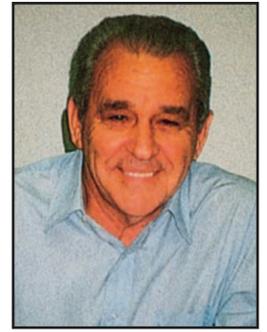




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2001

Message From the CEO



Pat Gilroy

MARCSTA Achievements in 2001

In a year which has been complicated by changes in industry ownership and direction and by international events, MARCSTA has been able to achieve a number of milestones in pursuing its objective of affordable, quality occupational health and safety training for the mining workforce.

General Safety Induction

By the end of 2001 some 85,000 general inductions will have been provided to industry employees or contractors with more than 20,000 of those delivered this year. By any measure this is a remarkable achievement ensuring standardised, competency based training to the majority of employees and contractors who enter mine sites in WA.

There can be little doubt that the decision by much of the industry to require MARCSTA certification for site entry has been a major factor in the mining sector continuing to be the best performing industry sector in the Western Australian economy.

Managing a Shift Work Lifestyle

The introduction of this comprehensive occupational health and safety program for shiftworkers and their families was a major initiative at a time when long and irregular working shifts and rosters are again under fire.

The program provides the knowledge and skills to workers, both management and employees, to enable them to cope with the physical, mental and social consequences of irregular work schedules.

The one day program goes a long way towards meeting duty of care obligations to provide training to address hazards in the workplace.

Risk Management for Those Who Work with the Risks

This program is undergoing final modification to ensure "hands on" competencies for employees who work with everyday risks encountered in their workplace.

By demystifying the terminologies used in risk management and focusing on the application of the principles, workers can be provided with the skills to self manage everyday risks as they arise.

The program will provide the underpinning knowledge to achieve the competencies of the Core Unit *Apply Local Risk Control Processes* in the national mining industry training package.

International Society of Mine Safety Professionals – Australian Chapter

Although MARCSTA has no direct involvement in the activities of the Society it did provide administrative support for its establishment. Under Jim Torlach as Chair, the Society will provide a much needed forum for consideration of safety and health issues by mine safety professionals and put in place a certification process overviewed by senior academics and authorities in the mine safety and health disciplines.

MARCSTA will continue to provide secretarial support until the Chapter is firmly established.

 MARCSTA wishes all readers the compliments of the season 

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MARCSTA is a not for profit association.

All proceeds are reinvested into the industry for future development of safety and training.

The Monitor circulates widely throughout the mining industry and contractors to mining companies in Australia

Communicating Risk

In a well attended seminar on 12th October, organised jointly by MARCSTA and the new WA chapter of the International Society of Mine Safety Professionals, Dr Vincent Covello of Columbia University skilfully took the audience through the art of risk communication. Dr Covello has been involved in many practical studies in this area, in addition to his role as a medical researcher. The seminar included live video of actual examples. Some key points follow:

NEGATIVE DOMINANCE

Perception is reality in the area of risk communication. Research has shown that it takes three positive messages about risk to neutralise one negative message, the theory of negative dominance. It needs four positive messages to actually leave a positive impression after that one negative message.

This is the first key feature of the "rule of three".

MESSAGE MAPS

The second application of the rule of three comes in constructing a response to questions about a risk. This can be done with a message map, in which questions are anticipated and answers thought out in advance. Three areas of the issue with three questions each are anticipated.

CREDIBILITY TRANSFER

A low credibility source can be improved if it is supported by a source of higher credibility. Different groups rank differently in terms of public credibility. In the US the highest groups are health professionals, safety professionals and university scientists. The environmental professions, media and activist groups rank next, and industry, federal government and paid external consultants last.

It has to be accepted that 5% of people will never accept a positive message about risk. Communication with the public needs to be set at four levels below the average school education grade of the people concerned.

FACTORS IN RISK ACCEPTANCE

If there are no perceived benefits associated with a risk, the perceived risk level rises. Sufficient information to make an informed decision reduces anxiety. If a solution is imposed, the perception of risk is heightened, and if people aren't listening, they become very much more upset. Trust is the strongest factor in people accepting a risk, with the benefit of it next, then voluntary acceptance and fairness (sharing the risk) last.

