

Systems thinking at WorkSafe

ISCRR Research Impact Showcase 2023

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Reducing
workplace
harm.

Improving
outcomes for
injured workers.

Acknowledgement of Country

Our meeting is being held on the lands of the Wurundjeri people and I wish to acknowledge them as Traditional Owners.

I would also like to pay my respects to their Elders, past and present, and Aboriginal Elders of other communities who may be here today.

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Agenda

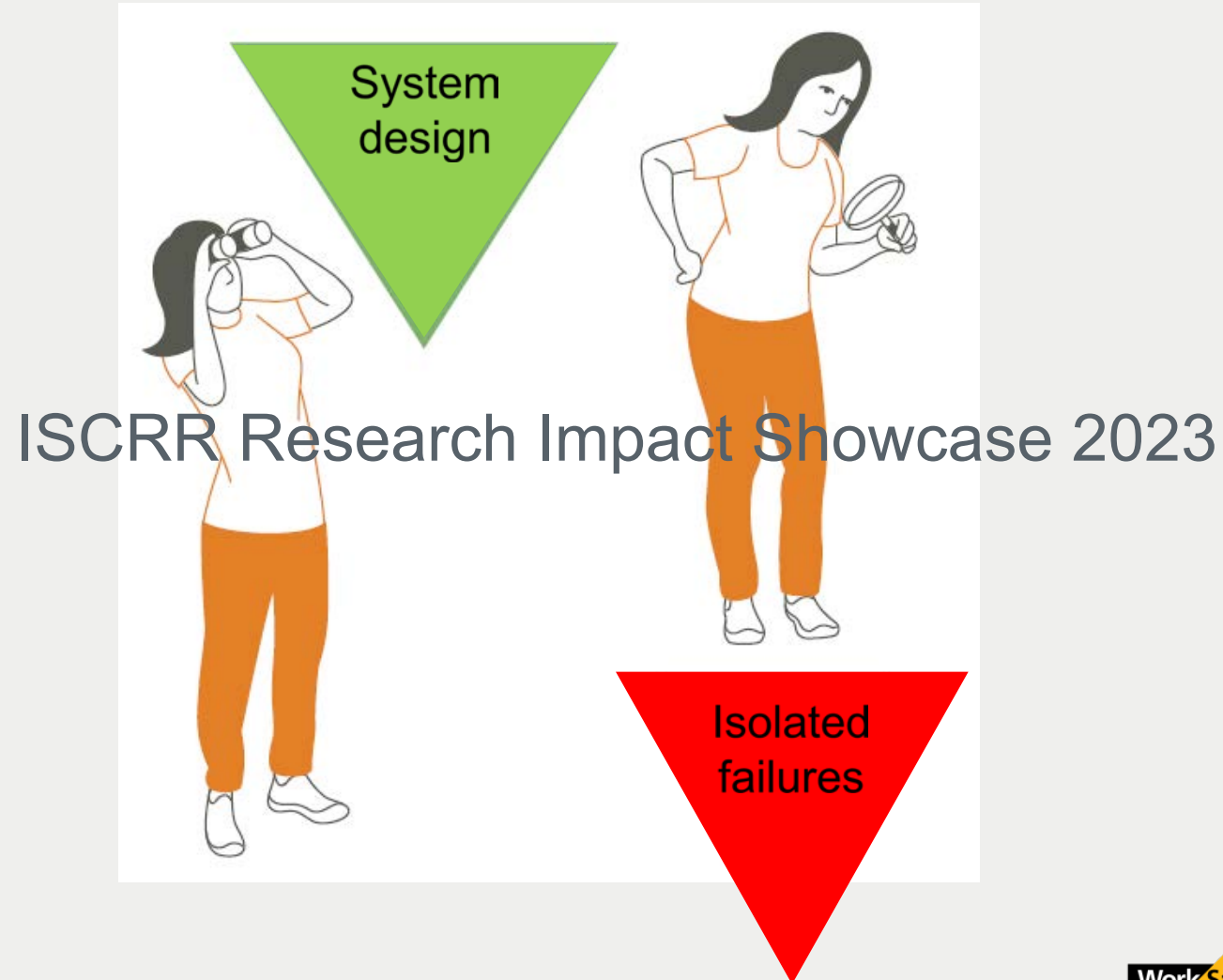
Why is systems thinking important at WorkSafe?

