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MARCSTA MONITOR

Official Publication of the Mining and Resource Contractors Safety Training Association

A welcoming message from the chairperson

“...over 9,000 people through the general surface mine induction in the last 12 months...”

What is MARCSTA? I have no doubt there are people in our industry still asking that question. We hope by publishing the **MARCSTA MONITOR** some of your questions about who we are, what we are doing and where we are going, can be answered. MARCSTA is the acronym for the Mining and Resources Contractors Safety and Training Association. The Association formed about three years ago when a very small group of contracting mining occupational health and safety managers agreed the continual re-induction of our mining workforce was a waste of time, money and effort. Many induction standards were low, there was no uniformity, and no methods of measuring the effectiveness of the process. This small group then canvassed other contactors all of who agreed that it was a good idea to tackle the problem of inductions as an Industry Association.

The Association then approached the general mining industry for support. Representatives of the mining industry, together with the Department of Minerals and Energy and the Chamber of Minerals and Energy supported the aims of MARCSTA, and work on a Generic Surface Induction began.

MARCSTA providers have put over 9,000 people through the general surface mine induction in the last 12 months, and the strong demand continues to grow.

The history of MARCSTA is covered quite well in this issue of the MONITOR so I will not dwell too much on it here.

The induction is continually reviewed to ensure that it keeps pace with industry needs, and any revisions immediately incorporated into the course notes, which are in their eighth edition.

MARCSTA has now developed a Leaders' Guide and Assessment Instrument to assist Induction Providers. The package will ensure that the standards are maintained, and that inductees receive similar instruction and assessment. The industry has approached MARCSTA to request that the

association develop an underground induction that will also have national accreditation.

As MARCSTA is a non profit organisation, all funds are re-invested in industry training, so the underground induction was a logical step. The MARCSTA committee supported the concept, and an underground induction committee has been working on this project for the last three months. The committee is working towards completing a final draft by the end of this year. The draft will be sent for comment to all relevant people in the industry before it is finalised.

MARCSTA would not have got off the ground without the support and the hard work of a number of people, and in our first edition of the MARCSTA MONITOR I would like to take this opportunity to thank them.

Without the support and commitment of each of the MARCSTA member company's General Managers and CEOs, it would not have worked, and I thank you.

To the initial providers who had the courage to invest their money in MARCSTA, thank you.

To Bob Halse, MARCSTA secretary, a man who never says no, and to whom all things are possible, thank you, for all the hard work, and for being one of the main drivers of MARCSTA. To Jim Torlach, Pat Gilroy and Catherine Stedman, early supporters of MARCSTA, thank you. Last but not least, thank you to the MARCSTA committee for your time and effort over the last three years.



Greg Harris

CHAIRPERSON, MARCSTA

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THE MARCSTA SECRETARIAT



Carole Halse

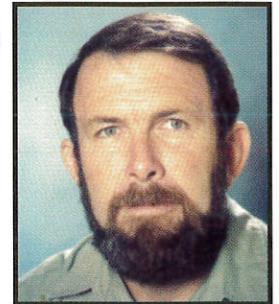
It may well have been a case of "if you can't beat 'em, join em" but whatever the reason, Carole Halse keeps the wheels turning at the MARCSTA Secretariat. Running the Secretariat has become a full time job considering the phone calls keep mine time, and start coming in at 6.30 am. Among the many duties that Carole performs are:-

Coordinating the orders and supply of Certificates and notes to providers;
Dealing with public inquiries;
Supplying information to clients on induction details by phone & fax; Handling inquiries about lost ID cards; Proof reading all interim certificates and chasing up the missing information;
Keeping a daily log of all MARCSTA business.

Carole has asked that all providers ensure that Interim Certificate information is written in block letters so that it can be read without resorting to an Arabic dictionary! Illegible squiggles waste time and increase the likelihood of mistakes and

therefore delays in issuing certificates. Inductees should also be asked to provide an address, if possible, that is current for at least sixty days. The Secretariat is currently holding 160 returned Certificates because either the address is wrong, or the person has moved on without leaving a forwarding address. Perhaps the people who leave without a forwarding address enjoyed the induction so much they want to do it again before the two year currency of their passport expires! Providers please take note, and get the message across that the Passport cannot be delivered if the person can't be found.