PRIMACY AND RECENCY

Constructing a message about risk should have three parts. What is said first and last is remembered last. The principles of primacy and recency were known by the ancient Greeks. It is important to first of all learn what it is that people want to know. Each third of the message needs to have three supporting statements, the "rule of three" again.

THE MEDIA

The media tend to cast people as either villains, victims or heroes, with the media often the heroes. A "villain" can

respond in a way which partially improves their image. Personalising an issue (e.g. Kim Phuc, the little girl running with napalm on her back in Vietnam 26 years or so ago) can markedly offset attempts to depersonalise an issue.

HOMEWORK

It is important to research the perceptions of one's opposition.

e.g. to some in Islam the concept of luck in relation to life and death may be anathema because it is blasphemy to see it as anything but God's will.

GAINING ATTENTION OVER MENTAL NOISE

If you are speaking to people who are upset, you will only hold their attention initially for two minutes. The maximum briefing should be no more than 20 minutes. Trust must be established and in a media interview 9 seconds and 27 words may be all you have. The vital ingredient is to show that you care. Women convey this impression more readily. When people are upset they have difficulty processing information, they tend to be distrustful and to think negatively. This mental noise affects hearing, understanding and remembering.

Poor processing of information can be overcome by listening and responding in threes, and distrust can be overcome with credibility and mirroring (restating the person's concerns). People who are upset also focus on negative words and body language. (Leaning back carries an idea of "casualness"). So try not to use "no, not, can't, don't, never, nothing, none" as they establish a negative frame for communication.

TRUST IN HIGH STRESS SITUATIONS

The factors creating trust in high stress situations are:

- Listening, caring and empathy is worth 50% in getting a positive response from the listener and trust must be established in the first 30 seconds
- Competence and expertise provides 15-20% of a positive response
- Honesty and openness: 15-20%
- Dedication and commitment: 15-20%



Dr Vincent Covello



Risk Communication Seminar

Annual General Meeting

MARCSTA held a well-attended Annual General Meeting on 14th September. The elections resulted in the return of Terry Condipodero as president and Joe Maglizza as Vice-President. Des Shaw, Warren Claydon, Ross Graham and John Lemon were joined on the new committee of management by Andy McDonald from Macmahon and Pat O'Sullivan from Cooks Construction. The Monitor wishes the Committee another successful year.

Some of the president's opening remarks were:

I am pleased to welcome you to this our 7th Annual General Meeting.

At the risk of sounding like Eddie McGuire "What a year it has been".

MARCSTA has, over the past twelve-months, taken significant steps forward as an organisation. During this same time the resources industry has seen a slowing of exploration and consolidation of company growth, with major company mergers, along with the rethinking of business/company goals.

The Western Australian resources industry 100 years ago was reliant on 97% of its worth coming from the production of gold with a net value at that time of about 7.5 million pounds. Over the past 100 years the resources industry has grown, broadening its base to include nickel, iron-ore, diamonds, tantalum, copper, zinc, mineral sands etc. It is now an industry worth to the Western Australian economy last year 25.7 billion dollars, an expansion by almost 140 times even taking into account inflation.

While today I think it is appropriate to note the resources industry's achievements, it is equally important to also note industry's safety record during this time.

The past twelve months has seen five mine related fatalities from an estimated workforce of 40000 - a rate of 0.125 per 1000 workers, compared to the fatality rate at the turn of the last century, when in 1901 there were 45 fatalities for an estimated workforce of 17000 - a rate of 2.6 per 1000 workers.

We as an industry need to be mindful of the safety and wellbeing of the people we employ, the need to train our workforce to meet today's occupational health and safety challenges.

The training needs to be relevant to the mining industry, and include general site specific and task specific safety, risk assessment and shiftwork management procedures. These are issues that have never before been more in the spotlight than they are today. These issues are encompassed in the "Duty of Care" responsibilities for both the employer and the employee.

