Conference Program

The Visions 28th Annual Occupational Health & Safety Conference
Welcome

The Organising Committee
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The conference proceedings and papers will be placed on the AIHS website in members area for access: www.aihs.org.au

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Introduction to Visions 2020

The Visions Conference has been run for the past 27 years with the specific aim of benefitting of its Queensland members and everyone in the Safety Community.

Visions provides an avenue for professional development and networking, whilst also advancing new ideas and concepts in the management of OHS.

As an attendee to the 2020 Visions Virtual Conference, you will have access to presentations and the ability to interact with the presenters in real time.

In additions, all attendees will also be provided with access to recordings of each sessions so they can watch them again any time over the next 12 months. The 2020 Visions online program will challenge the thinking of health and safety professionals while also showcasing some of our best local and interstate speakers.

Event Details

Date: 10 - 13 November 2020

Format: Virtual online conference

Cost:
AIHS Members: $250+GST
Non- Members: $350+GST
Students: $175+GST
AIHS Member 1-day pass: $125+GST
Non-Member 1-day pass: $200+GST
Day 1  - Safety Culture Workshop

The workshop will provide a unique opportunity to better understand safety culture, as well as give the participants direct involvement in the early creation, validation and implementation of a new safety culture diagnostic tool being developed by the WHSQ.

The workshop aims to:
- investigate the concept of safety culture through the lens of the 'Measures of Safety Culture diagnostic tool' currently being developed
- explore broad models and methodologies around safety culture
- use sample data as provided by the workshop participants to further investigate the more specific components of safety culture and climate.

Participants will be working with early (and sometimes preview) versions of both the tool and the materials that are being developed by WHSQ to support safety culture improvement in the State.

This workshop will explore:
- What is meant by safety culture in general
- Components and elements of safety culture
- Measuring and analysing safety culture
- Tools and activities available for improving safety culture

DAY 1  Tuesday 10 November 2020

13:00  Welcome and opening address
       Brett Jones, Chair QLD Branch

13:30  Opening/Intro moderator
       David Whitefield, People & Risk

13:30  Safety Culture - Understanding and analysing Safety Culture through the lens of the WHSQ measures of Safety Culture diagnostic tool.

15:30  Facilitators:  Shane Stockhill, Manager Safety & Leadership WHSQ
       Dr Kirsten Way, Senior Lecturer UQ
DAY 2   Wednesday 11 November 2020

8:00 - 8:05  Welcome/ Intro

8:05 - 8:50  Keynote Presentation
Craig Allen, Deputy Director-General, Office of Industrial Relations

9:15 - 10:00  Keynote Presentation: A commentary on the first IM prosecution in Australia
Harold Downes, Partner, Mills Oakley
Belle Sakrzewski-Hetherington, Workplace Relations, Employment and Safety Lawyer, Mills Oakley

10:20 - 10:50  Risk Vs Reward, Partnering with industry to reduce risk and make a positive difference
Sharon Stratford, Manager Corporate Relations and Engagement, WorkCover Queensland
Jo Kitney, Managing Director, Kitney OHS

11:10 - 11:40  Creating a learning culture: Using learning teams to improve engagement and organisational problem solving
Sarah Colley, Group Manager of Innovation & Culture, Downer
Amanda Clements, Zero Harm Performance and Innovation Manager, Road Services, Downer

12:00 - 12:30  Plenary Session: Data analytics for WHS improvements
Cameron Stevens, Solutions Engineer, RealWear Inc.

12:50 - 13:20  Under reporting of safety incidents in the workplace
Dom O’Brien, Principle Consultant, Sentis

13:40 - 14:10  Developing a reporting culture: A systemic approach
John Whale, Systems and Compliance lead, WorkSafe Victoria

14:30 - 15:00  When the problem isn’t a problem
Brad Matthews, Senior WHS Consultant, GCG Health Safety Hygiene.

15:20 - 15:50  Investigations - Work as normal vs work as imagined
Mark Alston, Investigations Differently

16:15 - 17:00  Keynote Presentations: New normal, new risks: How duty holders can manage the issues associated with hybrid working arrangements
Aaron Anderson, Partner, Herbert Smith Freehills

Visions Conference 2020 - Online
**Welcome/ Intro**

8:00 - 8:05

**Keynote Presentation: The safety professional's dilemma: Safety work vs the safety of work**

David Provan, Managing Director, Forge Works and Adjunct Fellow Griffith University

8:05 - 8:50

**Plenary Session: The culture wars: Constructs, controversies and capabilities**

Shane Stockill, Managing Safety & Leadership WHSQ

Dr Kirsten Way, Senior Lecturer, UQ

9:10 - 9:40

**Understanding reality - Using triangulation to uncover work as done**

Michelle Oberg, Safety Innovation Lead, Downer Utilities

10:00 - 10:30

**Using stories to transform your safety culture from heroes and villians to teamwork and trust**

Stephen Kenney, Principal Consultant, Neon Vita

10:50 - 11:20

**Anticipatory analytics: Why we can't predict incidents**

Andrew Heinrichs, Director Safety, Department of Justice and Community Safety

11:40 - 12:10

**Plenary Session: Heat stress at work: Causes and controls (that work)**

Dr Matt Brearley, Managing Director at Thermal Hyperformance

12:30 - 13:00

**Expensive non-compliance - the persistence of lifting technique training**

Suzanne Johnson, Manager Ergonomics Unit, Workplace Health & Safety Queensland.

