



BUSINESS PROFILE

Prepared by: Paul Camilleri
Australian Risk Services Pty Ltd
72 Faraday St - Carlton - Victoria - 3053
Phone: (03) 9340 3201
Mob: 0418 461 074
email: ausriskservices@bigpond.com
URL: <http://www.ausriskservices.com.au>

TABLE OF CONTENTS

ABOUT THE COMPANY	1
Our Vision	1
INDUSTRY EXPERIENCE	3
Major projects	4
DISASTER RECOVERY & BUSINESS CONTINUITY MANAGEMENT.....	7
COMPUTER INDUCTIONS.....	9
EVENT RISK MANAGEMENT	10
PROPERTY RISK ASSESSMENT & MAINTENANCE PROGRAM	11
RISK ASSESSMENTS	12
Confined Spaces	12
Plant Regulations	13
Manual Handling	14
Hazardous Substances	15
Dangerous Goods	16
Working at heights.....	17
SAFETY & ENVIRONMENTAL MANAGEMENT SYSTEMS.....	18
SAFETY & ENVIRONMENTAL AUDITING PROGRAMS.....	20
AS 4801 Occupational Health and Safety Management Systems.....	20
Safety Map (Initial through to Advanced) 4th Edition.....	20
InjuryMap.....	21
Environmental Management System Audits	23
SAFETY VIDEO PRODUCTION	24
SAFETY & RISK MANAGEMENT TRAINING.....	25
Accident investigation training.....	26
Basic hazard identification training.....	27
Confined spaces training.....	28
Contractor management training.....	29
Dangerous goods training	30
Environmental and ISO 14001 training	31
Ergonomics training.....	33
Executive briefing training	34
Fire warden training.....	35
Fatigue management training.....	36
Hazardous substance regulations training	38
Lock out and isolation training.....	39
Manual handling training	40
Safety committee training.....	42
SafetyMap 4th edition auditing training	43

Supervisor safety training.....	44
Supervisor safety training.....	44
Working at heights.....	45
Workplace hazard identification, risk assessment and control training	46
Workplace hazard identification, risk assessment and control training	46
Working from home training	47
SAFETY BEHAVIOURAL CULTURE SURVEY	48
STRATEGIC RISK MANAGEMENT	50
High level risk profiling	51
Process re-engineering	51
Model Flow Chart: System of Work Risk Assessment	52
SELF-INSURANCE	53
QUALITY MANAGEMENT.....	55
HEALTH AND SAFETY LINKS DATABASE	57
CORPORATE GOVERNANCE	59

ABOUT THE COMPANY

Australian Risk Services is a multidisciplinary firm of occupational health and safety, environmental consulting, property risk and strategic commercial risk management.

Australian Risk Services has over 15 years of experience and has completed numerous risk management programs during that time.

Australian Risk Services methodology provides a comprehensive approach to consistent decision making. Organisational systems are considered as well as the formulation of technical risk control strategies. This methodology provides a framework for the development of risk management systems, preventive actions and contingency plans within an integrated economic perspective.

It needs to be remembered that risk management is equally about managing vulnerabilities, as it is the risk of not achieving a beneficial opportunity/outcome. For example, not having sufficient Information Technology Resources to enable a telephone call centre to identify customer needs and delegate that customer to the right customer service unit automatically. Australian Risk Services assists clients focusing on the “upside and downside” of business risk.

Our goal is to maximise the wealth of clients through strategically managing their risks and maximising their competitive edge by staying one step ahead of their opposition.

Our Vision

“Develop client capability in risk management so as to create an instinctive and consistent consideration of risk and reward in day to day planning, execution and monitoring of strategy and achievement of client goals”

Australian Risk Services provide the following services:

- Business continuity
- Corporate governance
- Computer inductions
- Environmental management systems
- Event risk management
- Property risk assessments
- Risk assessments
- Safety and environmental auditing
- Safety behavioural culture survey
- Safety video

- Self insurance
- Strategic risk management
- Safety and Risk Management training
- Quality management

INDUSTRY EXPERIENCE

- Aviation Industry
- Banking Industry
- Cash Transit & Security
- Chemical Processing
- Construction
- Crane Industry
- Dangerous Goods Industry
- Document Security & Destruction
- Document Storage Industry
- Gaming Industry
- Heavy Equipment Rental
- Heavy Vehicle Road Transport Industry
- Hotel Industry
- Insurance Underwriting
- Landfill
- Maintenance & Cleaning Industry
- Mining Industry
- Pharmaceutical Industry
- Power/Electricity Industry
- Public Events
- Public Transport: Country Rail
- Public Transport: Metropolitan Train
- Retail
- Self Insurance Industry
- Shipping Industry
- Telecommunications
- Telecommunications Industry
- Warehousing
- Waste Management Industry

Major projects

Company	Project
AGFA Australia	Manual handling risk assessments
Ansett Air Lines	Enterprise risk profile
AON	Over 400 risk surveys for property
AXA Australia	Disaster Recovery Plan and Business Continuity Plan
Bearing Services	Various training
Bostik Findley	Various training
Cabot Australasia	Various training programs
CHEP Automotive	ISO 14000 Environmental Program, SafetyMap Auditing, ISO 9000 Quality Program. Conduct auditing for environmental and quality. Training in Hazard ID, Manual Handling, Supervisor Lined Mgt. Plant, Manual Handling, Hazardous Substance, Working at Heights & Noise Risk Assessments
City Wide (Melbourne City Council)	Safety culture survey across all operational areas of the business
Cleanaway	Plant, Manual Handling Risk Assessment on vehicle & workshop activities, Kerb Side Accreditation program, National Computerised Induction
Compaction Systems	Plant risk assessments on Waste Truck Bodies
Consolidated Waste	Safety Program. Plant, Manual Handling and Hazardous Substance Risk Assessment on Landfill Operations
CTE – Hard Yakka	Manual Handling & Safety Committee Training for Clothing Operations
Daimler Chrysler Motors	Safety committee training program for engine building operations
Goodguys	Safety Management System Design & Auditing of all retail sites
Heath Lambert	Over 100 risk surveys for property used for Underwriting purposes
Heinz Wattie's Australia	Hazardous Substance Training
Hella Australia	Risk Analysis training, Plant Risk Assessments & Manual Handling Risk Assessments on all operational activities. Isolation Training
Marsh	Over 100 risk surveys for property used for underwriting purposes
Melbourne Race Club	Enterprise wide risk management profile for Caulfield Cup Day Carnival
Parmalat	Confined space training
Patrick Corporation	SafetyMap Compliance Auditing across all sites including Terminals, Port Link, Logistics, Container Parks for Self Insurance purposes in NSW and Victoria
Recall Australia	National training in Ergonomics, Supervisor line Mgt & Hazard ID. Risk assessments in plant, manual handling, hazardous substances, working at heights and ergonomics. Writing of safety procedures
Republic Events	Development of Safety Management System. Operational risk review on all operational activities for putting on major events
Stonnington Council	Tree risk management program. Development of risk criteria for rating trees that pose a risk to the public
Tetra Pak	Plant Risk Assessments on all equipment brought into the country, Safety Program Development and Safety Training
Tridonic Atco	Property Security risk assessment
Unilever	Team leader safety training
Xstrata Copper Mine	Safety culture survey program on all copper refinery processes

