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# Response to Preliminary Assessment SSD - 4974

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## WALLARAH 2 Coal Project



# Introduction and position of reference

## **Mark Jones - Independent Workforce Planning & Capability Development Specialist**

- 7 yrs underground experience (Maintenance Fitter) – Wallarah / Moonee
- 18 yrs in vocational training and workforce development consultancy
- Consultant to the QLD Mining Industry Skills Council (MISC) & SKILLS DMC the Mining Industry ITAB
- Produced numerous training materials for competency based training, supervisor development and safety leadership training for organisations such as BMA, Thiess, HSE Mining Services, Origin Energy (CSG) and Monadelphous.



### Key Projects have included:

- ❑ Development and commercialisation of the QLD Mining Industry Training Framework & Mining Supervisor Training Programs
- ❑ Group Learning & Development Advisor (Monadelphous) on the
  - Kestrel Mine Extension Project (Emerald QLD)
  - Caval Ridge Mine Construction project (Moranbah QLD)
  - ULAN West Mine development – Glencore (Mudgee NSW)
  - Wiggins Island Coal Export Terminal – WICET – (Gladstone QLD)

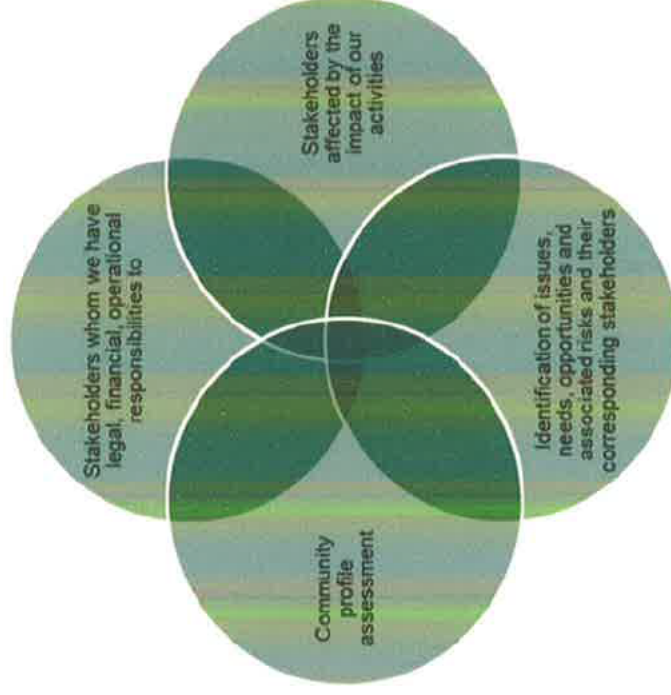


# Focus topic - Social / Economic / Workforce Benefits



## The four pillars of Stakeholder and Community engagement

### Stems from Stakeholder Engagement





# Social / Economic / Workforce Benefits

## Supporting for Wallarah 2 Coal Project

Considerations from a **Workforce Development and Community Engagement** perspective:

Speaking to two areas of the Project Assessment Plan

Assessment items: 5.5 Heritage

5.8 Socio – Economic Benefits

I feel both issues are somewhat under represented in the Assessment Planning documentation and could be enhanced through the creation of a Community Knowledge Hub or Enterprise Learning Framework. The proposed mine presents a great opportunity for Wallarah 2 to be at the forefront of community engagement and regional skills / workforce development.





