



# The Promise

Spring | 2013



**Miners' Promise**

your family our family





*Cassandra White - CEO*

## From our CEO I

Welcome to our very first printed edition of "The Promise".

You are probably wondering why you have started to receive a hard copy of "The Promise"? Well over the past 3 years, we have communicated with our members in numerous ways, namely through our e-newsletter. Regrettably, our reliance on technology is increasing daily and consequently our inbox seems to receive more mail than our actual letterbox! Therefore we have decided to print and distribute a quarterly newsletter to your home, so it may be read at your leisure and your family has the opportunity to also be kept informed on what is happening at Miners' Promise.

I believe one of the keys to our success as an organisation aiming to serve our members as best it can, is our communication. Through my travels to sites, phone calls, our e-newsletter and our Facebook page, we want a two-way relationship. While the management and directors are the custodians of Miners' Promise, you are the owners.

I know that we still have a way to go to embed ourselves in the industry, however all knowledge and good ideas don't originate solely from us. We encourage you to be in regular contact with us. If you have a good news story to share; know someone who has recently celebrated a significant milestone in their life; know someone undertaking charitable activities or you simply have a "yarn" to tell, we would love to hear from you. I would like to think that we have a membership, which gives us greater vision and reach ..., acting as our 'eyes and ears', so to speak.

## Miners' Promise is 3 I

July 2013 saw Miners' Promise celebrate its 3rd anniversary since inception! A significant achievement considering 19.5% of small business failed in their first year of operation (Department of Innovation Industry, Science and Research, Key Statistics, Australian Small Business 2008 – 2009).

Our growth has been solid; in fact, strong, since we started. Over the last three years, we have increased our membership base by 7x the number who were there at the beginning, and our members are spread across more than 65 individual companies working in resources.

As a not for profit organisation, Miners' Promise battles daily to maintain the resources needed for our work. Although only 3 years young, I found it humbling reflecting over this period on what you, our members, have helped us achieve. I would like to share with you some of the things your membership fees have contributed to:

- Paying for dozens of birthday and Christmas gifts for children who lost a parent in a mining incident and for those caring for those that have suffered a total and permanent injury.
- Helped pay for counselling visits for those dealing with death, injury or illness of a loved one.
- Provided for member and family transport to doctor's and rehabilitation appointments
- Contributed to medical expenses of a member diagnosed with cancer.
- We have provided thousands of hours in support to our members by just being there for them. Whenever, wherever and whatever the situation, whether it was wives diagnosed with Breast Cancer, family members going through divorces or advice on kids being bullied at school... We were there.
- Increase in not only the level of service our family members receive, but also the diversity of the services provided.
- We are currently assisting 11 different families who have all experienced the loss of a loved one due to various circumstances and 4 families who have suffered a significant injury or been diagnosed with a significant illness.

We would like to thank you for your generosity. You have truly made a positive impact on the lives of so many. At our core, Miners' Promise is a legacy-type organisation - we are there in your times of greatest need. However, we are much more. Miners' Promise is there for 'all seasons' and the issues that arise in our lives ... week in, week out

Our aim is to be, in a sense, a part of your family ... and that has always been the Miners' Promise objective, as evidenced by the vast array of services and benefits we have made available from the very beginning.

No organisation can be all things to all people; but at Miners' Promise we can be the conduit to those who can assist and provide you with expertise and experience in dealing with most things we are likely to face in a world which can, on occasions, seem ever more challenging. As with most things in life, we are often not the first to face things that arise and confront us.

The future is exciting as we build Miners' Promise in Western Australia and nationally, by helping and devoting time to those in need and continuing to improve our support networks – your family our family.



# Miners' Promise

your family our family

## Our New Logo |

Miners' Promise has reached a three year milestone, celebrating our third birthday and the milestone of helping 15 families. In line with this special achievement, the look of Miners' Promise has been revitalised, to better represent our members - showing strength, stability and family. The new logo highlights our nurturing family focus and the way we service the needs of our members and their families.

The future is exciting as we build Miners' Promise in Western Australia and nationally by helping and devoting time to those in need and continuing to improve our support networks – your family our family.

