



Q-chat

Krause health and safety quality newsletter

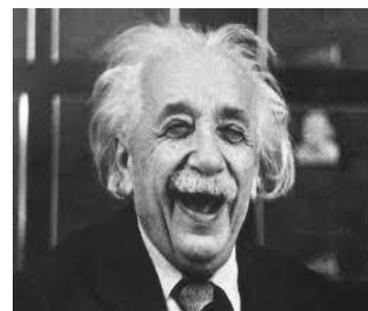
Issue 5, March 2014

Q-Chat Welcome to 2014

Welcome to the first edition of Q-Chat for 2014.

Last year was a very busy and exciting time for Krause Health & Safety, where we saw many exciting changes. This year is proving the same, as we have hit the ground running and have already proven that we are ready and eager for what this year will bring.

We encourage each and everyone to embrace the future and get on board, this is the year where Krause Health & Safety will prove that we are still on top of our game!



“Any fool can know. The point is to understand.”

— [Albert Einstein](#)

THE MONTH AHEAD

- *Easter Holidays – 18th April – 21st April*
- *First Aid Course – 14th – 15th April*
- *Mentor in the Workplace – 7th – 8th April*

HAPPY EASTER



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Privacy Act

From 12 March 2014, there will be many changes to the Privacy Act.

Does the Act apply to my business?

The Privacy Act protects personal information handled by large businesses and health service providers of any size.

The Act may also apply to a **small business** if it has an annual turnover of more than \$3 million **and** either:

- trades in personal information
- provides services under a Commonwealth contract
- runs a residential tenancy database
- is related to a larger business
- is a reporting entity under the Anti-Money Laundering and Counter-Terrorism Financing Act.

If you're not sure whether the Privacy Act applies to your business, try the [9 Step Privacy Checklist for Small Business](#) on the Office of the Australian Information Commissioner (OAIC) website.

If you're still not sure, you may need to seek advice from your lawyer or other business advisors.

What is changing?

A new set of privacy principles that covers the handling of personal information by businesses will be introduced.

The changes will affect how businesses can:

- **handle and process personal information**
- **use personal information for direct marketing**
- **disclose personal information to people overseas.**

The Privacy Act changes will also give the Information Commissioner the ability to:

- investigate serious breaches (including the right to impose penalties on businesses)
- assess the privacy performance of businesses.

For details of all changes to the Privacy Act, visit the [Privacy law reform](#) page on the OAIC website: <http://www.oaic.gov.au/privacy/privacy-resources/privacy-business-resources/privacy-business-resource-2-privacy-act-reforms-checklist-for-app-entities-organisations>

Processes and Procedures

Enrolment forms:

As of the 25th March we rolled out our enrolment form with an additional area where students are asked to tick and sign to give their permission for Krause to release their records.

I AUTHORISE FOR THE PAPIYEE/MY EMPLOYER TO HAVE ACCESS TO MY RECORDS

Please ensure that this has been completed when collecting forms. We have other measures in place for the Payee/Employer to enable them to receive this information as well. If we can all cooperate and do our best in collecting this information we can ensure that we comply with the Privacy Act.

Fact:

- *For repeated breaches of the Act, the fines are now, civil penalties of up to \$220,000 for an individual or \$1.1 million for a company can be imposed.*
- *There is no age limit on the right to privacy so parents do not get information unless the student gives consent.*

Attendance Sheet:

There is a new section that has been added for trainers to note and collect information of work that was covered on the course as well as any incidents/feedback that may have been communicated that day. You will also notice a WHS checklist, where we check our training environment for any WHS issues. This in term will assist us further in our mission for continuous quality improvement.

Processes and procedures are in place to ensure the smooth running of all departments and that we stay compliant and remember.....

“Quality is our Goal”

Upcoming Events

Certificate IV Work Health and Safety

Certificate IV in Work Health and Safety is now the minimum requirement for WHS management in most Australian workplaces. Qualified Work Health and Safety (WHS) professionals are always in demand. This course is relevant to supervisors, union representatives, safety committee members, safety officers and others who identify and manage workplace health & safety hazards. Attend this highly practical course and gain the skills and knowledge required to become a WHS practitioner so you can ensure safe and healthy working conditions, and prevent illness and injury in the workplace.