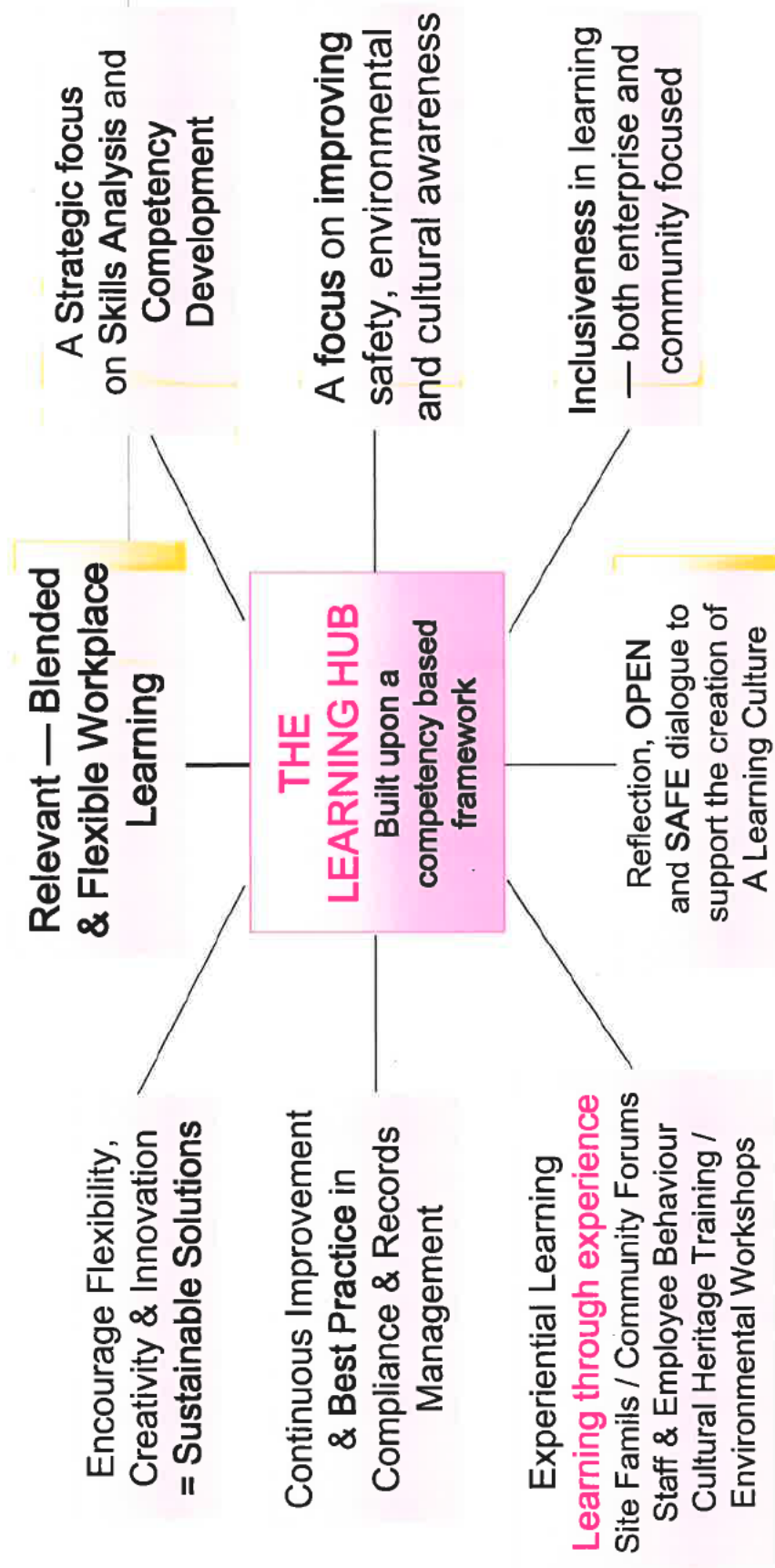


# Social / Economic / Workforce Benefits and Opportunities

Known (IOM) Regional Social & Economic Outputs - Construction Period	Learning & Community Engagement Opportunities <i>(This list only represents a sampling of opportunities)</i>
➤ Significant \$Million's in Direct & Indirect Regional Output	➤ Creation of a learning focused <b>Social Involvement Plan</b>
➤ \$113 Million in Household Income	➤ Facilitating enterprise and regionally focused <b>jobs creation opportunities</b> – Education to potential vendors and suppliers
➤ 1100 Construction Jobs (Peak)	➤ Increased <b>Corporate Social Responsibility</b> through learning programs and Industry / Community focused initiatives
➤ 350 Mining / Operations Jobs	➤ <b>Cultural Awareness</b> days linked back to a formal <b>Reconciliation Action Plan (RAP)</b> .
➤ 841 indirect jobs across Central Coast, Lake Macquarie regions	➤ Participation in <b>schools and vocational training excursions (VETIS) encouraging</b> core trades such as electrical & mech fitting.
➤ Extensive Portfolio Community Sponsorships / Grants Current engagement of 24 Apprentices	➤ <b>OPEN Days</b> with Community / Environmental / Sustainability forums & training
➤ A number of initiatives to support the <b>Guringai</b> Aboriginal Community	➤ <b>HSE &amp; Compliance skills development</b> for contractors and suppliers via a vendor selection & engagement training program
➤ Considerable infrastructure upgrades to roads and other community assets	➤ <b>Community safety and mining skills</b> training initiatives to grow the <b>regional talent pool</b> (A focus on indigenous participation)



# Wallarah 2 – As a Learning Enterprise





# Workforce Development Outputs and Benefits

## Supporting the Wallarah 2 Coal Project

Outcomes from this approach:

1. Provision of career opportunities to over 1000 locals through both direct and indirect employment opportunities in a region that currently has one of the highest youth and general unemployment rates in NSW. (Currently over 9%)
2. A highly competent, safety and environmentally focused workforce.
3. An inclusive and diverse work culture with equal opportunities for all, regardless of gender, age and heritage.
4. A more informed, accepting and engaged community.
5. Substantial infrastructure assets and financial benefit (Grants) back to the community.
6. Significant increases in household income, and a more vibrant, socially engaged and affluent community.