13:20 - 13:50

**A day in the life of an active professional**

Daniel McAuliffe, Owner, Connect Health & Fitness

14:10 - 14:40

**Hidden health hazards lurking in your workplace that are likely not on you risk register**

Peter Gould, Service Manager- WHS Wellbeing, Redland City Council

15:00 - 15:30

**Supporting the WHS needs of Australia's ageing workforce**

Peter Thorning, Director, Regulatory Strategy and Board/ISSC Services, Office of Industrial Relations

15:50 - 16:20

**The aging Australian worker: A health ans safety issue**

Dr Chris Cunneen, Medical Director, OccPhyz Consulting

Add co-presenter
## DAY 4  Friday 13 November 2020

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<td>8:00 - 8:05</td>
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| 8:05 - 8:50| Plenary Session: Creating psych safety culture ( + supplemental on COVID 19 Safety responses)  
Dr Tristan Casey, Lecturer, Griffith University |
| 9:10 - 9:40| Plenary Session: Dissecting mental health in the workplace- Exploring the triggers and contributing factors, impacts, strategies and lessons  
Matthew Skubis, Senior Consultant, AusSafe Consulting |
| 10:00 - 10:30| Plenary Session: Have we lost the battle for workplace mental health?  
David Burroughs, Principal Psychologist |
| 10:50 - 11:20| Effectiveness of EAP in mitigation of psychological harm cause by work related stress  
Emma Wyhoon, Managing Consultant, Modernistic Safety |
| 12:00 - 12:45| Keynote Presentation: Audits: What are their value at law?  
Alan Girle, Director, Australian Business Lawyers & Advisors  
Graham Easterby, Manager, Licensing Services Branch, Queensland Building & Construction Commission |
| 13:20 - 13:50| Engaging the frontline: Best practice from human history  
Jamie Ross, Head of Zero Harm, Spotless |
| 14:10 - 14:40| The OHS professional's Role in the changing world of work: An exploration  
Sara Pazell, Director, Viva! Health of Work |
| 15:00 - 15:45| Keynote Presentation: WHS governance - What works?  
Deanna McMaster, Partner, MinterEllison |
| 15:45 - 16:00| Conference Close |

**Visions Conference 2020 - Online**
Craig Allen, Deputy Director General, Office of Industrial Relations, WHSQ
Craig has held senior management positions for more than 22 years with a government career spanning over 39 years. His previous roles include Commissioner for Public Employment for the Northern Territory Government, Assistant Director-General with the Department of Education Training and Employment and Executive Director for Corporate Services at Queensland Department of Corrective Services. Craig has a strong commitment to leading strategy that improves employee engagement, organisational performance and service delivery. In his current role he has a strong commitment to ensuring the work health and safety of all Queensland workers through the implementation of the Best Practice Review recommendations. Craig holds a Bachelor of Education from the Tasmanian College of Advanced Education and post graduate qualifications in public administration from Flinders University.

Wednesday 11 November 2020 - 8:05 - 8:50
Keynote Presentation

Harold Downes, Partner, Mills Oakley
Harold has more than 30 years’ experience advising in industrial relations, employment and work health and safety (WHS) regulatory law.

Harold was ranked was one of only six Leading Individuals in the Legal 500 Australia rankings for WHS in 2019, the only one outside of Sydney. He is also recognised by Doyle’s Guide 2020 as a Preeminent Workplace Health and Safety Lawyer and is listed in Best Lawyers Australia in the Occupational Health and Safety Law and Employment Law categories.

Harold acted and had strategic carriage for the corporate defendant in the first prosecution for industrial manslaughter in Australia which concluded in June 2020.

Wednesday 11 November 2020 - 9:15 - 10:00
A commentary on the first IM prosecution in Australia
Mills Oakley is represent the company and the two directors facing what is understood to be the first corporate industrial manslaughter (IM) prosecution under a WHS Act in Australia.

The presentation will unpack the legal, practical and personal complexities of this offence under the Queensland WHS legislation
Sharon Stratford, Manager Corporate Relations, WorkCover Queensland

Sharon has over 25 years of experience in workers' compensation insurance and injury management. During this time, she held senior management roles for over 15 years including seven years in General Manager positions in business and customer areas at WorkCover Queensland. Sharon has tertiary qualifications in physiotherapy, business systems, policy and management. Having had careers in all of these disciplines during her working life, she now has a portfolio career managing several businesses. Sharon is also committed to giving back to the personal injury industry she is still passionate about through education, professional speaking engagements and contracting/consulting activity. Being a fanatic Francophile, Sharon spends as much time as possible in France in the properties she and her husband own there which also links in with one of her businesses (www.frenchdesire.com.au).

