

Case Study - Wannon Water

The Clients Challenge

The challenge of providing water, infrastructure and related services safely is a very difficult endeavour, particularly when your business is spread across a large geographic area.



In recognition of these challenges, a large regional water utility, Wannon Water based in Warnambool, designed and implemented an OHS Management System, but despite their best efforts, experienced a range of OHS performance deficits, including:

- Limited use of the existing Safety Management System
- Insufficient reporting of OHS issues and activities

- Poor understanding and limited ownership of individual OHS role and responsibilities



The leadership team recognised that in order to effectively manage safety and pro-actively identify, prioritise, mitigate and monitor OHS risk, a broader, deeper and more complete view of the organisation's OHS risks would be required. An internal review identified that a factor contributing to poor OHS performance was the lack of an effective OHS culture within which to integrate the existing safety management system.

In consultation with Wannon Water, Enhance Solutions designed a three tiered leadership program comprising a range of facilitated single and multiple day workshops delivered over a 12 month period.

The Enhance Solutions Approach

The program was tailored for executive leaders, front line team leaders and operational personnel and sought to achieve key outcomes including:

- Increased commitment and individual ownership of safety
- Increasing awareness of the critical link between OHS and business success
- Equipping front line leaders with key OHS knowledge, skills and competencies
- Increasing OHS issues (hazard, near-miss and incident) reporting across the organisation
- Increasing general use of the existing safety management system

Benefits to the client

Post implementation Evaluation

The program successfully achieved a range of outcomes including improvements in individual awareness, commitment and observed safe behaviour of personnel,

as well as a staggering 310% increase in reporting of OHS issues and a 51% reduction in the LTIFR.

Improved reporting has also increased executive confidence that they have clear and timely insight into the range of OHS risks and that the organisation is now more effectively positioned to monitor and mitigate the OHS risks it faces. As a result of this the organisation achieved certification in AS4801.



Our Approach
flexible solutions
for our clients
business needs

Safety Leadership Solutions

- Safety, Climate & Culture assessments
- Organisational Safety Leadership Maturity Assessments
- Safety Leadership Skills Development
- Strategic Safety Leadership
- Safety Culture Change programs
- Executive Briefings & Coaching
- Corporate Governance - Safety Leadership at Board Level

Custom Solutions

Whilst the principles underpinning effective safety leadership seldom change, the manner in which they are implemented must be adjusted and tailored based on the unique nature of each clients business. To ensure we are targeting the right area we use cultural survey methods to identify the

behaviours and other gaps within the system and organisation that may be preventing the ongoing maturity of OHS in the business.

We ensure we partner closely with key people in the organisation when developing solutions. Any workshops we develop are based on the needs of the business and reflect the outcomes that have been identified.

Web Solutions

Whilst the principles underpinning effective safety leadership seldom change, the manner in which they are implemented must be adjusted and tailored based on the unique nature of each clients business.

In some circumstance face to face training needs to be complemented with web based training. Enhance Solutions is able to work with an organisation in order to convert key messages from face to face training into on-line content. This is done in a manner that ensures engagement for the on-line learner.