

QLDC Council  
24 August 2016

**Report for Agenda Item: 10**

**Department: Corporate Services**

**QLDC Organisational Health Safety and Wellbeing Performance**

**Purpose**

The purpose of this report is to provide Councillors with a regular update on the Health and Safety performance of the organisation.

**Recommendation**

That Council:

1. **Note** the contents of this report.

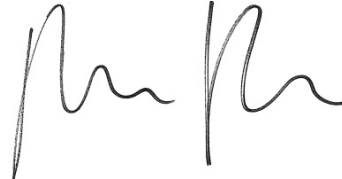
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10/08/2016

Reviewed and Authorised by:



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GM Corporate Services

10/08/2016

**Background**

- 1 Queenstown Lakes District Council (QLDC) has duties under the Health and Safety at Work Act and subsequent regulations to ensure the safety of employees, and all other persons, at, or in, the vicinity of work or subsequently affected by the work. This duty is upheld through QLDC's safety management system, which is guided by best practice and designed to address operational risks and workforce behaviour.
- 2 As officers under the Health and Safety at Work Act, elected members have duties to ensure the organisation is fulfilling its Health and Safety requirements and therefore need an understanding of the functioning and ongoing effectiveness of the QLDC safety management system. Elected members have requested such information to be provided in this report.

**Comment**

- 3 On 30 October 2015 Council's safety management system was externally audited by the nationally recognised ACC Workplace Safety Management Practices (WSMP) standards and achieved the highest possible rating (Tertiary). The

WSMP audit examines ten robust elements critical to good health and safety management systems;

- a. Employer Commitment. The employer demonstrates active and consultative commitments to health and safety in the workplace.
  - b. Planning, Review and Evaluation. The employer demonstrates a focus on continuous and systematic improvement of health and safety in the workplace.
  - c. Hazard Identification, Assessment and Management. The employer actively and systematically identifies, assesses and manages controllable hazards in the workplace.
  - d. Information, Training and Supervision. The employer and employees are informed of their responsibilities for health and safety in the workplace and have specific knowledge concerning the management of hazards and risks.
  - e. Incident and Injury Reporting, Recording and Investigation. The employer has an active reporting, recording and investigation system that ensures incidents appropriate investigation and corrective actions are taken.
  - f. Employee Participation. The employer will ensure that all employees have ongoing opportunities to be involved in the development, implementation and evaluation of safe workplace.
  - g. Emergency Planning. The employer has the capacity to manage emergencies likely to occur within any part of the organisation's operation.
  - h. Management of work undertaken by contractors and sub-contractors. The employer has a systematic approach to ensure that contractors, subcontractors and their employees do not cause harm.
  - i. Workplace Observation. On-site review of the employers systems in action.
  - j. Employee Verification. Employee focus group conducted to confirm and validate safety management systems and safety culture.
- 4 Council's tertiary achievement indicates a satisfactory level of compliance with safety management practices legislated in the Health and Safety at Work Act. In order to maintain compliance with the Health and Safety at Work Act and the ACC WSMP audit standards, a process of 'continuous improvement' is required. Accordingly, QLDC regularly reports safety performance measures to ensure the safety management system is assessed and improved. The following report outlines key measures.

## Health and Safety Committee Chair: Monthly Summary

- 5 The focus for this month continues to be on driving culture and maintaining momentum in health, safety and wellbeing across the organisation, as we recruit for a new Health and Safety Advisor. Special acknowledgement must go to our Operations Maintenance Field Staff for their efforts in taking pro-active measures in health and safety management, with a significant increase in the number of (quick) safety checks for key jobs before they start. Most importantly this coincides with a reduction in unsafe event reports for this group, indicating that the working environment is becoming safer.

### Key Risks:

- 6 Key organisational health and safety risk themes that require continuous or improved management, are outlined below:

- a. **Contract Activities**

Refers to contract workers and work, engaged by or on behalf of QLDC

Activities or actions:

- i. Contractor HandS Management procedure is now in place, which enables and guides QLDC staff to manage risk, ensure contractor adherence to risk management plans, and review HandS performance at conclusion of contract

- b. **Fleet Operations**

Refers to all QLDC work related vehicle and mobile plant use

Activities or actions:

- i. ERoads Fleet management system monitors safe use of vehicles, including speed, location, driver behaviour and efficiency. This system enables QLDC to efficiently and safely manage the vehicle fleet
- ii. Vehicle pre-start procedure requires fleet users to run a brief safety check prior to departure to ensure any obvious defects/changes from the previous journey are monitored and addressed in a timely fashion. This is in addition to a regular vehicle maintenance, servicing, and Warrant of Fitness programme to ensure the ongoing safety of the vehicle

- c. **Public Interaction**

Refers to all direct engagement with the general public for work purposes

Activities or actions:

- i. Tactical communication and conflict management training for front line staff

Further review and development of public interaction risk management plan is required, and will be undertaken in the 2016/2017 financial year.