An educated and inspired community

Based on the above outputs, my recommendation to the Commission is to grant approval for the WALLARAH 2 COAL PROJECT! 7



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## WALLARAH 2 Coal Project

Thank you to the Planning and Assessment Commission for considering my submission.

**Mark Jones**

**Mobile:** [REDACTED]

Business Improvement and Workforce Development Specialist

**Personal Website:** [REDACTED]

**Jenark Business Solutions**

**Email:** [REDACTED]

**Website:** <https://jenarkbusinessolutions.com.au/>



## Address and Contact Information

Phone:

Email:

Nationality: Australian



## Mark Jones – Resume and Professional Profile (HSET)

### **An inspirational and pragmatic safety, environmental and workforce development professional**

Mark Jones is a passionate and experienced workforce development, WH&S and environmental management consultant and training professional who has delivered measurable business improvements through effective workforce engagement, competency development and the implementation of WH&S and environmental management / sustainability solutions across complex and matrixed business structures.

Specifically, I have extensive experience in the management (design and development), and facilitation of compliance, risk management and soft skills training interventions within high risk environments (mining, construction and energy sectors). These interventions have delivered visible improvements in stakeholder engagement and safety awareness, and competency improvements in the areas of safety and environmental compliance within diverse and high risk work environments.

#### **Demonstrated skills and capability:**

Executive Management, Senior Consultant, Business Advisor / Partnering Experience – Ability to engage across all levels of Government and Industry to foster public and community participation in jointly sponsored initiatives - Strong and proven commitment to WH&S compliance and Zero Harm outcomes – A vibrant and energetic personality with strong relationship management skills – Demonstrated capacity to work individually or as a member of a team with demonstrated leadership skills and high ethical standards to support an appropriate professional image – well-organised and self-directed individual who is "politically savvy" – Extensive qualifications in Training & Assessment, Work Health & Safety Facilitation, Environmental Sustainability and Compliance, Organisational Development, Safety Leadership, Teams and Culture Development – A high level of organisational skills, project management experience and an ability to prioritise workloads – Experience facilitating site safety inductions, pre-start meetings, tool box talks, large meetings and workshops to small and large groups of technical, trades, white collar and executive level personnel – Experience in developing and implementing behavioural safety interventions to support Integrated Safe Systems of Work (ISSOW), 'Zero Harm', 'IIF', and other safety driven initiatives – A depth of experience in assessing and reporting on performance metrics, quality requirements, and the interpretation of safety related leading and lagging indicators – Extensive OD, L&D and Safety Training experience within commercial and industrialised environments – A thorough understanding of competency based training and assessment systems supported by broad experience ensuring compliance with all statutory acts, OH&S and industry regulations – Comprehensive knowledge of a diverse range of generalist Human Resources activities including Recruitment, Learning & Development, Talent Management and Succession Planning, Occupational Health & Safety, Employee Engagement and Workforce Planning.

## **Employment History:**

**Careers Australia (CAG) – Fortitude Valley QLD**

**Queensland State Industry Development Manager** (2015 – 2016)

A Senior Management position reporting into the Executive GM of Industry & Trades. Key responsibilities required consultative interventions and the management of industry relationships with both internal and external stakeholders including the Department of Education, VET Regulators, employers, industry associations, and a team of internal business development and marketing professionals supporting the engagement, training delivery, quality and compliance management of trainees and apprentices across a diverse portfolio of industry relevant career and training pathways.

