



# Workplace Standards Tasmania

## Strategic Plan 2010-2012



Tasmania

Explore the possibilities

DEPARTMENT *of* JUSTICE

## **Our Vision**

A safe and healthy Tasmania

## **Our Mission**

Working with the Tasmanian Community to improve standards of safety and health in workplaces, buildings and energy infrastructure

Workplace Standards administers legislation that regulates occupational health and safety; dangerous goods; security-sensitive dangerous substances; workers rehabilitation and compensation; building and plumbing activities; electricity standards and safety; gas safety; long service leave; shop trading hours; and statutory holidays.

### **We:**

- conduct accident and incident investigations
- undertake audits for compliance with legislation
- deliver awareness and educational programs
- assess and process licences and permits
- provides strategic policy analysis and advice and
- accredit building practitioners

### **We consist of five branches:**

- an Inspectorate (comprised of a general workplace inspectorate and specialist units including Advocacy and Prosecution, Helpline, Industrial Compliance, and Standards)
- Major Infrastructure (consisting of: Electricity Standards and Safety, Dangerous Substances, Gas Standards and Safety, Mines, and Compliance and Major Hazard Facilities)
- Policy & Planning
- Building Control (comprised of Building Standards and Regulation, Audit and Compliance and Building Practitioner Accreditation)
- Support services

## Our Objectives and Strategic Priorities

*(how we will accomplish our mission and drive toward our vision)*

**1. Develop and implement contemporary regulatory framework in accordance with Government policy**

**a. Developing and implementing COAG initiatives for a national seamless economy which includes:**

- Model OHS Act
- Model Electrical and Gas Transmission and Distribution Legislation
- National Construction Code
- National Licensing Scheme
- National Gas, Electrical, Plumbing and Building Legislation
- Mine Safety Legislation
- National Dangerous Goods Legislation

**b. Provide Government with policy options, including potential solutions, with respect to asbestos issues such as:**

- Awareness
- Compensation
- Education
- Removal and Disposal
- Managing risk
- Compliance

**c. Develop and implement new Gas Technical Safety Legislation**

**d. Implement dangerous substances legislation**

**e. Implement Workers Rehabilitation and Compensation Act changes**

**2. Engage stakeholders and build capacity of duty holders to achieve compliance with, and exceed, the regulatory frameworks through the provision of advice, education and enforcement**

**a. To establish, support and communicate with industry specific reference groups**

**b. Build on the technical skills and knowledge of our staff through appropriate training and development plans**

**3. Improve organisational capacity and achieve best use of Workplace Standards Tasmania's resources**

**a. Review what we do and why we do it. (Identify what is core and what is non-core)**

**b. Review and map business processes and instigate structural change if required**

**c. Roll out performance review and planning at all levels and monitor and review**

**d. Annual audit of the effectiveness of the Mine Safety Unit**

**e. Re-visit the Risk Review**

**f. Meet in December 2009 to see how we are going with the initiatives identified at the September 2 Planning Day**

**4. Exemplify best practice in all areas within our jurisdiction**

**a. Develop scope of legislative audit and develop audit plan**

**b. Conduct desk-top and verification legislative audits to benchmark current performance**

**c. Develop and implement an improvement plan**



# Our Key Performance Indicators

*(how we measure what we do)*

- Incidence rates of serious injury and disease claims (% of compensation claims per 1000 workers)
- Number of fatalities
- Timeliness of processing licence applications and cost per licence
- Number of licences issued
- Total monies collected from licensing/ accreditation
- Number of calls to Helpline
- Number of email inquiries to Helpline
- Number of publications distributed by Helpline
- Percentage and number of successful prosecutions
- Percentage of investigations completed within 6 months
- Number of infringement notices issued
- Number of workplace visits
- Total fines imposed (e.g. infringement fines and court fines)
- Number of safety outcomes achieved (without use of sanctions such as infringement prosecutions)
- Level of satisfied WST staff and level of stakeholders satisfied with WST performance

Our values describe the things that are important to us and they outline the sort of organisation that we aspire to be. We will make this a reality by modelling the behaviours below in all our interactions with colleagues, clients and stakeholders.

## 1. People First

We treat everyone with respect, integrity and equality

We do this by:

- demonstrating empathy and consideration towards others and interacting in a way that builds trust
- adopting flexible work practices that help people achieve work life balance
- providing a high level of support, particularly at times of change or in difficult circumstances
- acting with integrity and impartiality at all times
- treating people equitably and fairly in relation to workloads and opportunities
- not making unreasonable demands on each other or the organisation
- encouraging a sense of fun and enjoyment at work
- recognising people and teams for their achievements

## 2. Collaboration and Leadership

We work constructively with colleagues and stakeholders to identify our priorities and achieve our objectives

We do this by:

- taking time to listen to clients and stakeholders and understand their needs
- being clear about our vision, mission and strategy and promote these to staff and in the community
- developing co-operative working relationships across the units in the structure
- demonstrating through our actions that we are serious about achieving our desired culture
- striving to develop strong teamwork in all teams
- helping each other out and sharing resources
- demonstrating good practice people management
- developing our leadership skills and support for leaders

### 3. Openness and Transparency

We communicate clearly and make decisions fairly

We do this by:

- using a variety of methods to keep staff informed about current activities, issues and priorities
- providing people with the opportunity to have input into decisions that affect them
- communicating decisions in a timely manner, giving reasons for the decision where possible
- addressing concerns and resolving conflict in a constructive, proactive manner
- being approachable and accessible to our clients and stakeholders and keeping them informed
- presenting information accurately and honestly
- demonstrating loyalty to colleagues and the organisation and respecting confidentiality

### 4. Building Capability

We seek opportunities for growth – for our people and our organisation

We do this by:

- planning, designing and delivering high quality, relevant learning opportunities for all staff members
- developing and using high level technical expertise in areas where this supports strategic directions
- providing recognition for skills attained

- promoting self awareness and understanding of others
- encouraging the retention of expertise and undertaking succession planning
- encouraging initiative, innovation and a mind set of seeking continuous improvement
- being flexible and adaptable

### 5. Performance Matters

We are committed to our mission and to achieving outstanding results for the Tasmanian community

We do this by:

- leading by example - modelling good practice in our own organisation in the areas in our mission
- ensuring individuals have a clear understanding of their role and how this contributes to WST
- negotiating explicit performance agreements
- doing all we can to empower staff to carry out their role
- providing regular feedback on performance
- celebrating achievements
- taking ownership and accept accountability to deliver on our commitments
- acting promptly to address performance problems
- showing care for the community by taking our social and environmental responsibilities seriously



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