**d. Fitness for Work**

Refers to workers physical and mental capacity to perform work safely

Existing activities or actions:

- i. Drug and Alcohol testing. QLDC's policy was implemented in June 2014 and ongoing training for managers and staff is conducted, to ensure knowledge and understanding of the policy. This policy provides for pre-employment and random drug and alcohol testing for safety-sensitive roles, in addition to testing for cause.
- ii. Pre-employment screening. For identified safety sensitive roles, pre-employment checks for basic fitness for work are carried out. These include but are not limited to lung function, hearing and eyesight tests, in addition to the drug and alcohol tests listed above, criminal background checks and ACC checks. All tests are conducted with the consent of the candidate.
- iii. Ongoing health monitoring for identified safety sensitive roles
- iv. Provision of EAP Services, an independent and confidential counselling service available to all QLDC employees

Further review and development of fitness for work risk management plan is required, and will be undertaken in the 2016/2017 financial year.

**e. Isolated Workers**

Refers to workers operating alone or from remote locations

Activities or actions:

- i. Existing measures include sign in/sign out boards; verbal notification (via phone) to supervisor at end of shift; QLDC phone system presence page; ERoads system to locate vehicles

A trial of an isolated worker electronic application was conducted in May and June this year. The app tracks isolated workers through cell phone GPS (assuming coverage) and sends reminders to supervisors when agreed check-in times have been missed. The trial is now complete, with the recommendation made to implement use of this app for isolated workers at QLDC.

**Lead Indicators:** Steps Council employees have taken to prevent harm.

- a. Improvement Reports: Any pro-active reporting which generate a safety improvement action.

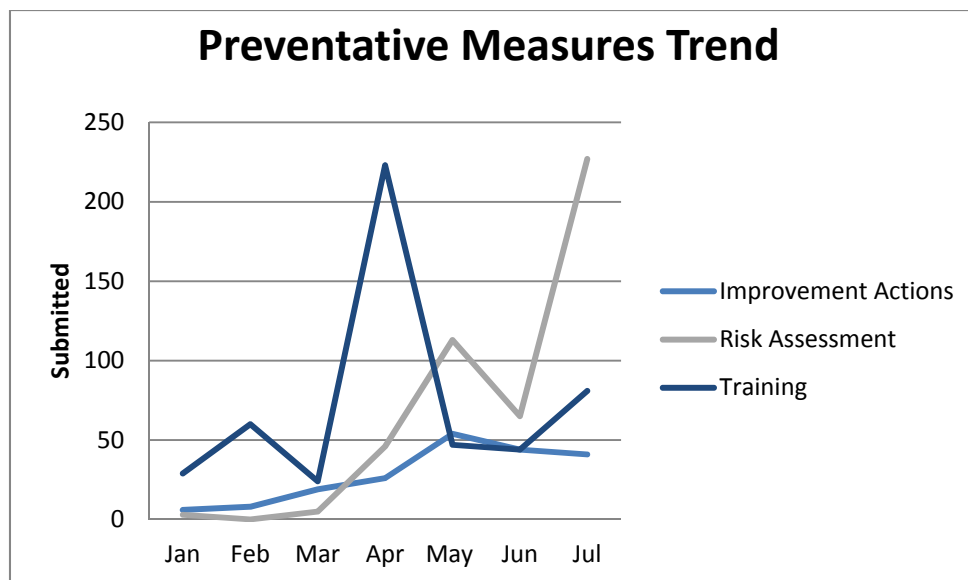
Hazards	Audits	That Was Lucky
14	20	7

- b. Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely.

Inductions	Other
4	77

- c. Risk Analysis. Any assessments that identify the risks and control measures associated with a work process or situation.

