

Business Essence (BE) has played a major role in the following projects for government agencies in South Australia, Australian Capital Territory, Victoria and New South Wales

SA Workplace Services, Dangerous Substances Unit **Systems & Procedures for SSAN Regulations**

BE worked with SA Workplace Services in 2006 to document procedures and tools to manage the new SSAN regulations. The scope of work included:

- Developing a high level licensing process map, supporting workflow procedures, decisions making tools, application guidelines and a document management framework
- Workshops with the technical team to determine decision making criteria
- Continuous project management, co-ordination and reporting

ACT WorkCover, Dangerous Substances Unit **Develop and Implement Systems and Procedures**

During 2005-2006, BE worked with ACT WorkCover to develop systems and procedures to manage the key permissions from the Dangerous Substances Act and Regulations. The project was very successful in streamlining the core processes. The scope of work included:

- A review of 31 authorisations
- Developing workflow procedures, technical decision making tools, application guidelines, application forms and a document management framework
- Continuous project management, co-ordination and reporting
- Gap analysis and improvements
- Workshops with technical team to determine decision making criteria
- Education workshops and training sessions for all staff

Victorian WorkCover Authority, Hazard Management Division **Permissioning Project**

BE worked with the Hazard Management Division (HMD) of the Victorian WorkCover Authority from February – December 2004. Our primary role was to project manage the development and implementation of systems and procedures to support 50+ permissioning processes across approximately 15 regulations. Some of BE's activities included:

- Process mapping 50+ regulatory and supporting processes
- Setting the scope, task breakdown, resources and timings required to complete the project
- Developing presentations for project briefing sessions for staff, management and internal stakeholders
- Working closely with technical and administration teams to document decision making and assessment material as well as support tools
- Developing key template documents and setting standards for decision making/assessment tables, checklists, letters, workflow procedures and regulatory guidelines etc.
- Developing project management and document management guidelines, systems and tools
- Analysing documentation on website and developing streamlined guidelines to be used by internal and external stakeholders
- Streamlining existing documentation for consistency and efficiency and to share knowledge across technical and administration units
- Preparing fortnightly progress reports, facilitating planning and development meetings, reporting to the management team and executive steering committee

Victorian WorkCover Authority, Major Hazards Division (MHD) **Safety Case Assessment Process**

BE worked with the MHD from 2000-2002. Our role was to assist in the development and implementation of systems and procedures to support the assessment of Safety Cases in line with the strategic goals and objectives of the MHD. During this period we gained an in-depth working knowledge of the Major Hazards Facilities regulatory requirements and the safety case assessment process. Some of our core activities included:

- Designing graphical workflow procedures on a single sheet of paper – effectively eliminating the need for volumes of written procedures
- Developing effective and efficient document and data control systems to ensure a comprehensive paper trail and version control
- Coordinating a project management system to monitor critical activities, meet key milestones, proactively manage ongoing issues and progress reporting for the safety case assessments
- Designing and implementing a quality assurance/control system and audit program to drive continuous improvement

NSW WorkCover Authority, Licensing Unit **Review of OH&S Licensing Policies and Procedures**

In December 2000 BE conducted a comprehensive review of WorkCover NSW's occupational health and safety licensing policies and procedures following the introduction of the Occupational Health and Safety Act 2000 and the likely gazettal of the proposed Occupational Health and Safety Regulation 2001. Additional drivers of the review included:

- Restructuring of the 4 licensing sections into a single Unit, with new management and new legislation
- A need to improve the quality of service provided to clients
- Meeting the NSW Government's "whole of government" approach to licensing services
- The proposed introduction of online licensing under the Connecting Business Online Licensing Project in which WorkCover had an active representation

The review process included:

- Interviews with the Licensing Unit's management team
- Review of electronic storage systems with Section Leaders
- Written surveys and questionnaires completed by Head Office and Regional licensing staff
- Focus group meetings with 15 clients
- Telephone interviews with 40 clients
- Interviews with appropriate staff from WorkCover NSW's Mailroom, Finance Branch and Technical Units
- Paper review of existing policies, procedures, standard documents and proposed regulations

The review was completed within 4 weeks, with a team of two auditors. A comprehensive report, complete with detailed recommendations and a proposed procedural framework was presented to the Licensing Unit's management team and accepted.