Company	Project
Murray Goulburn	Plant Risk Assessment on all production facilities
Fonterra	Plant Risk Assessments on all production facilities
Dairy Farmers	Plant Risk Assessment on all production facilities
Classic Foods	Plant Risk Assessment on all Production facilities
Vita Soy	Plant Risk Assessment on all Production Facilities
Chep RPC	SafetyMap Auditing. Conduct auditing for environmental and quality. Training in Hazard ID, Manual Handling, Supervisor Lined Mgt. Plant, Manual Handling, Hazardous Substance, Working at Heights & Noise Risk Assessments
Chep Pallets	SafetyMap Auditing. Conduct auditing for environmental and quality. Training in Hazard ID, Manual Handling, Supervisor Lined Mgt. Plant, Manual Handling, Hazardous Substance, Working at Heights & Noise Risk Assessments
City of Sydney	Risk assessment on Water police Wharf construction (based on design plans)
Howe Leather	SafetyMap Auditing & Hazard ID Training
GBS Gold Mines	Whole Mine risk assessment on open cut and underground operations
Yallourn Mine	Risk Assessment on conveyor system for open cut coal mine
Patrick Shipping	Risk assessments on traffic management and hazardous substances for wharf activities
Brambles Shipping	Risk assessment on all operational activities at wharf. Safetymap Auditing
North West Towage and Shipping	Risk assessments on all shipping manoeuvres for pilot boat operations and Wharf activities
Brambles Forklifts	Risk assessments on all operational activities & SafetyMap Auditing
Patrick Logistics	Risk assessments for plant, manual handling, hazardous substances, confined space, noise & safetyMap auditing in NSW, Qld, Tasmania & Perth. Hazard ID Training
Simplot Australia (Edgell Birds Eye, John West etc)	SafetyMap Compliance Auditing on 7 plant sites across the country
Wreckair Air Hire (now Coates)	Risk assessments for plant, manual handling, hazardous substances, confined space, noise & SafetyMap auditing. Various training courses Enterprise wide risk management profile for Caulfield Cup Day Carnival
United Transport	Risk assessments for plant, manual handling, hazardous substances, confined space, noise & SafetyMap auditing. Various training courses
Linfox Asia Pacific	Development of global risk management system
Brambles Security	Risk assessments for plant, manual handling, hazardous substances, confined space, noise & SafetyMap auditing. Various training courses
StreetsAhead (Port Phillip Bay)	Manual Handling Risk Assessments
Stonnington Council	Manual Handling Risk Assessments
Public Transport Corporation (MET Trains)	Risk Assessment on platform & train operations. Risk assessment on Melbournes Underground City Loop.
V-line Passenger	Risk assessment on security of staff on country travel Team leader safety training
National Rail	Risk assessment on derailment due to exploding wheels
Clevertonics	Risk assessment on new emergency management system
BHP Nickel Refinery/Patrick	Risk assessment on processes

Company	Project
Dairy Technical Services	Ergonomic risk assessment of Laboratory & Manual Handling Risk Assessment.
Coates Hire	Manual Handling Training
John Holland Construction	Plant Risk Assessment on all plant & equipment used for building. Risk Analysis training.
Kentucky Fried Chicken	Warehouse Risk Assessment
YMCA	Dangerous Goods Risk Assessment
Farstad Shipping	ISO 14001 Training
Hoad Fabrics	Warehouse risk assessment and Hazard ID Training
Southern Laundry	Plant Risk Assessment for Receivership of plant
Bremner Glass	Plant risk assessment, Manual Handling & development of Safety System
COBSA International	Plant Risk Assessment
Scale Components	Plant Risk Assessment on Conveyor lines

DISASTER RECOVERY & BUSINESS CONTINUITY MANAGEMENT

It is now generally recognised that Business continuity planning and disaster recovery planning are vital activities. However, the creation and maintenance of a sound business continuity and disaster recovery plan, is a complex undertaking, involving a series of steps.

Prior to creation of the plan itself, it is essential to consider the potential impacts of disaster and to understand the underlying risks: these are the foundations upon which sound business continuity plan or disaster recovery plan should be built. Following these activities the plan itself must be constructed - no small task. This itself must then be maintained, tested and audited to ensure that it remains appropriate to the needs of the organisation. And what about the support infrastructure and services?

Business Continuity Planning continually confronts the unlikelihood of a disaster. An interruption could be something related to a winter storm, the loss of electricity to the general area, or the complete and inaccessibility of a facility for an extended period of time. The cause of the interruption doesn't matter, but being capable of gaining management control of the interruption does.

Depending on the length or severity of the interruption, significant consequences or the very survivability of the corporation may depend on management's ability to re-establish critical business functions. Usually these business functions have required years to create and establish, but management must re-establish these functions sometimes within hours or days. This is a difficult problem and re-establishing the complex business environment in a timely manner requires a well thought out plan in place ready to be executed.

Australian Risk Services can assist clients in putting together business continuity plans that will ensure your company can continue to operate by providing the market with your goods or service with minimal disruption.

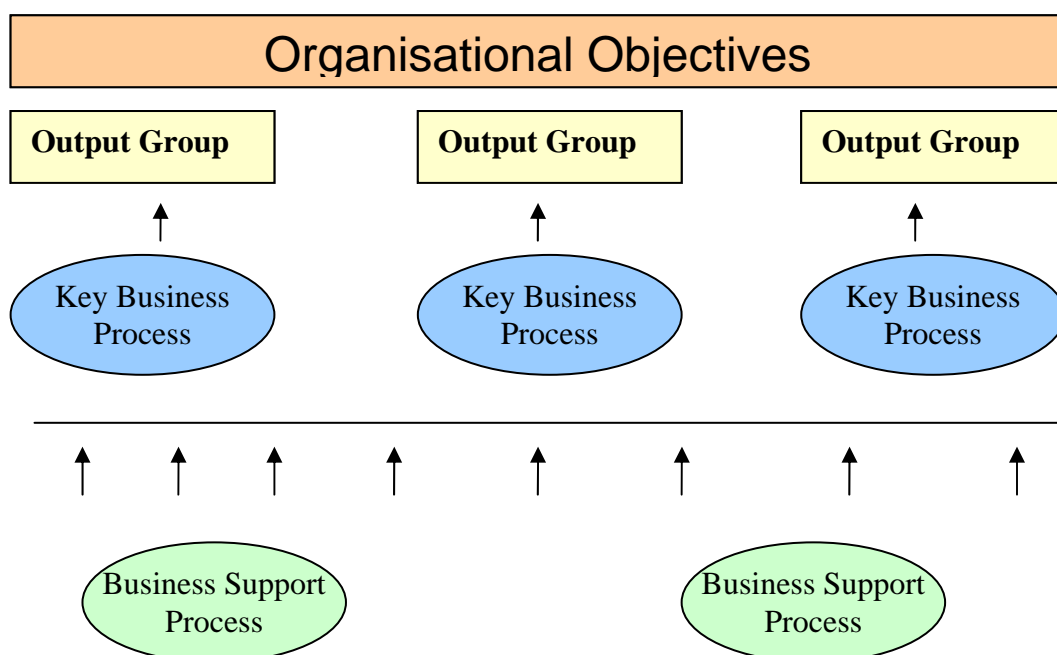
We do this by assisting clients to identify core corporate objectives and assess the impact of risks on those business processes that support your business objectives/outputs. This is commonly known as a Business Impact Assessment, which is the platform for formulating your business continuity plan (BCP).

As part of a sound BCP management must establish the right steering committees and ensure senior management support the project.

Following the BCP a disaster recovery plan can be developed ensuring resources is available and manoeuvred in such a way that recovery from a disaster is as soon as possible. Part of this process is testing your plans and ensuring that your plans remain up to date and relevant to your organisation. BCP then identifies recovery alternatives that cost effectively restores critical business functions within an acceptable time frame.

Management authorises and approves the recovery solutions. A recovery plan is developed around the recovery solution authorized by management. The recovery plan is exercised to train the recovery organisation, to define changes necessary in the plan to strengthen it, and to provide a tested vehicle which when executed will permit an effective resumption of interrupted business functions or computer operations.

BCP objectives are to: Ensure continuity and survival of the business, provide protection of corporate assets, provide management control of risks and exposures, provide preventative measures where appropriate, and to take proactive management control of any business interruption. BCP provides a balance between acceptable potential losses and acceptable onetime and annual costs.



COMPUTER INDUCTIONS

Australian Risk Services provides clients with tailored computerised induction programs for employees, contractors and visitors. The interactive multi media program is competency based and can be set up on a stand alone Personal Computer or can be licensed to be on a company's intranet covering as many sites as you desire.

Our interactive program involves video production, voice over story board and detailed graphics, photos and maps in depicting the circumstances of your site. The time saved in man hours spent on inductions is returned very quickly and consequently your investment is returned to you in a short period of time.

The induction program prints relevant site passes to people completing inductions and stores their details in a database notifying the client and contractors via email when they are required for re-induction. We maintain and update computer induction programs to keep up with organisational changes. All inductions are competency based before passes are given.



The Safety Induction Program is an interactive multi-media presentation that includes text, graphics, audio, and video to present information to the user. At various points in the presentation, the user is required to participate in the presentation (eg. acknowledging policies, completing tests, and other things).

The user will be required to move through the presentation by clicking the buttons at the bottom of the window. Where there is audio and/or video associated with the slide, the buttons will not become available until the user has heard the material. The user can review material by using the Prev Doc button, Replay Audio, and Replay Video.

Where a user is required to acknowledge policies, the Next Doc button is not available until they do so. Please read the policies before pressing the acknowledge button.