Take 5	Safe Work Plans	Other
227	0	0

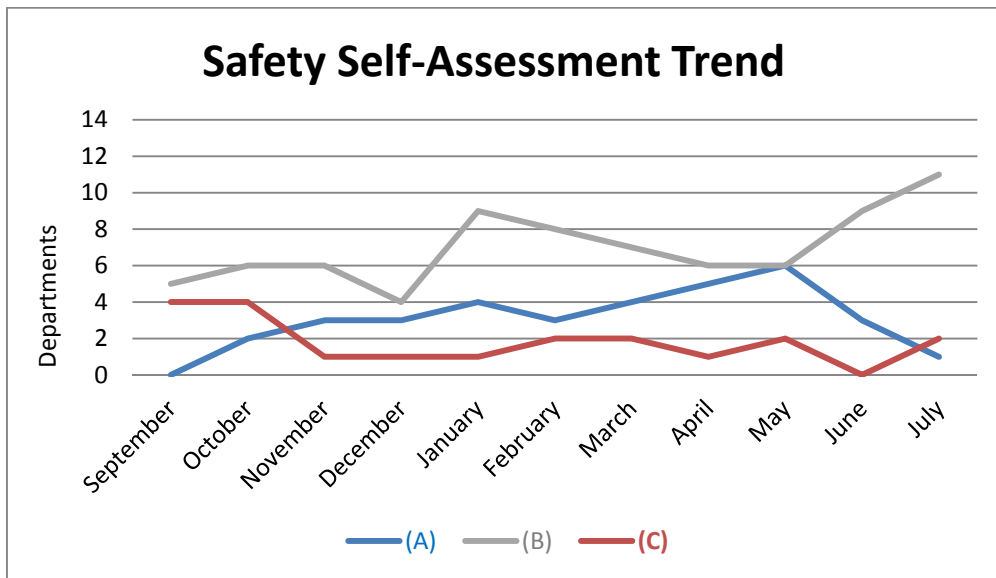


- d. Department Safety Performances: Council departments are required to rate their monthly safety performance based on a simple question; Have they improved safety (A score) or has it been business as usual (B score)? A department is usually expected to rate themselves a C in response to a

significant accident or incident or where they consider their performance is in need of improvement.

A	B	C
1	12	2

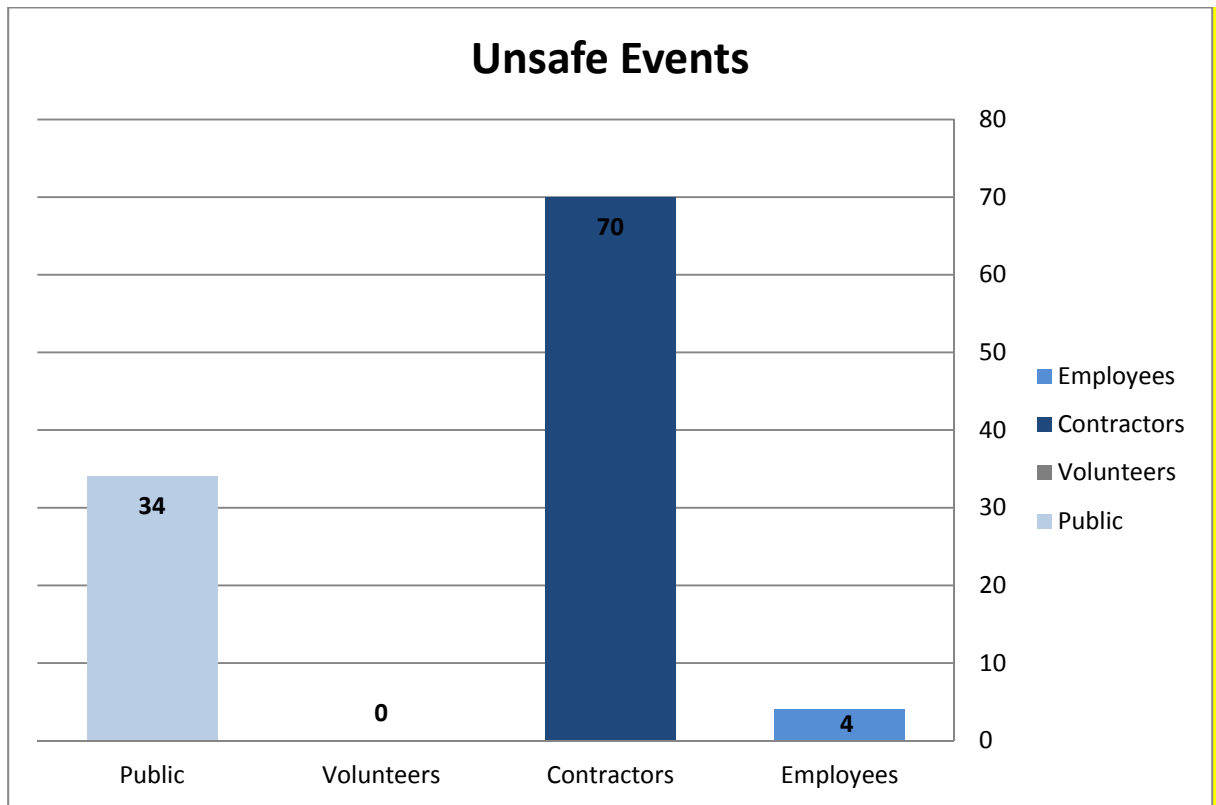
Reflects self reported department safety performances since measuring began in September 2015.