Please do what you can to help Carole help you.



Bob Halse

EDITORIAL

Welcome to the first edition of **THE MARCSTA MONITOR** The decision to publish a newsletter was made shortly after the Chairman and Secretary of MARCSTA were invited to give presentations about MARCSTA to groups in WA and interstate. Industry people wanted to know what MARCSTA was doing, or planning to do, so a Newsletter that would help to fill that need was a logical step.

MARCSTA'S first project, the Induction package was always a good idea waiting to happen. The interest in the package proves yet again, that the industry will support good initiatives which promote the well being of the industry workforce.

In keeping with that simple fact, the purpose of this Newsletter is to provide relevant information, and promote the continued development of training that meets the specific needs of the mining and resource industry workforce and management.

This issue is about the people and the events that have guided the association through its first years. Future issues will keep you informed about MARCSTA activities, provide a forum for debate, and news from people and industry bodies across the State. That is the plan, but readers will have a large influence on our direction as relevance will remain the key to getting our messages to you, and yours to the Association. Good information never hurts; it's the lack of it that does that when we are talking about safety and training, and we will try to develop channels that help to keep the information flowing.

We hope this issue gives you a better understanding of what MARCSTA stands for, and what it can accomplish in the future.

Enjoy your reading.

CATHERINE STEDMAN, EDITOR



DO YOU HAVE
A NOSE
FOR NEWS!



THE MONITOR wants:

News Stories (true ones)

Pictures

Events

Anything that makes us laugh

Anything that makes other people laugh

Articles (Serious)

Articles (not so serious)

Just tell us what's going on down your way.

Send your contributions to:

The Editor

CATHERINE STEDMAN

TEL: 08 9317 3485 / 0419 938 115

FAX: 08 9317 3469

Email: kate@highway1.com.au

Postal Address

39/240 Burke Drive, Attadale, 6156

or

The Secretary

MARCSTA

PO Box 314, Belmont, 6104

TEL: 08 9313 5466

If you need to call, The Secretariat should be able to assist you with your general queries.

Carole Halse: 08 9313 5466

Bob Halse: 08 9316 1255

INDUSTRY SUPPORT FOR MARCSTA

The Chamber of Minerals and Energy of WA recently conducted a survey of members to ascertain the level of support for the MARCSTA induction program.

From thirty five operations who have responded to date, only six have not endorsed the program and two of these are contracting organisations.

The Chamber of Minerals and Energy is currently reviewing its membership structure to increase representation of contracting organisations in its decision making process.

The industry has undergone significant change in its efforts to remain internationally competitive and there is an expectation that contractors will comprise more than half of the mining workforce by the year 2000.

The Chamber's Executive Committee have held discussions with major contracting organisations and early indications are that contractors will accept the invitation to participate at the highest level in decisions affecting the future of the industry.

PAT GILROY

Deputy Chief Executive Officer

CHAMBER OF MINERALS & ENERGY

FROM THE STATE MINING ENGINEER, JIM TORLACH

The MARCSTA Committee and member companies are to be highly commended on the success of a valuable initiative - the MINING AND RESOURCE CONTRACTORS SAFETY TRAINING ASSOCIATION, which resulted in large measure, from the dedication and diligence of the steering committee.

Collectively, the mining and resource contracting companies represent the largest single industry sector in WA and indeed, across Australia.

The MARCSTA induction has added substantial value to safety management across the industry and the further initiatives planned will contribute to the continuous improvement demonstrated to date. The introduction of the MARCSTA MONITOR is an example, and I offer my congratulations at the time of this first issue.

MARCSTA initiatives will continue to be supported by the Department, and deserve the full support of industry to maintain the thrust towards excellence in safety performance.