In a recent address by Clive Brown, the Minister for State Development he said that "Safety of the workforce is a paramount consideration, that must be given the highest priority. Risk taking for higher returns is not acceptable. Clearly duty of care extends from the boardroom to the mine sites".

I believe the safety and wellbeing of the people we employ, the people we train as a training organisation to be the first consideration for this industry. This precious human resource needs to be well trained in all areas relevant to their working lives, and provided with the tools to ensure that the need for risk taking is eliminated.

We believe that MARCSTA represents the corner stone on which an ongoing improvement of safety culture can be developed and secured.

MARCSTA has, over the past twelve months, continued to move forward delivering it's 80,000 General MARCSTA Safety Training Certificate in the past month.

MARCSTA is now being delivered in schools for year twelve students prior to their entering the work force in Kalgoorlie. It is hoped that this initiative will be taken up throughout regional WA and the metropolitan area.

MARCSTA this year gained acceptance and is now a prerequisite for site access at Hamersley Iron, Alcoa World Alumina Australia and Worsley Alumina and is gaining acceptance through the mineral sands industry and Kwinana industrial strip.

It has also now gained acceptance in other states. Tasmania is an example of this. We as an organisation have began work to ensure that the courses MARCSTA presents are aligned with the requirements of the National Mining Industry Training Competency Guidelines. We have met with the National Mining Industry Training Board to ensure that MARCSTA meets these standards and, in turn, delivers the learning outcomes to industry.

MARCSTA, during February this year, successfully launched "Managing a Shift Work Life Style".

This course has attracted attention from broader community service groups eg: the police and nurses along with mining and our own contracting companies.



This course represents the first total Occupational Health and Safety package that provides the necessary information to both employees and the employer about changes the human body goes through and provides the attendee with the tools for managing their lifestyle and work requirements when undertaking shiftwork.

The course represents a significant step forward bringing together issues including fitness for work, sleep and the quality of sleep, drugs and alcohol, diet, shift rosters, and the management of lifestyle changes.

We have now successfully issued 230 certificates since the first course in July of this year and have 8 trained providers in the field with more applying for provider status each month.

In August MARCSTA met with Geoff Simpson who has been commissioned by MARCSTA to develop a Risk Assessment course directed at employees and their supervisors.

This course addresses risk assessment at the grass roots level. It excludes the more complex management risk trees and hazard analysis. In simplistic terms it demystifies risk assessment and will give employees the understanding to bring together their combined working knowledge and understanding of a job task in order to eliminate the need to take risks. This course is expected to be ready for delivery by early 2002.

MARCSTA is very proud to announce that it has established in Australia a chapter of the International Society of Mine Safety Professionals.

The Australian Chapter of this Society will, during its initial two years, be chaired by Mr Jim Torlach. The Society's Charter will be to introduce safety training aimed squarely at mining resources safety professionals, managers and supervisors and will deliver mining specific safety training.

It shall also provide a certification process for members who meet the Society's criteria. The validation process is expected to be available in 2002.

The above would not have been possible without the dedication of some very committed people, in particular, Joe Maglizza, Des Shaw, Ross Graham and John Lemon.

These gentlemen have given their time freely, freely being the operative word. Their commitment enables MARCSTA to ensure that the funds MARCSTA generates are channelled into the development of additional training courses of a higher standard so that we continue to do our part to improve safety in this industry.

To our supportive assessment panel members, Ian Macky and Jim Torlach, I express our deepest appreciation.

I would also like to take this opportunity to thank Liam O'Connor and his company Delta Print for the work that they have put into MARCSTA, work which is outside of the normal supplier agreement that one would expect. Their effort has been noted by both my Committee and our CEO.

To our providers we say thank you for a job well done.

It needs to be said that the growth of this organisation has come from the steady hands of Pat Gilroy, our CEO. Pat has given this organisation a focus.

Since Pat joined this organisation from the Chamber he has worked tirelessly for MARCSTA, and been instrumental in pulling all this together.