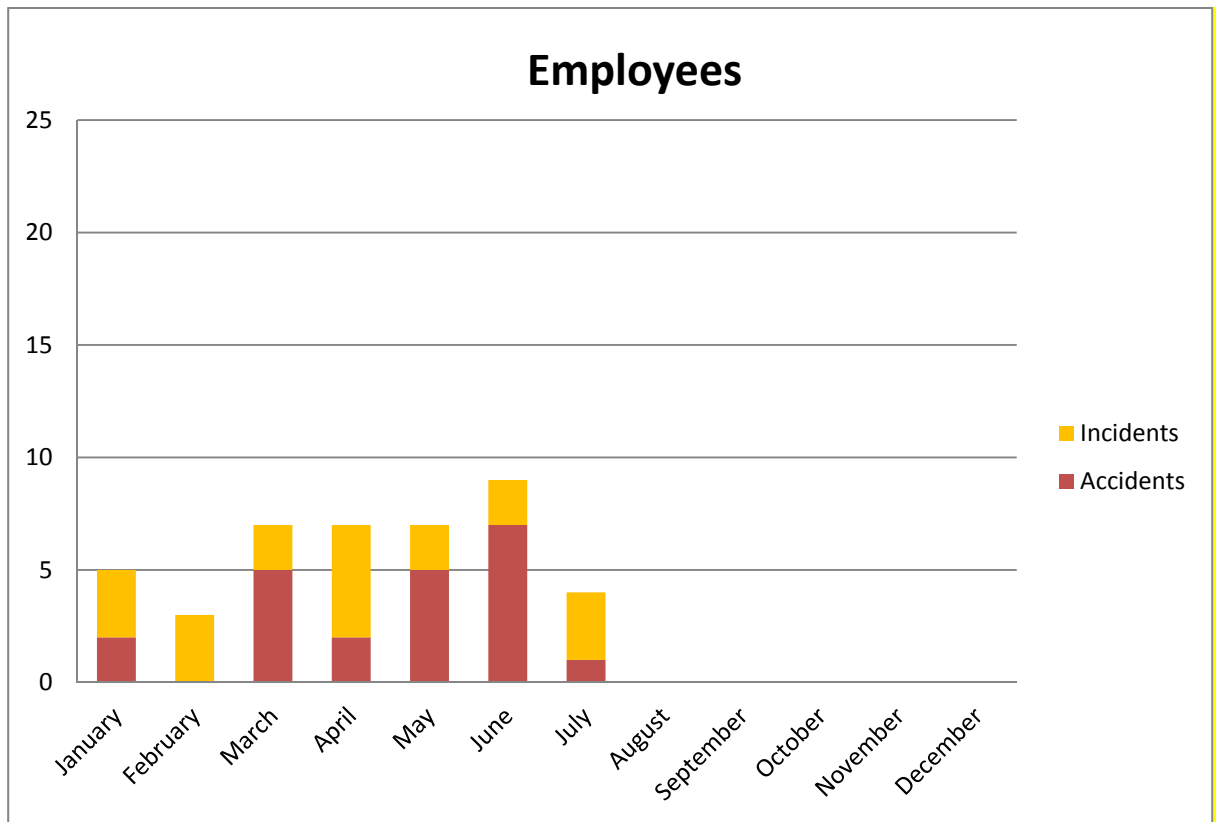
**Lag indicators:**

**Unsafe Events:** Reflects unplanned work situations or occurrences that have (or could have) resulted in harm to the workforce or public.