Next Course 23rd – 27th June

Diploma of Work Health and Safety - BSB51312

BSB51312 Diploma of Work Health and Safety (WHS) is a nationally recognised qualification, which reflects the role of individuals who coordinate and maintain the WHS program within an organisation. These individuals typically possess a sound theoretical knowledge base and well-developed skills in a wide variety of WHS contexts.

Upon successful completion of safety training for the Diploma of WHS, participants will be able to apply safety solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources.

Next Course 5th - 9th May

Give us a call book – 07 4743 3504



- **Extended hours**

Would you like to see Krause open for business on weekends??

- **Other courses**

Are there any courses that we do not deliver that you or your company may be interested in?

If you have any suggestions or ideas, we would love to hear them.

admin@krause.org.au



FAREWELL



The 14th of March 2014, we wish our wonderful friend, employer and General Manager, Dave Anderson goodbye, good luck and best wishes on your new life journey with your beautiful wife Wynita.

It goes without saying that what you have done for Krause Health and Safety for the last 12 years has been done with the upmost pride, professionalism, leadership and honesty.

It was 12 years ago that Big Bill heard of this young fellow that was achieving wonderful results and making a significant impact in the training industry within Mount Isa, so upon knowing this information Big Bill requested to meet with Dave to discuss some employment opportunities and it wasn't long before Dave was welcomed as a valued member and employee of the Krause Health and Safety team.

For 5 years Dave performed various tasks and roles within the Krause organisation, and upon the unfortunate death of Big Bill Dave was, with absolute certainty and faith from Big Bill awarded the huge honour of being the new Krause Health and Safety General Manager.

For the past 7 years Dave has built and maintained a thriving local business with again absolute professionalism, honesty and integrity and on behalf of all of us here today we would like to take this opportunity to thank this wonderful, genuine person for everything he has contributed over the years.

Dave you are a true gentleman that will be sadly missed but fondly remembered, and Big Bill would be so grateful and proud of everything you have achieved, as we all are.

THANK YOU DAVE.



After 13 years of dedicated service our Administration Manager Rhonda Casey will retire from Krause Health & Safety today. With Rhonda's commitment, honesty and loyalty she has seen the foundation building stages of Krause Health and Safety through to the successful company it is today.

The Krause Health and Safety team and Krause family would like to wish Rhonda all the very best in her retirement and it is with a heavy heart we say goodbye.

**GOOD LUCK RHONDA,
WE WILL ALL MISS YOU.**



21st March 2014, another day of sad goodbyes for us here at Krause.

We say a fond farewell to Wynita after 8 years with us here at Krause. We will miss you so much. Your commitment and work ethic is second to none and the office will never be the same without you.

Oh the fun we've had, we are sure you'll always remember (& miss terribly) - packing up the paper work, the never ending calls and oh..... oh the enrolment forms, need we say more??

"Wynita, what an enormous honour to work with you & to call you our friend."

"Goodbye to you and Dave and all the best to you both for a wonderful future."

HAPPY TRAVELS..... XOX



Kerri Capewell

Kerri has been with Krause as our Trainer & Assessor for Mobile Equipment alongside with Les McEilligot. Kerri has extensive knowledge and skills with Mobile Equipment and has run her own company in Bouliia for many years. As of the End of January 2014, upon Rhonda Casey's retirement, Kerri was asked to fulfil the Administration Manager's position, which she did and has grabbed it by the horns and has really made a big difference in processes and has bought a whole lot of positivity to the team.

Karen Fainges

Karen has been in the training industry for 16 years; she brings a wealth of knowledge and joined our Krause team as of the 3rd of March as our TAE Trainer and Assessor as well as assisting us with compliance. Karen specialises in Business Management and IT. Originally from Lismore and has been a local of The Isa for the last 10 years; she is a published author and married with a beautiful daughter.

Janelle Mills

Janelle joined our administration team on the 21st of February 2014 and has quickly become a very valued member of this well oiled team. Janelle is a newlywed and is happily married to Paul Mills. Born in Charleville and sister of Keri Capewell, Janelle has been a Mount Isian for over 21 years.



Hoa Parker

On the 4th of October 2013, an early arrival of baby Indianna Mai Parker was born into the world 6 weeks early. After a well deserved break, Hoa is back heading up the Compliance Team with the assistance of Meaghan Pierce and the guidance of Karen Fainges.