

# Success Story



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## Industry

- Government

## PAN Product/Service

- Safety Incident Management System (SIMS)
- Consulting
- Development

## Technologies

- Microsoft Development Framework
- XML
- SQL Server
- IIS

## Achievement

- Improved incident reporting and hazard management
- Consistent methods of documenting workplace hazards, incidents and injuries
- The effective targeting of health and safety resources to reduce the number and severity of injuries
- Reduced WorkCover costs

***“SIMS has allowed DPI to take control of its incident management processes and focus on improvement rather than collecting paper”***

**Hayden Cater**  
Manager Occupational Health & Safety  
Department of Primary Industries

## Department of Primary Industries improves incident management and reduces WorkCover costs



### Customer Background

Department of Primary Industries (DPI) assists Victoria's primary and energy industries to produce everyday essentials like food and energy, and a large share of the State's wealth and employment.

It also manages and regulates the use of Victoria's natural resources and encourages industries to develop them in the most efficient way by using world-class science.

DPI is the leading source of information for Victoria's primary industries.

### Business Challenge

DPI has more than 2,500 employees spread across 83 sites. Many of these sites are in remote locations. Under the *Occupational Health and Safety Act (2004)* DPI is required to ensure the accurate reporting and recording of health and safety incidents.

Previously all OHS incidents and hazards were reported using a paper based system. Reports were completed by an employee, sent to their supervisor by internal mail for action and then on to the local OHS coordinator for filing.

The use of a paper based reporting system meant that:

- Employees were reluctant to report incidents because the reporting form was too complex
- There were significant time delays and constraints between the employee reporting the incident and the manager acting on it
- Incident and hazard reports sometimes disappeared or were not acted upon
- DPI only undertook OHS statistical analysis on an annual basis because it was too time consuming and labour intensive
- It was difficult to identify trends, hot spots and targeted areas for improvement
- Incident data was held at disparate locations

### Solution

DPI procured PAN Software's Safety Incident Management System (SIMS) to streamline the reporting of health and safety incidents and hazards.

SIMS has enabled DPI to improve incident reporting, identify trends, target resources to hot spots, allow more responsive management of OHS issues and significantly reduce its WorkCover premium.

### Results

- DPI now has an integrated health and safety incident management system that all of its employees can access no matter where they are
- Both the number and quality of incident and hazard reports has improved
- Employees can enter, view and track their reports from their computer
- Online reporting has simplified the process and employees report that it is easy to use
- Supervisors are immediately informed that an incident or hazard has been reported and are able to investigate and develop action plans
- All incident and hazard reports are now accessible and traceable from any computer at any time
- OHS statistical analysis can now be done by local managers, OHS coordinators and senior management at the click of a mouse

SIMS has streamlined the accurate reporting and recording of OHS incidents at DPI. DPI has also been able to target hot spots requiring OHS resources and develop early intervention programs that have resulted in reductions to its WorkCover premium.

For more information on DPI please visit:  
[www.dpi.vic.gov.au](http://www.dpi.vic.gov.au)



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## Contact Us

PAN Software Pty. Ltd.

Level 1

537 Malvern Road

Toorak, Victoria 3142

AUSTRALIA

Tel: +61 3 9823 1499

Fax: +61 3 9824 0137

Email: [sales@pansoftware.com.au](mailto:sales@pansoftware.com.au)

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## About PAN Software

PAN Software is a specialist software development, consulting and integration company based in Melbourne, Australia.

We specialise in building innovative custom business systems that are reliable, scalable, secure and human friendly. Our approach is to use our proven methodologies, coupled with our enthusiasm, to provide best-of-breed solutions at a cost-effective price.

## Our People

PAN Software consultants come from a range of industries and provide a breadth of knowledge across business strategies, processes and market trends. Coupling industry with technology expertise, PAN Software Consulting offers you business solutions to deliver your unique requirements.