The new logo of our 'family tree' embodies our focus of your family our family and future growth, as a tree continues to grow and spread their branches. Miners' Promise will also continue to provide this strength and stability of networks, people and support.

"My role has given me a sense of fulfillment in being able to help and provide support for families after a loss or life changing incident. It is vital that someone can be there for them, whether it's a shoulder to cry on or dealing with immediate financial issues. By increasing our members, these support services will be available to many more,"  
We would love to hear your thoughts on the new logo

## Like Miners' Promise on Facebook |

We will be straight up with you. The Miners' Promise Facebook page is our window to the world – it's always open, and it's where we keep in spontaneous contact when issues arise; or, for that matter, when we have something interesting you might want to have a look at or know about.

If you already 'like' us, thanks. If you haven't taken that step, please take a few seconds now to click onto the Miners' Promise Facebook page <https://www.facebook.com/minerspromise> and do so.

And one last request, please tell your friends and colleagues about us. Cheers.

## Meeting with the Ministers |

We were recently privileged to meet with the new Minister for Mines and Petroleum; Housing, The Hon Bill Marmion MLA and The Hon Gary Gray AO MP, Minister for Resources and Energy, Minister for Small Business, Minister for Tourism.

Both meetings were very productive, with Minister Gray and Minister Marmion extremely supportive of Miners' Promise and the work that we are undertaking. I would like to share with you some of the content of our conversations with both Ministers.

*"I would like to take this opportunity to express my appreciation for the work of Miners' Promise and the support that it provides to the workers of the State's resources sector and their families."*

The Hon Bill Marmion MLA  
Minister for Mines and Petroleum; Housing

*"The work that Miners' Promise carries out to support families across the country is important. The challenges that can be faced by a family who has lost a loved one unexpectedly are immense, and I thank Miners' Promise for supporting people in their time of need".*

The Hon Gary Gray AO MP  
Minister for Resources and Energy  
Minister for Small Business  
Minister for Tourism

*Right: Cassandra White,  
The Hon Bill Marmion and  
Helen Fitzroy.*



## The Footy Show |

In July, we spent an evening out with six of our members, when Channel 9 brought The Footy Show to The Crown, Perth.

When our CEO learnt that the show would be returning to Perth, she quickly swung into action & managed to secure Miners' Promise a Corporate table for the evening, with the view of holding a competition amongst our Members-the prize being a ticket to the show and a seat on our table.

We received an overwhelming response to our Footy Show Competition, and unfortunately due to the limited seating on our table, there could only be six winners.

A highlight of the evening for all was watching the legendary Shane Crawford enter the theatre to complete his grueling 22-day, 3600km ride from Melbourne to Perth in order to raise awareness & funds for the Breast Cancer Network Australia (BCNA), a cause which is very close to our hearts.

We thoroughly enjoyed meeting everyone who attended, and catching up over dinner and drinks after the show. We hope to personally meet many more MP Members in the near future, through similar events and functions, so stay tuned!





# MERC

## MINING EMERGENCY RESPONSE COMPETITION

### Mining Emergency Response Competition (The MERC) I

Mining is an intrinsic part of Western Australia's economy, directly employing tens of thousands of people. The safety of workers is paramount to mining companies but in the event of accidents the frontline for safety comes with the emergency response crews. It's the skills and speed of response of these crews that are the focus of an annual competition in Perth where emergency response teams from a range of mining operations across Western Australia come together to show how it's done.

The Mining Emergency Response Competition (MERC) is now in its third year, with the competition for 2013 planned across the weekend of 21 to 22 September at Langley Park in Perth's CBD. MERC aims to improve the scope of learning through basic skills training and exposure to realistic scenarios performed under pressure. Teams are made up of a combination of volunteer Emergency Response members and full-time Emergency Service Officers. They are assessed on a range of emergency and rescue disciplines including First Aid, Hazchem, Vehicle Extrication, Confined Space, Rope Rescue, Firefighting and Emergency Response Team Readiness.

"Mines rescue is particularly dangerous work with rescue crews usually made up of volunteers who risk their own lives to save their fellow workers. Due to the remote location of many mine sites, the site-based Emergency Response volunteers provide immediate assistance in the case of an incident," said Sue Steele, Committee Member of MERC.