Jo Kitney, Managing Director, Kitney OHS

With 30+ years' experience and tertiary qualifications in OH, safety and environmental management, Jo Kitney has a focus on strategic management, business capability and raising standards for work health and safety. As the Managing Director of Kitney OHS and Director of Djambul, Jo works with small, medium and large organisations, employer associations, unions, WorkCover Qld, WHS Regulator and law firms to deliver short and longer term solutions. Jo’s previous roles were State Manager WHS Chamber of Commerce and Industry Qld and Corporate Safety Team Leader Brisbane City Council. Jo also works closely with and supports the AIHS and is Chair of the Certification Governance Committee.

Sarah Colley, Group Manager of Innovation & Culture, Downer

Sarah’s work focuses on human-centred approaches to building a health, safety and well-being culture. Sarah is a nationally registered Psychologist with over 15-years’ experience working globally alongside HR and Safety business leaders. Sarah has expertise in designing, developing and delivering innovative psychologically based people-solutions that result in sustained organisational change. She has worked across industries including mining, oil and gas, explosives, shipping, construction, finance and local / federal government. She has worked with clients including ANZ Private Bank, Suncorp, Brisbane City Council, Brisbane Transport, Jacobs Engineering, Boeing Aerospace, BHP Billiton, Rio Tinto, Dyno Nobel Explosives, Aker Kvaerner, Ergon Energy, Energex.

Amanda Clements, Zero Harm Performance and Innovation Manager, Road Services Downer

A recognised thought leader in her field and “out of the box” thinker, Amanda’s mission is to help great teams do extraordinary things. Taking a human centered design approach and utilising the latest in evidence-based research from multiple disciplines, Amanda turns theory into practical applications that increase performance, improve quality of life and have greater impact.

Creating a learning culture: Using learning teams to improve engagement and organisational problem solving

How do we improve the way we learn as an organisation? This was the starting question that drove the implementation of a Learning Teams strategy within Downer. When we started on this journey we reflected and realised that the predominant tool and process we had for learning about safety was post- incident investigations. The effectiveness of this approach to learning frequently did not encourage people to describe what happened and why, and as such this process was not delivering the organisational learning’s and improvements it was designed to deliver.
Cameron Stevens, Engineer, RealWear Inc.

Cameron Stevens is a safety technology advocate and safety futurist. He started his career as a Physiotherapist prior to transitioning into various health and safety roles in high-risk industry, implementing innovative safety solutions all over the world. Cameron has a Masters in Ergonomics, Safety & Health from La Trobe University and was the inaugural recipient of the Eric Wigglesworth OHS Education Medal. His passion is improving human and organisational performance through the use of technology and co-designed safety solutions. He currently works as a Solutions Engineer for Augmented Reality start-up RealWear Inc. deploying voice-activated wearable technology to solve complex problems and is the founder of safety innovation consultancy, Pocketknife Group.

Wednesday 11 November 12:00 - 12:30

Data analytics for WHS improvements

The presentation is a case study exploring the deployment of a field-data capture solution with targeted data analysis to mitigate the risk of fatalities associated with tree-felling in the remote jungles of the South Pacific. The case study presents pre- and post intervention data over a 6-month period demonstrating improvements across a range of metrics. The case study does not focus on the specific hardware and software solution (this is not a sales presentation) but the concepts of using mobility device data capture and smart data analysis. The audience will be inspired to take action today and be provided with the necessary knowledge on how to go about it.

Dom O’Brien, Principal Consultant, Sentis

As a Principal Consultant at Sentis, Dom is responsible for partnering with new and existing clients to improve their safety culture and performance. With more than five years’ experience in project management, facilitation and solution development, he has managed and executed large-scale, cultural change projects across a range of industries including mining, healthcare, manufacturing, defence and infrastructure. As an experienced and dynamic facilitator and speaker, Dom has presented at the Safety Connect 2019 conference and across client sites. Having worked across Australia, New Zealand and Middle East regions with clients such as BAE Systems, Glencore, Ma’aden, Pacific Aluminium, UGL, RCR Tomlinson, New Hope Group and Whitehaven Coal.

Wednesday 11 November 12:50 - 13:20

Under reporting of safety incidents in the workplace

Accurate and timely reporting of safety incidents is a crucial component of a positive safety culture. These invaluable learning opportunities allow us to adapt, make improvements and prevent future injury. But how can an organisation, team or individual learn and improve when incidents are not reported or captured? Recent Australian data has shown that on average, 31% of incidents go unreported and in some organisations this figure rises as high as 53%. That’s a lot of missed opportunities to improve safety.

John Whale, Safety Systems and Compliance Lead, WorkSafe Victoria

John is a Human Factors specialist, chartered OHS professional with extensive experience in developing and managing safety, environment and rehabilitation programs across a broad hazard and industry spectrum. John is currently the Safety Systems and Compliance Lead for WorkSafe Victoria who recently reinvigorated WorkSafes internal OHS Systems to become the first Government Agency to be certified to ISO45001. Johns forte is WHS management systems development which includes evidence-based frameworks for reporting and assurance of safety.

