

SAFE



Situational
Safety
Awareness
Program

I'M SAFE



Why is it that a person can have the necessary training, possess the appropriate motivation and be equipped with years of experience, yet still get hurt in the workplace ?

The answer often lies with the fact that even vigilant and conscientious employees routinely make errors.

It has been well documented in research literature that a staggering 80% of safety incidents and accidents are believed to be caused by human error, of which the majority are attributed to a loss of situational awareness.

Situational Safety Awareness (SSA) is about accurately seeing and understanding what is happening **in and around you** and correctly thinking ahead to prevent or mitigate potential safety incidents. It is about gaining awareness of a hazard before it can harm you or others.

Specifically, SSA involves the three stages:



Situational Safety Awareness acknowledges that even if you value safety and have a good attitude toward safety, you can still get hurt through a momentary loss of situational awareness.

About the SAFE4 Program

The SAFE4 Program targets the area of Situational Safety Awareness – an area that has largely been left unattended by other safety approaches.

The aims of the program are to:

- Introduce the concept of SSA into existing safety approaches within the organisation
- Introduce the SSA model and the underlying safety concepts in an attempt to create a common language within the work environment
- Assist individuals in their understanding and identification of threats to SSA (causes of loss)
- Encourage individuals to reflect and develop an accurate understanding of their own safety limitations and vulnerabilities
- Introduce the participants to techniques and strategies to help maintain and regain SSA.

The program is designed to complement existing safety programs.



STAGE ONE

INITIAL DIAGNOSTIC COMPLETED PRIOR TO WORKSHOP

Prior to the one day workshop, the group will be asked to complete an online diagnostic - the SSA assessment. The assessment goes beyond measures of culture and attitudes to deliver results highly predictive of the likelihood of a safety breakdown. The SSA Assessment addresses an employee's capacity to function safely at work. It provides a measure of an individual's ability to see and understand external risks and their personal vulnerabilities to failure of attention and vigilance. It also measures personal defences and responsiveness.

It achieves this by assessing the most common contributors to human error, the ability to:

- Accurately assess and acknowledge one's own physical and mental state
- Maintain vigilance
- Accurately perceive the risk.

Group results are used to help tailor the workshop to suit the needs of your workforce.

STAGE TWO

SAFE4 WORKSHOP ONE DAY

Introduction to SSA

- A personal approach to focusing on those factors in an individual's life that drives them to keep safe (SAFE4).

What is SSA?

- Brief overview of where SSA began
- Explanation of the SSA Model (See, Understand, Think Ahead)
- Brief outline of where SSA fits into current safety systems
- Providing individuals with a deeper level of understanding of SSA by explaining the physiological and psychological components involved.

Losing SSA

- Identifying the potential threats to SSA including distraction, interruption, automaticity, overload, worry and fatigue
- Conducting activities to demonstrate loss of situational awareness and drawing on the experiences (near misses) of those in the group to highlight the impact of reduced SSA on performance.

Maintaining and Regaining SSA

- Informs the individual of ways in which they can mitigate against the potential loss of SSA
- Not only will individuals become aware of ways which will help prevent loss of SSA, but they will also be provided with some tangible techniques that can be easily implemented throughout their working day that will help them maintain their SSA
- Individuals will develop their own personal 'I'M SAFE' checklist that can be immediately applied to their workplace routine.

SITUATIONAL SAFETY AWARENESS CASE STUDY

A major safety initiative is currently being implemented by Queensland Rail and QR National. A key component of the program is SSA and over 3,000 of their employees have been put through a targeted one day workshop.

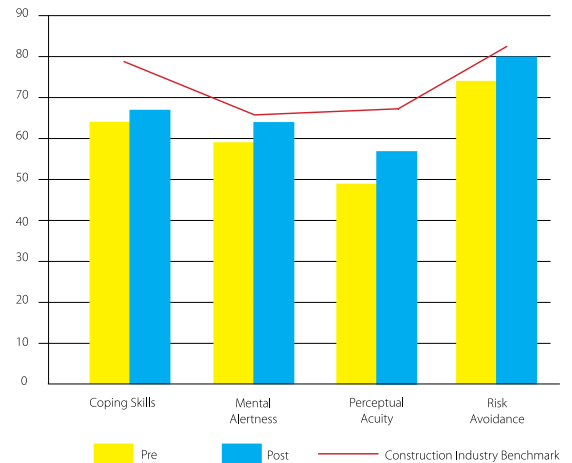
Prospect Consulting was instrumental in the development of the SSA component of the safety initiative.

We were involved in:

- the initial SSA assessment including a survey of over 250 employees across Queensland
- the selection of the High Performance Safety Coaches (HPSC)
- the provision of dedicated SSA training for the HPSC in developing the one day workshop.

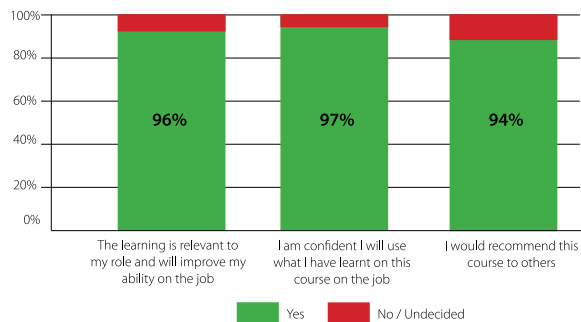
The workshop focused on four key areas, which were identified through the SSA diagnostic results as requiring training and improvement.

SSA sub scale scores - pre and post training intervention



This graph shows the pre and post results of that training as well as the benchmark for the construction industry.

SSA Post Training Questionnaire Feedback



As can be seen in this graph, the SSA workshop has been well received by the employees.

"Queensland Rail & QR National is awarded Highly Commended in the category Best OHS Training Program for selecting, recruiting and training high performance safety coaches.

QR and QR National have selected, recruited and trained 15 high performance safety coaches (HPSC) to develop and facilitate a safety awareness program to improve the situational safety of their trackside workforce. The HPSCs also mentor and coach trackside staff.

Since the implementation of the training, 2,615 staff have attended the program to date; the four situational safety awareness indicators: risk avoidance, perceptual acuity, mental alertness and coping skills have improved; Lost time injuries have reduced." (75% since June 2009 and 50% since June 2010)

2011 National Safety Council of Australia Awards

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