Marcsta Providers

Dave Watkins	Chris Annesley
Tony Aveling	Nick McIntyre
Gary Kalem	John Fletcher*
John Lemon	Michael McCudden*
Thomas Bateman	Victor Roberts*
Mark Rhodes	Alan Chester*
Geoffrey Dodge	Mark Rhodes
Murray Joyce	William Hanlon*
Carl Berglin	Ray Kennedy*
Gary Maher	Ray Hargreaves
Tony Vickery-Howe	Mark Davies*
Cindy Cliff	Phil Harriss
Darren Ridley	Ross Graham*
Joe Griffiths	Peter Dowding*
Chris Derrell	Ashley Gilbert*
Des Shaw*	Peter Tredgett*
Heinz Suessenbach	Nola Finn*
Laureen Lindsay	Joe Maglizza*
Dave Warner	John Joyce*
Chris Andrews	Peter Stareczak
Wayne Sullivan	Reuben Barber*
Malcolm McFarland	Robin Arnt*
Shane Salt	Richard Keys*
Bob Mulligan	* Denotes Company Provider

MONITOR PROFILE

IRENE IONNAKIS



Irene Ionnakis is the independent assessor who began working with the MARCSTA Committee when potential providers began to enter the system. All provider applications go to Irene whose task it is to ensure that applicants meet the criteria laid down for MARCSTA provider licences.

Part of her function is to assist MARCSTA with assessing delivery, and those who have had Irene sit in on part of their course, have welcomed her advice and support.

Irene has the qualifications and experience to ensure that MARCSTA training courses achieve the standards of excellence wanted by the mining industry. As well as being a workplace and Recognition of Prior Learning (RPL) Assessor, she is an educator with degrees in education including her Master of Education, and for good measure, a Train The Trainer qualification.

Irene consults to both the public and private sectors in a variety of roles related to education and training and her detailed knowledge of the Vocational Education and Training System is just one of the fields of expertise that she makes available to MARCSTA. Irene also lectures in Training and Development at Edith Cowan University, and has conducted numerous seminars and workshops on the Australian Vocational Training Scheme with emphasis on competency based training and recognition of prior learning.

NAVEL GAZING AT THE TRADEWINDS

There were 24 people at the first provider's workshop held on Saturday 3rd May, 1997 at the Tradewinds Hotel in Fremantle. It was the first time a group of providers and members of the MARCSTA Committee met in what will become a regular forum to review MARCSTA programs, get feedback, and put new ideas for improvement forward.

Alf Standen from Training and Assessment Services spoke to the group on the accreditation process, and reminded everyone that MARCSTA owns the Induction Course and is responsible for managing the delivery of quality Training. Catherine Stedman then addressed the group on the development of the Assessment Instrument to be used by providers.

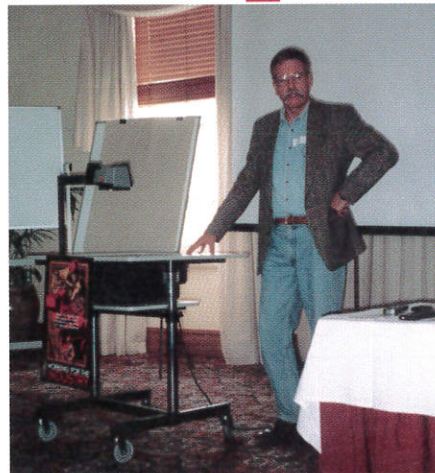
Participants broke into four discussion groups to review the contents of the induction course, and make any changes the group supported. Some information on EEO will be included in future editions of the notes as while, not strictly a safety issue, the majority felt that it was appropriate to mention.

An immediate change will be the introduction of a proforma attendance register provided by Aveling Stedman & Associates which will help with the neat and accurate completion of certificate information.