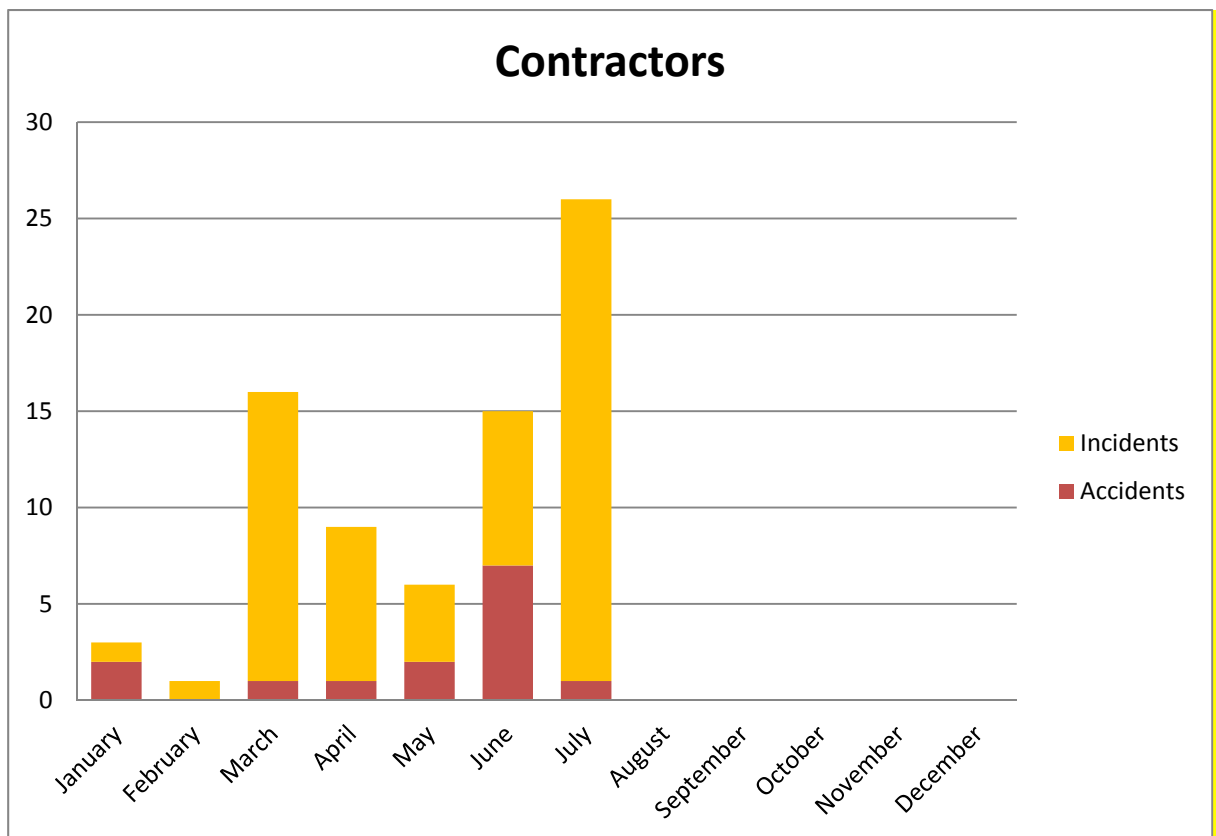
a. All Council related Accidents and Incidents