Pat has been well supported by both Anna and Paula in the MARCSTA office. Their efforts with the increased workload have been noteworthy and are appreciated by this Committee.

We as an organisation look forward to continuing to support this industry with training which is both relevant and cost effective.

PRAISE FOR PROVIDERS

MARCSTA providers have a difficult job to do with the range of personalities they come across in delivering inductions and the attitudinal problems they encounter.

It is pleasing, therefore, to receive personal comments of appreciation at the MARCSTA office on provider commitment and dedication. These complimentary remarks are always passed on to the providers concerned.

An example of learning difficulties and their management recently reported, concerned an employee whose job depended on the possession of a MARCSTA Certificate, and who initially failed to meet the competency requirements. The provider, who was concerned for the job security of the inductee, spent a further eight hours assisting the inductee to acquire the knowledge to meet the competency requirements.

This example is not uncommon and MARCSTA is appreciative of the dedication and commitment of its providers.

International Society of Mine Safety Professionals (Australia)



Application forms for membership of the Society have now been circulated widely in the industry and the Management Committee will shortly review applications received and allocate them into professional or associate categories.

The development of course curricula for the certification process has already commenced and although alignment with the content of the examination conducted in Northern America will be closely followed, inclusions and exclusions will be necessary to address the circumstances prevailing here in Australia.

A Curriculum Committee is being established to oversee the process and preliminary documentation is under preparation for its consideration.

A website is under development and will be available shortly. This will enable all Society materials and forms to be accessed by interested individuals.

In keeping with the undertaking given at the recent successful Vincent Covello seminar on risk communication, arrangements are underway for the conduct of another professional development seminar/workshop program about mid 2002 for members and for industry in general. The topic is likely to focus on the evaluation of the effectiveness of strategies for preventing workplace injuries.

Details will be widely circulated when arrangements are finalized.

Attendance at the seminar/workshop by ISMSP members will form part of the professional development requirements of membership.

MARCSTA REGISTERED PROVIDERS

Jayson Aveling	Tony Aveling and Associates	Malcolm McFarland	IFAP
Tony Aveling	Tony Aveling and Associates	Nick McIntyre (U)	McIntyre Mining Services
Ron Baker	Total Corrosion Control	Jeff Mathews	Safety Paradigms (Aust) Pty Ltd
Reuben Barber	Thiess Contractors	Greg North	Mobile Skills Training
Peter Barnard (U)		Graeme Richards	Richards Mining Services
Tom Bateman	TRACMIN	Merryn Richards	Richards Mining Services
Carl Berglin	Berglin Consulting Services	Darren Ridley	TRACMIN
Danny Bognar	Tom Price and Sons	Jason C Roberts	Tony Aveling and Associates
Clive Brindley	JG Engineering	Victor Roberts	Tony Aveling and Associates
Dale Cocker (U)	Burnie TAFE	Des Shaw	Shaw OS&H Disciplines
David Collins	D&S Safety Training	Brian Smith (U)	OSHTRAM
Geoff Day	Mandurah Safety and Training Services	Rennie Sterle	Kelport Pty Ltd
Peter Dowding (U)	JR Engineering Services Pty Ltd	Wayne Sullivan	IFAP
Joe Duyvestyn	TRACMIN	Stephen Taylor	Stephen G. Taylor Consultancy
Linda Elezovich	Caterpillar Institute	Peter Tredgett	Baseline/Chubb
Dennis Farlow	Century Resources	Peter Tynan (U)	Tassmia Safety Training Services
Helen Fleming	Strudwick HR	Graham Wall	Mandurah Safety and Training Services
Ashley Gilbert	Ausdrill Ltd	Dave Watkins	Safety Skills Training
Ross Graham	Komatsu Pty Ltd	Chris Wilson	Tony Aveling and Associates
Ray Hargreaves	Tony Aveling and Associates		
John Lemon	Total Corrosion Control		
Guy Le Noir	Switched Onto Safety		
Robert Lewis	Smart Training and Consultancy		
Duncan Lilley	St. Barbara Mines		
Joe Maglizza	CSR Readymix		
Sharyn McCulloch	NOSA Ltd Queensland		

U denotes underground trainer as well.