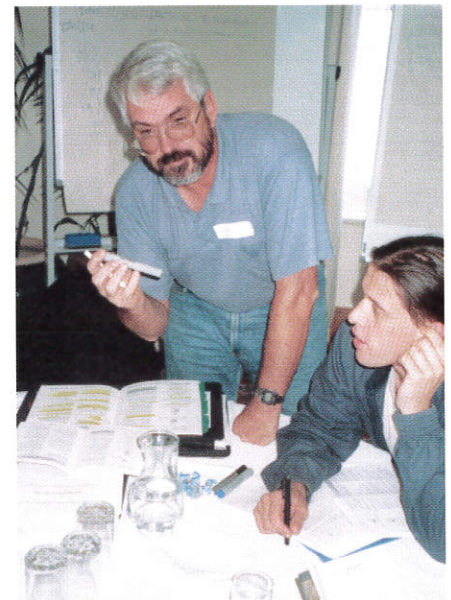
The workshop was a success, and will become a regular feature of the MARCSTA calendar.



↑ *"Now boys and girls, you've got 10 minutes to complete the test," Bob Halse keeps his flock on track!*



"Yes Darren, if you do it my way, everything will be alright!" Malcolm McFarlane and Darren Ridley.



↑ *Alf Standen tell's it like it is!*



← *"Of course we'd rather be here than playing golf!" (L-R) Alan Chester (WMC), Catherine Stedman (Consultant) and Doug Rogers, AWP Vice Chairman (MARCSTA).*



*See!
Only one
thumb -
not ten!*

MARCSTA TAKEN OVER BY LEFTIES!

If you thought you were about to read about a political group forget it! There's nothing in the criteria that says you have to be left handed to be a MARCSTA provider, but they are a force to be reckoned with even though they turn everything upside down and back to front! That is because they are very creative people of course, who happen to live in a right-handed world. Can't see the connection? Never mind - all the other

lefties out there will! As a pressure group, their influence goes beyond can openers and scissors and their latest victory will be Certificate Books stapled at the TOP instead of down the LEFT HAND SIDE, which isn't right if you're left. When asked about the change, a MARCSTA spokesperson said that change had to start at the top, which was right, and anyone who thought differently was wrong - not left.

COMPANY PROVIDERS READ THIS!

LICENCE TO SKILL

Company providers, can only use their licence to deliver in house inductions. An "in house induction" means an induction for the direct employees, contractors and sub-contractors working on that site all of whom are deemed to be employees of the Company under the Mines Safety and Inspection Act. In the case of sub-contractors, the induction should be at no cost to the sub-contractor other than normal company back charges if they apply. Should you cease to work for either a contract or client company, and go into business for yourself and want to deliver inductions, then your name will go on the waiting list.

YOU ARE NOT AUTOMATICALLY ABLE TO DELIVER INDUCTIONS IN YOUR OWN RIGHT.

Everyone who delivers MARCSTA inductions must be licenced by MARCSTA, meet stated criteria and maintain the standard outlined in the provider's Code of Practice.

All providers are licenced on a yearly basis, and are required to reapply to have their licence renewed 3 months before the current licence expires. As of March 1 1997 all providers will be required to sign a licencing agreement. Current providers will be required to sign a licencing Agreement before their renewal applications are approved. New providers will also be required to complete a workplace assessor's course in addition to the current requirement for a Category 1 trainer qualification.

For information on provider applications, licence agreements and general inquiries, please contact the MARCSTA Secretariat on PHONE/ FAX: 0 8 9313 5466

One of the issues discussed at the providers workshop was the problem of inductees with limited English Language skills. The Induction does provide for oral assessment, but in instances where an inability to understand the language surface, it creates a problem as functional literacy (written or oral) is a prerequisite to learning.

The focus of the training is on outcomes that allow inductees to use the material in the workplace. Obviously if there is a language difficulty, those outcomes are impossible to achieve. Some concern was raised about conflict with Discrimination legislation, as not obtaining a certificate could equate to not having a job. That however, is an issue for the client, not the provider. While the provider can and should make every effort to assist, the issue for providers is clear cut. Your inductees need to satisfy the requirements of the induction course and provide you

with evidence that a transfer of learning related to the outcomes has taken place. If that does not happen, then you cannot issue a Certificate.

The Monitor did contact the Equal Opportunity Commission for information. The general advice was that if language skills were a part of the job, then there is no discrimination. That presupposes that efforts had been made to ensure that efforts had been made to overcome general problem in the workplace. E.g. signage, translators etc. There is also a Duty of Care issue under Mine Safety Legislation that needs to be considered.

