Capability Statement

INTELLIGENT SAFETY & RISK COMPLIANCE
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About Us

MiSAFE Solutions Pty Ltd (MiSAFE) is an Australian owned and managed Quality, Health, Safety and Environmental (QHSE) consulting firm, providing integrated online compliance solutions to businesses throughout Australia, New Zealand and beyond. Our team of highly qualified and experienced QHSE consultants provide our clients with simple yet comprehensive integrated risk management systems that foster higher stakeholder engagement, and improve legal compliance.

We specialise in customised paperless Integrated QHSE Systems that comply with Federal and State legislation and are robust, reliable, and relevant to each client’s unique requirements.

We do more than develop and implement QHSE systems. We believe in long-term relationships, providing ongoing support, advice and incident response manage for our clients.

Services Snapshot:

- Environmental, Health, Safety & Risk Compliance Software
- Policy & Procedural Development, Implementation, Monitoring & Review
- Health & Safety Management Systems AS/NZS4801, OHSAS18001, ISO/DIS45001
- Quality Management Systems ISO9001
- Environmental Management Systems ISO14001
- Risk Assessment (SWMS, JSA)
- Pre-Certification Audits
- Incident Investigation (ICAM)
- Rehabilitation & Return to Work.

Our capabilities also extend to leading incident investigations, compliance audits, as well as developing and implementing risk management systems. (see details on page 6)

MiSAFE’s clients come from a variety of industries, including:

- Tourism and Leisure
- Education (ELC to Senior School)
- Hospitality
- Aged Care and Health Services
- Manufacturing
- Transport and Warehousing
- Mining and Construction
Certifications

Lead Auditors in Quality Management Systems
Lead Auditors in Occupational Health and Safety Management (AS/NZS 4801)
Safety Institute of Australia Certified Generalist OHS Professionals
What Sets Us Apart from the Competition?

**Professionalism**
We are a professional QHSE consulting firm that offers intelligent, customised risk compliance solutions across multiple business sectors, reducing business costs and achieving maximum employee engagement.

**Access Professionals & Software in One Location**
Access to a network of highly qualified and experienced QHSE professionals, as well as a vast array of QHSE software to suit any client.

**We Help Businesses Comply with Legislation**
We provide all types of risk compliance solutions from preliminary QHSE compliance auditing, through to the development, implementation, monitoring, and reviewing compliance management systems.

**Latest Technology in Risk Compliance Software**
Completely online Integrated Management Systems, allowing our clients to reduce their impact on the environment, improve productivity, meet audit requirements and reduce paperwork.

**Never Lose Track of Your Compliance Obligations**
Continuing professional development ensures our consultants are kept up to date with legislative changes, and the latest advancements in technology.

**Business Partnerships Rather than Sales**
Ongoing close relationships and mentoring approach to ensure our services are delivered on time and in accordance with our client’s expectations.
Our Mission
To provide robust and reliable Quality, Health, Safety, & Environmental (QHSE) management systems that adapt to any operational requirements. With degree-qualified QSHE consultants, certified by world-renowned certification peak bodies, we create, deliver, and manage truly paperless, online Integrated Management Systems in accordance with ISO9001, ISO14001, OHSAS18001, and AS/NZS4801.

Our Vision
To provide businesses with simplified QHSE management systems that not only meet regulatory requirements but improve employee engagement.
Our Values

1. CAPABILITY
MiSAFE provides expert advice and online integrated management systems across the Quality, Health, Safety, & Environmental (QHSE) compliance fields. Engaging with Lead Auditors across the entire QHSE Spectrum, as well as generalist OHS professionals, our broad capabilities are suited to a range of industries.

2. TECHNOLOGY
Using up-to-date, scalable software solutions, we can deliver cost-effective, relevant, robust and proven online QHSE solutions.

3. RELIABILITY
We provide reliable advice based on up-to-date legislative requirements and industry best practice.

4. QUALITY
We pride ourselves on meeting and even exceeding our client’s expectations in relation to QHSE compliance obligations.

4. RESPONSIBILITY
Our focus on corporate and social responsibility within the QHSE regulatory framework strengthens our clients’ reputations across the community.

