RISSB helping to foster positive organisational culture

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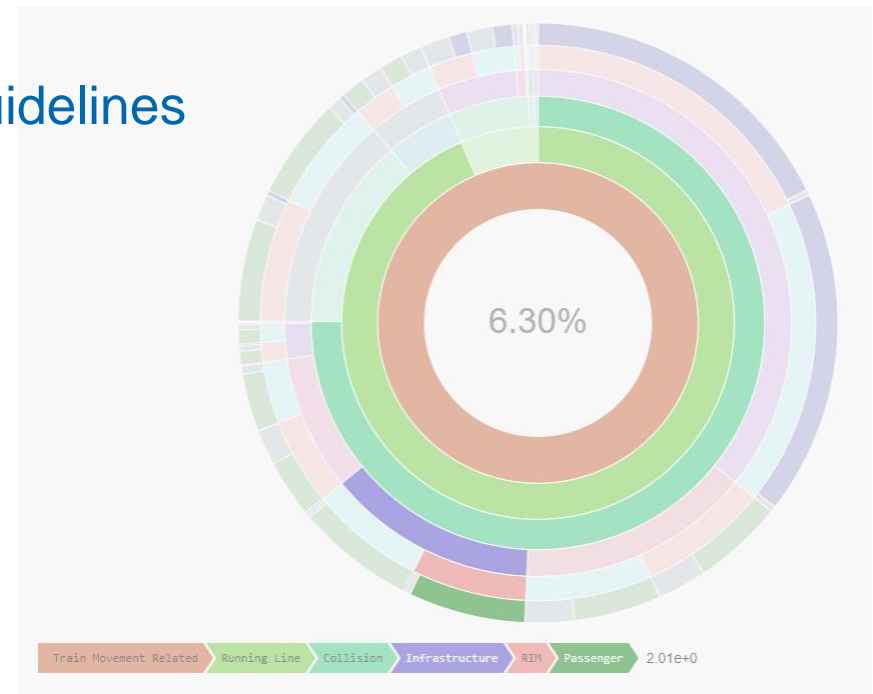*Collaborative. Innovative. Trusted.*

A brief introduction to RISSB

- A non-profit company established in 2007.

- SDAC (formerly ABSDO) accredited to produce Australian Standards.

- 100% owned by the Rail Industry.

- Government / industry funded.

- Responsible for the Australian Code of Practice (ACOP).

  o Standards, Codes of Practice, Safeworking Rules (ANRP) and Guidelines – developed <u>by</u> industry, <u>for</u> industry.

- To assist the rail industry to manage rail safety and improve efficiency through standardisation, interoperability and harmonisation.

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RISSB fostering positive organisational culture

- Standards / Codes of Practice / Guidelines
  - Investigations Code of Practice

- Australian Rail Risk Model

- Occupational Culture Work Health and Safety (OCWHaS) survey

Train Movement Related · Running Line · Collision · Infrastructure · RIM · Passenger · 2.01e+0

6.30%

ARRM

- User requirements from dozens of stakeholders across the country

- Analysed 53,683 occurrence records

- 70,000+ individual risk estimates

- 2000 Monte Carlo simulations with over 50 million sample points

- UAT included 2,882 web application interactions, 601 query executions

- Testing the website software alone included 1000+ automated tests

- Tested on over 150 devices and operating systems

- Models 104 different hazardous events, + precursors

- Launched Nov 2017

- C15 training sessions around the country, nearly 200 users from 25 orgs

- Finalist in the rail industry awards for Innovation and Technology

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Why are we interested in 'culture'?

- Term first used after Chernobyl

- Many attempts at a definition since:

".... reflects the attitudes, beliefs, perceptions and values that employees share in relation to safety.... "
<div align="right">Cox, S. & Cox, T. 1991</div>

".... an emergent property of organizations .... "
<div align="right">Passenier et al 2013</div>

But what is an emergent property?