The best advice is to have clients contact the commission if there is any doubt and explain the circumstance (089 2641933). The issues to be considered are: The outcomes of the induction, the purpose of both Acts, and the overriding principles of Duty of Care.

The client should also contact the

FACILITATOR'S KIT ON THE WAY

MARCSTA is developing a Facilitator's Kit that includes a Leaders' Guide, Assessment Instrument, and hard copies of guideline OHT material. The Assessment Instrument will provide a bank of questions covering all sections of the Induction, so that providers will still have flexibility in their delivery, but the assessment instrument will ensure that the standard is maintained, and that the stated outcomes of the induction course are delivered.

The same principle applies to the Leaders' Guide. As any provider knows, putting your presentation and assessment instrument together involves many hours of work, and the introduction of the kit will make the job easier.

The introduction of the kit doesn't mean scrapping your existing material. It means comparing the MARCSTA "Must Do" requirements with existing material and making necessary adjustments so that the standard outcomes are achieved in every course delivered. In the meantime, providers are encouraged to help with the continuing development of the kit by submitting their ideas for additions to the kit to Catherine Stedman who is developing the package.

The kit should be available in the very near future.

ARE YOU A COMMERCIAL PROVIDER IN WAITING?

At the present time, only company employees can apply for a licence as the quota of commercial providers is full. No further licences to commercial provider listings can be made without the approval of the Executive. In areas where the demand for providers outstrips the number of providers available, application can be made directly to the MARCSTA Executive. The MARCSTA administration keeps a waiting list, and if you are interested in becoming a provider when a vacancy occurs, you should get your name on the list.

When English is a problem

Department of Minerals and Energy in your area to determine whether there is either a Duty of Care issue or a breach of Regulation 4.17.

CONFRONTING SUBSTANCE ABUSE

The Full Bench of the Industrial Relations Commission recently upheld the appeal of WMC against the ruling of a single commissioner in relation to the termination of an employee found with an illegal substance on a mining lease.

At the beginning of the nineties, the commonly accepted percentage of people in the community using illegal substances was approximately 3-4% of the population - a figure that was reflected in a mining industry survey on substance abuse programs in 1991. Anecdotal evidence from company personnel in 1996-97 also reflects that in keeping with the rest of the community, commonly accepted workplace control measures are not always as effective as we would like to think.

The mining industry is a leader in addressing the issue of substance abuse at work. There are few people in the industry who don't know that screening and testing are normal practice on most sites. Given that, the positive screening returns are still unacceptably high which indicates there is still work to do.

What's the answer? While the issue has never been off the Agenda, maybe it is time to rattle the cage! Granted substance abuse is only one element of safe workplace programs, but the outcomes have wide ranging implications. What do you think?

If you have a point of view on what sort of education and

training will help, your opinions are welcome - share them! Substance Abuse Policy, Screening and Testing, Employee Assistance Programs, Performance Testing - What works and what doesn't? What constitutes substance abuse? Do employees recognise abuse of over the counter medications as a problem? What do employees really think about control measures? What influence do shift rosters, youth culture, shift management practices, lifestyle, peer pressure, legal consequences, etc have? Supervisors are the people who need to deal with potential problems every day- What do they think needs to be done? Are we treating a symptom and not the causes? Given that it is only part of a safety management program, why does alcohol and other drug issues have so much prominence?

Employer - Safety Personnel - Medical Personnel - Supervisor - member of the general workforce- we'd like to hear from you.

Phone: 08 9317 3485 Fax: 08 9317 3469

Email:kate@highway1.com.au

or Write to The Editor,

MARCSTA Monitor PO Box 314, Belmont 6984

UNDERGROUND INDUCTION

"When are you going to develop an underground induction package?"

It was never a case of "ARE YOU?" but "WHEN?" and thanks to Nigel Rogers of Brandrill, the groundwork has already started, and there should be an underground induction ready by the end of the year.

