

Power and Utilities

A State government-owned corporation that builds, operates and maintains a power distribution network in a fast growing region of Australia.

- Supplier of power to almost **1.4 million** domestic and business connections and **3.4 million** people
- Approximately **3,000** employees serving communities across **25,000** square km
- Manages a high-performing network that consists of assets worth about **\$12 billion**
- Covers **52,800 km** of total power lines and **670,000** poles

From the client

"I am extremely proud of the difference that this program has made to the lives of our people."

**Group
Manager, Safety**

Drivers for Change

- Safety Performance had plateaued with initial indicator of regression
- Significant Incidents that lead to injury and High Potential Near-Misses
- Sense of complacency "she'll be right mate"
- Safety strategy influenced by reactive drivers
- Previous investment did not translate into sustainable results

Solution



Organisational Safety Culture Diagnosis

Completed a comprehensive Safety Culture Diagnosis involving over 2,200 employees that provided a baseline to measure change, strengths & weaknesses, and informed development of a practical, efficient and effective intervention strategy. Completed another Safety Culture Diagnosis to measure the shift across the organisation as at May 2016.



Strategic Consultation, Planning & Design

Worked alongside the internal Safety Culture Team (SCT) & senior executives to develop a Behavioural Framework deploying Safety Principles of Care, Ownership, Trust, and Learning. Customised a solution that matched their needs through a comprehensive consultation process with the SCT and agreed measures for success, communication, and a workplace engagement campaign.



Leading Safety Program (LSP)

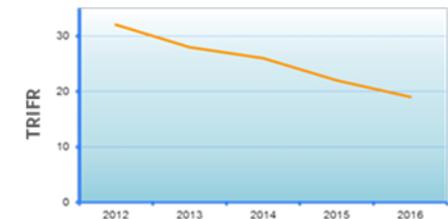
Delivered a series of pilots to ensure it 'fits' with the organisation before launching the Leading Safety Program and customising the delivery & content across all levels of the organisation. Ensured the LSP complimented multiple initiatives being implemented and planned by SCT.



Safety Coaches Program

SCT identified the ideal candidates to develop internal capability through coaching programs and 2° Shift methodology to sustain the culture in a way that kept it alive, dynamic and thriving after Jonah Group's involvement.

Impact



- 40%** Reduction in Total Recordable Injuries Frequency Rate (TRIFR) as at May 2016
- 98%** 2933 employees attended across 148 programs consisting of 308 classroom days
- 94%** Participants who would recommend the program to others
- 95%** Employees would apply what they learned in their day to day job
- 93%** Would be willing to intervene if they saw at-risk behaviour
- 88%** Direct Reports reported that their Leaders improved on 88% of defined safety behaviours
- 80%** Over a 3 year period, the 'favourable perception of safety' indicator improved from 63% to 80%

Contact us on: 1300 347938