EVENT RISK MANAGEMENT

Event Risk is rapidly becoming an area of great interest in mathematical finance. Two specific domains of event risk that have recently attracted high levels of academic and practitioner interest are credit risk and insurance risk. The increasing level of global linkages and the growing number of assets at risk has made large-scale event risk management an essential function of the financial markets.

Securities linked to credit risk are now being actively traded, in contrast to simply being warehoused. These securities are complex, and have resulted in an exponential growth in credit models, for pricing, portfolio construction, and risk management. Likewise, insurance risk, in particular, catastrophe modelling, is now a highly technical area, with very complex contracts being written on earthquake and weather risks, amongst others.

Event risk modelling in finance incorporates concepts and techniques from insurance, mathematics, physics, seismology, geography, and computer science, amongst other disciplines. This conference on event risk will comprise top-quality, state-of-the-art papers, both theoretical and empirical.

The putting on of a major public or corporate event has significant risks in the setting up, operation of the event to the shut down of the event.

Australian Risk Services can assist you in managing risks at all stages of an event by the systematic identification of risks and implementation of appropriate controls.

Australian Risk Services works with key stakeholders involved in event management and assists clients in identifying key processes and placing such information into a project managed format. We do not take over the running of events but facilitate the processes by ensuring that risks are identified and managed correctly.

We pride ourselves in being able to reduce risk to a level that is as low as reasonably achievable while maintaining our client's ultimate goal of a successful production.

We assist our clients by reviewing their safety requirements as well as other key project management issues such as:

- Contract Risk
- Technology Risk
- Political & Regulatory Risk
- Property Risk
- Health & Safety Risk
- Environmental Risk

PROPERTY RISK ASSESSMENT & MAINTENANCE PROGRAM

Australian Risk Services will assist you in developing security systems to protect your property and assets. We will ensure that your property meets the Building Code requirements and that adequate maintenance systems are in place to manage your property. Assessments for insurance underwriting are also offered.

Process:

1. Determine the assets to be protected
2. Assess the threats to each of the assets categories
3. Real vulnerabilities are then determined, that is, what threats expose what assets
4. Maintenance & prevention plans

We conduct Property risk assessments in the following areas:

- Plant Safety
- Fire Safety Systems
- Property Transfer
- Insurance/Underwriting

RISK ASSESSMENTS

Australian Risk Services conducts risk assessments for the following activities:

Confined Spaces

Duties of Employers under Occupational Health and Safety (Confined Spaces) Regulations 1996

The regulation and the code of practice provides employers guidance on hazard identification, risk assessment and risk control measures, consultation and the provision of training, information and instruction to employees. In addition to the general duty to control risk, employers are required to implement measures to control specific risks.

What do the regulations require of employers?

If you are an employer, the regulations require you to manage and control risks that are associated with confined spaces.

Hazard identification:

First, you must properly identify confined spaces by applying the definition. Then, in consultation with a health and safety representative or external risk management provider, you must identify the hazards that are associated with entering and working in such spaces.

Risk assessment:

Next, you must assess the risks to workers who might have to enter the space. This means you need to determine whether there is any risk, i.e., injury or illness, associated with each of the hazards identified. What is more, you must record and retain the assessment.

Australian Risk Services assist companies in performing confined spaces risk assessments using our expertise and experience.

Plant Regulations

This code of practice provides practical guidance on how people can meet the requirements of the Occupational Health and safety (Plant) Regulations 1995. The aim of the Regulations is to protect people against the risks plant and associated systems of work can pose to their health or safety at work.

Plant is defined in the Regulations to cover items such lifts, cranes, pressure equipment, machinery, hoists, powered mobile plant, amusement structures, lasers, turbines, explosive-powered tools, scaffolds and temporary access equipment. The regulations do not cover ships, boats, aircraft, road and rail vehicles, hand-held plant, which relies exclusively on manual power for its operations. This code of practice only deals with the types of plant covered by the Regulations.

The Regulations require the identification of hazards, assessment of risks and control of risks posed by plant and associated systems of work. The regulations apply to designers, manufacturers, importers and suppliers of plant, employers and self-employed persons. The code explains what these processes mean and how they can be performed by designers and employers.

Manual Handling

Manual handling covers a wide range of activities including lifting, pushing, pulling, holding, throwing and carrying. It includes repetitive tasks such as packing, typing, assembling, cleaning and sorting, using hand-tools, and operating machinery and equipment. Because most jobs involve some form of manual handling, most workers are at risk of manual handling injury. Of course, not all manual handling tasks are hazardous. But it is significant that around a quarter of all workplace injuries are caused by manual handling.

What kind of injuries can result from manual handling?

Unsafe manual handling may cause a variety of injuries and conditions including:

- Muscle sprains and strains
- Injuries to muscles, ligaments, intervertebral disks and other structures in the back
- Injuries to soft tissues such as nerves, ligaments and tendons in the wrists, arms, shoulders, neck or legs
- Abdominal hernias
- Chronic pain

Some of these conditions are known as repetitive strain injury (RSI), occupational overuse syndrome (OOS), cumulative trauma disorder (CTD) and work-related musculoskeletal disorder (WRMSD). In the Manual Handling Regulations, all of these conditions are referred to as musculoskeletal disorders (MSD). The Regulations define MSD as an injury, illness or disease that arises in whole or in part from manual handling in the workplace, whether occurring suddenly or over a prolonged period of time.

You should consider this service if you are:

- An employer, because it will help you work out which manual handling tasks in your workplace could cause MSD, and show you how to control the risk.
- A designer, manufacturer, importer or supplier of plant for use in workplaces because it will help you ensure that users of your product are not exposed to the risk of MSD.

Hazardous Substances

The purpose of the Hazardous Substances Code of Practice is to help manufacturers, importers and suppliers of hazardous substances and employers using those substances, to meet the requirements of the Occupational Health and Safety (Hazardous Substances) Regulations 1999, so as to protect people at work against risks to health from using hazardous substances.

You should consider this service if you are:

- Manufacturer of hazardous substances
- Supplier of hazardous substances
- Occupiers of premises where dangerous goods are stored and handled
- Health and safety representatives, employees and anyone else who has an interest in the risks to people or property posed by hazardous substances.

Hazardous substances are substances that have the potential to harm human health. They may be solid, liquids or gases; they may be pure substances or mixtures. When used in the workplace, these substances often generate vapours, fumes, dusts and mists. A wide range of industrial, laboratory and agricultural chemicals are classified as hazardous.

Dangerous Goods

The purpose of this Code of Practice is to help manufacturers and suppliers of dangerous goods and occupiers storing and handling these dangerous goods, to meet the requirement of the Dangerous Goods (Storage and Handling) Regulations 2000, so as to provide for the safe storage and handling of dangerous goods.

This Code of Practice is approved to take effect from 8 December 2000 – this being the date the duties of the Regulations commence.

You should consider this service if you are:

- Manufacturer of dangerous goods
- Supplier of dangerous goods
- Occupiers of premises where dangerous goods are stored and handled
- Health and safety representatives, employees and anyone else who has an interest in the risks to people or property posed by dangerous goods.

We work closely with our clients to ensure that staff is adequately involved in risk assessments and that they understand the process and requirements of law when conducting risk assessments.

Working at heights

In the last three years 23 people died at work as a result of a fall and many more people were severely injured.

WorkSafe Victoria has been producing guidance for employers to help them prevent falls happening, but something more had to be done to stop the deaths and injuries.

From 31 March 2004 new regulations are being introduced that will affect the way you and your employees work at height.

Key requirements for employers:

Find the fall hazard

Identify any job your workers do, or may do, where there is any chance at all of a fall of more than 2 metres. The Falls Regulations call this identifying a fall hazard.

Assess the risks

Once fall hazards are identified you have to decide how likely it is that someone will fall.

Once the employer has identified all the tasks where there is any chance at all of a fall, the employer has to work out how likely it is that a fall could happen. The risk assessment needs to be performed.

Risk Assessment allows appropriate control measures to be developed. Once hazards have been identified, they should be assessed in terms of their potential to do harm.

To assess risk, consideration should be given to the:

- likelihood that harm will occur and
- severity of the harm should it occur

Australian Risk Services can assist your company in performing working at heights risk assessments.

Fix the problem

With the information you've gathered you then have to put in place risk control measures.

Monitor and review the effectiveness of the control measures

Regular monitoring to ensure the control measures that have been implemented have performed as intended.

SAFETY & ENVIRONMENTAL MANAGEMENT SYSTEMS

We have extensive experience in building safety & environmental management systems in accordance with Australian Standards and ISO 14001 and AS 4801.

