Is Communication Effective Consultation?

surviving major refurbishment

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Case Study - Heffron

- Definitions
- NMDZ overview
- Consultation during planning
- Heffron development
  - OHS issues and resolution
- Effective Consultation
Definitions

- **Information** (n) knowledge acquired in any manner; facts; news.

- **Communication** (n) a giving or exchanging of information, etc. by talk, writing etc.

- **Consultation** (n) involves drawing on the knowledge, experience and ideas of employees and encouraging their participation and input to improve the systems the employer has in place for managing OHS.
NMDZ Overview

Big picture of development areas/site to be inserted here
Planning & Design

- SENIOR MANAGEMENT
- ARCHITECTS
- FACILITIES DEPARTMENT
- STAKEHOLDER GROUPS
- CONSULTANTS
- RISK MANAGEMENT UNIT
Heffron Development

- Chemistry Building
- External Facade
- Internal Refurbishment
- Relocation
OHS Issues

- Noise
- Dust
- Vibration
- Visitors
- Access
- Incident reporting
- Emergency management
- Hazardous substances
- Laboratory decontamination
- General amenity
- Asbestos
- Relocation
- Anxiety
Noise, Dust, Vibration

- Test sections done to ascertain impact
- 90% of noisy work restricted to morning & W/E
  - Daytime work allowed outside vacant areas
- Dust monitoring, analysis and removal
  - Reduce chemical quantities
  - Inspect shelving
- Contact numbers
- Review
Visitors and Access

- Consultation with Facilities Parking Management
- Accurate “Parking Availability” Signs at Gates
  - Traffic Control Operators
  - Large Maps and Clear Signage
    - Path and Line Marking
  - Laboratory induction
- Prior Notification of Visits
Incident & Emergency Management

- Consultation with EMU & Security
- Project Management and Principal Contractor must be inducted into system.
- Clear list of who to contact and when.
- Maintain access for Emergency Services.
- Communication of new evacuation routes and Assembly areas.
- Practice drills with new arrangements.
Laboratory Relocation

- Allocation of Project money to assist.
- Expert removalist (chemical experience).
  - Risk Assessment.
  - Insurance of NMR’s.
- Hazard reduction prior to move.
- Induction in relocated and combined labs.
- Individual consultation with lab managers and staff.
OHS Issues

• Hazardous substances
  – Cull and implement bar coding system
• Asbestos
  – Building wide survey
  – Consult and educate occupants to relieve anxiety.
  – Daily reporting of air monitoring results.
• Lab Decontamination
  – Search for Experienced consultants.
  – Careful ID of Hazards and Risk Assessment.
  – Quarantine areas prior to decontamination.
Current Structure

PROJECT MANAGERS

CHEMISTRY MANAGEMENT

PRINCIPAL CONTRACTOR

SCHOOL LIAISON OFFICER

HEFFRON DALTON RELOCATION CONSULTATIVE COMMITTEE

KEY STAKEHOLDERS

SUB COMMITTEE OF HOS ADVISORY COMMITTEE

BUILDING OCCUPANTS

31 August 2005

UNSW Risk Management Unit
Consultative Process

Proposed project
e.g. Asbestos membrane removal

HDRCC reviews scope of project

All issues discussed
RA reviewed
SWMS reviewed

Endorsement

Occupants meeting as required

CONSULTANTS
PROJECT MANAGERS
PRINCIPAL CONTRACTOR
SCHOOL MANAGEMENT
Keys to Effective Consultation

• Time should be made available for employees to come together to consider the issues.

• Employees should help to shape decisions about OHS, not hear about the decisions after they have been made.