

# Charters Towers Regional Council Case Study

*"Just One Moment..."*

## Key Issue

Charters Towers Regional Council failed their Self Insurance Audit so it was recognised that significant changes needed to be made to the System and Culture to improve.

## Key metrics

Council committed to a sizable project budget to ensure they could meet future challenges from an audit perspective, but more importantly to ensure their workforce were safe.



**\$150K**  
Project Budget



**14 MONTHS**  
Project Timeline

## CHALLENGES

Charters Towers is a very large and rural Council, with a geographic footprint roughly the size of Tasmania. Buy-in from a systems perspective was limited, as most sections had competing views of what was "right".

## SOLUTIONS

We determined that the best course of action was to develop a new Safety Management System to suit the needs of all stakeholders. A 14-month program was launched in OCT 2021.



**WHS System  
Development**



**HIRAC Training &  
Facilitation**



**Just One Moment  
Program**

## OUTCOMES

### Contemporary Safety Management System

1

A Safety Management System was developed, Consulted, and Implemented on time and under budget. It is housed in the Council Intranet and is maintained by staff "in-house".

### Proactive and Engaged Workforce

2

The roll-out of the SMS was structured so that all key stakeholders could be effectively consulted. This led to an increase in overall worker engagement and proactivity.

### Just One Moment...

3

The Development of the "Just One Moment", hearts and minds program solidified to workers that they had permission to work safely. They could take the time they needed to do their job safely.