5. FLEXIBILITY
We understand that every business is unique, so we are flexible enough to meet the specific needs of our clients. Whether you need something as simple as over-the-phone support, or full-time QHSE consultancy, we can help.
Our Service Commitment

We are committed to:

- Maintaining a high level of professionalism at all times, including engaging degree-qualified consultants across the QHSE compliance fields
- Complying with local, state and federal regulations
- Honesty, transparency and accountability to clients
- Reducing environmental impacts and improving productivity with field-proven online integrated management systems
- Clarifying and promoting Quality, Health, Safety, & Environmental (QHSE) objectives to all stakeholders
- Our service guarantee: If our client isn’t happy, then we’re not happy.
Detailed Capabilities

Customised, Scalable QHSE Software Solutions
MiSAFE provides simple, yet comprehensive online integrated management systems (IMS) to clients in Australia, New Zealand, and beyond. Our Quality, Health, Safety, & Environmental (QHSE) management systems are supported by field-proven software platforms, and can enable any business to move away from confusing spreadsheets to online, paperless, solutions. We are premium partners with multiple QHSE software providers, which means we are able to offer tailored, scalable, solutions based on a business’s needs, wants, and future growth potential. All our IMS systems are built to be scalable for any business environment.

We offer both cloud-based, or stand-alone, software platforms, and once the perfect solution is implemented, we provide professional QHSE management systems, that complement the IMS and prepare our clients for certification in accordance with ISO9001, ISO14001, and OHSAS18001 or AS/NZS4801.

We also believe that our responsibility to our clients does not end with developing and implementing their QHSE solution. Thus, we also offer ongoing professional consultancy services.
Integrated Management Systems

Our consultants are qualified and experienced in Integrated Management Systems (IMS). We develop, implement, monitor, and review Quality, Health, Safety, and Environmental (QHSE) management systems that work seamlessly together in one complete framework, enabling an organisation to work as a single unit with unified objectives.

We provide entirely customised IMS content, preferably online via a QHSE software platform, and can provide paper-based formats if required (not recommended).

By opting for online IMS services, our clients experience the added advantages of:

- Enhanced employee engagement
- Reductions in complicated management systems and double handling
- A paperless business system
- Simple audit trails
- Rapid access to systems, records, and tools
- Consistency across the organisation
- Compliance with regulations.
Quality Management Systems

A quality management system (QMS) is vital to ensure any business meets the requirements of customers, stakeholders and regulatory bodies. When properly implemented, it brings benefits to organisations of all sizes and all sectors. MiSAFE is qualified to assist clients achieve AS/NZS ISO 9001 certification, which in turn improves our client’s business efficiency and customer satisfaction.

Our QMS service addresses the Seven Quality Management Principles:

1. Customer Focus
2. Leadership
3. Engagement of People
4. Process Approach
5. Improvement
6. Evidence-based Decision Making
7. Relationship Management

We specialise in practical QMS solutions to drive continuous improvement and maintain customer satisfaction.

Our QMS services include:

- Document control and record management systems
- Business optimisation
- Auditing and compliance
- General advice and troubleshooting.
WHS Management Systems

At MiSAFE, we design, implement, and oversee Work Health & Safety Management Systems (WHSMS) to help our clients systematically manage health and safety in their Workplace. Every business understands the need to protect the health and safety of their workers. MiSAFE helps clients comply with legal obligations in relation to:

- Providing and maintaining a work environment without risks to health and safety
- Providing and maintaining safe plant and structures
- Providing and maintaining safe systems of work
- The safe use, handling, storage and transport of plant, structures and substances
- Providing adequate facilities for all staff and contractors
- Providing information, training, instruction or supervision necessary to protect all staff and contractors
- Monitoring the health of workers, and the conditions at the workplace, to prevent illness or injury.

We specialise in developing, implementing, maintaining and reviewing practical solutions to help clients comply with legal and other requirements. Most importantly, we help our clients ensure their workers arrive home safely every day.

Our WHS services include:

- Pre-certification and compliance audits (Audit Preparation & Compliance Support)
- Regulatory liaison and advocacy services
- Risk management and assessment
- Client QHSE prequalification support
- Training programs & coordination
- Emergency response planning and support
- 3rd Party compliance audits and inspections
- ICAM Certified lead incident investigators
- General WHS compliance support, advice and troubleshooting.
Environmental Management Systems

An Environment Management System (EMS) is a tool that provides a structured approach to planning and implementing environment protection measures. Working with our expert business partners, MiSAFE develops practical solutions to help business comply with all their environmental management requirements and improve environmental performance. Our regulatory experience and compliance expertise ensures cost-effective solutions and total peace of mind for our clients.

Our EMS services include:
- Environmental authority (EA), environmentally relevant activity (ERA), permit and licence application and ongoing compliance support
- Environmental project management
- Environmental management plans (EMPs)
- Construction environmental management plans (CEMPs)
- Environmental impact assessments (EIAs)
- 3rd Party Audits
- Waste reduction and recycling plans
- Waste management plans
- Waste tracking management systems
- General advice and troubleshooting.

Our partners are lead auditors in Environmental Management Systems (AS/NZS ISO 14001:2015) and include:
- Environmental management systems specialists
- Environmental project managers
- Environmental protection specialists
- Environmental health advisors
- Environmental engineers
- Ecologists
- Certified erosion and sediment control professionals (CPESCs)
- Field environmental advisors
- Cultural heritage specialists
- Waste management specialists
- Fauna spotters/catchers.
Risk Compliance Software

We only partner software providers that have been hand-picked for their comprehensive, robust and flexible platforms that are readily configured for any business requirements.