An Environmental Management System (EMS) is a continual cycle of planning, implementing, reviewing and improving the processes and actions that an organisation undertakes to meet its business and environmental goals. Most EMSs are built on the "Plan, Do, Check, Act" model.

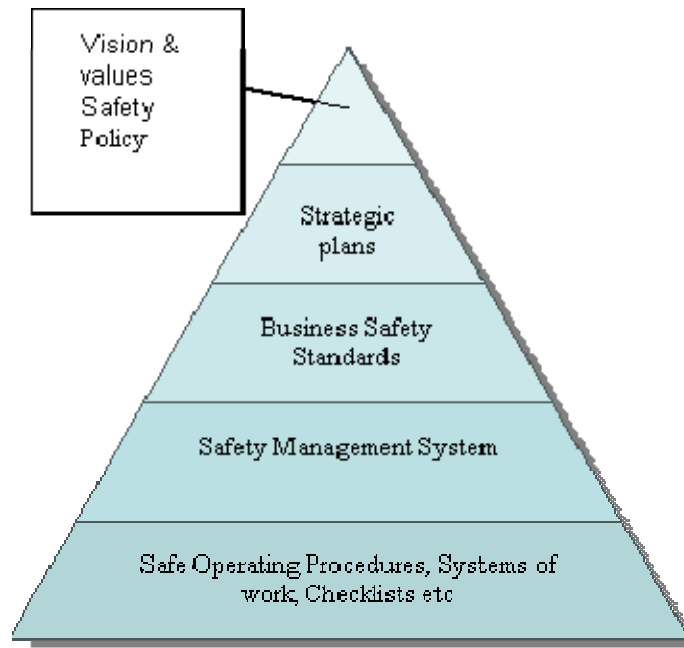
This model leads to continual improvement based upon:

- Planning, including identifying environmental aspects and establishing goals [plan];
- Implementing, including training and operational controls [do];
- Checking, including monitoring and corrective action [check]; and
- Reviewing, including progress reviews and acting to make needed changes to the EMS [act].

We not only tailor management systems to suit your business but assist in the implementation of the program throughout your organisation. Some of the typical areas covered include:

- Management commitment
- SHE planning & development
- Consultation & communication
- Risk management:
 - Risk assessment (plant, manual handling, hazardous substance, etc)
 - Sub-contractor control
 - Incident reporting & investigation
 - Emergency preparedness
- Skills & competencies
- Environmental management:
 - Aspects & impacts
 - Waste stream management
 - Energy management

- Continuous improvement & performance monitoring (safety surveys, statistical monitoring), system auditing
- Administration
- Injury management (claims management & rehabilitation)



Monitor & measure safety effectiveness through Cultural & Behavioural Models & Statistical Techniques (qualitative & quantitative)

SAFETY & ENVIRONMENTAL AUDITING PROGRAMS

Australian Risk Services offer a number of safety and environmental auditing programs. Some of those are listed below:

AS 4801 Occupational Health and Safety Management Systems

Companies are audited against the specification requirements for AS 4801.

The adoption and implementation of a range of effective occupational health and safety (OHS) management actions in a systematic manner can contribute to optimal outcomes for all interested parties. Organisations of all kinds and sizes adopt a systematic approach to managing OHS and develop OHS management systems (OHSMS) within the context of:

- The general growth of concern from all interested parties about OHS matters
- Changes to legislations
- Other measures to foster sustained OHS improvement

There are many reasons why organisations implement an OHSMS including legal imperatives, ethical concerns, industrial relations considerations and to improve financial performance.

Implementation of an effective OHSMS should, however, primarily lead to reduction of workplace illness and injury, minimising the costs associated with workplace accidents. OHSMS are also used by some organisations to demonstrate, internally and in some cases externally (via self-declaration or self certification/registration as appropriate), that they are systematically controlling the risks to all persons affected by the organisation's activities, products or services.

Safety Map (Initial through to Advanced) 4th Edition

SafetyMap has been developed by the Victorian WorkCover Authority to enable organisations to assess their health & safety policies and procedures, plan improvements, benchmark and gain recognition for the achievement of standards. In achieving all two levels of SafetyMap you will achieve Australian Standards for OHS Management Systems and what is considered best practice. The Victorian WorkCover Authority has indicated that those organisations that meet Initial Level of SafetyMap should be meeting their legal obligations. SafetyMAP (Safety Management Achievement Program) is an audit tool that provides the means to undertake an independent audit and review of an organisations health and safety management system. This helps to establish safer working environment that will protect people at work by eliminating, or better managing, health and safety hazards. This is consistent with the requirements of health and safety legislation.

The audit criteria within SafetyMAP enable an organisation to:

- measure the performance of its health and safety program;
- implement a cycle of continual improvement;
- compare its health and safety system to a recognized benchmark; and
- gain recognition for the standards achieved by its management of health and safety.

The audit criteria describe features one might observe in a robust health and safety management system. However an organisation may not require all of these features to have an effective health and safety management system. The system components should be based on organisational needs, circumstances and risk exposure, not an audit tool. A health and safety management system audit is a systematic examination to determine whether health and safety activities and related results comply with planned arrangements'. It should evaluate whether these arrangements are implemented and will effectively achieve the organisations objectives.

The audits should identify procedures that are not fully effective and provide information that will assist the organisation to improve.

The scope of the audit will vary according to the needs of the organisation. organisations may choose to focus their audits on critical areas, or they may do regular audits of the entire management system.

InjuryMap

InjuryMAP is an assessment program designed to assist you to improve the management of injured workers in your workplace, and help return injured workers to work quickly and safely. It can also assist you as an employer to improve your management of workers' compensation claims.

InjuryMAP assessment criteria

- measure the performance of a workplace's occupational rehabilitation management system
- measure the performance of a workplace's claims management system
- help employers to achieve continuous improvement in claims and injury management
- benchmark a workplace's performance in the management of injured workers and their claims

InjuryMAP provides a set of audit criteria that you can use to assess your workplace's current performance. It also enables you to identify areas where you can improve the management of injured workers and their WorkCover claims.

InjuryMAP's assessment process helps to determine priorities and allocate resources in a way that best suits your workplace's needs. InjuryMAP is based on Victoria's workers' compensation legislation but can be adapted to suit workplaces throughout Australia.

InjuryMAP is based on the principle that the management of injured workers and their compensation claims are not isolated from the way a workplace conducts its day-to-day business: injury management should be fully integrated with other management functions such as health and safety and human resources. InjuryMAP can be used by all types of workplaces. Level 1 measures compliance with basic legislative requirements. Together, levels 1 & 2 measure complete injury management systems.

Environmental Management System Audits

We assist our clients to:

- Establish an environmental policy appropriate to itself
- Identify the environmental aspects arising from the organisation's past, existing or planned activities, products or services, to determine the environmental impacts of significance
- Identify the relevant legislative and regulatory requirements
- Identify priorities and set appropriate environmental objectives and targets
- Establish a structure and (a) program(s) to implement the policy and achieve objectives and targets
- Facilitate planning, control, monitoring, corrective action, auditing and review activities to ensure both that the policy is complied with and that the environmental management system remains appropriate
- Be capable of adapting to changing circumstances

SAFETY VIDEO PRODUCTION

Australian Risk Services designs safety videos to suit your site requirements. We work closely with a video production company Purley Visual to ensure the best in production quality and combine this with our expertise in safety to bring to your staff the most current safety practices.

The videos we design can be stand alone teaching aids or part of a bigger program of risk management that involves risk assessment and re-evaluating how work practices can be improved. Indeed many of our videos are developed out of the need for risk assessment and re-training.

Our videos are highly successful in achieving desired behaviour change from staff and directly involve that staff in our videos in bringing about that change. Our Video Productions are competitively priced to suit large and small organisations.

Videos that we cover include:

- Manual Handling
- Induction
- Forklift Safety
- Hazardous Substances
- Plant and Isolation
- General Site Safety Rules

This interactive course library, featuring a powerful combination of audio, full-motion video, text and colourful graphics that is both Windows and MPEG compatible, includes a Training Management System, which enables trainers to define a curriculum that best suits their needs.

SAFETY & RISK MANAGEMENT TRAINING

Time and time again, companies discover the hard way that safety and environmental training is good business. It is essential part of effective plant operations. But too often, training is not given the attention it deserves.

Because our training packages are written by working parties with years of experience, the quality and technical depth of these training resources is unmatched by the other commercial material. And because we provide training courses in-house, you save time and money.