b. Breakdown of Employee Accidents and Incidents

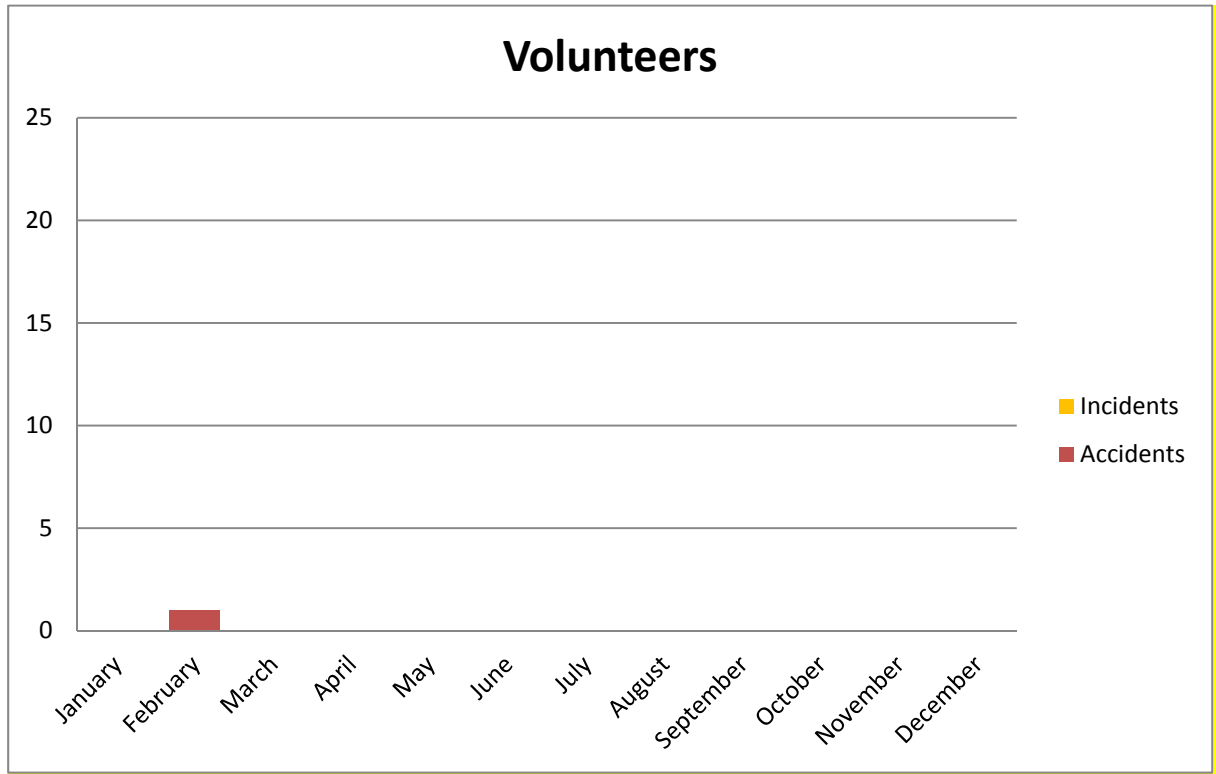


c. Breakdown of Contractor Accidents and Incidents

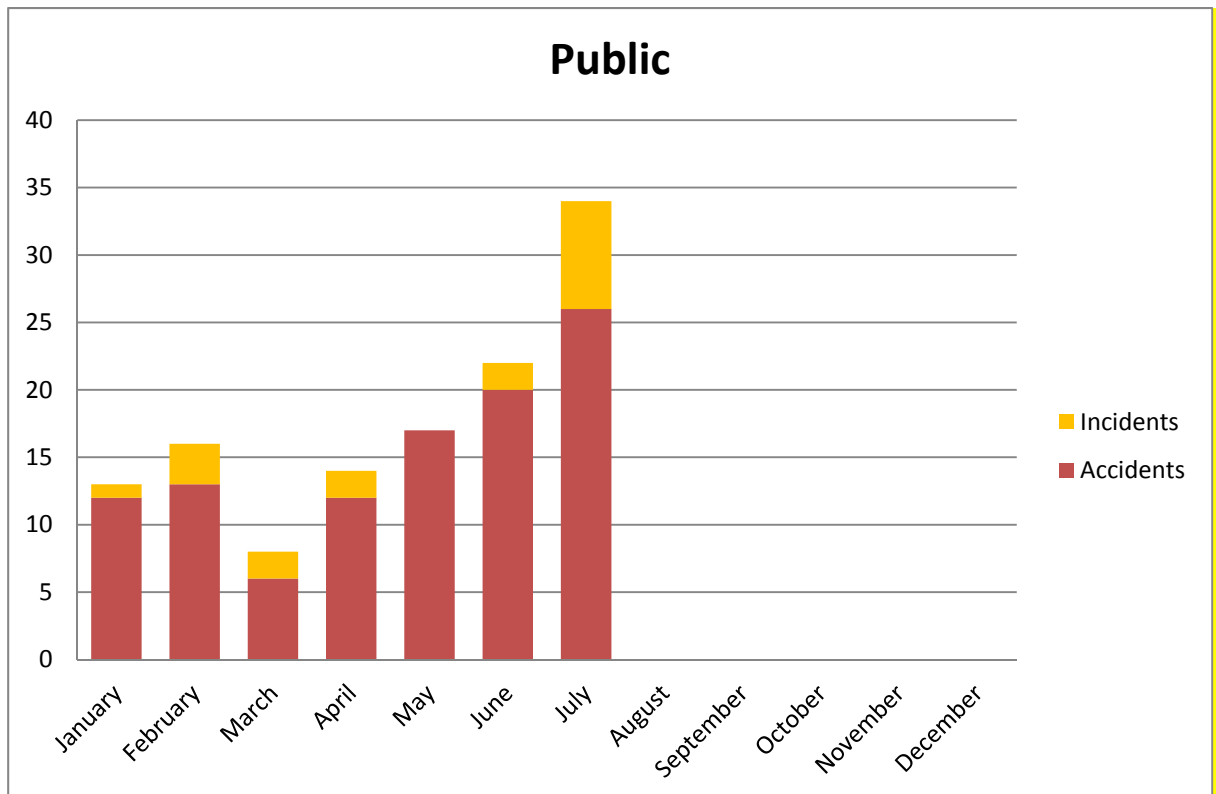




d. Breakdown of Volunteer Accidents and Incidents