Wednesday 11 November 13:40 - 14:10

Developing a reporting culture: A systemic approach

Hazard, near miss and injury reporting is an important component for organisational learning, risk reduction, and developing a safety culture and arguably the corner stone of any safety management system. Unfortunately the reality is under reporting is a significant issue that prevents the detection of potential latent conditions and causal pathways to future serious events.
Brad Matthews, Safety & Risk Strategist, GCG Health Safety & Hygiene

Brad is a Senior Consultant with GCG. He helps businesses integrate the complexity of regulatory WHS compliance and weave it into the productivity fabric that binds individuals into teams to deliver successful, safe outcomes. This all starts with a conversation. Along the way we work together and discover strengths that will not only deliver on measurable business goals, but will engage, encourage, empower and support their people.

Wednesday 11 November 14:30 - 15:00
When the problem isn't the problem

How many times have you identified a safety problem, come up with a solution, written plans and procedures, presented the solution to the workers; only to have the problem raise itself again and again. How many times have you gone back and repeated the process? Have you felt the frustration and loss that comes with doing the same thing over and over without seeing the expected change? You are not alone in this space.

Mark Alston, facilitators, Investigations Differently

Mark Alston, the principal facilitator for Investigations Differently, has extensive experience in investigations commencing as a Federal Agent in the Australian Federal Police, responsible for investigating organised crime and large-scale drug and fraud offences. Since then, Mark has worked for a diverse range of organisations including BHP, Rio Tinto, Macmahon Holdings, CQMS Razer, and Mitchell Services. Role responsibilities have included; incident investigations, risk management, safety and auditing. Mark has utilised root cause analysis methods including TapRoot© and ICAM©, 5 Whys and Essential Factors to investigate workplace incidents over the past 10 years. Throughout his career, Mark has developed and implemented systems of work to manage incident reporting and investigation requirements as well as the training of operational personnel and safety professionals in investigation methodology.

Wednesday 11 November 15:20 - 15:50
Including learning from normal work in incident investigation

This will be a highly interactive mini-workshop requiring audience participation. Introduction to Learning from Normal Work as part of an investigation.

Aaron Anderson, Partner, Herbert Smith Freehills

Aaron is a partner in the Employment, Industrial Relations and Safety team at Herbert Smith Freehills specialising in workplace health and safety. Aaron has over 20 years experience in advising clients on workplace health and safety, employment and industrial relations related matters in various industries including rail, mining, infrastructure, food safety, manufacturing, electricity and transport.

He also regularly advises government and assists clients in broader regulatory matters, including enterprise risk management and governance.

Wednesday 11 November 16:15 - 17:00
New normal, new risks: How duty holders can manage the issues associated with hybrid working arrangements

COVID-19 has presented numerous challenges across the globe. In the industrial space, most workplaces have been forced to implement flexible working practices that are both productive and safe. Although this global pandemic has not been without its consequences, it has also inspired a different way of working. This presentation will outline those issues that employers should be aware of, and more importantly, what duty holders need to be doing in order to manage the associated risks.
Our Presenters

The safety profession has grown and evolved over recent decades, and despite the prominence of the role within organisations, there is limited research about the current state of safety professional practice. 

The objective of a safety professional's role is often stated as 'preventing incidents and harm to people', although the existing research fails to demonstrate a compelling link between safety professional practice and worker safety.

Program Speakers

Dr Kirsten Way, Organisational Psychologist, Occupational Therapist and Certified Professional Ergonomist

Dr. Kirsten Way is an Organisational Psychologist, Occupational Therapist and Certified Professional Ergonomist who specialises in the study of worker and group-level psychology and its influence on various aspects of organisational performance, but in particular, WHS and injury management. She has particular expertise in work design and occupational health including workplace bullying, work-related mental health, workplace stress, work-related fatigue, human factors and ergonomics.

She has worked as the Director of a private consultancy specialising in WHS and organisational psychology, Manager Health, Safety and Wellbeing for a large organisation (4000+ workers) and has held positions for Australian and UK WHS regulatory authorities, including Principal Inspector, Manager Psychosocial Strategy Unit, and Manager of the WHS Policy Branch.

Thursday 12 November 8:05 - 8:50

The safety professional's dilemma: Safety work vs the safety of work

The safety profession has grown and evolved over recent decades, and despite the prominence of the role within organisations, there is limited research about the current state of safety professional practice.

The objective of a safety professional's role is often stated as 'preventing incidents and harm to people', although the existing research fails to demonstrate a compelling link between safety professional practice and worker safety.

Shane Stockhill, Manager, Workplace Health & Safety Queensland

During his employment at WHSQ, Shane has undertaken a range of strategic and technical activity to influence the state and national WHS agenda across psychosocial hazards, including work-related stress, workplace bullying, client aggression and violence, and fatigue. He has an extensive experience in managing all facets of work teams across changing structural and functional service delivery and work contexts.

As a registered psychologist, Shane has mentored, supervised and assessed several provisional psychologists across a diverse range of organisational, industry and workplace-level interventions. He has extensive experience and high level competency in devising, implementing and evaluating tactical and operational activities to build internal, industry and workplace-level capacity and performance within the specialist area of work-related psychological injury risks.