A course delivered in-house costs less than other training methods. It is more convenient and more effective. It costs less because you don't have to send staff away on courses, it is convenient because you can hold courses when and where you want them; and it is effective because you can tailor the training to the exact needs of your personnel.

The training packages use an "active participation" method of training. Under the trainer's guidance, small groups of trainees discuss real case histories and important points, so that you can be sure everyone understands the training. Any lack of understanding quickly becomes apparent in the discussion sessions, so it is possible to identify this and remedy it.

Accident investigation training

This course is intended for people with the responsibility for investigating accidents and incidents in the workplace.

The Accident Investigation course will also cover how to reduce the risk of expensive litigation and criminal proceedings and establish the importance of correct methods of investigation.

At the conclusion of the Accident Investigation course delegates will have a good understanding of the basic accident investigation process. Delegates will be able to take the initiative in finding out what went wrong, why, and how to make sure it does not happen again.

Duration	One day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1500 + \$ 50 booklet fee per applicant

Objectives

- Understand the key steps in an accident investigation.
- Identify the critical information that is required to complete your company Accident Report and the Corrective & Preventative Action report.
- Plan and conduct an accident investigation.
- Analyse the data gathered during the investigations.
- Develop and evaluate corrective measures.
- Prepare an Accident Investigation Report and a Corrective & Preventative Action Report.

Basic hazard identification training

Workplace injury is a major cause of concern for all involved in occupational health and safety. The factors which cause workplace accidents and occupational illnesses are called hazards. The need for systematic management of OHS hazards and their attendant risks applies to all organisations and all activities and functions within an organisation.

The Health and Safety in Employment Act aims to promote the health and safety of everyone at work and of other people in or around places of work.

To achieve this, it requires people who are responsible for work and those who do the work to take steps to ensure their own health and safety and that of others.

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 + \$ 50 booklet fee per applicant

Objectives

- Risk management context
- Methods for identifying hazards in the workplace
- Review checklists for identifying following hazards:
 - Chemicals and Harmful Substances
 - Electricity
 - Manual handling – lifting
 - Slips and trips
 - Working at heights
 - New and young workers
 - Plant and equipment

Confined spaces training

The confined spaces code of practice provides practical guidance on how persons can meet the requirements of the Occupational Health and Safety (Confined Spaces) Regulations 1996. The aim of the Regulations is to protect people against the risks entry and work in confined spaces can pose to their health and safety at work.

The code of practice applies to all employers and employees as defined under section 4 of the Act and all designers, manufacturers, importers and suppliers to workplaces of plant which may include confined spaces. It also applies to self-employed persons who are required to comply with Part 3 of the Regulations as if they were an employer

Duration	One day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1500 + \$ 50 booklet fee per applicant

Objectives

- To eliminate or, where this is not practicable, minimize the need to enter confined spaces;
- To provide for the health and safety of all persons who need to enter or work in confined spaces by preventing exposure to hazards which may otherwise be experienced when working in a confined space, and thereby prevent collapse, injury, illness or death arising from exposure to those hazards;
- Practical guidance on how persons can meet the requirements of the Occupational Health and Safety (Confined Spaces) Regulations 1996. The aim of the Regulations is to protect people against the risks entry and work in confined spaces can pose to their health and safety at work;
- Be aware of responsibilities of employers, employees and others;
- Be aware of hazard identification and risk assessment processes;
- Be aware of risk control;
- Be aware of information, instruction, supervision and training;
- Be aware of monitoring; and
- Be aware of record keeping

Contractor management training

Duration	One day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1500 + \$ 50 booklet fee per applicant

Objectives

- Understand your health & safety legal obligations to contractors
- Consider relevant health & safety issues when selecting and engaging contractors
- Evaluate contractor's OHS capabilities and systems
- Establish specific safety requirements for contractors
- Develop policies and procedures to manage contractors
- Evaluate and monitor the performance of contractors in relation to health and safety

Dangerous goods training

The purpose of Dangerous Goods Code of Practice is to help manufacturers and suppliers of dangerous goods and occupiers storing and handling these dangerous goods, to meet the requirement of the Dangerous Goods (Storage and Handling) Regulations 2000, so as to provide for the safe storage and handling of dangerous goods.

This Code of Practice is approved to take effect from 8 December 2000 - this being the date the duties of the Regulations commence.

You should consider this service if you are:

- Manufacturer of dangerous goods
- Supplier of dangerous goods
- Occupiers of premises where dangerous goods are stored and handled
- Health and safety representatives, employees and anyone else who has an interest in the risks to people or property posed by dangerous goods.

We work closely with our clients to ensure that staff is adequately involved in risk assessments and that they understand the process and requirements of law when conducting risk assessments.

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 + \$ 50 booklet fee per applicant

Objectives

- Understand major requirements of Dangerous Goods legislation.
- Awareness of particular requirements in relation to Manufacturing facilities.
- Apply knowledge gained from the session with particular regard to:
 - Classification of dangerous goods.
 - Assessment Factor Calculation.
 - Generation of Manifest.

Environmental and ISO 14001 training

The ISO 14001 standard requires that a community or organisation put in place and implement a series of practices and procedures that, when taken together, result in an environmental management system. ISO 14001 is not a technical standard and as such does not in any way replace technical requirements embodied in statutes or regulations. It also does not set prescribed standards of performance for organisations.

The major requirements of an Environmental Management System (EMS) under ISO 14001 include:

- A policy statement which includes commitments to prevention of pollution, continual improvement of the EMS leading to improvements in overall environmental performance, and compliance with all applicable statutory and regulatory requirements.
- Identification of all aspects of the community organisation's activities, products, and services that could have a significant impact on the environment, including those that are not regulated
- Setting performance objectives and targets for the management system which link back to the three commitments established in the community or organisation's policy (i.e. prevention of pollution, continual improvement, and compliance)
- Implementing the EMS to meet these objectives. This includes activities like training of employees, establishing work instructions and practices, and establishing the actual metrics by which the objectives and targets will be measured.
- Establishing a program to periodically audit the operation of the EMS
- Checking and taking corrective and preventive actions when deviations from the EMS occur, including periodically evaluating the organisation's compliance with applicable regulatory requirements.
- Undertaking periodic reviews of the EMS by top management to ensure its continuing performance and making adjustments to it, as necessary.

Duration	One day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1500 + \$ 50 booklet fee per applicant

Objectives

- Global environmental issues, the legislative framework, and EMS
- Example cases of organisations that have been prosecuted.
- Due Diligence as a defence.
- Your companies environmental impacts and the management response to date.
- How to more efficiently use energy and improve waste management based on site audit results.
- Conduct a waste stream assessment of Company operations.
- What is required for your company to progressively develop and implement SHE management system based on ISO 14001

Ergonomics training

Offices vary from multi-storeyed, air conditioned buildings to small areas that are part of warehouses, factories, hospitals and homes. While hazards in the office may not always be as obvious as those in factories, office workers may also face a range of health and safety issues, including poor job design, prolonged repetitive work, moving heavy loads, inadequate lighting and cramped or unsafe work areas.

This Training is designed to help employers and employees take a fresh look at their workplace.

It aims to:

- raise awareness of health and safety issues in the office
- help identify existing and potential health and safety problems
- encourage consultation on health and safety issues
- help employers meet their legal responsibilities in relation to health and safety
- offer solutions and advice

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 + \$ 50 booklet fee per applicant

Objectives

- Participants should be able to recognise manual handling risks in tasks, and in consultation, decide the best way to minimise them
- Provide the definition of manual handling
- Explain the manual handling regulation in the OSH Regulations
- Apply the principles in the Code of Practice for identifying hazards & assessing risks in their workplace
- Discuss and apply the process for controlling manual handling risks

Executive briefing training

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 + \$ 50 booklet fee per applicant

Objectives

- Understand history of safety and health & environmental performance.
- Gain skills in effective SHE Management.
- Became aware of legal obligations & compliance strategies, AS4804, ISO 1400, AS 4801 and SafetyMap (optional).
- Understand hazard identification and risk assessment.
- Understand risk management principles and processes.

Fire warden training

Wardens should be appointed to assist the floor or area warden on the basis of there being sufficient wardens to ensure the life safety of occupants. Wardens should also be capable of deputizing for other nominated positions.