That is the time line, but in the meantime, The MARCSTA Committee wants to hear from underground people who are interested in contributing to the process.

- ▶ What topics should be covered, and in what depth? (Remembering we are still talking about a generic induction).
- ▶ How long should the induction take?
- ▶ What topics in the current induction should carry over?
- ▶ What assessment criteria should there be?
- ▶ Who can deliver it?

Are you available to assist with developing the package?

As with the surface induction, much of the topic material is already in print, although in a cross section of of industry manuals from one end of the state to the other!

A big contribution to the process would be making those manuals available for research.

If you can help by providing your manual to the underground induction think tank, it would be appreciated.

The manuals can be delivered to:

Training Sub-Committee Chairman,

Vic Roberts

CSR Construction Materials

75 Canning Highway,

East Victoria Park 6101

MARCSTA would like to hear from you.

IF YOU NEED TO CALL

The Secretariat should be able to assist you with all your general queries.

Secretariat

Carol Halse 08 9313 5466

Secretary

Bob Halse 08 9316 1255

Chairman

Greg Harris 08 9442 2300

Vice Chairman

Doug Rogers 08 9347 8777

Treasurer

Terry Condipodero 08 9478 3633

Training

Vic Roberts 08 9472 2000

Induction

Ross Graham 08 9351 0555

Promotion

Kim Stewart 08 9361 7455

Newsletter

Catherine Stedman 08 9317 3485

Fax 08 9317 3469

Accreditation

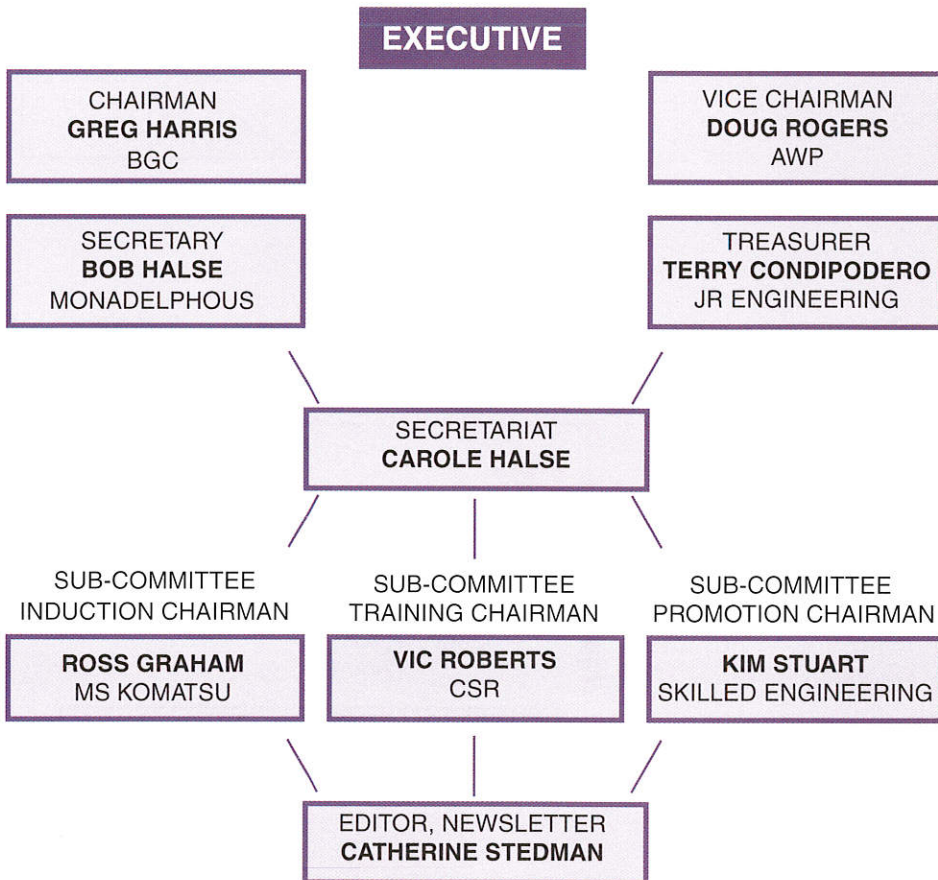
Irene Ioannakis 08 9245 4830

THE MEETING THAT KEPT GETTING AWAY

The logistics of getting a course accredited paled into insignificance when put up against the logistics of getting a quorum of members together in Perth at the same time so that MARCSTA could hold its Annual General Meeting. On 15 April, 1997 it finally happened, and the required number were finally sitting around the table at the Chamber of Minerals and Energy.