There are many mine sites that have mutual aid agreements with their local shire. Some of the incidents that they attend are outside the mine perimeter, as they assist the local community in emergency situations, such as road accidents, medical emergencies, fires, floods and much more. Andy French was working as an Emergency Response Coordinator on a mine in the North West when he received a radio call advising of a vehicle roll-over with three persons injured, about 40km from the mine site. He assembled five Emergency Response Team Members, the on-duty Occupational Health Nurse, and headed out to the scene with an ambulance and rescue truck. On arrival, they were confronted with a rolled 4WD SUV with two passengers walking with minor injuries and a third person who had been thrown from the vehicle, suffering two broken legs and head injuries.

"We were able to treat and stabilise all passengers and place the person with severe injuries in the ambulance to be transported back to the mine medical centre for monitoring, until the Royal Flying Doctor Service arrived about two hours later to take him to hospital," said Andy. "Fortunately, all three recovered without any permanent injuries." The passengers were all employees on the mine as part of a construction crew; their company was impressed with the professional response by the ERT

and the care given to their employees.

MERC 2012 saw over 300 participants competing in the two-day event, where teams tested their capabilities against some of the best in WA. This competition showcases the skills involved to ensure a high level of readiness in workplaces and communities around Australia in the case of an emergency. All money raised from this year's event will be donated to MERC's charity of choice – Miners Promise – a charitable organisation established to assist families who have suffered the loss or disability of a family member involved in the resources sector. Last year over \$50,000 was raised bringing the total donations to date to over \$95,000.

Miners' Promise provides a legacy for families and partners impacted by personal loss. It is open to all employees of participating companies or sponsors within the resources sector of WA. From working at a desk or contracted to the sector, workers will still contribute to, and benefit from Miners' Promise.

MERC provides the opportunity for mining families and the general public to get an insight into how these teams work in real life emergency situations, demonstrating their skills in Emergency Response and Rescue training. While the focus is on safety and some dramatic re-creations are undertaken, this is nevertheless a family event with a range of free activities for children.

For more details about this year's event visit  
[www.themerc.com.au](http://www.themerc.com.au)





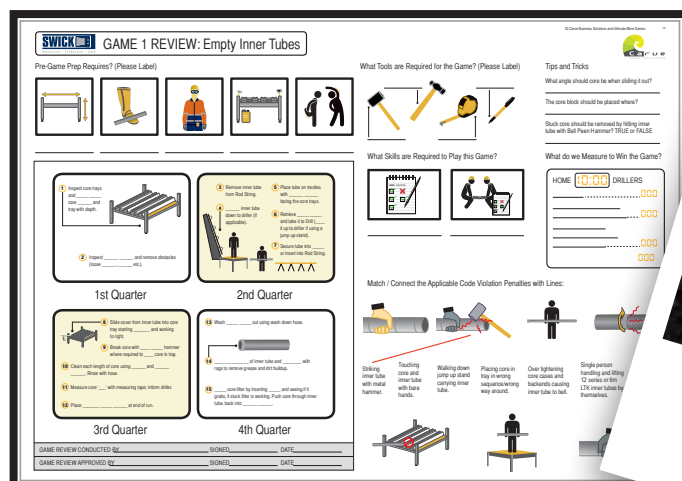
## Carve Business Solutions |

Carve Business Solutions is a Business Consultancy based in Perth which consults widely in the mining, oil and gas and heavy industry sectors across Australia and Internationally. Carve provides specialist management consultancy in the fields of Business Improvement, Quality, Health and Safety, Environment and Project Management.

Carve has recently developed two new innovative products: Ultimate Mine Games™ and Supervisory Coaching for Improved Performance. These products are explained in detail below:

## Ultimate Mine Games |

Ultimate Mine Games (UMG's) are simplified versions of work instructions/ procedures which are then presented in a visual format. The design is aimed at delivering critical activity and training information in a language that all workers will be familiar with.



## Performance tools |

UMG's are performance tools that use principles and structures based on the metaphors of elite sports (Carve has so far created designs using AFL, Rugby, Motor Sports and Soccer terminology)

This product is a highly effective communication tool which enhances understanding and commitment of required work activities.