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 per training course + \$ 50 booklet fee per applicant

Outline of the program:

FIRE

- How fires start
- Prevention
- Never fight a fire
- Fire fighting equipment
- Different kinds of extinguishers
- Selection of fire equipment
- Instructions on the use of portable fire extinguisher and hose reel equipment 6

FIGHTING A FIRE

- PASS method
- Appropriate use of extinguishers
- Inappropriate use of extinguishers
- Personal hazards

FIRE WARDENS

- Warden identification
- Primary roles and responsibilities
- Chief Warden
- Deputy Chief Warden
- Communications officer
- Floor or area wardens
- Wardens
- Fire procedure guidelines
- Life safety
- Call the fire brigade
- Evacuation
- Fight the fire

EDUCATION AND TRAINING

Fatigue management training

Fatigue can be defined as a loss of alertness which eventually ends in sleep. This loss of alertness is accompanied by poor judgement, slower reactions to events, and decreased skill, such as in vehicle control. It affects the efficiency, effectiveness and safety of a employee's performance in carrying out the day to day tasks.

Fatigue can result from long or arduous work, little or poor sleep and the time of day when the work is performed and sleep obtained. It can be influenced by health and emotional issues, or by several of these factors in combination.

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 per training course + \$ 50 booklet fee per applicant

Outline of the program:

FATIGUE

- Defining Fatigue
- Fatigue explained
- How the body clock works
- The need for sleep
- Example: Fatigue as a safety issue
- How to identify fatigue
- Symptoms
- A range of causes
 - Medical causes
 - Lifestyle related causes
 - Workplace related causes
 - Psychological causes
- Sleep
 - Effect of irregular working hours
 - Diagnosis can be difficult
 - Why recognising fatigue is important?

LEGISLATION

- Occupational Health and Safety Act
- Occupational Health and Safety Regulation
- Responsibilities of employers of drivers
- Responsibilities of head carriers
- Responsibilities of consignors and consignees
- Responsibilities of drivers
- Consultation

FATIGUE MANAGEMENT

- Guiding principles for fatigue management

Employees must be in a fit state to undertake the task
Employees must be fit to complete the task
Employees and minimum periods of rest
Fatigue management systems

DRIVER FATIGUE MANAGEMENT PLANS

Trip schedules and driver rosters
Management practices
Assessing the suitability of drivers
Systems for reporting hazards and incidents
Monitoring driver health and safety
Work environment and amenities
Training and information
Accidents and mechanical failures
Supervision

MONITOR AND REVIEW PROCESS

RECORD KEEPING

SHIFT WORK

Preparing for the night shift
Successful sleep at home
Things to remember

Hazardous substance regulations training

The purpose of the Hazardous Substances Code of Practice is to help manufacturers, importers and suppliers of hazardous substances and employers using those substances, to meet the requirements of the Occupational health and Safety (Hazardous Substances) Regulations 1999, so as to protect people at work against risks to health from using hazardous substances.

You should consider this service if you are:

- Manufacturer of hazardous substances
- Supplier of hazardous substances
- Occupiers of premises where dangerous goods are stored and handled
- Health and safety representatives, employees and anyone else who has an interest in the risks to people or property posed by hazardous substances.

Hazardous substances are substances that have the potential to harm human health. They may be solid, liquids or gases; they may be pure substances or mixtures. When used in the workplace, these substances often generate vapours, fumes, dusts and mists. A wide range of industrial, laboratory and agricultural chemicals are classified as hazardous.

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 + \$ 50 booklet fee per applicant

Objectives

- Understand major requirements of Occupational health and Safety (Hazardous Substances) Regulations 1999.
- Conduct hazardous substances risk assessments.
- Develop adequate controls for hazardous substances in the workplace.

Lock out and isolation training

Every year people at work are injured, sometimes fatally, when plant is inadvertently activated. These injuries can be prevented by introducing and following correct isolation procedures.

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 per training course + \$ 50 booklet fee per applicant

Outline of the program:

Work injuries

The basic principle

What is an isolation procedure?

Strict adherence

If isolation is not practicable

Shutting down: plant with one energy source

Unwanted energy sources

Hazard categories

Physical hazards

Chemical hazards

Biological hazards

Ergonomic hazards

Psychosocial hazards

Isolating energy sources

Identify all isolation points

Stored energy

Fluid energy

Other energy devices

Lock out devices

Tagging out

Personal danger tags

Tag limitations

Out of service tags

Group LO/TO

Group lockout box / cabinet

Shift or personnel changes

Removing guarding

Testing isolation

Prior to restart

Manual handling training

Manual handling means more than just lifting or carrying something. The term 'manual handling' is used to describe a range of activities including lifting, lowering, pushing, pulling, carrying, moving, holding or restraining an object, animal or person. It also covers activities which require the use of force or effort such as pulling a lever, or operating power tools.

Up to on third of all work injuries in Australia occur during manual handling.

Most of the reported accidents involving manual handling tasks cause back injury although hands arms and feet are also vulnerable. Sometimes the person injured never fully recovers or requires a long period of rehabilitation before they are able to work again.

This course will give participants a basic understanding of the factors necessary to ensure their own safety and that of the colleagues and the staff they supervise.

The course is based upon the principles of safe moving and handling of loads known as the neuromuscular approach to Manual Handling, and includes the following:

- How to Think and Assess
- Safety Procedures
- Avoiding Unnecessary Lifts
- Risk Assessment
- Practical Exercises

At the conclusion of the course delegates have an understanding of safe handling principles and possess the skills to avoid the dangers of careless and unskilled Manual Handling.

Certificates will be issued to participants who attend the entire course and satisfactory demonstrate that they are able to follow the principles taught on this course.

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 + \$ 50 booklet fee per applicant

Objectives

- Recognise that a systematic approach can prevent or reduce manual handling injuries
- Skills and Knowledge to:
- Identify risk factors in your workplace.
- Control hazards.

- Review Guidelines for correct:
 - Lifting.
 - Carrying.
 - Pushing & Pulling
 - Seated posture movements

Safety committee training

Designed to assist both management and worker representatives on the Health and Safety Committee. Participants will learn their roles and responsibilities as Health and Safety Representatives in the Workplace. Outlines the actual procedures and steps required to function in a workplace environment.

Duration	One day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1500 + \$ 50 booklet fee per applicant

Objectives

- Understand statutory and common law obligations.
- Be aware of all relevant policies and programs in your company.
- Understand hazard identification and risk assessment.
- Understand risk management process.
- Plan and conduct an incident investigation.
- Gain understanding and requirements of effective committee meeting.

SafetyMap 4th edition auditing training

SafetyMAP (Safety Management Achievement Program) is an audit tool that provides the means to undertake an independent audit and review of an organisations health and safety management system. This helps to establish safer working environments that will protect people at work by eliminating, or better managing, health and safety hazards. This is consistent with the requirements of health and safety legislation.

A health and safety management system audit is a systematic examination to determine whether health and safety activities and related results comply with planned arrangements'. It should evaluate whether these arrangements are implemented and will effectively achieve the organisations objectives.

The audits should identify procedures that are not fully effective and provide information that will assist the organisation to improve.

The scope of the audit will vary according to the needs of the organisation. organisations may choose to focus their audits on critical areas, or they may do regular audits of the entire management system.

Duration	Two days
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$3000 + \$ 50 booklet fee per applicant

Objectives

- Origins of SafetyMAP
- Links between SafetyMAP & management systems
- How SafetyMAP can improve management of health & safety
- Key elements of SafetyMAP
- SafetyMAP auditing process
- Documentation review & interviewing skills
- Preparing an implementation Action Plan

Supervisor safety training

Supervisor's Safety Training course will provide you with the intellectual tools you will need to instil in your employees a positive attitude towards safety, and develop a better understanding of efficiency in accident prevention.

Duration	One day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1500 + \$ 50 booklet fee per applicant

Objectives

- Understand statutory and common law obligations.
- Be aware of all relevant policies and programs in your company.
- Understand hazard identification and risk assessment.
- Understand risk management process and risk analysis.
- Plan and conduct an incident investigation.
- Be aware of managerial and supervisory responsibilities as well as responsibilities of employees.

Working at heights

In the last three years 23 people died at work as a result of a fall and many more people were severely injured. WorkSafe Victoria has been producing guidance for employers to help them prevent falls happening, but something more had to be done to stop the deaths and injuries. That's why from 31 March 2004 new regulations are being introduced that will affect the way you and your employees work at height.