The first item of business was the election of officer bearers, and the restructure of the Committee to reflect the fact that MARCSTA membership had more than doubled, and so had the workload.

1997-1998 COMMITTEE IS:



The Sub-committees will research and co-ordinate special interest activities of MARCSTA and co-opt members (those who don't volunteer!) and assist the Executive. Sub-committee chairmen are now members of the Executive.

In the beginning...

The first *do you think this is a good idea?* gathering of interested contractors was held at Ogdens in 1995, and if the answer had been NO! then at least people would have had the memory of a nice lunch. The State Mining Engineer, Jim Torlach attended, and voiced support for the concept. Other contractors were consulted and the first formal meeting of the new Association was held in the Monadelphous Boardroom. It was probably the first time representatives of the major contracting companies joined together to talk about common safety issues. Induction was a natural focus, because as Greg Harris of BGC said, "we were all getting pretty sick of inducting each other's employees!" That meeting was a giant step towards planning and managing change of common safety issues. There was a lot to do.

The new Association wanted to get the induction package up and running, and simultaneously develop a constitution, Code of Practice and incorporate. As everyone also had a "day job" it was going to take planning, dedication, and plenty of midnight oil to get things moving. Move they did, and within a few months, the structure was in place, over 200 induction manuals, or rather one induction manual with over 200 variations on a theme, were researched, and work on the Generic Induction started. As the aims of MARCSTA become publicised, more contractor's joined, and today the membership stands at 24. More are expected to join in 1997.

MEMBER COMPANIES OF MARCSTA

Atlas Copco	Greg Wear	GIS Engineering	Geoff Glover
Australian Raised Drilling	Don Aldridge	Henry Walker Contracting	Bob McNair
Ausdrill	Ashley Gilbert	JR Engineering	Terry Condiopodero
AWP Contracting	Doug Rogers	MacMahon Contracting	John McLean
BGC Contracting	Greg Harris	Monadelphous	Bob Halse
Brynecut	John Fletcher	MS Komatsu	Ross Graham
Boral Contracting	Ralph Hayes	Roche Bros	Arthur Baker
Brambles Western Australia	John Tootell	Skilled Engineering	Kim Stuart
Brandrill	Nigel Rogers	Theiss	Tony Pernell
Charles Hull Contracting	Terry Robinson	Total Corrosion Control	John Lemon
Clough Engineering	Gerard Turner	Westrac	Gary Tonkin
CSR Construction Materials	Vic Roberts	Exofficio Consultant	Catherine Stedman

RECOGNISING THE MARCSTA PASSPORT

There is only one official
MARCSTA Passport and the
front should look like this



and contain your signature.

MINING & RESOURCE CONTRACTORS
SAFETY & TRAINING ASSOCIATION
INDUCTION

SIGNATURE: (Inductee to sign twice)

John Citizen

This card expires 2 years after induction date

The information on the back will
contain the official passport
number, your name and age, the
provider number date and place
of your induction, and the
number of years experience you
have had in the industry.



NO: 01709
GIVEN NAME: JOHN
SURNAME: CITIZEN
DATE OF BIRTH: 15/03/47
PROVIDERS NUMBER: 115
DATE OF INDUCTION: 11/09/97
LOCATION OF INDUCTION: PERTH
YEARS EXPERIENCE
IN INDUSTRY: 20

IF FOUND, POST TO PO BOX 314, BELMONT, WA 6104



*“That’s the real thing!” BGC Site
Manager Sam Barradine checks out the
passport of employee Rod Brown
(Resolute - Higginsville)*