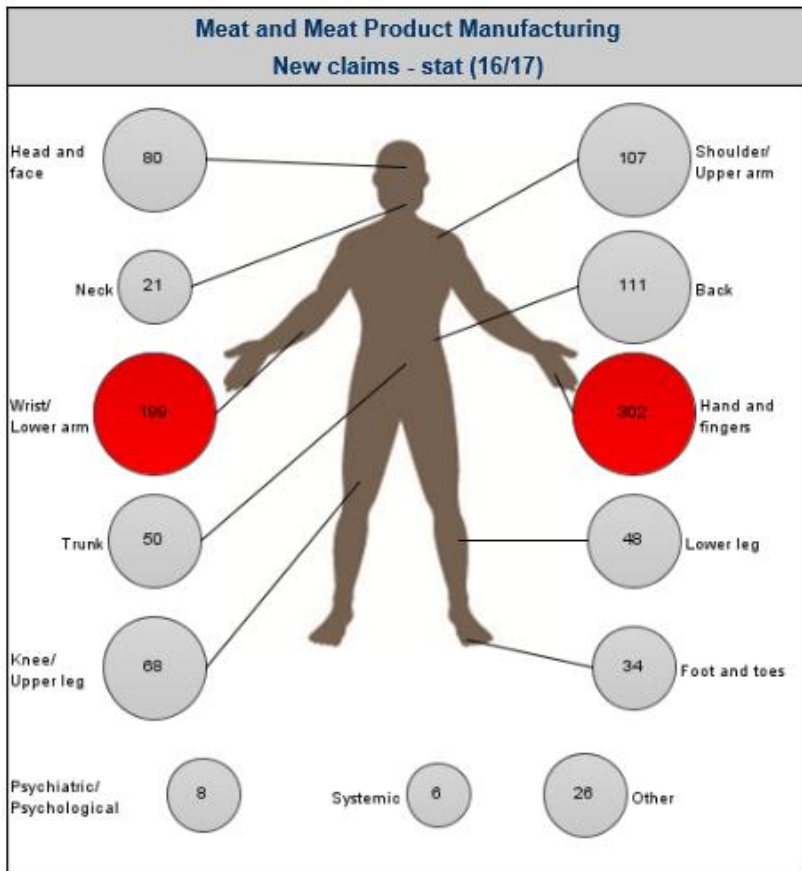
# Your Industry - Retail

## Fresh Meat, Fish & Poultry Retailing



# Your Industry - Manufacturing

Cured Meat and Smallgoods, Meat Processing, Poultry Processing



# Apprentice Updates

- From 1 July 2017 WorkCover Queensland has offered employers a discount on apprentice wages.
- Apprentices will continue to receive the same level of cover if they sustain an injury in the course of their employment.
- The worker must sign a training contract with their employer to undertake an apprenticeship declared under the Further Education and Training Act 2014. This does not include trainees.
- Premium is impacted in the same way as if a non-apprentice made a claim. The apprentice discount only excludes an apprentice's wages from your premium calculation.
- WorkCover has actively responded to the Federal Court Decision to correct the award rate in Queensland for apprentices. WorkCover has identified injured apprentices back to 2015 and is making retrospective adjustments to their award rates which may result in a pay adjustment.

# Facts about young workers

## Intellectual

- The brain does not finish developing until the mid-20s, which means the ability to perform complex tasks, problem-solve and multi-task can be lower in young workers. The areas of the brain that develop last are typically those that are responsible for logical decision making, problem solving and controlling impulses.

## Physical

- Because young people are still developing their strength, fitness and coordination, they need more sleep and recovery. This means that tasks, equipment and the work environments that have been designed for the majority of workers may not meet the needs of young workers.

## Social

- A desire to impress others and fit in means young workers typically model their behaviour (right or wrong) on their co-workers, while avoiding asking questions and raising concerns.



# Facts about young workers

## Learning style

- Young workers have typically been exposed to interactive and self-directed learning from a range of sources. Traditional, classroom-based forms of training should be complemented by opportunities for 'hands-on' experience.

## Information and communication

- Young workers may respond well to information provided using images and technology, rather than highly technical, written documents. Communicating through a range of methods, including using technology that young people are familiar with alongside traditional methods, such as one-on-one discussions and team meetings, can be effective.

## Risk perception

- Young workers may lack the ability to perceive when a situation becomes dangerous, and as a result, be less likely to ask questions and identify and report safety concerns. Providing opportunities to continually develop their risk management skills can help them make more informed decisions about risk.



# Provide information, training, instruction and supervision

- Expecting a young worker to ask for help if they need it relies on a very big, and most likely false, assumption that workers both feel confident enough and know when to speak up.
- Using the ‘Tell me. Show me. Watch me.’ approach to workplace training will be the most effective way to ensure young workers understand how a task should be done.



# Young Worker Safety Toolkit

The Young Worker Safety Toolkit is a great starting point for employers of young workers to work through these engagement principles and determine how to apply them in the workplace. The toolkit includes a checklist that can be used to create a tailored action plan and explains the role of stakeholders in young worker safety, including employers, supervisors and managers, work health and safety decision-makers, education and training providers, parents and caregivers, and youth service providers.

## More information

[Young Worker Safety Toolkit](#)

[Young workers](#) – collection of information and resources to assist employers in managing the health and safety of young workers

[Good work design for young workers](#) webinar recording

[Designing work for your workforce – younger and older workers](#) podcast

# Recovery – health benefits of work

The longer someone remains off work the less likely it is they will ever return.

20 days off

- **70%** chance of ever returning

45 days off

- **50%** chance of ever returning

70 days off

- **35%** chance of ever returning

# Employer best practice

- ✓ Keep your workplace safe
- ✓ If accidents occur, encourage stay at work
- ✓ Offer suitable duties
- ✓ Focus on what the worker can do
- ✓ Safety measures and suitable duties do work – case study

See how CV Services Group makes safety and return to work a priority



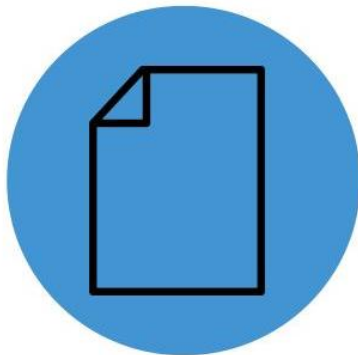
# Lodging a claim



[worksafe.qld.gov.au](http://worksafe.qld.gov.au)



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Brisbane, Qld, 4001



Lodge through your  
doctor

Questions?