Duration	One day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1500 + \$ 50 booklet fee per applicant

Objectives

- To prevent people from falling from height, or from being hit by falling objects
- Personnel should comprehend how dangerous actions and misuse of equipment causes injury
- Inform personnel about safe work procedures and how to inspect and properly use equipment such as scaffolds, ladders, trestles, elevated work platforms and fall arrest systems. Identify hazards to look for during a risk assessment.
- To identify circumstances and hazards that increase the risk of an injury and/or incident occurring when working at height.
- To specify the control measures that can be put in place to reduce risk when working at height.
- Ensure personnel know and follow safe work procedures.
- Personnel should understand the limitations and the dangers of misusing a scaffold.
- To explain the do's and don'ts of ladder and trestle use.
- To examine the pre-operational check process and ensure that operating procedures are followed correctly.
- To understand the limitations of the equipment and how to work safely with various units.

Workplace hazard identification, risk assessment and control training

This course is intended for Delegates with responsibility for guiding or implementing their organisation's Risk Assessment Programme.

The course will cover relevant issues such as:

- The Structure of Legislation
- Risk Assessment
- Legal Responsibilities
- Health & Safety Management
- Preparation and Maintenance of Records

The Risk Assessment course will also cover key legislation and other standards employers are expected to comply with. Delegates will undertake practical assessments as part of the course, and the need to establish systems for successful Health & Safety Management will be discussed.

At the conclusion of the Risk Assessment course delegates will have a good understanding of their legal responsibilities and those placed upon the employer. Delegates will be fully briefed in the requirement to undertake risk assessments to aid the formulation and implementation of effective Health & Safety procedures within the organisation

Certificates will be issued to participants who attend the entire course and satisfactorily demonstrate that they are able to follow the principles taught on this course.

Duration	One day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1500 + \$ 50 booklet fee per applicant

Objectives

- Describe risk analysis and loss control concepts
- Understand hazard identification principles and techniques.
- Identify organisational factors that influence the success of risk analysis.
- Understand a generic risk analysis methodology.
- Apply specific tools to analyse risk.
- Assess risk analysis requirements and support sources.
- Understand and conduct incident investigation.
- Understand the application of Australian Standards for Risk Management

Working from home training

Duration	Half a day
Requirements	Clients to provide lunch and morning tea
Venue	Client to provide venue
Cost per training	\$1000 + \$ 50 booklet fee per applicant

Objectives

- Understand employee and employer legal obligations.
- Understand your company's relevant policies and programs.
- Conducting home based risk assessments.
- Designing home based safety check lists.
- Understand the requirements for working from home across different states of Australia.

SAFETY BEHAVIOURAL CULTURE SURVEY

Safety Behavioural Culture Surveys (SBCS) are a series of structured questions designed to provide responses in a quantitative and qualitative ways. The questions are aimed at identifying the value of OHS at different levels in the organisation. The surveys provide areas on which to focus resources. SBCS also provide a baseline for evaluating the effectiveness of the Safety Program.

Methodology of Survey

The survey form comprises of a number of questions in relation to the following categories:

- Self - their own attitude & behaviour
- Others - the attitude and behaviour they observe of others
- Supervisor - their view of the supervisors commitment and approach
- Management - their view of management's commitment and approach
- Systems - their view of the systems in place for managing OHS
- Client/public sites - their view of OHS on client/public sites
- Injury Management - their view of the injury management process

Outcomes and Benefits

Senior management can critically analyse the overall response of their organisation across different departments and work groups. The survey will provide management with the ability to fine tune their safety program and improve performance over a measured timeline in the future. This timeline is based on the positive and negative responses.

Resources can be devoted to specific problem areas as opposed to a shotgun approach of a little here and a little there. Maximize the use of your resources by knowing your problem areas.

Our survey approach enables Clients to:

- Analyse of various aspects of your safety program and fine tuning that program to meet operational requirements.
- Strategically apply resources to the weak areas of your Safety Program, maximizing the limited use of resources.
- Increase productivity by increasing positive behaviour within the workplace.

- Staff attitudes change as management are involving staff in the decision making process across all aspects of business.
- Management can measure their effectiveness in leading safety.

STRATEGIC RISK MANAGEMENT

Traditionally, the discipline of risk management has been devoted to addressing threats of accidental loss. In this traditional insurance-and-safety context, the most risk management could ever accomplish was to reduce or eliminate losses from accidents, so that organisation could, at best, "safely remain as it always has been." This perspective has not addressed no accidental risks of loss from poor business judgment or from errors in forecasting client needs; nor has it entertained the possibility for gain from risk.

Strategic risk management embraces both the upside and downside of risk.

Strategic risk management seeks to:

- counter all losses, both from accidents and from unfortunate business judgments, and
- seize opportunities for gains through organisational innovation and growth

The result is that risk management, at its best, enables your organisation to "be all it can be." Most organisations actively seek change. The sought-after change might be the well being of the constituents or communities that are the focus of the organisation's mission. For any organisation to succeed its world must change; it cannot stand still, or expect to remain perfectly stable. Organisations exist in the larger world, which by its very nature changes.

So here is the paradox: Change brings risk, but without change and the attendant risk there could be no progress. Organisations are about progress, thus they are about change, and need to learn to tolerate a level of instability, unpredictability, risk.

An organisation cannot do business without incurring some level of risk, just as a human being cannot exist without incurring some level of risk

What you expect the future to bring, and how you prepare for your vision of the future, greatly affects the amount of risk confronting the organisation you manage. If you have one set of very specific expectations for your organisation's future, and thus are unprepared to accept any other version of the future should it occur, then your organisation faces great risk. You will have no plans, other than Plan A. Strategic risk management is about visualising other scenarios of the future and having a Plan B, a Plan C and perhaps a Plan D in your hip pocket. This will lessen the surprise for the organisation (Herman & Head, 2000).

High level risk profiling

Risk management is not just about minimising our risks, it is just as important that we focus on opportunities that we may benefit from when taking risks in business. Our capability is to assist organisations to develop a strategic direction throughout their commercial operations. Typical areas that are covered in this profiling include:

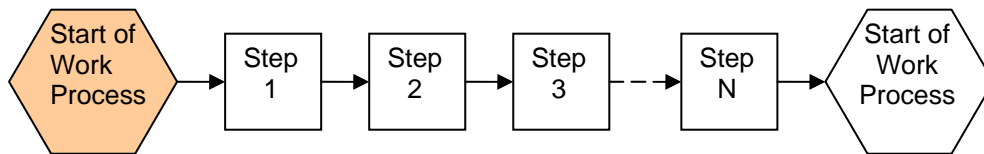
- Commercial governance
- Corporate planning effectiveness
- Customer contracts, corporate accounts
- Direction of commercial & competitive response strategies
- Financial risk, budgeting, cost control
- Health & Safety, Environment
- Impact of global events political & economic
- Knowledge loss and management
- Market share growth & contraction
- Organizational change issues
- Prioritisation of project activities
- Regulatory risk
- Technology risk, security, e-commerce

Process re-engineering

Once you have identified the key risk issues in your business you want to achieve a value-added approach to restructuring this risk through our comprehensive process re-engineering methodology. We will work within teams as well as conducting one on one interview to ensure the right stakeholders are part of the future direction of your business. Our risk analysis embraces both qualitative and quantitative techniques.

Model Flow Chart: System of Work Risk Assessment

- Using such a work process flow chart:
- Enables the risk assessor to build a visual ‘step by step’ process of work.
- Create a systems boundary.
- Highlight changes in actions and movements.
- The Risk Assessment should be comprehensive and prepared in such a way that it is ‘self-explanatory’.



SELF-INSURANCE

Self-insurance (or self-funding as it is also referred to) is an alternative risk financing strategy used by thousands of employers across the country to finance their group health care and workers' compensation liabilities.

Self-insurance has become an increasingly attractive option for many employers due to the rising costs associated with health care and workers' compensation commercial insurance.

Benefits of self-insurance:

- More direct employer-employee relationships in workers compensation matters;
- Promotion of competitive advantage by allowing an organisation more control over its workers compensation related finances;
- Enhancement of scheme-wide best practice philosophies by encouraging high-level self-insurer performance.

To be eligible for Self Insurance you must satisfy the prescribed minimum requirements as to financial strength and viability. That is, it must demonstrate that you as an organisation would be capable of meeting its claims liabilities as and when they fall due.

Information regarding the way eligibility is determined is contained on the web site of the Authority.

Organisations must be assessed by the Authority in such areas as occupational health & safety, claims experience, claims management, occupational rehabilitation and financial viability.

The Authority may approve a body corporate as a self-insurer if it is satisfied that the body corporate is fit and proper to be a self-insurer.

Initial approval to self-insure is given for a period of three years and thereafter for four years.

To continue as a self-insurer an organisation must apply for re approval at appropriate times. Such applications are subsequently assessed similarly to the initial application.