Thursday 12 November 9:10 - 9:40

The culture wars: Constructs, controversies and capabilities

Safety Capabilities Frameworks (see for example, Casey et al., 2020) are a powerful alternative to the continuing debate about how safety climate and culture should be conceptualised and measured. The Office of Industrial Relations (OIR) and a Research Consortium from four Australian Universities are investigating the potential benefits of this approach by developing a bespoke and practical measure which assesses whether system-, team-, and worker-level aspects of safety culture and capability, have predictive power for a range of leading and lagging safety indicators.
Work as Imagined and Work as Done is a Safety-II principle that has received a lot of focus when discussing how we can improve our safety approaches long term. Put simply, Work as Imagined is the way we imagine or “think” work gets done and Work as Done is the reality of what occurs in the field.

The problem occurs when there is a gap between what we think is happening and what is actually occurring. This gap introduces unknown variability and risk in the management of work. The solution to the gap is to try to understand what determines how work is done and to find effective ways of managing that to keep the variability of 'Work as Done' within acceptable limits.

Triangulation is a mixed-methods approach that combines multiple sources of data to gain a close-to-reality representation of work that is completed in the field. By combining various data points, we are able to hone in on the common factors that impact the success and failure of work activities. In this presentation, Michelle will talk about two case studies that utilise Triangulation to close the gap between Work as Done and Work as Imagined.

Thursday 12 November 10:00 - 10:30
Understanding reality - Using triangulation to uncover work as done

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Thursday 12 November 10:50 - 11:20
Using stories to transform your safety culture from heroes and villains to teamwork and trust

Storytelling is a powerful tool for enhancing learning, building engagement and creating a culture of teamwork and trust. Why is this? Research demonstrates that knowledge is stored in our brains as stories. As a result, information connected to the plot of a story is absorbed twice as quickly and recalled twice as well, regardless of interest in the subject.

When a meaningful story is told the brain patterns of the listener mirror those of the storyteller and this helps to establish common ground. Compelling stories also cause oxytocin to be manufactured in the brain, which promotes empathy and trust. This also makes compelling stories one of the few things that can reliably inspire people into action. More than half of casual conversation is storytelling. If this continuous and unstoppable current of stories is left undirected then a culture of teamwork and trust will only develop by chance.

More natural occurring are stories of heroes and villains, which favours a culture of blame. It is crucial, therefore, that this flow of stories is skillfully directed toward a culture of teamwork and trust. Story telling is an essential tool for directing culture progression and is sufficiently versatile to be applied in most situations. This presentation will also demonstrate, through examples, how stories are told effectively so that the audience can take those skills and apply them immediately in their professional practice.
This presentation will explain how digital technology relies on data, and how data is industry 4.0’s oil. Data is shifting business models, disrupting industries, and changing our relationship with work. Digital technologies afford us so many benefits, but they can have a negative impact on our health, and subsequently on our work productivity and satisfaction.

As more immediate, larger volume, and more varied data sets become available, organisations have moved towards predictive analytics. Andrew will explain what predictive analytics is, and what it isn’t, through examples we experience every day. He will then show participants how this fits into the management of WHS and will discuss incident causation frameworks, and why we won’t be able to literally predict incidents for some time (hint: it’s because the most complex supercomputer known to humankind is often involved in incidents, the human brain).

We’ll also talk about the pitfalls of counting, and why quantification is always, particularly in socio-technical systems with people, a representation of the world around us. Finally, this presentation will blast through some foundational concepts around innovation, and Andrew will give attendees some tips and models to use to apply innovation in their workplace. In a hyper-techno world, Andrew describes many of these concepts as foundational. But they are fairly advanced for the WHS profession. And it is crucial we understand them in our role as ‘flexperts’, so that we can benefit from this industrial revolution, and not be swept aside by it.

Dr Matt Brearley, Managing Director at Thermal Hyperformance

Dr Matt Brearley commenced his career in elite sport settings at the National Heat Training and Acclimatisation Centre and was the heat specialist for the Australian team in the lead up to, and during the 2008 Olympic Games in Beijing, China. Since focusing on occupational settings in 2010, Matt has conducted and applied research to guide industry practice to be Australia’s pre-eminent occupational heat stress consultant. He’s the 2018 Exercise Scientist of the Year, holds a PhD in Thermal Physiology and recently contributed to the WHO COVID-19 heat stress guidelines.

Thursday 12 November 11:40 - 12:10

Anticipatory analytics - Why we can't predict incidents

Of all workplace hazards, few match heat stress for the diverse range of opinions regarding causes and controls. The variety of approaches is not surprising given the combination of pseudoscience used in marketing, individual responses to heat exposure and until recently, the lack of evidence from the field. This session addresses this lack of evidence by detailing how and why workers endure heat stress, the implications for their health, safety and productivity, and what needs to be done to mitigate such outcomes, all based on the evidence. If you value answers over innuendo and practices over theory, this session is for you.
This presentation surveys the safetyscape to examine the misconception that lifting technique training reduces injury frequency rates and meets compliance with WHS legislation. Behavioral based programs, where workers are trained in techniques such as bending the knees, a neutral spine and abdominal bracing, are ineffective for managing the risks of hazardous manual tasks. They do not prevent workplace musculoskeletal disorders nor comply with WHS legislation. Lifting technique training is too often undertaken at the expense of other measures that can effectively reduce the cause of HMT related injuries.