This list is current at the time of going to press but for further information contact Anna Verteramo at the Secretariat on Phone 08-9355 1400 or Fax 08-9355 1499.



Who's who?

Chief Executive Officer
Pat Gilroy

Chairperson
Terry Condipodero
JR Engineering

Vice Chairperson
Joe Maglizza
CSR Readymix

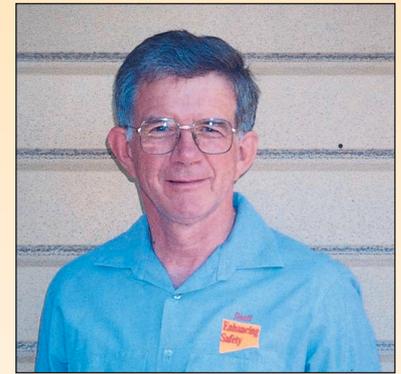
Committee of Management
Ross Graham
Andy McDonald
Pat O'Sullivan
John Lemon
Warren Claydon
Des Shaw

**General & Underground
Manual and Facilitators'
Guide Review, Provider
Registration Panel Chair**
Joe Maglizza

**Criteria & Recommendations
for Registration**
Ross Graham

MARCSTA Monitor Editor
Geoff Taylor

Editorial



Geoff Taylor

I recently passed a sign on a concrete overpass under construction: "Keep Clear. Stressing in Progress". And in July before the World Trade Center, I set an assignment for a group of engineers from around our region studying OHS.

They were asked to examine the key factors in airline safety. Then I recently heard on radio about how classical unstopped silver trumpets were sometimes jointed with wax.

One factor those engineers identified was engineering (No surprise there!). And that overpass sign could just as easily have described the human factors situation in a workplace. Stress, leading to fatigue and its outcome, increased human error, was a second area most students raised.

One student highlighted some recent Australian safety research by a linguist studying the value of the meaning behind the words in cockpit communication. Those who go to the play "CVR" at the Perth Festival will follow this issue of cockpit communication further. I was reminded of this and the trumpets listening to two engineers. In an apparently casual conversation in a lift they decided some offshore platform flanges would be welded instead of using another choice of jointing - casual, as I said, but with a profound safety impact. The integrity of joints was also an important safety feature in a silver trumpet if it was to be played solo for the king two hundred years ago.

These students also looked at the impact of finance on airline safety. Airlines are a highly geared industry sector, and in the US the Federal Aviation Administration actually runs a sophisticated financial analysis of airlines as part of its safety reviews. And the students considered the quality of management.

All this may seem along way from the mining industry and the other industries MARCSTA serves. But is it?

The MARCSTA course on fatigue management within the shiftwork lifestyle course is an important new contribution to health and safety. Just as with the airlines the industries MARCSTA serves must operate within accident expert Jens Rasmussen's three boundaries to failure - economic, safety performance and workload. And MARCSTA's general induction includes elements of engineering, communication, and management if not finance.

And so with the fanfare of a silver trumpet (soldered not waxed) may we at The Monitor wish you a Merry Christmas and a safe and happy New Year.

MARCSTA Members

FULL MEMBERS

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Australian Raise Drilling
Barmingo Mining Contractors
BGC Contracting
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CSR Readymix

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Thiess Contractors
Total Corrosion Control
Westrac

ASSOCIATE MEMBERS

Driver Training and Education Centre
Tony Aveling and Associates
Mandurah Safety and Training Services
St. Barbara Mines

This list is current at the time of going to press but for further information contact the Secretariat on 08-9355 1400 or Fax 08-9355 1499



SAFETY PARADIGMS



Safety Paradigms (Australia) Pty Ltd is a safety and health management consultancy and RTO owned and operated by the Principal Jeff Mathews and Director, Trevor Gunning.

Safety Paradigms' strength is its people, all of whom are experienced safety and health professionals of high industry standing and integrity. The owners have a wealth of management and safety experience, as well as a good understanding of regulatory requirements and workplace culture and served in the SAS in Vietnam.

