

## Communique

### NHVR Safety Industry Operator Group (IOG) Meeting – 19 March 2018

The Safety IOG was held at the NHVR offices, Brisbane on Monday 19 March 2018, 10:00am to 2:00pm

#### Attendees

National Heavy Vehicle Regulator (NHVR) plus relevant industry groups

There are no fixed members for this group as meeting attendees will vary depending on the projects being discussed. Enquiries: Greg Fill (07) 3309 8543, [greg.fill@nhvr.gov.au](mailto:greg.fill@nhvr.gov.au)

#### OPEN MEETING

##### 1. Committee Matters

- 1.1. The Executive Director Productivity and Safety welcomed the attendees and noted apologies. It was noted that this forum and other NHVR IOGs are recognition that the NHVR values industry involvement and understands this engagement is essential to deliver effective outcomes for the heavy vehicle industry. It was also noted that any information or draft documentation provided should not be circulated outside of this group, unless permission is sought and granted by the Safety IOG Chair – Greg Fill.
- 1.2. The proposed Terms of Reference were reviewed and recirculated, noting some minor changes to wording will be included for clarity and accuracy.

##### 2. Strategy

The Safety System Specialist, Ian Dix presented an overview of SMS and the NHVR approach to industry engagement.

The following feedback was noted:

- Products need to include a selling point around why industry participants should really embrace and use the guides, templates and other education materials.
- Use the term 'business' or some other term rather than 'organisation'; such as operators or industry participants.
- Products should use simple terms to explain concepts: such as utilising SMS tools will help you meet your safety duty obligations under the law; and it is a risk to your business if you don't have an SMS.
- Motivation for industry adoption should be considered. Experience tells us that potential for safety incidents caused by other road users is an effective motivator for industry; moral reasons for adopting an SMS were also suggested.
- Products should definitely 'kept simple', as industry does not want to be drowned in red tape. There should be messaging and a focus on 'it's what you're already doing, but just needs to be documented'.
- Formatting/style (in particular font/colour) should be in alignment with the four components of the SMS for consistency.

- Publication of guidance products on the NHVR website should be logical in order (i.e. guides first, then templates, and then worked examples of the templates). IOG members also agreed that a ‘drip feed’ approach to releasing guidance, as planned by NHVR, rather than one big launch, will provide the best approach in capturing smaller participants who are nervous about embracing the guidance. It was also suggested that a very simple product roadmap should also be utilised as part of the promotional and education process.
- Worked example products should be clear in that they are definitely suggestion examples only, and that businesses should not assume that provided examples are the only risks or controls or other input that should be considered and included.
- The suite of guidance products should be clear that an effective SMS is not only about procedures and manuals; it is about ensuring safe practices, many of which are already being implemented by operators and others are supported by appropriate documentation – i.e. being able to demonstrate or provide evidence of these practices. It should be clear that businesses should not need to pay a third party to develop an SMS for their business if they do not wish to, and that they can freely download and amend any of the provided SMS templates for their own use. It should be clear that an effective SMS will not happen overnight – it is a journey, and an achievable one.
- Guidance products should explain that participants’ SMS also needs regular ‘monitoring’ by them to ensure it is being used and is effective in improving safety performance. NHVR’s guidance should include material on how to do this, and particularly for small operators in terms of what is realistic.
- Guidance needs to explain that all parties in the Chain of Responsibility need to ensure their SMS ‘integrates’ with each other or reflects other parties’ SMS requirements as part of their contractual requirements. Guidance products also need to empower drivers/workers to have the conversation about safety; operators/workers do not want to upset customers or lose business. It is easy to say ‘make sure you communicate’, but this should be viewed as a training issue.

In terms of compliance expectations from industry players from 1 July 2018, it was noted that the NHVR view was that this would be an implementation process over time, with businesses completing risk assessments and taking time to implement outcomes. The Manager, Chain of Responsibility noted that once the law comes into effect, it is expected that parties should be able to demonstrate that a plan is in place or progress in implementing that plan is underway.

Concerns were noted in regard to jurisdictions (outside SA) not taking the NHVR approach that establishing an effective SMS is a journey. It was noted the NHVR is engaging with jurisdictional partners as part of the Safety Program’s engagement strategy.

### 3. Product Review

Circulated products were reviewed in detail:

- Quick guide – Management commitment and responsibilities
- Template – Safety policy and responsibilities
- Quick guide – Hazard reporting
- Template – Hazard report form
- Quick guide – Risk register
- Template – Basic risk register and worked examples
- Template – Incident report – initial notification form
- Booklet – Safety management systems for transport operators

Industry provided positive feedback in general on the draft products, noting that all sectors will be different and products should be kept simple with the focus on safety with recognition over multiple industries. Industry also reflected these products should be the entry standard that sits parallel with the planned Registered Industry Code of Practice (RICP) with more focus on consultation and communication with all parties in the Chain of Responsibility. It was also noted that operators want to be compliant and focus is needed on workers roles and responsibilities. Managers and owners should be on board and products should be able to be used in a tick and flick way. The suggestion was made of testing the forms and that products should show operators how simple an effective SMS can be.

Greg Fill noted all general and specific comments from IOG members. Greg also requested that members provide as much specific feedback as possible on any of the provided guidance material structure, text, examples or language. Greg particularly asked members to provide industry specific examples to incorporate within key templates such as the Risk Register. These will be important for NHVR to maximise 'smaller operator' engagement in taking up the guidance.

#### **4. Forward Work Program**

Steps for the SMS Project were noted.

- A terminology usage list will be circulated in future to assist in the review process.
- Any draft products that were not provided in editable format for markup will be provided to IOG members ASAP.
- Future draft guidance products will be circulated with a coversheet indicating their development status and where each product sits within the suite.
- It was requested that feedback on products should be submitted via the IOG Secretariat.
- IOG members to provide other examples of 'controls' for the risk register.
- Industry should be notified via various promotional mechanisms very soon that development of SMS guidance products is underway.

#### **Next Meeting**

The next meeting is to be confirmed.