The evidence around the inadequacy of lifting technique training, as a control for hazardous manual tasks, has been in circulation for at least ten years, yet it continues to be implemented, often as a sole control in many workplaces. There are potentially many reasons why workplaces continue to implement this type of training and Workplace Health and Safety Queensland are exploring why this approach has been sustained and are focusing on redressing this problem. From August 2019, WHSQ commenced a program that includes enforcement action for workplaces not compliant with suitable and adequate information for their hazardous manual tasks training. At the same time, industry resources have been published to assist with compliance.

WHSQ are also undertaking surveys and focus groups with employers and WHS professionals to better understand the beliefs and attitudes that continue to drive the use of lifting technique training. These results will be presented and discussed in light of the evidence base. Interim results from a campaign of inspector visits will report on rates of suitable and adequate HMT training found at Queensland workplaces and the resultant compliance action taken where suitable and adequate training had not been provided.

Thursday 12 November 13:20 - 13:50

Expensive non-compliance " The persistence of lifting technique training"

This presentation surveys the safetyscape to examine the misconception that lifting technique training reduces injury frequency rates and meets compliance with WHS legislation. Behavioral based programs, where workers are trained in techniques such as bending the knees, a neutral spine and abdominal bracing, are ineffective for managing the risks of hazardous manual tasks. They do not prevent workplace musculoskeletal disorders nor comply with WHS legislation. Lifting technique training is too often undertaken at the expense of other measures that can effectively reduce the cause of HMT related injuries.

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Thursday 12 November 14:10 - 14:40

A day in the life of an active professional

This presentation will support in education the desk-based workforce on the benefits of movement on a daily basis in the challenging and sometimes stressful environment of office work.

Consistent movement throughout a working day has been shown to reduce the effects of chronic health conditions such as cardiac disease, mental health illness, musculoskeletal and neural conditions.

This presentation will take step through a day in the life framework of movement focused professionals. Covering the benefits this provides them to their health, mood and productivity.
Social, economic and employment policy may not be changing swiftly enough to address the pressures created by a population that is ageing, particularly with respect to older worker health and labour force participation. A survey of medium to large businesses and organisations in Queensland was conducted, between November 2018 and February 2019, to better understand the beliefs and practices of Australian employers about older workers. 1017 responses were received, mainly from managers, across a broad range of industry types. Results show that almost half the respondents consider someone aged 60 years to be an older worker, and most respondents believe workers are too old for full time work by age 65.

While organisations are anticipating the need to make changes if their workforce shifts to include more older workers, very few have clear plans or policies for doing so. Although they are concerned about labour shortages, most organisations do not appear to be considering strategies to attract and retain older workers. A large proportion do not appear to have comprehensive strategies for managing work health and safety for their overall workforce, let alone specific strategies for older workers.

Guidance is readily available on strategies to support the work health and safety of older workers. Organisations who adopt these strategies are experiencing higher levels of job satisfaction, decreased absenteeism and turnover, and increased engagement among older workers, as well as greater inclusiveness, improved attitudes to older workers, and greater awareness of the needs of older workers among their broader workforce.
Psychological safety, defined as the willingness to present an authentic self and undertake an interpersonal risk such as speaking up and voicing a concern or idea, even if controversial is notoriously difficult to establish and maintain. Psychological safety has been investigated from many angles, with studies showing (separately) the importance of leadership, organisational practices and processes, co-worker support, team demographics like diversity, and relationship networks in creating, maintaining, and destroying it.

Although psychological safety has been investigated extensively in general organisational environments, little research has been done in the WHS space. This is unfortunate, because generation of WHS expertise is likely reliant on psychological safety: learning about WHS requires people to admit mistakes, talk openly about incidents, share intimate details about the way they work, and otherwise be more vulnerable than they would otherwise be in other contexts. The aim of this research project, conducted with a multinational construction company in Australia, was to discover additional antecedents of psychological safety and determine their net overall effect on performance outcomes. To our knowledge this is the first such study of its kind, where a combination of qualitative and quantitative methods were used to explore psychological safety in a WHS-relevant setting. In this practice-focused presentation, I will outline key findings and spend the majority of my time on describing practical ways that psychological safety can be created in safety-critical organisations.

Dr Tristan Casey, Lecturer, Griffith University

Dr Tristan Casey is a Lecturer at Griffith University's Safety Science Innovation Lab and co-founder of boutique consultancy 'The Culture Effect'. Dr Casey is an experienced Organisational Psychologist with extensive experience in work health and safety and has a particular interest in leadership and culture. He teaches the Safety Leadership programme at Griffith University alongside Prof Sidney Dekker and Dr Drew Rae, and is currently studying a PhD with Profs Andrew Neal and Mark Griffin.

Recently, Dr Casey's work was acknowledged by the NSCA and the Queensland Community Achievement Awards, taking out the Pinnacle and Best Safety Leadership Program awards with Teyes Australia at the NSCA.