"**you can't manage what you can't measure**"

Peter Drucker

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OCWHaS Survey

- OCWHaS Survey is a 40-item survey designed to assess organisational culture and work health and safety

- Developed for, and validated in, the Australian Rail Industry

- It has pedigree!
  - Based on the 10 Platinum Rules for good organisational culture for a healthy and safe workplace.
  - 10 Platinum Rules - Digging Deeper, extensive analysis of work health and safety in the NSW mining industry (Shaw et al., 2008).
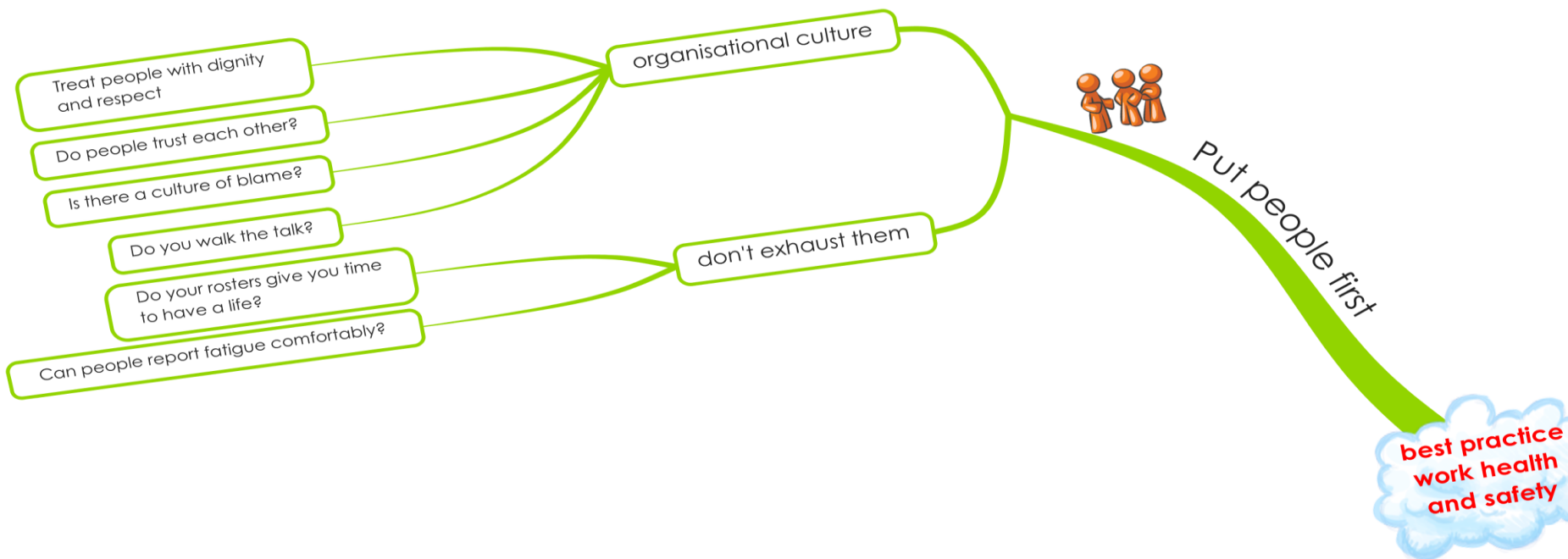 - Mines Safety Advisory Council (MSAC) and the New South Wales Department of Trade and Investment
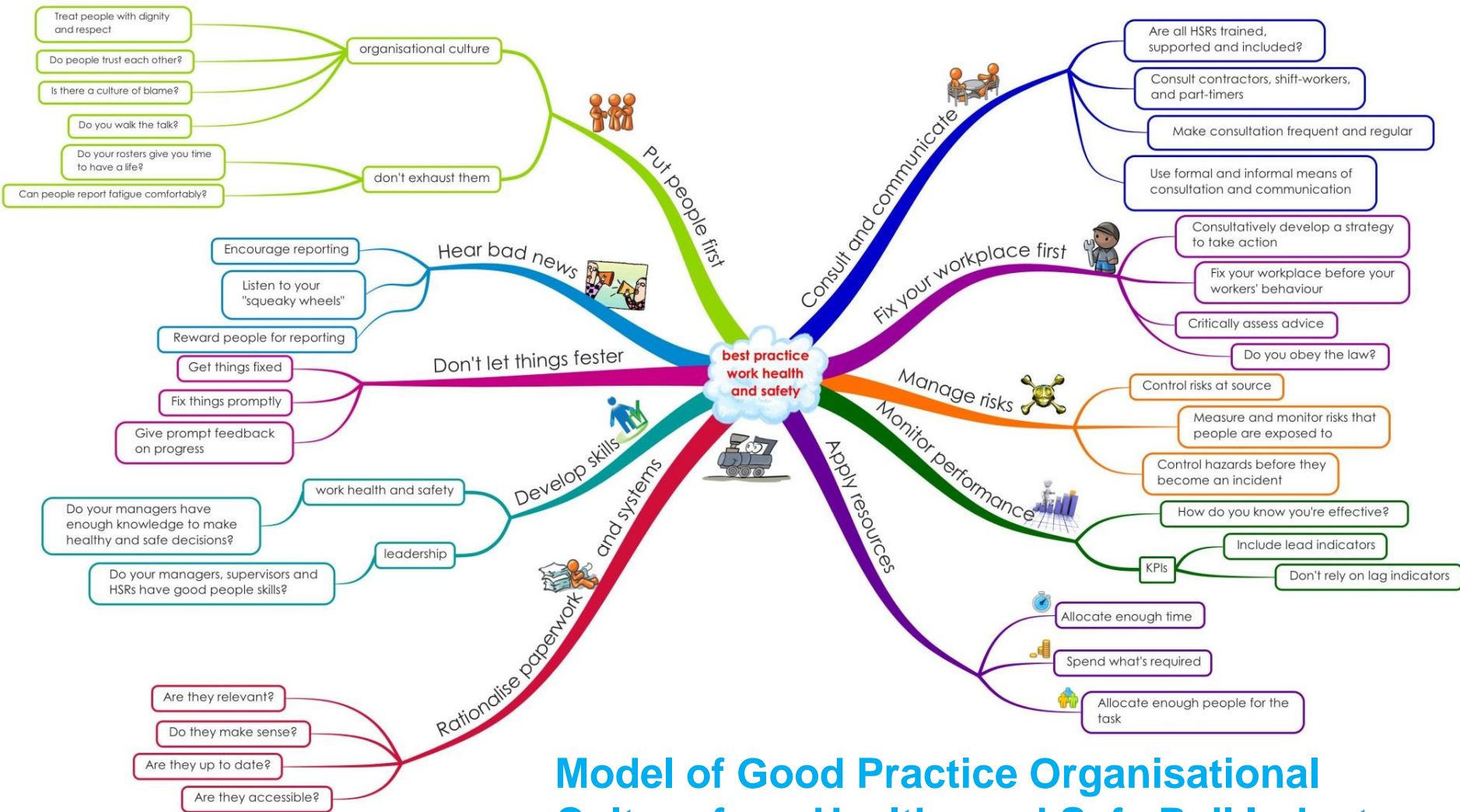
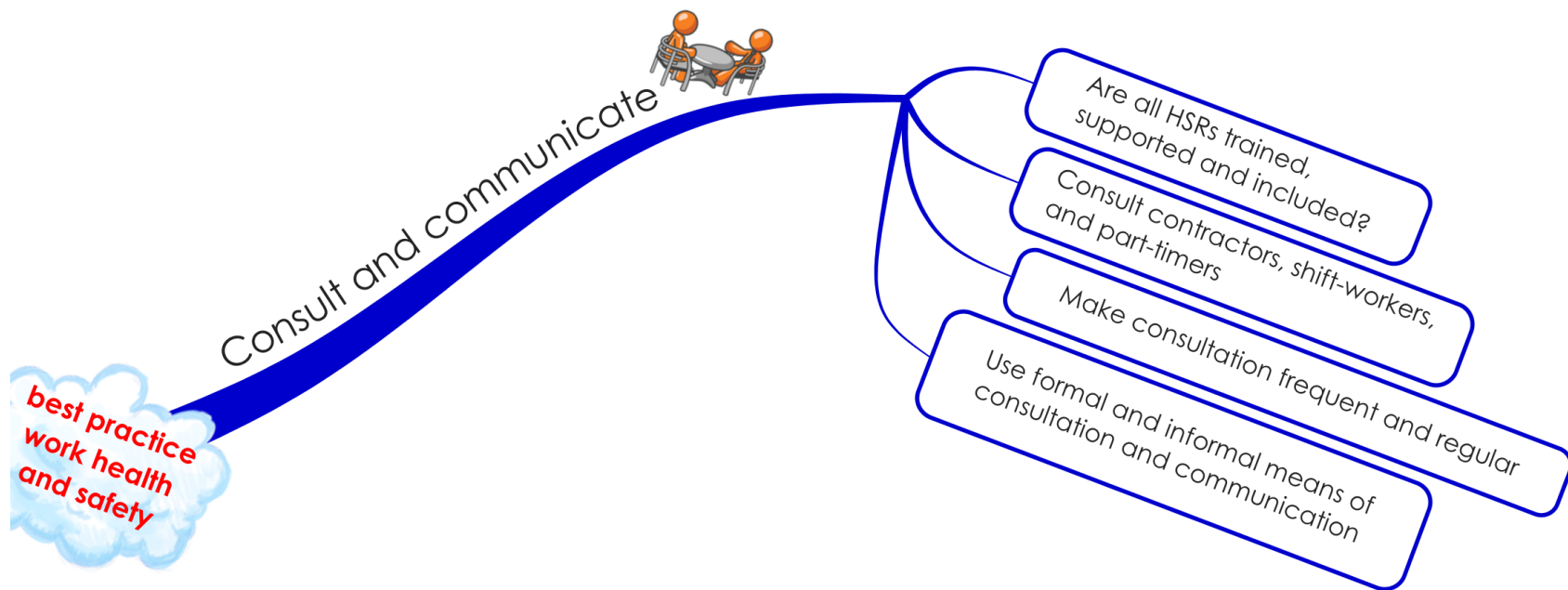**Model of Good Practice Organisational Culture for a Healthy and Safe Rail Industry**

