

QLDC Council
29 September 2016

Report for Agenda Item: 13

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 & Safety performance of the organisation.

Recommendation

That Council:

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

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14/09/2016

Reviewed and Authorised by:



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GM Property & Infrastructure

14/08/2016

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 & 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 & 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 & Injury Reporting, Recording & 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 It is encouraging to see a continuing overall upward trend in the reporting of proactive, harm prevention reporting through the month of August. Unsafe events overall are down, which is also a promising indication that greater activity for proactive reporting is having a positive effect on the overall safety of Council business.

Recruitment continues for the role of Health & Safety Advisor, with interim support being provided by a Health & Safety contractor to ensure core Health & Safety work, including general compliance, can be sufficiently maintained.

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 H&S Management procedure is now in place, which enables and guides QLDC staff to manage risk, ensure contractor adherence to risk management plans, and review H&S 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 & conflict management training for front line staff

Further review & 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 & mental capacity to perform work safely

Existing activities or actions:

- i. Drug & 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 & 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 & 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.

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

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

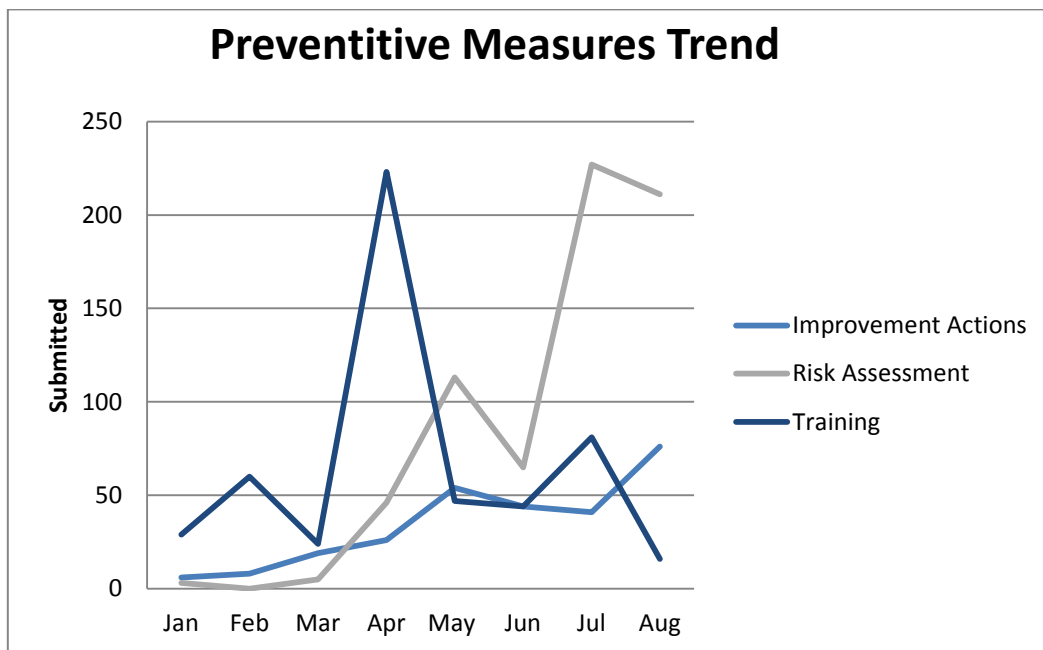
Hazards	Audits	That Was Lucky
41	16	19

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

Inductions	Other
16	0

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

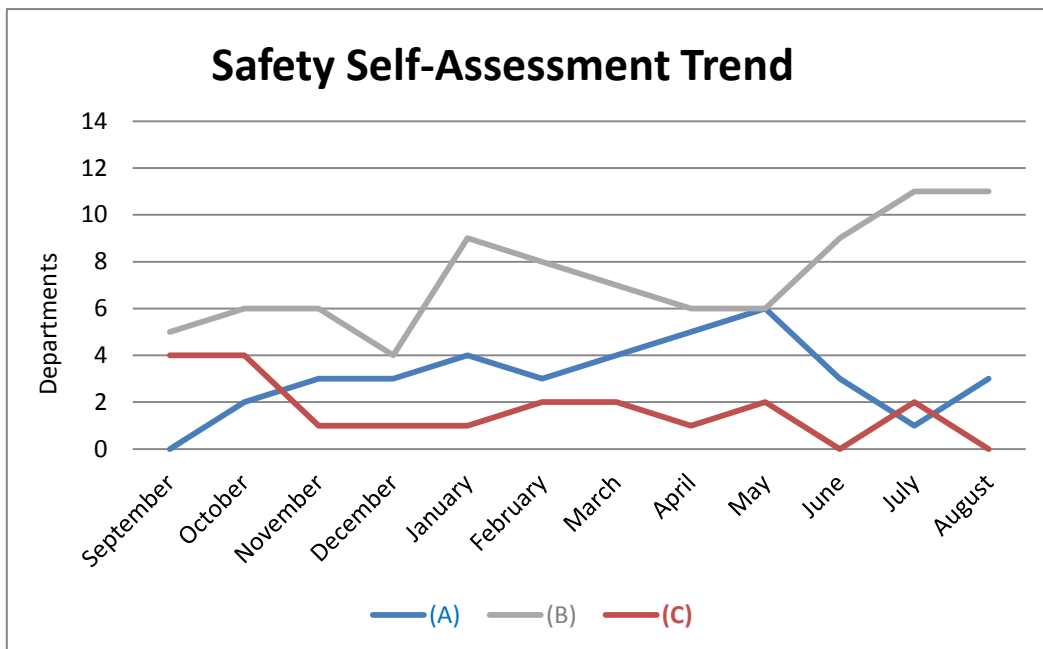
Take 5	Safe Work Plans	Other
208	3	0



- 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
3	11	0

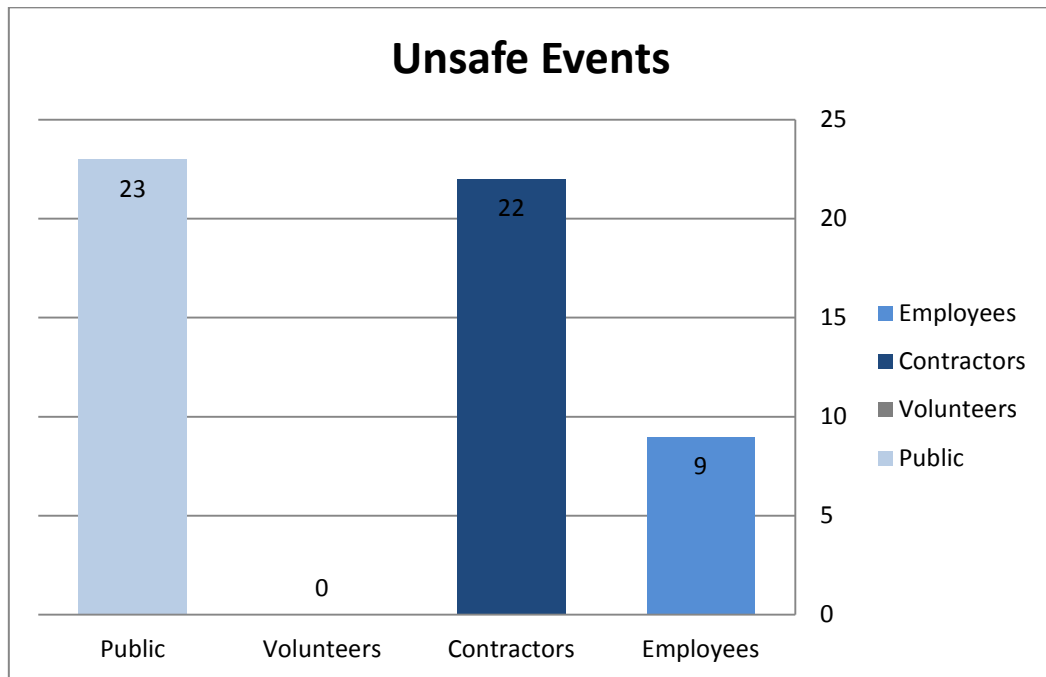
- e. Reflects self reported department safety performances since measuring began in September 2015.