e. Breakdown of Public Accidents and Incidents

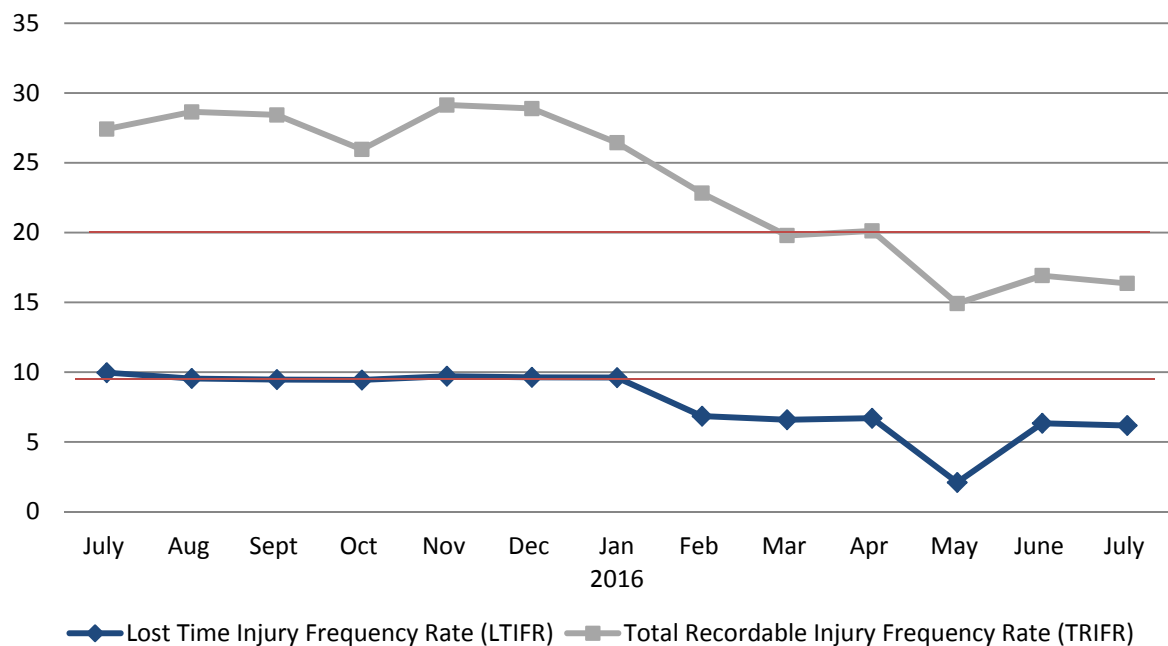


July saw an increase in public events as a direct result of increased volume through QLDC facilities from Holiday Programmes. Of the 34 events, there were:

- 8 reports of incidents that did not result in any injury
- 3 “report only” accidents that did not require any first aid or medical attention
- 18 accidents that required minor first aid attention
- 4 accidents that required medical attention
- 1 significant event that required hospitalisation (refer Key unsafe events below)

f. Identifies the rate of serious employee injuries over the last 12 months


### Frequency Rates



**Key Unsafe Events:** Details about significant Accidents, Incidents and Near-Misses.


Unsafe Event	Details	Corrective Actions
Accidents	A member of the public slipped on ice at the bottom of the stairs at the Lake Wanaka Centre	A Slippery when wet sign to be implemented at the site
	A member of the public suffered from cardiac symptoms at the gym. Individual was taken to hospital, and stayed overnight for observation.	Follow up with individual, who was discharged from hospital the following day.
	Employee strained elbow/ forearm while lifting a traffic sign in to a Ute	Brief for team as reminder that this work requires minimum of 2 people to complete the task
Incidents	Vehicles being filled with incorrect fuel	Ensure fuel type is captured in pre-starts
Near-Miss	Vehicle reported by a member of the public for speeding.	Investigation is being conducted


**WorkSafe Notification:** Unsafe events/tasks that required notification to regulator.

		
Notifiable Event Type	#	Description
Death	0	N/A
Injury	0	N/A
Illness	0	N/A
Incident	0	N/A

Work	0	N/A
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**Communications:** Critical safety warnings or information that is broadcast across the organisation.

 <b>Safety Alerts</b>	
N/A	N/A

 <b>Procedure Alerts</b>	
N/A	N/A

**Health and Safety Committee Action Plan:** Strategic health and safety improvement projects (as determined by the Health and Safety Committee) being actioned.

Improvement Required	Action
Using one care provider for QLDC	Follow up on contract with Queenstown Medical Centre
Implement Tagging and Testing	Confirm budget and contractor

**Documents and Policies:** New or updated business practices designed to ensure the safety of the workforce.

<b>Document / Policy</b>
N/A

**Training:** Courses that have been prepared to ensure employees perform work safely.

Month	Type
July	<ul style="list-style-type: none"> <li>○ Winter Driving (Highlands) - Completed</li> <li>○ Drug and Alcohol training for Managers – Completed</li> <li>○ Manual Handling, new facility – Wanaka Recreation Centre</li> <li>○ First Aid Course – Wanaka Recreation Centre</li> <li>○ Water Quality/ Treatment Course - Aquatics team Sport and Recreation</li> <li>○ Chainsaw Safety NZQA – Maintenance Operations</li> </ul>
August	<ul style="list-style-type: none"> <li>○ Defibrillator Training</li> <li>○ Reality based first aid training, Aquatics</li> <li>○ Site Safe training, Planning and Development</li> </ul>

**Significance and Engagement**

7 This matter is of low significance, as determined by reference to the Council’s Significance and Engagement Policy because it is purely operational in matter and does not directly affect Council’s level of service to the community.

**Risk**

8 Some matters connected with this report are (or could be), with varying degrees of classification (from low to moderate) related to strategic risk items listed below.

- a. SR3 Management Practice - Working within legislation,
- b. SR7 Planning, training and capacity for Emergency Response.

Some matters connected with this report are (or could be), with varying degrees of classification (from low to high) related to operational risk items listed below.

- a. OR004 Serious Injury to members of the community,
- b. OR005 Death to members of the community,
- c. OR006 Child missing from Council holiday program,
- d. OR010 Damage or loss to third party property or asset,
- e. OR015 Staff not fit for work,

- f. OR016 Staff not adequately resourced,
- g. OR017 Sufficient , qualified or capable staff,
- h. OR018 Serious injury to member of staff,
- i. OR019 Serious injury to a contractor,
- j. OR020 Serious injury to a volunteer.

### **Consultation: Community Views and Preferences**

- 9 The persons who are affected by or interested in this matter are: Employees, contractors, volunteers and public persons engaged with council for the purposes of work or directly influenced by the councils work process.
- 10 The Council has not consulted directly on this matter in the past.
- 11 This matter is of low significance and does not require community consultation

### **Legal Considerations and Statutory Responsibilities**

- 12 Queenstown Lakes District Council has legal duties owed under the Health and Safety in Employment Act and/or incoming Health and Safety at Work Act that must be considered in all Council health, safety and wellbeing matters