Platinum Rule 1 - Remember you are working with people!

organisational culture

Treat people with dignity and respect

Do people trust each other?

Is there a culture of blame?

Do you walk the talk?

Do your rosters give you time to have a life?

Can people report fatigue comfortably?

don't exhaust them

Put people first

best practice work health and safety

Platinum Rule 2 - Listen to and talk with your people

Consult and communicate

best practice work health and safety

Are all HSRs trained, supported and included?

Consult contractors, shift-workers, and part-timers

Make consultation frequent and regular

Use formal and informal means of consultation and communication

Platinum Rule 4 - Make sure your paperwork is worth having

best practice work health and safety

and systems

Rationalise paperwork

Are they relevant?

Do they make sense?

Are they up to date?

Are they accessible?
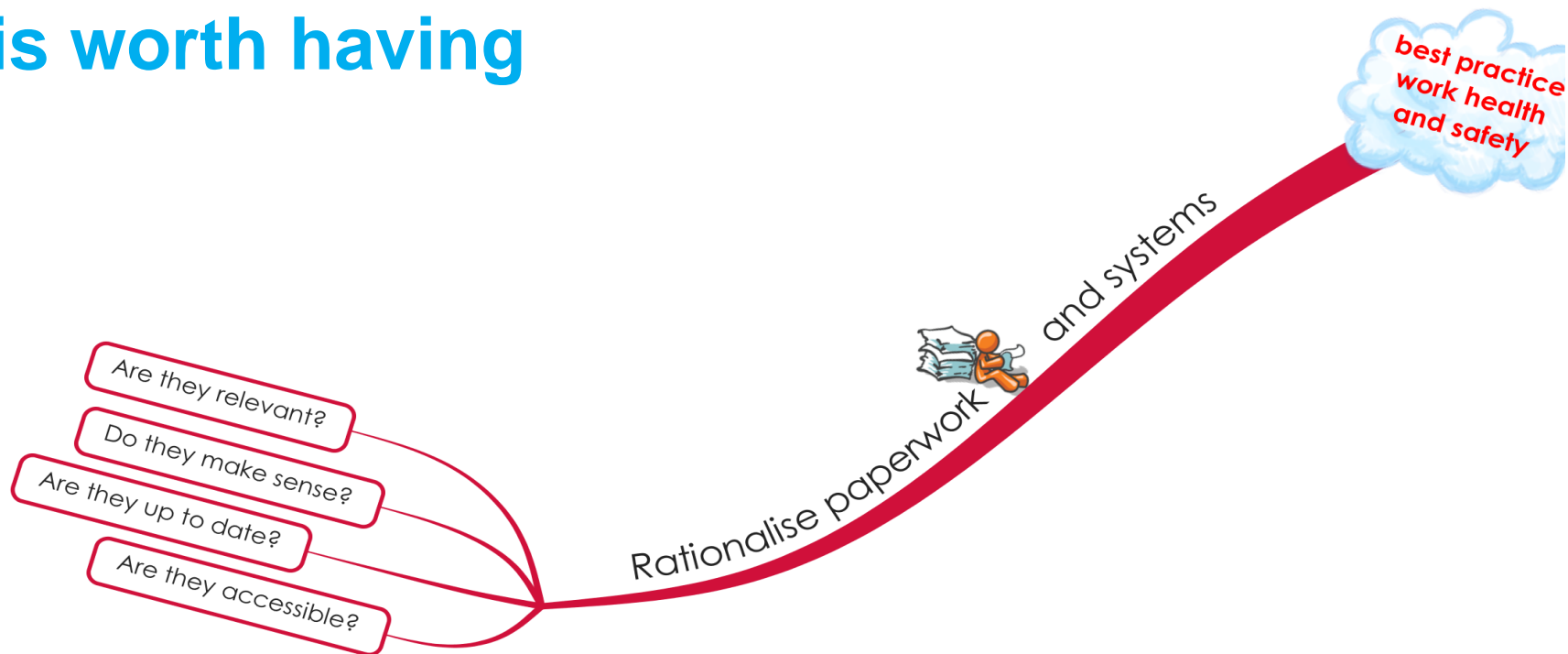
Platinum Rule 5 - Improve competence in work health and safety
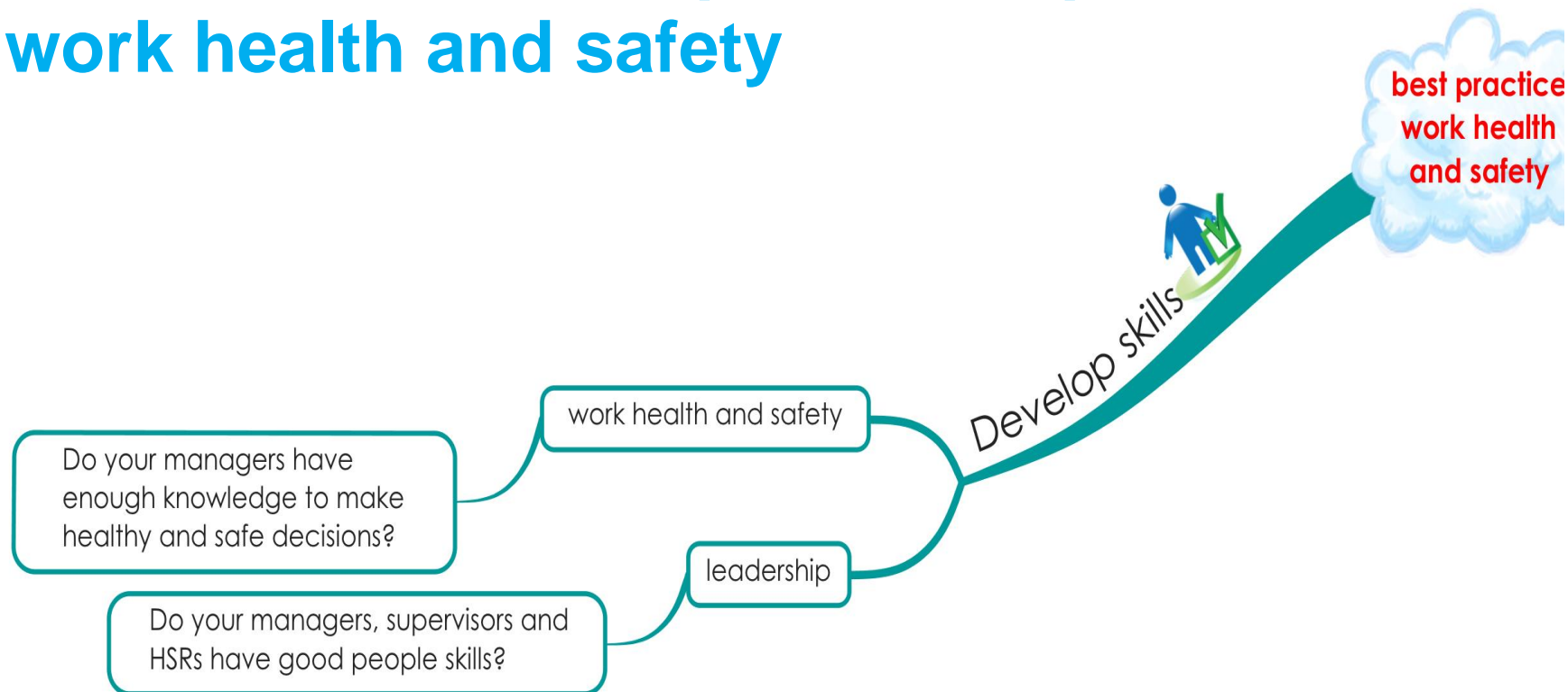
Platinum Rule 6 - Encourage people to give you bad news