Trevor and Jeff share a similar philosophy on what safety and health management should consist of. Jeff has a background in safety and business management and he uses his blend of skills to assist organisations to develop and implement safety management and workplace systems. Jeff actively ran small businesses and later gained a position with the CRA Argyle Diamond Group. He has an Associate Degree in Safety and Health and also has qualifications in safety auditing and occupational hygiene. He joined WMC Resources as the Agnew Gold Mine's Manager for Safety, Health and Emergency Services in 1996, which also included responsibility for environment and security. He is the principal presenter for the WorkSafe Plan assessor's course and is licensed to present the MARCSTA general induction and Managing a Shiftwork Lifestyle packages.

Trevor became a fire fighter in the WA Fire Brigade. Then for 16 years he worked in developing his safety expertise with such offshore oil and gas clients as Woodside, BHP Petroleum, and Shell both in Australia and overseas. He was involved in the development of the Safety Case principles. In 1996 Trevor assisted Placer Dome in the implementation of a risk based management system. Then Trevor joined Det Norske Veritas, a Norwegian classification society, as a risk management consultant and auditor.

Trevor and Jeff believe organisations should be looking at managing safety and health in a holistic way including understanding what encourages risk-taking behaviour. Organisations can then manage the culture within them.

Safety Paradigms is able to offer a range of products to their clients and these include entry training such as the MARCSTA General Induction, continuing with risk management products through to building complete safety management systems. These are complemented by the ability to offer third party auditing services.

Synergies with other companies allow Safety Paradigms to develop strategic tactical and operational plans. So skill training or workplace assessments can also be undertaken. Safety Paradigms can also provide a "one stop shop" service by totally managing all the safety needs of any particular project, developing the safety system, and providing qualified safety practitioners for day-to-day coordination.



Jeff Mathews

Trevor and Jeff share a similar philosophy - incidents and accidents are preventable, and that workplace incidents are caused primarily by system failures. Secondly they believe understanding risk-taking behaviour is something an organisation needs to do before building the control system.

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Conferences & Courses

WorkSafe WA 2002 and Beyond

A major two day safety and health conference will be conducted in Perth on 26-27 March 2002 under the auspices of WorkSafe WA with the collaboration of other government departments and statutory authorities responsible for health and safety in workplaces in Western Australia.

This cooperative effort is an important milestone in occupational health and safety in Western Australia and is an indication of the maturity that has been achieved in the tripartite approach to reducing the incidence of injury and disease in our workplaces.

The program has an impressive list of keynote and plenary speakers addressing a wide range of topics. The mining industry is well represented with a number of papers and the address on day two by industrial commissioner Bob Laing on the future direction of legislation will be of particular interest.

Registration fees have been deliberately set at a level that is affordable in contrast to those asked by many commercial organisations.

Registrations forms are available from WorkSafe's website www.docep.wa.gov.au

MOSHAB Publications Excellence

MARCSTA congratulates MOSHAB on the quality and content of its new series of safety posters and pamphlets.

MARCSTA Monitor

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New Publications

Worksafe WA Commission Guidance Note:

Reducing the Risk of Fatigue in Workplaces

Queensland DNRM:

Guidance Notes for Management of Risks Associated with Hours of Work Arrangements at Mining Operations

WA DMPR:

*Safety Issues Associated with Hydraulic Backfill Operations,
Dozer Safety in Open Cut Operations,
Hazards of Collapsing Ground in Mining Operations*

NSW Mineral Resources.

*Mine Safety Management Plan,
Safety and Health Systems Questionnaire.*

Tasmania Work Safety Authority.

A Guide to Workers Compensation and Rehabilitation in Tasmania

A Guide to Developing (Industry) Codes of Practice.

Draft Code of Practice on First Aid in the Workplace.

Please advise us if you want to change the number of copies of The Monitor you receive, or you don't want to receive it!

Advertising

A limited amount of advertising is invited for the next issue.
Please contact the Editor.

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