



ARTC

ARTC (AUSTRALIAN RAIL TRACK CORPORATION)

Improving contractor safety management with the Personalized Learning Approach of Area9 Rhapsode™

ARTC is an Australian Government owned statutory corporation that helps keep Australia moving. It operates one of the largest rail networks and manages the movement of more than 420 freight and passenger trains across five states and 8,500km of track.

Challenges:

- The rate of contractor incidents and injuries was increasing.
- Too many people were being harmed at their workplaces.
- Enhancing and directing staff engagement with contractors needed improvement and focus.
- With no intervention, these challenges would continue to worsen – an unacceptable outcome.

Solution:

- After identifying a gap in contractor safety, ARTC recognised the Contractor Safety Management (CSM) Program was needed to produce a behavioural shift for its employees, along with equipping them with the knowledge, skills, and tools to set contractors up for success.
- ARTC designed a full blended learning campaign, partnering with Area9 Lyceum the course comprised of five adaptive e-learning modules followed by a final face-to-face training module facilitated by ARTC Learning.
- This included situational scenarios that allowed the learners to undertake decision making and reflect on this in preparation for the workshops.
- Facilitators used analytics and data from Rhapsode EDUCATOR™ to build higher levels of engagement and outcomes for each workshop.

Outcomes:

- This blended learning approach utilising Rhapsode™ delivered excellent results and continues to support ARTC's overall safety strategy.
- The course was completed by over 600 key staff (initially projected for 100) due to its remarkable success.
- The program significantly enhanced the motivation of ARTC personnel to support contractors, resulting in a notable reduction in contractor injury rates.
- Data analytics from Rhapsode™ played a crucial role in the program's success, providing clear insights and identifying opportunities for continuous improvement.
- The program's outcomes were demonstrated through both lag and lead indicators demonstrating its effectiveness.
- This data-driven approach enabled ARTC to make informed decisions and refine their contractor management strategies.
- The program achieved outcomes that are considered best in class for the management of contractors, setting a new benchmark for the industry.



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“We’ve noticed significant progress as our team actively prepares our contractors for success, resulting in enhanced safety outcomes. Collaborative pre-mobilization planning, improved site safety checks, productive Safe Work Interactions, and joint learning sessions have all contributed to safer work environments and a remarkable drop in contractor injury rates. Our Contractor Safety Management Program has truly transformed our safety culture and how we partner with contractors.”

James Kennedy

Head of Safety and Environment, Major Construction Projects

Time to proficiency:

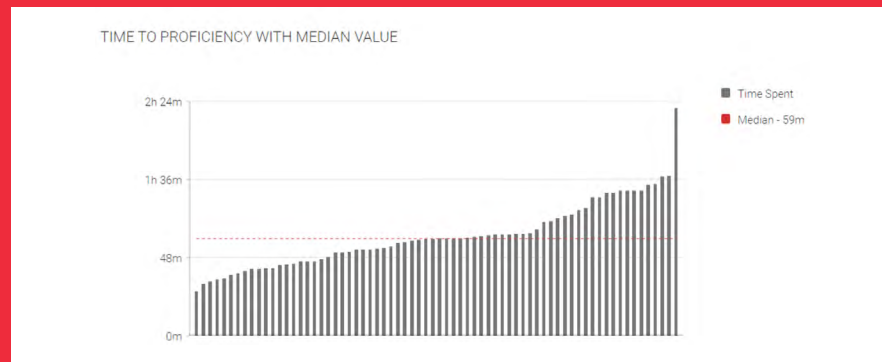


Figure 1: 100 learner sample.

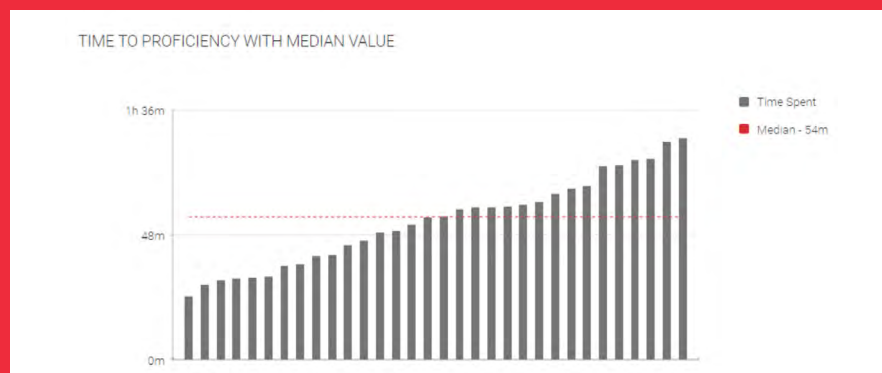


Figure 2: 46 Learners Workshop Number 11.

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