Examples of systems thinking at WorkSafe

Key benefits

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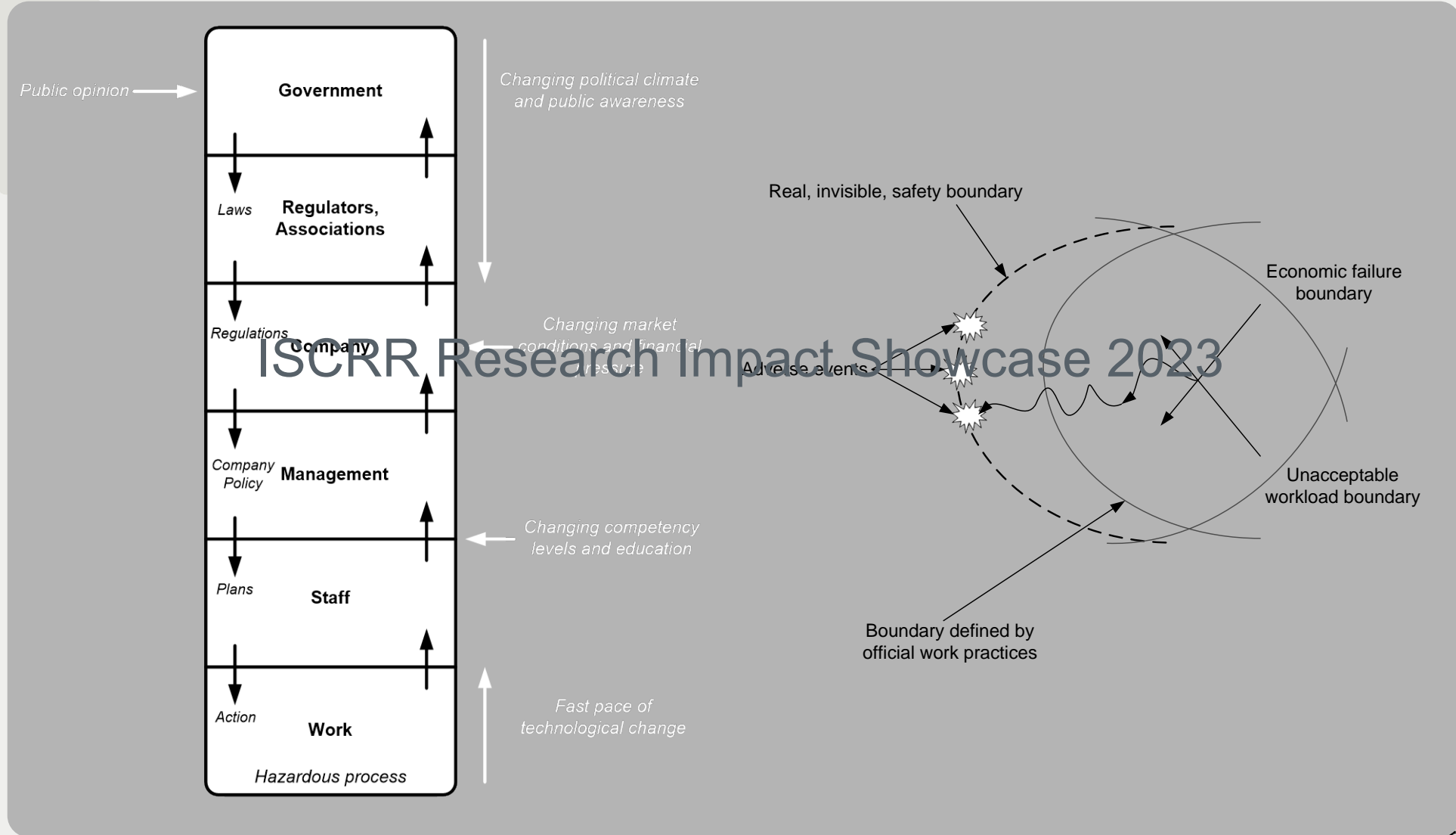
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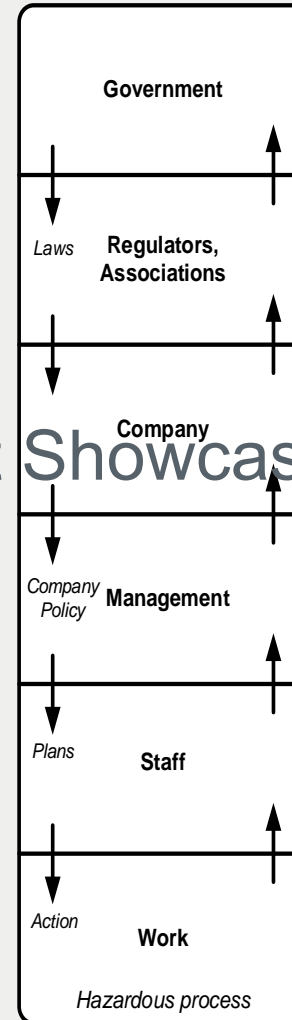
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Rasmussen's Risk Management Framework



Systems Thinking Prevention

- There's no silver bullet
- Improve information flow up and down the system
- The safest way should be the easiest way
- Monitor risk controls



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Translation into practice

- Guidance ([Improving manual handling risk controls after musculoskeletal disorders](#))
- Tools for employers (PHIRES Toolkit and the STIR App)

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- Inspector training (Induction and Diploma of Government)
- Visits and investigations (Ergonomics and Human Factors Specialists)
- Inspector tools (Large Employer Assessment Process)
- Evidence on industry-wide contributing factors and controls (Out of Home Care, Hospitals, Disability)



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Key benefits - internal

Makes our assumptions about incident causation explicit (Don't assume everyone agrees)

Provides a structured and valid approach to compliance and enforcement activities

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Industry-wide systems analysis provides an evidence base – help us to identify levers we can use to influence system level change

Key benefits - external

WHS manager involved in Large Employer Assessment Process:

“Being able to work with WorkSafe has been really beneficial for our business. The principles outlined in the report applied across our enterprise. We’re doing all the homes in Victoria, but the action plan covers the whole of Australia, and now we are transferring the lessons to New Zealand.”

ISCRRR Research Impact Showcase 2023 Stakeholders involved in systems analysis in Out of Home Care:

“I found the interview process and resulting reports very comprehensive and transparent. As a frontline worker of over 10 years experience it was empowering to be given a voice, and to have that voice acknowledged. I have since nominated and trained as a HSR for my organization and recognize the importance of keeping this conversation alive.”

“The systems methods were able to capture the complexity of our work and experience, and gave a clear illustration of the reality of the multi- faceted environment we work in”



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