6. People

SMS Webinar Series for heavy vehicle operations.

SMS Webinar Series

DATE	TOPIC	TIME
Wed 17 June	Introduction to Safety Management Systems (SMS) – what they are and why they matter	8am AEST
Wed 24 June	Leadership and Accountability	8am AEST
Wed 1 July	Risk Management – Hazards, Risks and Controls	8am AEST
Wed 8 July	Risk Management – Incident Management and Ongoing Risk Review	8am AEST
Wed 15 July	Assurance, Performance Monitoring and Continuous Improvement	8am AEST
Wed 22 July	**People**	**8am AEST**
Wed 29 July	Safety Systems	8am AEST
Wed 5 August	Bringing it all together – Accreditation Compliance Accreditation (ACA),Maintenance Assurance Program (MAP), Present, Suitable, Operating and Effective (PSOE) Audit method	8am AEST

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People

Fitness to Drive

Each driver is appropriately licensed and fit to drive

- Licensing verification is embedded
- Fitness to drive expectations defined
- No reprisal & drivers empowered to stop work
- Defined escalation and response process exists
- Contingency to prevent unsafe driving
- Personnel can recognise signs of unfitness
- Reporting pathways for third parties
- Confidentiality is maintained
- Review and improvement triggers exist

Training and Competency

Workers are trained and have the knowledge, skills and competence

- Role-based competence requirements
- Training aligned to managing public risk
- Induction and role-specific instruction
- Maintenance and development of competence
- Reactive training informed by experience and events
- Supervision and support for developing competence
- Functional SMS awareness relevant to role
- Competence demonstrated in practice

Training and Competency

Communication

Communication enabling timely two-way exchange of safety information

- Supports management of public risks
- Two-way
- Safety-critical information is prioritised
- Reaches the right people at the right time
- Changes are communicated
- Accessible
- Supports early identification of issues

Examples of People Evidence

Component	Small Operator	Large Operator
Training and Competency	• Evidence staff inducted and trained on safety procedures • Competency is demonstrated in a simple register • Process for refresher training evident	• Workforce competency framework • Organisational-wide training matrix • Training tracked through a learning management system
Communication	• Daily verbal check-in with drivers • Drivers can call or text the owner at any time to raise a concern • Procedure changes explained to each driver individually	• Regular toolbox talks • Digital reporting tools • Safety bulletins for communication
Fitness to Drive	• Licences verification process • Policy statement includes fitness for work • Evidence drivers confirm fit for work prior to commencing work	• Licence info captured through LMS • Driver app for fitness to work • Drug and alcohol policy & testing

What does this mean for you?

Fitness to drive	P	S	O	E
Medical and fitness requirements are implemented and maintained.				
Impairment risks (fatigue, substance, health-related) are actively monitored and controlled.				
Drivers and staff are removed from duty where unfit, and systems prevent reprisal for self-reporting.				

Training and competency	P	S	O	E
Staff in safety critical roles are trained to the appropriate level.				
Competency is demonstrated by current records.				
Refresher and corrective training occur as required.				

Communication and consultation	P	S	O	E
Safety critical information is communicated clearly, promptly, and effectively.				
Staff and contractors are consulted and can provide feedback.				
Safety communication supports proactive identification and control of risks.				

Question: How do we determine operator size

The Operator Profile considers:

- Number of vehicles and drivers
- Operating locations
- Systems, processes and controls in place
- Organisational structure
- Management and administrative arrangements
- Operational complexity and risk profile

Operator Profile 1	Operator Profile 2	Operator Profile 3
Lower complexity operations with simpler business structures and management systems.	Moderate scale or operational complexity requiring increased management oversight.	Larger or more complex operations with specialised ac

Questions?

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