

Protecting People Trackage, QLD

Protecting People Trackage is a comprehensive safety program designed to improve trackage safety at QR National and Queensland Rail. Together, these rail businesses employ around 16,000 people and manage more than 10,000 kilometres of track throughout Queensland.

In 2009, WorleyParsons reviewed the two companies' safety performance and made a series of recommendations to improve their safety systems and engender a culture of safety awareness. In 2010, WorleyParsons identified five initiatives to address 39 of the recommendations and invited Evans & Peck to assist with their design and implementation.

These five initiatives are important elements of the broader Protecting People Trackage program, which is focused on developing a culture of safety awareness among trackage workers and providing them with useful tools that communicate the new trackage safety rules effectively.

Evans & Peck's role

Over an intensive 18-month period, Evans & Peck assisted QR National and Queensland Rail with the design and development of five initiatives within the Protecting People Trackage program:

- **High performance safety coaches:** Evans & Peck assisted with the recruitment and training of 14 safety coaches with responsibility for delivering trackage safety coaching across both organisations.
- **Leadership training:** Evans & Peck led the design and coordinated the rollout of a two-day leadership training program for supervisors and track protection officers.
- **Situational safety awareness training:** Evans & Peck developed and oversaw the delivery of situational safety awareness training, targeting a diverse group of 3,700 trackage workers across Queensland.

- **Trackage safety rules:** Working closely with team of subject matter experts within QR National and Queensland Rail, Evans & Peck coordinated a consultative program to rewrite the companies' safety manuals and align them with the national railway standards.
- **Pocket pal:** Evans & Peck developed a pocket-sized safety folder, much like a small photo album, that reminds staff of their safety commitments and of the need to return home safely to their family and friends.

Results

The value of the Evans & Peck approach is that safety programs have been delivered from the bottom up, rather than just the top down. The program is about changing the culture and identifying how to make track workers safer.

As part of the rewrite of safety manuals, Evans & Peck managed an extensive review and verification process that involved field simulations and 10 facilitated workshops with more than 100 participants across Queensland to test the new procedures and encourage ownership among staff. The approach resulted in more than 1,300 comments on the new safety manuals from staff.

FACTS AND FIGURES

Client: QR National and Queensland Rail

Employees: >16,000

Track: >10,000km

E&P involvement: 2010-2011

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Protecting People Trackside, QLD (continued)

The leadership training and safety awareness training programs were also designed to engage staff at every level and offer a clear alternative to the “death by PowerPoint” programs commonly employed.

Staff feedback was overwhelmingly positive with more than 90% of participants indicating that they would recommend the training to others and, importantly, use what they had learned on the job.

The first year of the program delivered excellent results in terms of safety performance and safety awareness among staff. At Queensland Rail and QR National, lost time injuries among trackside workers decreased significantly. In addition, psychometric surveys of trackside workers in Brisbane, Townsville and Mackay showed a significant improvement in the four key areas targeted by the safety awareness program, namely coping skills, mental alertness, perception acuity and risk avoidance.

In October 2011, the program was highly commended by the National Safety Council of Australia at the National Safety Awards for best practice in occupational health and safety training.