Features that can be integrated into any business include:

- Cloud-based or in-premise solutions
- Customisable solutions
- Audit Trails
- 3rd Party Software Integration
- Online/Offline Capabilities
- Drag & Drop Dashboards
- Enterprise capable solutions
- Business Intelligence Reporting
- Consumer Reports
- Smart Forms (Customised forms based on our client’s specific requirements)
- Easy to Interpret Analytics
- Risk & Compliance Management
- Incident & Defect Management
- Asset Management
- HR/Employee Management
- Training & E-Learning
- Import existing data from old systems
- Task/Action Planning
- Contractor Management
- Visitor Management
- Document Control
- Permit to Work
- QHSE Registers (e.g. Risk, Plant & Equipment, Chemical etc.)
- Audits & Inspections
- Hazard & Risk Assessment tools
- Health Surveillance
Our People

Micah Wicham (Director)
Micah Wicham established MiSAFE Solutions Pty Ltd in October 2014, after more than ten years’ experience in the fields of Quality, Health, Safety, & Environment (QHSE). In that time, Micah identified a need for simplified QHSE management systems to improve business compliance and increase employee engagement.

Before establishing the company, Micah worked as a QHSE Manager for world-class companies across a range of industry sectors in Australia. With an ongoing commitment to professional development, Micah has completed several post graduate qualifications in occupational health & safety, business management, and counselling. He is fast developing strong partnerships through the MiSAFE brand, with a goal is to establish long lasting business relationships with suppliers and clients.

Micah engages only degree-qualified professionals that are certified by internationally reputable peak bodies such as Safety Institute of Australia, Exemplar Global, IRCA, SAI Global and HACCP.

His ever-growing list of professional networks allow MiSAFE to provide high calibre resources to its clients across the QHSE field. The benefit to MiSAFE’s clients is a trustworthy business partnership offering robust, reliable, and relevant QHSE solutions without boundaries.

Consultants
MiSAFE engages with certified lead auditors in both Quality Management Systems AS/NZS ISO 9001:2016 and Occupational Health and Safety Management Systems AS/NZS 4801. Each of our consultants holds a minimum Bachelor level qualification and is certified by internationally reputable peak bodies such as Safety Institute of Australia, Exemplar Global, IRCA, SAI Global and HACCP.

We also engage with certified Generalist OHS Professionals through the Safety Institute of Australia. All our consultants are experts in their field, and specialise in developing practical solutions to help business comply with legal and other requirements.
Client Testimonials

“Our school WHS processes needed to be streamlined to enable us to continually improve systematically. We sought expert advice from MiSAFE to help us improve our systems, and implement an online software platform to manage our CMS. I have no hesitation in recommending Micah and MiSAFE to any business’ (especially schools) that need a WHS system that works.”

Renaye Ansell
Risk & Compliance Officer
St Paul’s School

“We engaged MiSAFE to develop our entire WHS Management System. What was delivered was more than we expected to achieve. Micah’s level of professionalism is amazing. We will certainly be continuining the partnership between MiSAFE and Begin Bright well into the future as our business grows.”

Sean Ryan
Financial Manager
Begin Bright

“As a professional HSE Manager, I know how difficult it is to develop, implement and maintain OH&S systems on my own. I have had the privilege of working with Micah for over 1 and a half years. During this time Micah has been instrumental in assisting with developing, implementing and monitoring our systems on site. I highly recommend Micah and MiSAFE Solutions will certainly be using their services again.”

David Linderberg
QHSE Manager (Mt Rawdon Mine)
Evolution Mining

“I was looking for a safety software program to simplify how I record all of my QHSE data. MiSAFE found a fully resourced system that included everything that I was after including documents management, incident/hazard reporting, audits, and e-learning. I found Micah (MiSAFE Director) very professional and easy to talk with. His dedication to making sure that I was completely happy with his services was very refreshing. MiSAFE also helped us to update our QHSE systems in accordance with ISO9001,14001, and OSHAS18001. I believe that my company will have a long standing business partnership with MiSAFE well into the future, and wouldn’t hesitate to recommend them to any business.”

Seth Watling
Managing Director
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Professional Indemnity Insurance
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Policy No. 02A051822PID
Indemnity $10 Million

Public Liability Insurance
Insurer QBE
Policy No. 02U135811BPK
Indemnity $10 Million

Affiliations
Exemplar Global
JAS-ANZ (Joint Accreditation System of Australia & New Zealand)
Safety Institute of Australia (SIA)
The British Standards Institution (BSI)