Perth Airport

Change management

Change management is a structured approach to managing and adapting to changes in planned works or unexpected conditions.

It is essential for maintaining safety, operational efficiency, and the well-being of individuals or workgroups on site. This Information sheet aims to provide workers on the ground and their supervisors with an in-depth understanding of change management principles and its importance in the workplace.

What you need to know

The Importance of Change Management

Failing to effectively manage and communicate changes to tasks at Perth Airport can have severe consequences, including compromised safety, operational disruptions, risks to the public, and negative impacts on passenger experience and the airport's reputation. Proper change management is crucial for dealing with unexpected changes on construction projects, enabling individuals or workgroups to identify necessary changes and implement required control measures to complete tasks safely.

Communication and Authorisation

All changes to tasks must be communicated, documented, and authorised through appropriate channels before implementation. This ensures that everyone involved is aware of the changes and their potential impact on safety and operations. Workers should inform their supervisors of any proposed changes, and supervisors should notify their Perth Airport representative if the change may affect airport operations.

Hazard Identification and Mitigation

Good change management ensures that potential hazards associated with changes are identified, assessed, and effectively mitigated. This involves a thorough examination of the risks associated with the change and implementing appropriate control measures to minimise or eliminate these risks. Workers and supervisors should work collaboratively to identify and address potential hazards before implementing any changes.

Effective Communication

Clear and timely communication is vital in change management. It is essential to inform all stakeholders, including workers, supervisors, and relevant airport personnel, about the proposed changes. If the change may impact airport operations, it is crucial to notify your supervisor, who will then communicate with Perth Airport before commencing the works. Open and effective communication ensures that everyone is on the same page and can proactively address any safety concerns.

Worker Engagement and Ownership

Involving the relevant workgroup in the change management process is essential for its success. When workers actively engage in and contribute to the changes that affect their work, they are more likely to proactively identify and address safety concerns, fostering a safer work environment. Encourage workers to provide feedback and suggestions during the change management process, as their input is valuable for effective decision-making and risk mitigation.

Minimising Disruptions and Stress

Changes implemented without proper change management can lead to confusion, stress, and distractions for workers, compromising safety. Good change management aims to minimise disruptions by planning, communicating, and executing changes in a structured manner. This approach allows workers to focus on safety-critical tasks while adapting to the changes. Stress management strategies, such as clear communication, training, and support, should be implemented to help workers cope with the challenges brought about by change.

Supervision/Management

Supervisors play a critical role in facilitating effective change management.

Change Planning and Coordination: Supervisors should be involved in the planning and coordination of changes. They should work closely with workers to assess the impact of proposed changes on safety, operations, and the overall project. Supervisors should collaborate with relevant stakeholders, including Perth Airport representatives, to ensure that all necessary approvals and permits are obtained before implementing changes.

Communication and Information Sharing: Supervisors should ensure clear and timely communication with workers regarding changes. They should explain the reasons behind the changes, any potential risks involved, and the control measures that will be put in place to mitigate those risks. Supervisors should also keep workers informed about any updates or adjustments to the change plan. Effective communication helps to maintain transparency, trust, and a shared understanding among the team.

Conclusion

Effective change management is crucial for maintaining safety, operational efficiency, and the well-being of individuals or workgroups on site. By following the principles outlined in this fact sheet, workers and supervisors can effectively manage and adapt to changes, ensuring a safer and more productive working environment. Remember, good change management keeps everyone safe and fosters a culture of continuous improvement.