Encourage reporting

Listen to your "squeaky wheels"
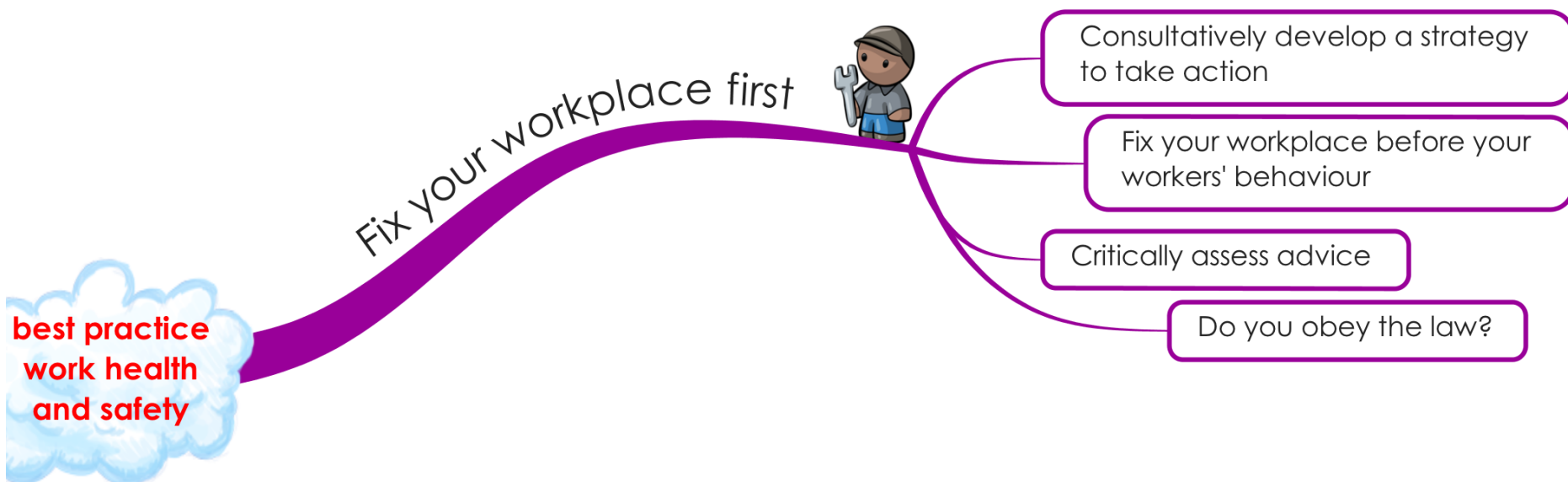
Reward people for reporting