UMG's provide a clear foundation and knowledge structure in organisations to establish people performance improvement through greater accountability, greater purpose and better problem solving capability.

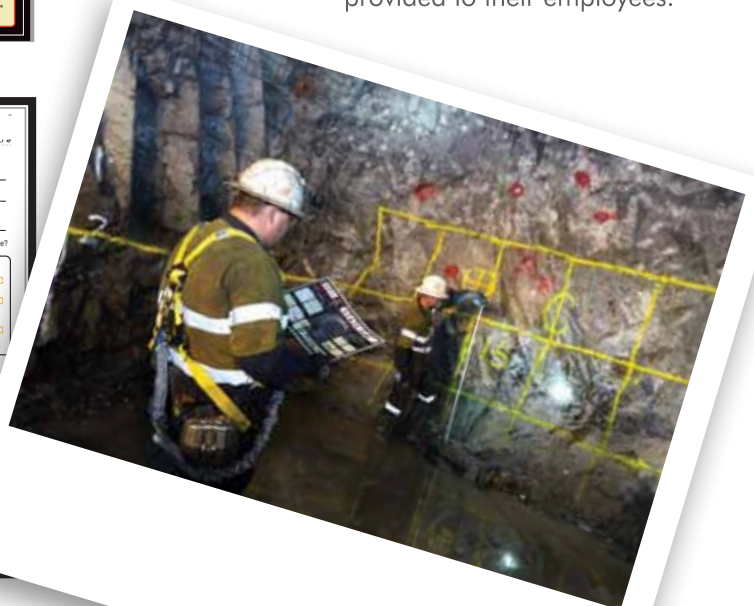
UMG's relate directly to the work task that employees have to conduct. We insert aspects such as tips and tricks to emphasize the relevance to the people.

## Designed for maximum uptake |

UMG's are specifically designed for maximum uptake by employees. This is achieved by:

- Choosing the shortest words that match our meaning;
- Simplifying long words when we can;
- Removing textual clutter –which can bury true meaning;
- Actively monitor readability with Fry's index and other tools. Our aim is to keep UMG's to years 4 and 6 primary school readability and sometimes even lower;
- Maximum use of related visuals such as diagrams and video for high risk roles. The use of colours to create interest; and
- We utilise web based structures rather than standard report styles. We remove all information a worker does not need to do the job.

UMG's have already been utilised in many Australian mining projects as well as an international project where English was not the workers' first language. This product has been endorsed by Australian wide mining regulators, who believe that these may in fact be more compliant that what some companies have traditionally provided to their employees.





## Supervisory Coaching for Improved Performance I

The keys to successfully supervising others are being able to effectively delegate, managing time, setting clear goals & expectations and resolving conflict. Very often great team members are promoted to Supervisor, without consideration that supervising is a completely different skill set to that which made them stand out as part of the team. This Supervisory Coaching Course helps people in Supervisory roles improve their skills, confidence and general management abilities.



## C.O.A.C.H I

We have learnt that the problem with most leaders is that they don't stand for anything. And yet, leadership implies movement toward something – a sense of direction. This is why our participants are taught to be more than just good supervisors. They are taught to coach.

**C**onviction-driven: Never Compromise your beliefs

**O**verlearning: Practice until it's perfect

**A**udible-ready: Know when to change

**C**onsistency: Respond predictably to performance

**H**onesty-based: Walk your talk

Participants will become more efficient and proficient at delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving

conflict and administering discipline. The Course will benefit new supervisors and anyone that wants to improve their skills in supervising others ensuring productivity and team cohesion. This course has a strong focus on pragmatic exercises together with text to ensure optimal retention of information. All participants will be provided with the skills to become leaders for the future.

## Learning Outcomes I

- Learn how to set clear expectations for team members.
- Master techniques to delegate effectively & confidently.
- Develop approaches to conducting formal feedback sessions.
- Learn how to provide informal, constructive feedback.
- Develop priorities & time management strategies as a team leader.
- Learn to see people in terms of their future potential, not their past performance.