Friday 13 November 8:05 - 8:35
Creating psych safety culture

Psychological safety, defined as the willingness to present an authentic self and undertake an interpersonal risk such as speaking up and voicing a concern or idea, even if controversial is notoriously difficult to establish and maintain. Psychological safety has been investigated from many angles, with studies showing (separately) the importance of leadership, organisational practices and processes, co-worker support, team demographics like diversity, and relationship networks in creating, maintaining, and destroying it.

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Workplace Mental health remains a hot topic, with no signs of interest abating. But is what we are doing working? How can we have so many providers, so many supposed solutions, so much investment, but seemingly so little discernible impact? It begs the question – have we officially lost the battle for workplace mental health?

A critical analysis of many contemporary approaches would suggest that much of the seminal research in this domain is being overlooked. Add to this a largely unregulated provider landscape, and there seems to be limited transparency and accountability when it comes to workplace mental health program effectiveness. In fact, it is plausible that some ill-informed workplace mental health practices may actually be leading to negative outcomes for individuals, teams and workplaces. With many organisations struggling to build the foundations for a mentally healthy workplace, let alone manage the ever changing demands of work, it is time to take a step back, rethink our collective approach to workplace mental health and adopt a more evidence-informed approach. How do we separate the outlandish claims, the faux thought leadership and glossy feel goods, from the stuff that actually works.

This thought provoking and practical presentation will capture some of his personal and professional observations from an extensive career as a workplace psychologist and strategist consulting to major organisations internationally, and explore some of the key considerations and critical factors for ensuring your workplace mental health strategy actually works.

Matthew Skubis, Senior Consultant, AusSAFE Consulting / Site Safe
Matthew Skubis is an OHS Professional with over 16 years full time experience working in industry across various sectors including high risk industries. A Fellow of the AIHS, Member of HFESA, a Federal Safety Officer with the OFSC, and with a bachelor degree of OHS from QUT, Matthew’s eyes see a lot of OHS Management Systems and Procedures which give him a snapshot of how some workplaces see mental health.

Matthew is also a volunteer speaker with Beyond Blue (Beyond Blue Volunteer Speaker program), coaches Women’s VFL in Victoria and regularly shares his insights and story on mental health with all types of workplaces. Matthew has a passion for mental health after recognising his own illness and taking measures to achieve recovery.

Friday 13 November 9:00 - 9:30
Dissecting mental health in the workplace - exploring the triggers & contributing factors, impacts, strategies and lessons
Mental health definitely has some traction at the moment in industry but what does it cost? What is the literature telling us that we need to be aware of? How much does it cost? Can it contribute to workplace health and safety performance? Is anxiety or other mental health illness a factor to be considered with workplace incidents or behaviour? If we implement strategies effectively can we see a return on investment?

In this presentation we will take a look at what the current literature is telling us we need to be aware of including reviews and reports conducted by Beyond Blue, UNSW, Black Dog Institute, TNS Global, HSE (UK), Mentally Healthy Workplace Alliance, Victorian Workplace Mental Well being Collaboration, and the Australian Human Rights Commission.

The aim is to provide some thought for health and safety practitioners and professionals to consider in enhancing workplace wellbeing going forward.

David Burroughs, Chief Mental Health Officer, Westpac
David Burroughs has had a 20-year career international career as a strategist, consultant, and psychologist working across a vast array of organisations. Specialising in workplace behaviour and the early intervention and prevention of workplace mental ill-health, he has a passion for innovation and challenging convention. David is an independent advisor, collaborates with international thought leaders in workplace behaviour and psychological health and safety and has developed multiple acclaimed corporate mental health programs.

His current interests include equipping organisations to meet the demands of increasingly dynamic and complex operating environments, creating psychologically safe workplace and promoting evidence-informed, psychosocially focused approaches to mental health. David is a sought after speaker and consultant both here and abroad and brings a highly pragmatic and strategic approach to managing complex people management matters. David currently specialises in developing psychologically safe and ethical workplaces, and is the Chief Mental Health Officer for Westpac.

Friday 13 November 10:00 - 10:30
Have we lost the battle for workplace mental health?
Workplace Mental health remains a hot topic, with no signs of interest abating. But is what we are doing working? How can we have so many providers, so many supposed solutions, so much investment, but seemingly so little discernible impact? It begs the question – have we officially lost the battle for workplace mental health?

A critical analysis of many contemporary approaches would suggest that much of the seminal research in this domain is being overlooked. Add to this a largely unregulated provider landscape, and there seems to be limited transparency and accountability when it comes to workplace mental health program effectiveness. In fact, it is plausible that some ill-informed workplace mental health practices may actually be leading to negative outcomes for individuals, teams and workplaces. With many organisations struggling to build the foundations for a mentally healthy workplace, let alone manage the ever changing demands of work, it is time to take a step back, rethink our collective approach to workplace mental health and adopt a more evidence-informed approach. How do we separate the outlandish claims, the faux thought leadership and glossy feel goods, from the stuff that actually works.

