SAFETY ON THE EDGE

AUSTRALIA
MELBOURNE 27/28 JUNE
PERTH 3/4 JULY
BRISBANE 8/9 JULY

CONFERENCE 2013
A 2 DAY CONFERENCE WITH WORKSHOPS
BY LEADING INDUSTRY EXPERTS AND
PROMINENT THINKERS IN SAFETY TODAY!

PRESENTED BY

SAFEmap INTERNATIONAL

SAFETY IS AT THE PRECIPICE OF SIGNIFICANT CHANGES IN ITS IMMEDIATE FUTURE.
## PLENARY SESSIONS

### DAY 1 PRESENTATIONS

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<th>Time</th>
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<td>08.00-08.30</td>
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<td>08.30-09.00</td>
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| 09.00-10.00| **Dr Todd Conklin**  
Human error: There is very little ‘human’ in the ‘error’

What if safety was defined in this way – “Safety is the ability for workers to do work in a varying and unpredictable world.”

Under this definition, everything in safety management changes: the way we design our interventions, how we analyse accidents and what conclusions we make. It redefines the stereotypical view we have of humans in the safety chain - that they are dumb, intentionally taking risks and their “behaviors have to change”.

Todd will introduce you to a new understanding of safety, a different look at the “human factor” and will most certainly challenge your beliefs and thinking about safety – to the core! |
| 10.00-10.15| Coffee Break                                |
| 10.15-11.30| **Corrie Pitzer**  
The seven delusions of near-zero organisations

Organisations that have suffered disasters have all been operating ‘near-zero’ in their performances measurements, and they all shared the same delusions: that they were well in control (of their risks), that compliant behaviour was ‘safe’, that they had tamed the beasts of human error, of variability and unpredictability, that safety is a linear process, that risk is a simple, quantitative entity to be controlled, and that they were invincible. The closer you get to zero, the more acute these delusions become.

Corrie shows that these delusions may be rife in your organisation too… |
| 11.30-12.45| **Professor John Adams**  
Risk is not rocket science…it’s more complicated

The behaviour of complex systems is inherently unpredictable and apparently objective risk assessments rest ultimately on subjective assumptions.

Adams insists that risk is a word that refers to the future, and that the future exists only in the imagination. He will present his three favourite framing devices for promoting a constructive discussion in the face of the infinitude of possible risky futures that might be imagined:

- What kind of risks are you trying to manage?
- How do you seek to manage it? – the “risk thermostat”
- What perceptual biases do you bring to the discussion? |
| 12.45-1.45 | Lunch                                       |
| 1.45-2.30  | **Dr Rob Robson**  
Black Swans are lurking in your safety systems...

“Black swans” refer to unanticipated events that can disrupt the work and outcomes of our enterprises, occasionally with disastrous consequences. These rare but significant surprises in performance are a fundamental feature of complex adaptive systems.

Understanding the characteristics of organisations that create conditions for disastrous or catastrophic surprises is an important role for the leaders of these systems and will allow for the increased anticipation of such “black swans”.

Rob’s presentation will assist you to see the black swans in your system. |
| 2.30-2.45  | Break                                       |
| 2.45-4.15  | **Professor Sidney Dekker**  
Safety culture: Facts, fiction and faith

In pursuit of safety culture, we risk becoming preoccupied with high-frequency/low-consequence events, like not wearing safety glasses. The fiction is that we have a safety culture because we have low counts on negative events—and the paperwork to show it. And then we blow stuff up.

Existing safety interventions targeting people’s behaviour are often founded on faith, not fact. We should not see people as a problem to control, but as a solution to harness. We need the courage to question industry standards—confronting fiction with facts, and faith with enlightenment. |
| 4.15-4.45  | Panel discussions                           |
| 4.45-5.00  | Close                                       |

Delegates provide rankorder of preferred workshops for Day 2
A MUST SEE EVENT FOR ALL SAFETY LEADERS AND MANAGERS

CONCURRENT SESSIONS

DAY 2 WORKSHOPS

07.30-08.00 Registration

08.00-10.00 Concurrent workshops

Workshop 1: Safety, differently
Professor Sidney Dekker

Best-selling author Professor Sidney Dekker has won worldwide acclaim for his groundbreaking work in human error and safety. This workshop will give you the opportunity to think differently about safety by engaging directly with the author and originator of many of the innovative ideas today. Sidney will talk with the group about topics ranging from the second victim, to just culture, to drift into failure, to understanding human error. There are probably no quick fixes to safety problems in your organisation, but there are empowering, enlightening new ways to approach them. In this workshop, you will do just that.

Workshop 2: How to influence what you cannot control
Dr Rob Robson

To make our systems safer, we need to understand why things go right. How can leaders and managers influence complex social systems so that they are more resilient? The workshop will review the four elements of a resilient organisation and propose several specific ways to influence the evolution of an enterprise, taking into account the characteristics of complex adaptive systems outlined in the "Black Swans" presentation. These tactics and techniques are part of the paradigm shift occurring in management in the 21st century so that enterprises can provide quality products in a safe and cost-effective manner.

Workshop 3: Safety: one half of risk (management)
Professor John Adams

To take a risk is to do something that carries with it the probability of an adverse outcome – an accident. Risks are taken in pursuit of rewards – “No Risk, No Reward” as the investment banker’s mantra goes. Accidents and losses are, by definition, a consequence of taking risks: the more risks an individual takes, the greater, on average, will be both the rewards and losses he or she incurs. Adams’ workshop will confront a number of key questions around the central theme of risk vs safety: Do we take enough risks? Do we have enough accidents?

