

## Point of View

### Compliance in the Resources Sector

Ensuring the provision of timely, accurate and up-to-date information to employees is both a responsibility and a legislative requirement of all resourcing companies. The Mine and Inspection Act 1994 states that all Mine Site employers "must provide such information, instructions and training and supervision of employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards."

The makeup of the workforce typically consists of a wide range of experienced long term employees, short and long term contractors and apprentices. With paper-based systems (often requiring signature or mandated on site storage) still being prevalent across many mine sites, site information is often held in a local 'silo' with whole-of-business performance metrics being hard to qualify or aggregate. Real time information delivery is often compounded by the difficulty of establishing reliable communication networks across mine sites which change in geographical profile and warrant environmentally hardened equipment to deal with the harsh conditions.

During the last decade, there has been a very public focus on Mine Safety largely driven by a spate of unfortunate accidents which resulted in a number of deaths and injuries at mine sites. As a result, there have been a number of inquiries held and publicly reported upon which have addresses the need for more effective "up-line" and "down-line" communication and better access to training and information.

While each employee has a responsibility to ensure they play their part in sound workplace practices, they must be given access to the appropriate tools, communication and training in order to do so. In our experience, mine sites have a very well formulated word-of-mouth communication

structure, but they are reliant upon face-to-face updates, meetings and safety briefings.

Rarely, in our experience, would a typical mine worker be able to access a current safety instruction or safety data sheet without it being provided to them by a supervisor, or from accessing a busy (and sometimes dilapidated) shared computer in a crib room.

While there is no question that the Resource Industry puts a great deal of energy and money into the provision of safe workplaces (much of which is driven by legislation such as the Mines Act), many of the "information management strategies", we see fall short of providing equality in the provision of information to Site workers "at the Coal Face" and those in more administrative roles.

As a result, it is our belief that successful resourcing solutions are driven out of a deep understanding of these challenges and the role technology and integrated solutions can play in providing the answers.

Velrada's Resource solutions and methodologies are focused on overcoming these challenges and ensuring all employees, regardless of their role in the business are equally catered to. Some of the key areas for consideration include:

- The IT literacy of the workforce;
- The diverse geographical locations in which people work;
- The ability of workers to access technology;
- The challenging and constantly changing conditions;
- The emphasis on safety, accurate reporting and risk management;
- The need to provide not just timely information, but information that is guaranteed to be current and relevant;
- The need for alternative hardware, infrastructure and user interfaces.

### Why Velrada?

Our consultancy services and solutions are provided with a global outlook, yet local presence.

Our clients include a wide variety of sectors including resources, oil & gas, government and environmental sectors.

As an Australasian leader in information management and organisational change, Velrada works with clients to address a range of critical issues brought about by regulatory change, competition, environmental and advances in technology, and a ever changing need for measurable and sustained change.

We believe our pragmatically driven approach and honest expertise is unlike any other, bringing you the best of strategy combined with real execution.

For further information please visit [www.velrada.com](http://www.velrada.com)

## Contacts

For more details on the above please **contact:**

Paul Tsang  
Director  
T: + 61 (0) 414 182 890  
E: [paul.tsang@velrada.com](mailto:paul.tsang@velrada.com)

Tim Hurst  
BD Director  
T: + 61 (0) 412 002 760  
E: [tim.hurst@velrada.com](mailto:tim.hurst@velrada.com)

### Velrada profile

Velrada operates across Australia providing management, technology and organisational change services and solutions to public and private clients spanning multiple industries.

With a network of solutions, Velrada brings world class capabilities and deep local expertise to help clients succeed where they operate

Velrada  
Level 3, 220 St Georges Tce  
Perth  
Western Australia 6000