After commencement you are required to provide and adhere to the following:

- A bank guarantee for actuarially assessed liabilities.
- Participation in annual self audit program(this is a term & condition of self insurance)
- Quarterly contribution (including GST) to VWA Fund
- Contract of insurance in respect of contingent liabilities for an unlimited amount
- No other re-insurance (of risk) is allowed; risk is retained
- Annual certification of remuneration.

Australian Risk Services are experts in assisting organisations through the self-insurance process. We provide organisations with the resources to meet their OHS and claims and rehabilitation management audit requirements under self-insurance as well as your on-going audit requirements. We have the technical expertise to assist you in building appropriate management systems to meet the requirements of SafetyMap and InjuryMap.

Current Self-insurers: based on remuneration self-insurers represent approximately 10% of all WorkCover employers. Currently, there are more than 35 self-insurers.

Alcoa of Australia Limited	Amtcor Limited
ANZ Banking Group LTD	Bank of Melbourne (a division of Westpac Banking Corporation)
BP Australia Holdings Limited	BHP Billiton Limited
Brambles Industries Limited	Bristle Limited
Cadbury Schweppes Australia Limited	Carter Holt Harvey Australia Limited
Coles Myer LTD	Commonwealth Bank of Australia
CSR Limited	Effem Foods Pty LTD
ExxonMobil Australia Pty LTD	Ford Motor Company
Goodman Fielder Limited	Hanson Australia (Holdings) Pty LTD
Inghams Enterprises Pty LTD	Kaal Australia Pty Limited
Kodak (Australasia) Pty LTD	Kraft Foods (Aust) Limited
Mayne Nickless Limited	Melbourne Water Corporation
National Australia Bank Limited	OneSteel Pty LTD
PaperlinX Limited	Philip Morris Australia Limited
Publishing & Broadcasting Limited	Qantas Airways Limited
Royal Automobile Club of Victoria (RACV) Limited	Shell Australia LTD
Unilever Australia (Holdings) Pty LTD	The University of Melbourne
Woolworths Limited	

QUALITY MANAGEMENT

Objectives & General requirements

The objective of establishing quality systems is to establish, document, implement and maintain a quality management system and continually improve its effectiveness in accordance with the requirements of this International Standard.

The organization shall

- identify the processes needed for the quality management system and their application throughout the organization,
- determine the sequence and interaction of these processes,
- determine criteria and methods needed to ensure that both the operation and control of these processes are effective,
- ensure the availability of resources and information necessary to support the operation and monitoring of these processes,
- monitor, measure and analyse these processes, and
- implement actions necessary to achieve planned results and continual improvement of these processes.

These processes shall be managed by the organization in accordance with the requirements of this International Standard. Where an organization chooses to outsource any process that affects product conformity with requirements, the organization shall ensure control over such processes. Control of such outsourced processes shall be identified within the quality management system.

Documentation requirements

General

The quality management system documentation shall include

- documented statements of a quality policy and quality objectives,
- a quality manual,
- documented procedures required by this International Standard,
- documents needed by the organization to ensure the effective planning, operation and control of its processes, and
- records required by this International Standard.

Quality manual

The organization shall establish and maintain a quality manual that includes:

- the scope of the quality management system, including details of and justification for any exclusions,
- the documented procedures established for the quality management system, or reference to them, and
- a description of the interaction between the processes of the quality management system.

Control of documents

Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements.

A documented procedure shall be established to define the controls needed

- to approve documents for adequacy prior to issue,
- to review and update as necessary and re-approve documents,
- to ensure that changes and the current revision status of documents are identified,
- to ensure that relevant versions of applicable documents are available at points of use,
- to ensure that documents remain legible and readily identifiable,
- to ensure that documents of external origin are identified and their distribution controlled, and
- to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

Control of records

Records shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records shall remain legible, readily identifiable and retrievable. A documented procedure shall be established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

How can Australian Risk Services help?

ARS assists organisations to develop and establish Quality Management Systems in line with ISO 9000 requirements and once established we ensure these systems remain relevant to your organisational changes by maintaining your systems in partnership with your people. For assistance please contact Paul Camilleri at ARS.

HEALTH AND SAFETY LINKS DATABASE

Australian Risk Services have put together the most comprehensive collection of risk management, occupational health and safety, environmental and corporate governance related links and documents.

Risk Management and OHS (RMOHS) search engine is based on a collection of websites and webpages selected by professionals from Australian Risk Services.

The search engine does not spider the web, rather it searches the database for the links. Since all the links are carefully selected, the search results will only show relevant webpages.

RMOHS is build by real people and you personally can contribute to its operation by adding relevant links that you feel need to be included in the database. To combine the search engine information from most Australian and worldwide OHS and risk management websites was collected and utilised.

All links are separated into categories and sub-categories, it is recommended to use the search engine located at the top of each page rather than searching categories one by one.

Structure:

Corporate governance (4 sub categories and 658 links)

- About corporate governance (0 - 116)
- Corporate governance books (0 - 89)
- International (1 - 410)

Occupational Health and Safety (42 sub categories and 4396 links)

- Australian Capital Territory (4 - 96)
- Comcare (6 - 118)
- International (4 - 1608)
- New South Wales (6 - 574)
- NOHSC (5 - 178)
- Northern Territory (5 - 486)
- Queensland (0 - 1)
- South Australia (0 - 260)
- Tasmania (0 - 51)
- Victoria (1 - 199)
- Western Australia (0 - 413)

Risk Management (6 sub categories and 536 links)

- About risk (0 - 42)

- Education (0 - 43)
- Information providers (0 - 118)
- Risk management books (0 - 93)
- Risk management services (0 - 34)
- Software and technology (0 - 144)

CORPORATE GOVERNANCE

Principle 7 of the ASX corporate governance principles requires a company to establish a sound system of risk oversight and management and internal control, which is designed to identify, assess, monitor and manage risk, and inform investors of material changes to the company's risk profile.

One of the three recommendations made by the Council to achieve Principle 7 is Recommendation 7.2, being that:

The chief executive officer (or equivalent) and the chief financial officer (or equivalent) should state to the board in writing that:

7.2.1 The statement given in accordance with best practice recommendation 4.1 (the integrity of financial statements) is founded on a sound system of risk management and internal compliance and control which implements the policies adopted by the board.

7.2.2 The company's risk management and internal compliance and control system is operating efficiently and effectively in all material respects.

Framework component	Indicative attributes
Internal Environment	Board responsibilities for risk management have been established. At least three independent / non-executive directors are involved.
	A risk management policy is in place.
	Ethical values have been established.
	The Board has set its risk reporting expectations, consistent with the risk management policy.
	Responsibility and accountability for risk management has been delegated from the Board to management with appropriate functions and accountabilities within the business.
	Risk management has been incorporated into business and personal performance criteria.
Objective Setting	Business objectives / strategies have been developed and documented.
	Key performance indicators have been established to monitor achievement.
Event identification	Management has implemented systems and processes to identify risks that could threaten the achievement of business objectives.
	Risk profiles are prepared describing the material risks facing the organisation.
	The risk identification process considers internal and external factors.
Risk assessment	Consistent risk assessment criteria are used to measure the likelihood and impact of identified risks. These have been tailored to suit the environment and risk appetite of the organisation.
	Material risks are assessed across all material business units.
Risk Response	Consideration is given to all options for managing a risk including: avoidance, reduction, sharing / transfer and acceptance.
Control activities	Responsibility and accountability for control activities has been assigned within the

Framework component	Indicative attributes
	<p>organisation.</p> <p>The effectiveness of controls is evaluated periodically with remedial actions implemented and monitored where necessary.</p> <p>Effectiveness assessment includes evaluation of design (i.e. fitness for purpose) and execution (i.e. compliance).</p>
Information and communication	<p>The risk management policy has been communicated internally and made publicly available.</p> <p>Communication channels (e.g. intranet, internet, internal knowledge systems) have been established to enable people to access relevant risk management information.</p> <p>Risk management information is integrated with other information used to manage the organisation.</p>
Monitoring	<p>The Board and Management regularly review and update the organisation's risk profile.</p> <p>Protocols have been established for reporting risk issues, with escalation to senior management / the Board as necessary.</p> <p>Appropriate risk monitoring functions, such as internal audit, have been established and are coordinated to ensure completeness of monitoring activities.</p> <p>An internal audit function has been structured in a manner that achieves organisational objectivity and permits full and unrestricted access to top management and the audit committee of the Board</p>

Australian Risk Services offer compliance services with the section 7.2 of the ASX corporate governance principles.