- Managed a team of 17 direct reports and 35 indirect reports working within in a B2B client management, administrative support, quality, compliance auditing and professional services function.
- Restructured team operating, reporting and communications framework.
- Established new Sales cadence to maximise client engagement, revenue generation and ROI. Immediate results with a 47% increase in sales revenue 2015/2016.
- Guided this team in exceeding all apprentice acquisition targets and performance KPI's within a heavily regulated and compliance driven environment.
- Operationally, designed, implemented and monitored an 'end to end' customer centric framework that provided high levels of industry engagement, quality assurance and customer service to all client groups
- Managed an active student portfolio of over 3200 trades based apprentices and trainees (KPI was set at 2700)
- Achieved a new industry benchmark for student / apprenticeship acquisitions and completions of 72.5% - National Industry average set at 48%
- Developed, implemented and maintained a Zero Tolerance framework to support regulatory compliance. Achieved a 31% improvement in non-conformance (Averaged 97.3% Compliance)
- Ensured and maintained a safe workplace and 'Zero Harm' environment for all office and field based employees under my care and leadership.

**Origin Energy – APLNG Upstream – Milton / Surat Basin QLD**

**Training & Capability Compliance Advisor** (2014 – 2015)

A business partner role with a core purpose of influencing the development and implementation of governance and quality assurance systems (policies, processes and procedures) in order to support both internal and external stakeholders with the analysis, design, and implementation of Origin's mandated Learning and Development Methodology. (OLDM)

I was **responsible and accountable** for:

- The successful development and implementation of learning and development procedures (including e-learning) and auditing compliance within the Training & Competency stream and wider Origin Organisational Capability divisions
- The quality assurance and governance of training and eLearning resource / course development
- Facilitation of compliance related training and professional development learning to both internal and external (third party) training providers.
- Overseeing the engagement, governance and compliance management of external third party training providers in accordance with Origin's procurement and contracting policies, work health & safety and environmental (HSE) directives
- Ensured the regulatory compliance of all training materials to exceed operational safety standards and alignment with the requirements of Origins ISSOW and risk management frameworks

- The development of internal and external quality evaluation strategies and reporting on the effectiveness of all training, HSE and workforce development initiatives
- Policy and procedure development ensuring regulatory compliance and governance to support the management of the Origin traineeship program. I managed a portfolio of 460 trainees and apprentices across Origin's diverse portfolio of LNG and CSG assets.
- Establish and manage contractual obligations with Australian Apprenticeship Centre's (ACC's - MEGT), Industry Skills Councils, TAFE Institutes, and third party RTO's, and advising on trainee progression, funding opportunities and compliance management.
- Representing the Training and Capability function as an advisor supporting the role-out of a national leadership and management development strategy to 1300 managers across Origins diverse commercial portfolio.

**Monadelphous Limited – Milton & Regional QLD**  
**Group Learning & Development Advisor** (2013 -2014)

Monadelphous is an ASX listed public company with an international portfolio of world-class engineering and construction projects covering the coal, iron-ore, and oil & gas sectors.

As the Group Learning and Development Advisor (East Coast Operations) I provided consultative interventions to support the development and implementation of strategies to ensure that the organisations workforce had access to the skills and competencies required to maintain compliance with their workforce development plans, including providing advice and guidance on qualification requirements, skills gap analysis, verification of competency, safety compliance, and professional development opportunities from within the National Training Packages.

Positional accountability ensured that both blue and white collar employees had access to developmental learning and behavioural safety programs required to drive and improve their individual safety performance within a Zero Harm work environment.

**Responsibilities and Achievements:**

- Development and facilitation of internal **Behavioural Safety** interventions and reporting on the effectiveness of HSE inductions and vocational training initiatives
- Development and project management of an organisation wide white collar (Supervision) competency and HSE compliance framework
- Overseeing site safety training and performance with a reduction in lost time injuries supporting an LTIFR average of 1.4
- Development and facilitation of a professional development framework and providing coaching, mentoring and retention strategies to key white collar supervisors and managers
- Developed and facilitated an induction program to support newly recruited Supervisors' into the Monadelphous culture and safety awareness program (***The Safe Way is the Only Way***)
- Ensuring operational and contractual compliance on all sites with respect to meeting WHS and environmental obligations.
- Providing advice in the development of Behavioral Safety training interventions and larger programs of work to improve safety management and operational compliance across the organisations many construction projects and worksites

**TRAC Consulting Pty Ltd - Sunshine Coast QLD**  
**General Manager – Operations and Business Development** (1997 - 2012)

TRAC Consulting was an award winning Workforce and Business Improvement Consultancy providing workforce engagement solutions, learning systems improvement, competency based training and

mentoring services to businesses committed to improving their cultural climate, organisational effectiveness and operational capability.

