

One of NSW (Australia) Government's lead agency is ensuring on sustainability and climate change in the community with WorkSafeOnline(WSO).



Office of  
Environment  
& Heritage

**INDUSTRY:** Govt. Sector – Environment & Heritage

**OUR SOLUTION NAME:** WorkSafeOnline (WSO)

**Headquarters:** Sydney, NSW, Australia

**Number of Employees:** 8500(approx.)

**Number of Users:** 923 (approx.)

**Our Customer Since:** 2007

### Key Challenges

The business needed an integrated, enterprise-wide solution, to empower organization to centralize, streamline and standardize occupational health and safety data management across their operations.

- Auto investigations and actions to responsible managers on incident and hazard reporting.
- Overdue actions and investigations escalations to one up managers.
- Employee interactions and behavior based safety analysis and reporting.
- Position based notifications and actions based on Incident/Hazard reporting
- Employee and location master data management in safety system.
- Location based authentication to safety users.
- Safety compliance management using Safety Inspections and Audits.
- Auto closing of Incidents and Hazards based on related actions closing.
- Current auditing processes were labor intensive and complicated

### About NSW OEH

The Office of Environment and Heritage (OEH) works for a healthy environment cared for and enjoyed by the whole NSW community. OEH works to protect and conserve the NSW environment, including the natural environment, Aboriginal country, culture and heritage and our built heritage, and manages NSW national parks and reserves.

### Business Benefits

WSO bought the following features and benefits to the business:

- System triggers auto investigations to immediate managers on Incident and Hazard reporting.
- Notifications can be configured based on Incident/Hazard types, sub types, locations etc.
- Managers can follow up employee behavior based check lists on a periodic basis. Managers can interact and observe associates behaviors and can track into the system.
- Configured self-service forms for reporting Incidents and Hazards are based on the business requirements.
- Employee, locations and positions masterdata mass processing from SAP to WorkSafeOnline
- Escalations: System finds overdue tasks and escalates to the one up managers.
- Managed Audits auto scheduling and nonconformance check list
- Identify and minimize risk to reduce hazard and incidents.
- Standard and adhoc based reports and tracking overdue task for individual associates and users

### Modules Implemented

Hazards, Incidents, Injury, Risk, Investigations, Employee, Training, Contractor Management, Document Management System, BBS/Interactions, Audits, Inspections, Equipment, Actions