## Course Length I

The length of the course can be tailored to meet your individual requirements. The course is broken into three core elements:

1. Fundamentals of coaching and managing energy
2. Problem Solving/The Safety Coach
3. Team work and team building

For more information on these products contact Carve Business Solutions at [admin@carvesolutions.com.au](mailto:admin@carvesolutions.com.au) or visit [www.carvesolutions.com.au](http://www.carvesolutions.com.au)

## Pilbara Motor Group (PMG) I

Since the middle of last year, the Miners' Promise minespec FJ Cruiser has been clocking up the kilometers in the city and the regions.

Dealer Principal, Dave Watson, has operated the multifranchise dealership for well over a decade with outlets in Port Hedland, Karratha and Broome, with head office in Malaga. PMG supplies Nissan, Hyundai, Suzuki, Toyota and Holden vehicles, as well as custom bodies, used cars, parts & service. The company's reputation extends far, even referred to in a story on the resources industry by the international Bloomberg business and financial information news service.

At the announcement of the vehicle sponsorship last year, PMG made reference to the links the company had built up over the years with people and clients in the resources industry and, in recognising the benefits of Miners' Promise, saw the sponsorship as an opportunity to 'give back' and continue PMG's support of the community. We thank Pilbara Motor Group, and urge all members to contact them if they are in the market for a vehicle.

## In Memory - Cheryl Lyle I

It was Saturday the 8th of May 2011. Cheryl had been shopping; came home; put away some of the fridge and freezer foods before, apparently, feeling unwell and going to lie down.

Tragically, she would become the first 'death in our Miners' Promise' family.' She is not forgotten.

*"Cheryl would do anything for anyone; not just her family - anyone. Before she joined BHP Billiton in a trainee role and worked her way up, she had worked with special needs children in schools."*

That brief insight into his sister's character reveals the loss - not only for John Lyle and his family - but for the community to which Cheryl contributed as a person.

She had been employed in administration at BHP Billiton in Newman, and when she failed to arrive for work on the following Monday, colleagues went to check on her. She had suffered a heart attack.

*"As soon as we heard, I flew to Newman,"* recalls Miners' Promise CEO, Cassie White.

*"Cheryl came from Busselton - at the other end of the state - so before we organised and paid for her funeral there, Miners' Promise arranged a memorial service for friends and colleagues in Newman, so that all those who wanted to pay their respects were given the opportunity."*

*'More than 300 people attended, so that indicates how well liked and respected Cheryl was.'*

*Divorced, Cheryl was helping her adult daughter financially through her university studies and Miners' Promise continued that financial support, along with paying for a lock-up storage unit for more than a year and a half.*

*"BHP Billiton were excellent in their assistance to us and their conduct relating to Cheryl's accommodation in Newman,"* says Cassie.

*"They didn't push - they were mindful of the loss and suffering being experienced by the family - and we arranged the lock-up storage to give Cheryl's children, Lexie and Robbie, time to sort through her belongings."*

John, who also works for BHP Billiton in Newman, was executor of his sister's estate and Miners' Promise assisted him, when necessary, as he worked his way through the maze of legality.

*"Cassie was absolutely brilliant,"* he says.

*"She was in contact with me all the time on the phone and emails, and said if she could do anything then just let her know."*

*I don't think enough people realise what Miners' Promise does. They do provide money for funerals and other things, but the biggest thing is that they are not just there for one or two years, they are there down the track if people need help longer. To me that was more beneficial than cash money."*

The Lyle family are still very much part of the Miners' Promise family. John's experience with us inspired him to join up, and we still touch base with the family on anniversaries and at Christmas.

*"We cannot change what happens nor whenever and wherever it happens - but Miners' Promise will be there,"* says Cassie.

*"I see my job as helping families establish a new sense of normal because their lives are never going to be the same again. However, we are able to assist them to get back to a form of normality, albeit a new form, without a parent, a partner, a son or daughter..."*

*"My job is to support them, empower them by helping them regain little bits of control, to be there with them and for them."*

In a sense, fortunately, only one of the 10 cases in which Miner's Promise has supported families at a time of death has involved a workplace fatality. We are part of your family 24/7, and our support is ongoing - as long as a family needs it.







**Come see us!**



## **Our Contact Details |**

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### **After Hours | Emergency**

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