**Formal responsibilities within the business included:**

- General Manager - Full accountability and responsibility for financial performance (Profit & Loss)
- Overseeing all Human Resources activity including employee / contractor recruitment, training & workforce development, HSE governance and RTO compliance
- Management of a geographically dispersed training, assessment and mentoring team
- Operations management, project management, HSE compliance and safety management
- Senior facilitator, trainer, competency assessor and principle industry engagement consultant
- Overseeing all business development, sales and marketing, and client relationship management activities

As the senior officer within the business, I assumed responsibility for all tender applications, contracts management and the project execution of numerous workforce development funding projects from AusIndustry, RDA, DEEDI, Australian Industry Group, and various QLD State Government agencies. Successful initiatives included:

- The Sunshine Coast 2020 / Futures Forum
- The SE QLD Smart Cities / Regions Program
- Queensland Tourism Industry Council – State of Play Forums
- Whitsunday Development Corporation / RDA Regional Development Forums
- DEEDI & Australian Industry Group funded – Couples in Business Forums
- The QLD Regional Skills Formation Strategy / establishment of Regional Innovation and Knowledge Hubs
- Established, coached and managed a regional guild of 35 business mentors
- The QLD Mining Industry Skills Framework and Mining Supervisor Training Initiatives
- The QLD - FARMBIZ Industry Diversification Project
- The AusIndustry Funded – Small Business Online Initiative & Entrepreneurs in Business Programs
- The Federal and State Governments – Small Business response to Cyclone YASI and the QLD Floods of 2010/11
- The Australian Government – Department of Planning and Infrastructure – ‘Emerging Leaders’ Program

From an industry development and client engagement perspective, TRAC punched well above its weight as an SME (*competing against 1<sup>st</sup> & 2<sup>nd</sup> Tier Firms*) by winning nine regional and state awards for training and business excellence and was the recipient of over \$3.7 Million in subsidised Workforce Development and Strategic Investment Fund program funding which contributed 20% of revenues within its overarching business strategy.

**Qualifications Summary:**

My qualifications support an ethos of lifelong learning and maintaining vocational competence.

Course Title / Qualification	Institution
Diploma of Training & Assessment Systems	Institute of Business Management
Graduate Diploma in Education and Training for Sustainability	Swinburne Institute of Technology
Certificate IV in Assessment & Workplace Training	Australian Metals & Minerals Association
Bachelor of Business - Human Resource Practice & Organisational Behaviour	University of Southern QLD (USQ) – Deferred
Diploma of Quality Auditing	Alertforce (RTO)



Diploma of Management	Alertforce (RTO)
Certificate IV in Work Health & Safety	Aspire Education
Diploma in Business - FLM (Management)	Institute of Business Management
Manage Projects	OSF Institute of Excellence
Identify and apply sustainability education principles and practice to learning programs (EfS)	Sunshine Coast TAFE
Participate in Environmentally Sustainable Work practices	EC3 Global
Certificate II in Surface Extraction	Industry Pathways
Apply First Aid Snr. (Current)	Australian Red Cross
Diploma of Tourism Management	OSF Institute of Excellence
Advanced Facilitator Certification	Facilitation Academy

### Health Safety Environment and Training (HSET) Specialty

More broadly as a HSET specialist and training manager I have assisted organisations to:

- Develop and recommend functional job profiles for both business and technical related roles
- Mapping of 'required competency' and 'soft skills' to job profiles ensuring safety compliance and 'VOC'.
- Design and develop learning and technical resources (Training Plans, Training & Assessment Strategies) to support project and organisational specific safety, environmental management, and technical learning requirements
- Lead and manage teams of SME's and contracted training partners to develop and deliver technical learning solutions within high risk work environments (*QLD Mining Supervisor Training Framework*)
- Engage with external vendors and subject matter experts (SME's) to develop compliant and quality assured learning resources to support both face to face and eLearning (online) delivery requirements
- Implementing effective "train the trainer", professional development, mentoring and coaching pathways for site based trainers, competency assessors and crew supervisors
- Identify and implement effective Learning Management Solutions (LMS) and HRMIS structures
- Develop policy, procedures and eLearning models to support learning pathways, safety directives and compliance modules such as Land Transport Directives, Safety Leadership, Fatigue Management, and Risk Management.
- Developing and monitoring performance against agreed leading and lagging safety indicators
- Implementation and management of systems, processes and procedures to support 'Zero Harm' and 'IIF' environments and to reduce the incidence of lost time injuries.

As a proactive and enthusiastic job seeker, I will bring to prospective employers' extensive qualifications and experience from within the workforce development, safety leadership and safety training fields with specialisations in vocational learning, systems and process improvement, WHS and environmental compliance.

LinkedIn profile:

