

Information Management Consultation



IM-003-01

Consultation Procedure

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1 Purpose

This procedure has been developed to describe the process used by OTHR to ensure adequate and effective communication with employees, contractors and external parties related to the performance of OTHR's Safety Management System (SMS), and to ensure participation and consultation with workers, contractors and relevant external parties.

2 Scope

Covers the total OTHR operation.

3 Definitions

Consultation: The process of discussion of safety across all levels of employees to receive contributions towards a safer workplace

Communication: The process of discussing with employees, all events or changes that will impact on their work environment or methodologies. This must clearly show evidence of two way communications.

OTHR: Oberon Tarana Heritage Railway

4 Communications

4.1 Internal Communications

OTHR has established processes to communicate SMS policy, objectives, expectations, risks and opportunities, as well as roles and responsibilities to all employees.

These processes are established to ensure that necessary information is communicated, and to ensure Member involvement in the development, communication, and implementation of its Safety Management System.

These processes include, where applicable, but are not limited to:

- SMS manual and associated documentation,
- Electronic (Internet and email) communications,
- Member meetings and bulletin board postings,
- Member training programs,
- Member performance reviews, and
- SMS Management reviews.

This communication may be used for problem solving, coordination of activities, following up on action plans, and for further developing of the Safety Management System.

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4.2 External Communications

External communication is typically handled on an “as-requested” basis. This communication may include, but is not limited to, information regarding SMS policies, objectives, expectations, risks and opportunities, as well as overall IMS performance.

5 Employee Engagement

The Safety Management Committee shall ensure that Members are involved in the development, implementation and reviews of policies and procedures to identify hazards and assess and control risks.

The Safety Management Committee shall ensure that employees are consulted in relation to any changes that affect their workplace or their health and safety.

OTHR Management will consult members through Toolbox meetings and Safety Alerts.

6 Responsibilities

6.1 Employees

OTHR shall review the SMS policies and objectives on an annual basis. The Management Committee may seek Member involvement to further develop these areas.

The OTHR Management Committee may also seek employee involvement in the investigation of nonconformities and incidents (such representation shall consider the need for such assistance, the background of the individual under consideration, their level of objectivity and other relevant factors).

All Members are encouraged to become involved and participate in the identification of risks and opportunities and the determination of controls.

Where there are changes that affect SMS requirements, Members shall be notified if affected by the change. Notifications may include but are not limited to meetings, emails, bulletin board postings and other methods of communication.

OTHR encourages Members to directly contact the Management Committee with their concerns if they are not addressed by their direct supervisor.

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6.2 Contractors

Where changes are made to this SMS which could affect contractor performance, OTHR will review the issues with either the individual or their management. Training will be provided, as necessary.

6.3 Other External Parties

As appropriate, OTHR shall ensure that relevant external interested parties are consulted about SMS matters. In such cases, all external communications shall be reviewed and approved by the Management Committee prior to release.

7 Monitoring

Management must ensure that there are appropriate reporting formats to ensure the IMS Management System is monitored and improved.

8 Consultation Plan

Information Type to Be Communicated	Communication Mechanism / Action	Responsibility	Completion Target Date
SMS Policy & Expectations	Awareness Training for Management	Safety Manager	When Joining as a Member
	Awareness Training for Members	Safety Manager	When Joining as a Member
	Annual refresher training for Members	Safety Manager	Annually
Significant Risks	Bulletin board postings; meetings	Safety Manager	Annually
SMS Objectives	Bulletin board postings; meetings	Safety Manager	Annually
Progress towards meeting SMS Objectives	Bulletin board postings; meetings	Safety Manager	Semi-Annual
	Awareness discussions with employees	Manager/ Supervisor	Semi-Annual

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Notification of Legal & other Required Changes (general)	Email notifications; master Listing	Management Committee	As required
Task Requirements	Procedures, Instructions, etc.	Manager/Supervisor	As required
Findings from Audit & Assessment Activities	Bulletin board postings; employee meetings	Safety Manager	As required
Finding's from the Investigation of nonconformities and incidents	Bulletin board Postings; employee meetings	Safety Manager	As required
Results of SMS Executive Management Review	Employee meetings	Management Committee	Annually
Responses to customer complaints, including the results of actions taken.	Communication as needed. Format as appropriate to the issue identified and client.	Management Committee	As needed
Reponses to requests for Public Information (External inquiries from public & Non Regulatory Agencies)	OTHR will review/respond to public inquires through direct contact, public meetings and other public forums.	Management Committee	As needed
SMS External Communications and Awareness	Verbal and written as need is identified.	Management Committee	As needed

9 Stakeholder Customer Feedback

It shall be the responsibility of the Management Committee to ensure that Members and Stakeholder feedback in relation to performance is reported through discussion at toolbox meetings, and Monthly Communication Meetings. This feedback will also be included in the monthly report to the Management Committee.

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10 Confidentiality

Information regarding personal details of employees, commercially valuable material and/or Company financial statements shall be “confidential” and shall comply with the current Privacy Act.