

DELIVERING PROJECT CHANGE



CASE STUDY: TELE REMOTE DOZERS

A global company operating coal mines in Queensland's Bowen Basin region addressed head-on the fatality risk present by the potential of hidden voids on stockpiles. **What was the change?** Using the latest Wi-Fi technology, operators would control the dozers from a remote operations centre, using joysticks and screens, instead of physically being in the machine.

HOW CHANGE MANAGEMENT HELPED

The change management delivered by Maryanne focused on creating clarity, commitment and alignment. It took the form of:

- Understanding site needs and concerns to inform training and famil packages to build confidence
- Getting consensus to share clear and consistent communication across channels and encourage feedback and continuous improvement
- Providing visible stakeholder engagement on site to understand impacts to enable collective problem solving.

Tools used included leader coaching, stakeholder analysis and engagement, change impact assessments, training needs analysis, in-person workshops, and readiness surveys.

OUTCOME

The first dozer trial was completed successfully in December 2023, with 4/5 change readiness score and awareness, motivation and confidence scores exceeding 75%. The trial was nominated as a finalist for three industry safety / innovation awards in 2024.

AT A GLANCE

Challenges

- New ways of working
- Varying levels of comfort with new technology
- Fixed mindset "won't work".

Benefits

- Safer working environment
- Reduced exposure risk
- New skills for workforce transferable across industry.

"It was a privilege to work alongside operators and see them embrace what is a significant change to their normal way of operating a dozer."



Maryanne Kepui

Change Manager
Tele Remote Dozers
(contractor)