Workshop 4: “Safety: is not the absence of accidents…it’s the presence of defenses.”
Dr Todd Conklin

For decades we have thought that a good safety program was reflected on how many days an organisation went without having an accident. Wrong! This is a myth and an antiquated concept. Accidents, incidents and potential disasters may lurk around every corner or may be staring you right in the face. This workshop will help you to identify the complex, (and potentially fatal and costly) incidents in your organisation before they take place, develop a set of new skills for managers to drive safety in their workplace and create a roadmap for the transition to a new view of safety.

Workshop 5: Deep leadership – where no man has gone before...
Corrie Pitzer

The high-risk organisation (infantry battalions, skydiving team, oil rigs, mines...) has to lead safety in a fundamentally different way. They cannot focus on safe outcomes; learning from mistakes could be disastrous and risks have to be taken... daily. "Safety" and "leadership" are on a collision path...unless there is another way. And there is. It is the way that pioneers and explorers lead their teams into danger, into adversity and still overcome. This is deep leadership.

"Deep leaders" grasp the risks, they inspire people, share their passion, empower and embolden people and they dare to go beyond the tried and tested, into the unknown.

10.00-10.20 Break

10.20-12.00 Concurrent workshops Continued

12.00-1.00 Lunch

1.00-3.00 Plenary session and debates

3.00-3.20 Break

3.20-4.30 Final remarks

4.30-4.45 Conference Close
SafetY is on the edge...

WE CAN STAY AS WE ARE AND REPEAT THE SAME THINGS IN SAFETY OVER AND OVER. OR WE CAN CHANGE AND TAKE BOLD STEPS AND NEW DIRECTIONS INTO THE FUTURE.

WE MAY NEED NEW DEFINITIONS, NEW TOOLS AND EVEN NEW THEORIES.

Our sacred cows are being challenged... by leading industry experts and prominent thinkers in safety today!

In this conference our presenters, all acclaimed, leading thinkers in this field, will “look into the future” of safety and risk management. Our second day offers a selection of individual workshops with these leading thinkers who will review the current approaches and technologies in safety and risk management and challenge their current limitations, discuss how we are missing the mark and offer new directions.

Key insights from this conference:

► That the same things that make an organisation successful can make it drift into failure.
► That “safety” does not come from control but from diversity and creativity.
► The characteristics of safety-critical organisations as typical complex adaptive systems (CAS).
► The distinction between managing safety and risk, perceptual biases and the risk thermostat.
► The ‘new view’ of safety and leadership and transitions to the new.
► The key concepts in ‘deep safety’ leadership for the high-risk workplace.
► Getting over the traps and pitfalls of “near zero delusions”.

REGISTER YOUR INTEREST

CONTACT INFORMATION

Title: First Name: Surname:

Job Title: Organisation:

Postal Address:

City / State: Postcode:

Phone: Fax:

Mobile: Email:

☐ MELBOURNE 27/28 JUNE 2013
HILTON ON THE PARK MELBOURNE
192 Wellington Parade
East Melbourne VIC 3002

☐ PERTH 3/4 JULY 2013
HYATT REGENCY PERTH
99 Adelaide Terrace
Perth WA 6000

☐ BRISBANE 8/9 JULY 2013
HILTON BRISBANE
190 Elizabeth Street
Brisbane QLD 4000

REGISTRATION FEES

EARLY BIRD $800 – PER PERSON [ $950 – PER PERSON IF BOOKED AFTER 30TH APRIL 2013]

Registration fees include GST. Coffee and tea on arrival, morning tea and lunch are also provided.

PLEASE FAX COMPLETED FORM TO
(08) 9335 3119 OR EMAIL EVENTS@IFAP.ASN.AU

OR FOR FURTHER INFORMATION
CALL IFAP ON (08) 9335 3303
REGISTRATION FORM

CONFERENC E 2013

VENUE (please select)
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CONTACT INFORMATION
Title:    First Name:   Surname: 
Job Title:   Organisation: 
Postal Address: 
City / State:     Postcode: 
Phone:           Fax: 
Mobile:          Email: 
Special Dietary Requirements:

PAYMENT OPTIONS / AUTHORISATION
PLEASE ACCEPT MY PAYMENT BY:
☐ Credit Card    ☐ VISA    ☐ Master Card    ☐ AMEX
IFAP Member/s: Yes ☐ No ☐
Card Number: Expiry: 
Payment Amount: $ 
Cardholder’s Name:

CONFIRMATION AND PAYMENT
Payment in full is required with each registration before the event. A confirmation email will be sent confirming your booking.

CANCELLATIONS
Cancellations received in writing before Wednesday 30 January 2013 will be accepted and a full refund given. No refunds will be given after this date for cancellations or non-attendance, however substitutes will be accepted. Non-attendances will be billed.

FURTHER INFORMATION
Please contact (08) 9335 3303 or email events@ifap.asn.au

TO SECURE YOUR BOOKING
PLEASE FAX COMPLETED REGISTRATION FORM TO
(08) 9335 3119 OR EMAIL EVENTS@IFAP.ASN.AU
BY THURSDAY 20 JUNE 2013