

**ISCRR
Research
Impact
Showcase**



A joint initiative of WorkSafe Victoria and Monash University

Program

This is a hybrid event live-streamed
online and in person at:

Monash College

750 Collins St

Docklands VIC 3008



9th February 2023

Program at a glance

2:00pm *Opening addresses*

- Colin Radford (Chief Executive, WorkSafe Victoria)
- Prof Doron Ben-Meir (Deputy Vice-Chancellor (Enterprise and Engagement) and Senior Vice-President, Monash University)
- Samantha Barker (ISCRR Director)

2:35pm **Session 1: Vicarious trauma**

- Carmen Schroder (ISCRR), Grace Norrie (CPSU)

3:00pm **Session 2: Evaluating pilot programs**

- Dr Sarah Oxford (ISCRR), Melinda Rice (WorkSafe)

3:25pm **Session 3: Bitumen fume exposure**

- Dr Janine McMillan (ISCRR), Nick Blackford (AWU)

3:50pm **Session 4: Systems thinking**

- Prof Sharon Newnam (QUT), Dr Natassia Goode (WorkSafe)

4:15pm **Panel Discussion**

“What does evidence-informed decision-making mean?”

Facilitated by Dr Jimmy Twin (ISCRR)

Panellists:

- Anita Zanchetta (Executive Director (Enterprise), Monash University)
- Dr Janine McMillan (ISCRR)
- Dr Sarah Oxford (ISCRR)
- Dr Natassia Goode (WorkSafe)
- Melinda Rice (WorkSafe)
- Prof Sharon Newnam (QUT)

4:30pm **Networking reception (event close at 5:30pm)**

We acknowledge the Traditional Custodians of the lands on which we meeting today, and pay our respects to their Elders past and present. We extend that respect to Aboriginal and Torres Strait Islander peoples here today.

Vicarious trauma

Vicarious trauma is the indirect trauma people experience from repeated, empathetic engagement with other people's trauma. Approximately half of workers exposed to traumatic content in the course of their work are at risk of mental injury.

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ISCRR's research in vicarious trauma has filled knowledge gaps and led to activities that have increased awareness and informed decision-making on preventing and managing vicarious trauma in the workplace.

Carmen Schroder

Research Officer, ISCRR

Carmen led ISCRR's monitoring and evaluation of the Vicarious Trauma Prevention and Awareness Toolkit project; a partnership with CPSU, Department of Fairness, Families and Housing, and the Department of Justice and Community Safety, funded by the WorkWell's Mental Health Improvement Fund (WorkSafe Victoria).

Since 2010, Carmen has worked with government, academic, not-for-profit and community organisations to evaluate and strengthen services, systems and policy. Motivated by social justice, Carmen has a keen interest in systems improvement and capacity building solutions. She has a Bachelor of Applied Science, Psychology (Hons.) from RMIT University.



Grace Norrie

Project Officer, CPSU Victoria

Grace Norrie is the lead Project Officer on the Vicarious Trauma Prevention and Awareness Toolkit. Grace holds a Master of Social Work from RMIT University. Prior to joining the Vicarious Trauma Prevention and Awareness Toolkit, she worked for several years in research teams at the University of Queensland and Central Queensland University.



Evaluating pilot programs

ISCRR is regularly involved in the evaluation of WorkSafe programs and initiatives. ISCRR's involvement started at the program design phase for two pilot programs and continued throughout these pilots, providing an independent research voice in working group discussions.

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ISCRR's contribution to these pilot programs led to improvements during their implementation, with direct links to positive impacts for injured workers.

Dr Sarah Oxford

Senior Research Officer, ISCRR

Sarah designs and delivers qualitative research and evaluation projects for ISCRR. She has extensive experience conducting research with people from socially vulnerable backgrounds, and managing projects from conception through to completion while collaborating with numerous stakeholders from industry, academia, government and the non-profit sector. Sarah obtained a PhD in Sociology from Victoria University, and a Master of Arts from the University of Bradford (UK).



Melinda Rice

Manager, Transformation Enablement Team,
WorkSafe Victoria

Melinda commenced with WorkSafe Victoria in 2020, and manages the Major Programs & Transformation Enablement Teams, developing and implementing key projects which align to the corporate strategy, primarily in the Clinical/Health Provider space. Melinda has worked in the Personal Injury sector for the past 25 years, holding various roles within both the Government and Private sectors. Her career commenced at the Transport Accident Commission (TAC) Vic, in 1997, with a strong RTW focus throughout the 17 years, holding roles such as Rehabilitation Co-ordinator, RTW Manager & Manager Vocational Services.



Bitumen fume exposure

Workers may experience acute health effects such as dizziness, nausea and respiratory discomfort after bitumen fume exposure. Bitumen is used as a binder in the production of asphalt for road surfaces and the material is heated to 170°C to 180°C to facilitate spreading. During this process, a complex mixture of vapours and particulate matter is emitted.

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ISCRR's research in bitumen fume risks have led to collaborative discussions on risk reduction, initiatives to decrease risk and improved testing and monitoring.

Dr Janine McMillan

Research Lead, ISCRR

Janine commenced with ISCRR in 2017 as a Senior Research Officer and has worked across the Research Communications and Translation team and the Research Team. She has researched and written reports and presentations for a number of projects including Evidence Reviews, Environmental Scans, Evaluations, Horizon Scanning and Research Summaries, as well as providing expert advice on Data and Research Reports. Janine obtained her PhD from the University of Melbourne.



Nick Blackford

OHS Officer, AWU Victorian Branch

Nick Blackford is an Occupational Health and Safety Officer for the Australian Workers Union. He has over 15 years' experience working within the asphalt industry. Nick has previously represented the asphalt industry as an AWU Organiser and OHS Officer. He began as a proud and passionate Health and Safety Representative advocating for change in the asphalt industry regarding workers exposure to bitumen fumes. This advocacy led to the ISCRR report and ongoing industry reform.



Systems thinking

Research has found that many healthcare services in Australia currently do not have any standardised systems in place for reviewing risk controls following an injury to staff. There is little guidance available for OHS practitioners on how to investigate why risk controls for these tasks are failing.

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Through the Patient Handling Injuries Review of Systems (PHIRES) project, it was demonstrated that systems thinking can be applied to hospital environments, with this process guiding manual handling coordinators to more accurately assess risks. This work led to the development of the STIR Accident Investigation Toolkit for investigating injuries in the workplace.

Prof Sharon Newnam

Head of School, Psychology and Counselling,
QUT

Professor Sharon Newnam is the Head of School, Psychology and Counselling at the Queensland University of Technology. Sharon has published widely in the area of workplace safety from a systems-thinking perspective and has applied this knowledge to improve safety across industries, including transportation and healthcare. Sharon is a prolific author, is an Associate Editor of the leading safety journal *Safety Science*, and an international member on a Transportation Research Board committee, which is a division of the National Academies of Science, Engineering and Medicine.



Dr Natassia Goode

Manager, Manual Handling and Social
Assistance Portfolios, WorkSafe Victoria

Dr Natassia Goode is a Program Manager at WorkSafe Victoria, and an Adjunct Research Fellow with the Centre for Human Factors and Sociotechnical Systems at the University of the Sunshine Coast. Over the last 12 years, her research has focused on applying systems thinking to fundamentally change the way that organisations manage safety, and reduce incidents. She has worked with several industries to design more effective incident reporting and investigation systems, including healthcare, construction and outdoor education.



For more information on ISCRR
please email info@iscrr.com.au
or visit our website www.iscrr.com.au



ISCRR

Institute for Safety,
Compensation and
Recovery Research

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