Hear bad news

best practice work health and safety
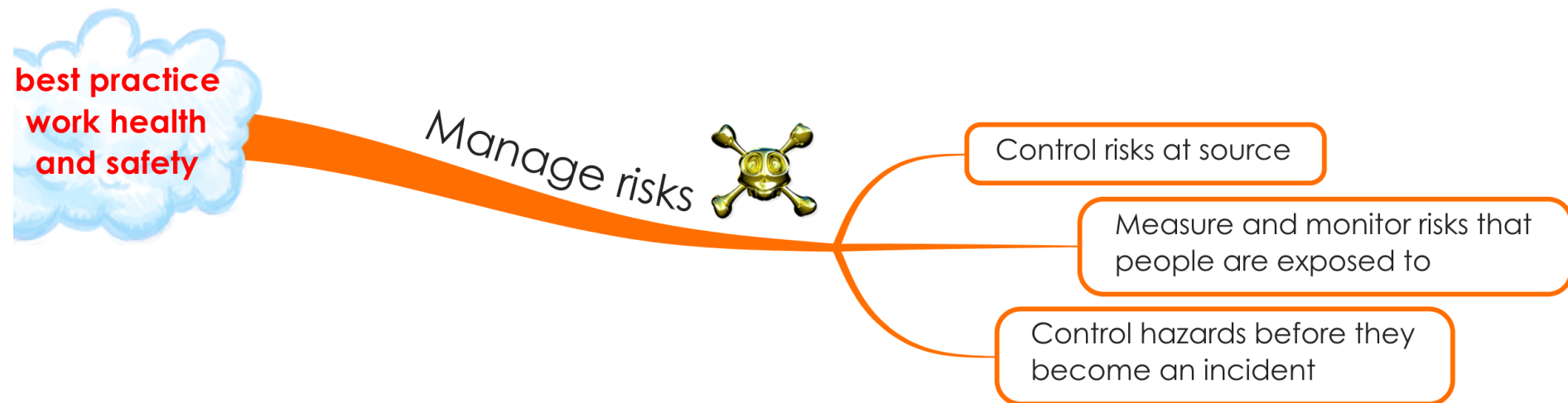
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Platinum Rule 7 - Fix your workplace before trying to change people

Fix your workplace first

best practice work health and safety

- Consultatively develop a strategy to take action
- Fix your workplace before your workers' behaviour
- Critically assess advice
- Do you obey the law?

Platinum Rule 8 - Control hazards at source, measure and monitor them

best practice work health and safety

Manage risks

Control risks at source

Measure and monitor risks that people are exposed to

Control hazards before they become an incident

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Providing the OCWHaS Survey

- RISSB is currently undertaking a project to present the survey in a simple, efficient, user-friendly web based way
- Organisations will be responsible for distributing and marketing the survey
- Results will be generated easily by the organisation, with some automated interpretation
- Organisations will be able to examine the data from a whole organisation perspective or look at specific sub-groups

Thank you !

Questions?

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