This thought provoking and practical presentation will capture some of his personal and professional observations from an extensive career as a workplace psychologist and strategist consulting to major organisations internationally, and explore some of the key considerations and critical factors for ensuring your workplace mental health strategy actually works.
Workers the world over are under greater pressure than ever before to meet the demands of modern working life. The level of control over work, the level of social supports in the workplace, the emotional demands of the job, traumatic events, violent events, role ambiguity, role conflict, meaningfulness of work, workload demands, long working hours, and new and changing technological advances are all common psychosocial hazards. (Safe Work Australia, 2019)

Research indicates that the relationship between work related stress and both physical and mental health disorders is consistent. Employee assistance programs (EAPs) seem to be a workplace panacea, attending to both personal and professional issues to enhance outcomes for employees and organisations. EAPs are considered beneficial approaches to reducing absenteeism, controlling health care costs, improving productivity and retaining workers.

Employee Assistance Programs (EAPs) in workplaces are still one of the most popular methods of mitigating psychological harm arising from workplace stress, yet 7,200 Australians were compensated for work-related mental health conditions between costing approximately $543 million in workers compensation. (Safe Work Australia, 2019) This raises the question; just how effective are EAPs in the mitigation of work-related psychological harm? This study seeks to find the answer.

Audits are a very common method for business to assess how safe their business is and what they can do to improve safety. From a legal perspective, audits might be used to try and establish compliance with the Work Health and Safety Act, the Queensland Building and Construction Commission Act or under other safety related legislation.

The value of the audit depends upon what is audited, how the audit is conducted and what is contained in the final audit report. In this paper, Alan and Graham will discuss the different types of audits from a theoretical and practical perspective, providing the audience with useful tools for future use.
The presentation is a story of how our innate human fears and psychological conditions formed tens of thousands of years ago now create huge challenges to changing behaviours and creating strong safety cultures.

For most of human history we lived in small groups, and it was critical we could trust those around us. Our brains are built to only trust those we know well, and only in recent times have we had to adapt to living with total strangers (i.e. most people we interact with on a daily basis). This modern environment is comparatively short in terms of human history, and our brains have not yet adjusted.

Many organisations are focused on improving ‘psychological safety’ to improve workforce engagement but are finding it to be an uphill battle against our natural human state. The presentation illustrates why this is, with stories and research on traditional and historic cultures, and examples of real-life safety incidents I have investigated where these psychological flaws have played out.

The presentation then explores how very modern-day factors – continuous states of distraction from the ‘technology tsunami’, far more worries and mental health concerns leaving people struggling for focus, and the increase in micro-laziness in the workplace due to a lack of care – are creating even more challenges for organisations seeking to improve performance. The presentation uses detailed true stories from historic societies, modern day scientific research, and real case studies from Australian businesses (Spotless, Newcrest, etc) to educate the audience on the challenges we face in developing psychological safety in the workplace, and show them actual proven solutions for overcoming the challenges.

It effectively paints a timeline of human history, highlighting how this now manifests itself in the challenges H&S professionals face. And also providing the audience with usable take-away ideas.

For the practitioner, there are struggles among traditional compliance-based safety practices compelled by a need to satisfy legislative requirements, and the emerging paradigms about Safety II, human organisational performance, and resilience engineering that beg a more holistic approach to understanding work systems and dynamics.

This presentation will explore these emerging influences on the design of work, and the human factor requirements of the safety practitioner. Delegates will be engaged in an interactive method to consider these challenges and opportunities.
WHS Governance is often talked about by safety professionals, executive leaders and board members. However, when it comes to designing a practical system to ensure that officers of an organisation receive the information required to enable them to discharge their duty of due diligence, there can be a lot of conflicting opinion.

Following the Best Practice Review, there is an increasing focus on officer liability. Matters such as the Multi Run Roofing litigation, and the Brisbane Auto Recycling industrial manslaughter charges highlight the approach being taken by the WHS Prosecutor to individual liability under WHS laws. It is more important now than ever, that safety professionals have the skills to ensure that WHS Governance systems are fit for purpose.

This session will summarise the tools safety professionals need to design a new WHS Governance system or reviewing an existing one. In doing this, the session will:

- incorporate guidance from the Banking Royal Commission (which made a number of comments on board reporting which are equally applicable in a WHS context);
- make observations in relation the outcomes of the Dreamworld coronial investigation;
- discuss lessons from the approach being taken by the WHS Prosecutor in relation to officer liability (including responding to due diligence-based improvement notices); and
- provide a foundation for a WHS Governance system that works.

Deanna McMaster, Partner, MinterEllison

Deanna is a Partner in Minter Ellison’s Human Resources and Industrial Relations practice group based in Brisbane. Deanna has a broad practice including work health and safety, industrial strategy, enterprise bargaining, discrimination and general litigation across various sectors including education, construction, energy and resources. She has a particular focus on work health and safety and provides strategic advice on health and safety compliance to clients.

Deanna also has experience in the management of safety incident investigations and the conduct of prosecutions, and regularly provides training to clients in relation to the WHS laws.

Friday 13 November 15:00 - 15:45

WHS Governance: What works?

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