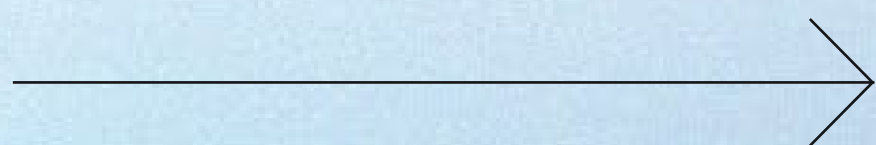


Shifting from 'Tick n Flick' Risk Assessments to Conversations that Matter



THE CHALLENGE

Our client faced a familiar but stubborn challenge: risk assessment paperwork was taking time away from what mattered... collaborative conversations about risk.

While the concept of decluttering is intuitive, many organisations hesitate to remove clutter due to fear of legal repercussions, comfort with the familiar, or a belief that “more is always better.”

Through structured discussions, learning teams, and co-design workshops, we reframed the problem from “more paperwork” to “better conversations.”

To address legal concerns, Michael Tooma confirmed:
“There is no express obligation to implement documented risk management processes... Documentation is only necessary if it assists in traceability of implementation and review of effectiveness.”

Clutter drives drift.

When bureaucracy outweighs practicality, frontline workers disengage, creating a sizable gap between Work-as-Imagined and Work-as-Done.

Workers know what will work for them.

By involving them directly – red-lining irrelevant steps, green-ticking value – we co-designed a solution that met all stakeholder needs.

Freedom within a Framework works.

The solution, co-designed with workers, became the conversational based risk assessment. Seven simple questions replaced pages of checkboxes, shifting focus from form-filling to team dialogue and shared accountability.

Through partnership, evidence, and worker-led design, we removed administrative burden, aligned Work-as-Imagined with Work-as-Done, and restored trust with the frontline.

The outcome? Field workers called this “the most value-adding safety project we’ve ever had.”

Contact the NVS team today to discuss your safety clutter challenges!