8 Lag indicators:

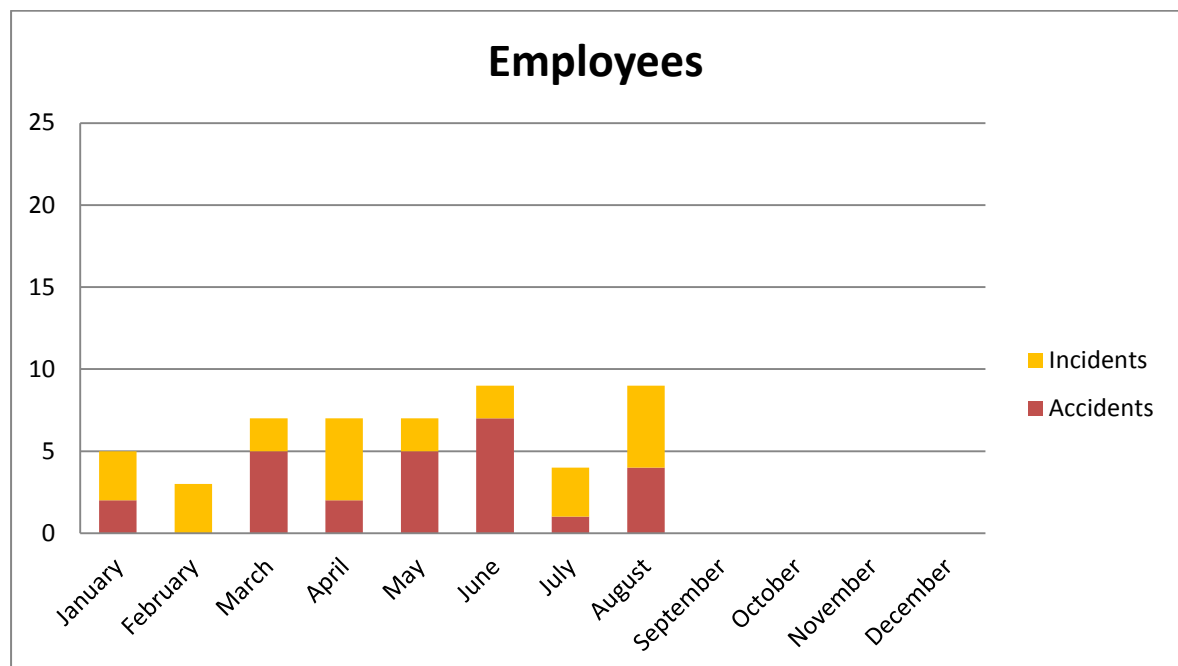
Unsafe Events: Reflects unplanned work situations or occurrences that have (or could have) resulted in harm to the workforce or public.

a. All Council related Accidents & Incidents

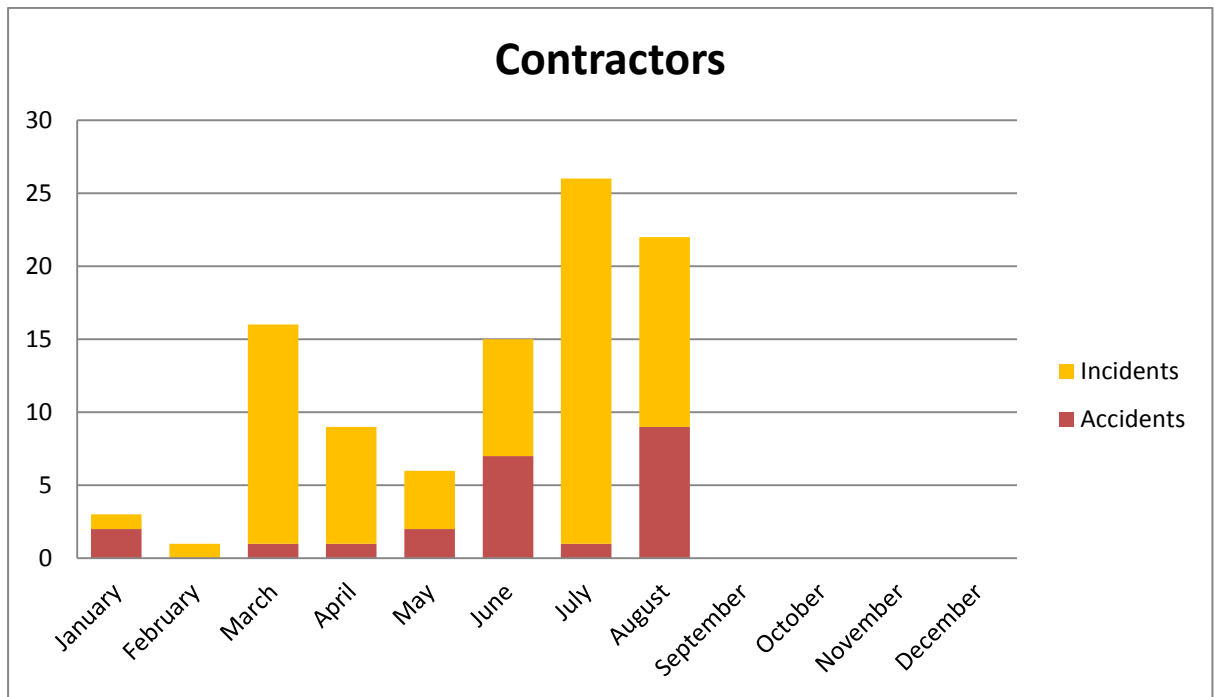


NB: The July Health, Safety & Wellbeing report for the month of July, reported to Council on 24 August 2016 reported a total of 70 unsafe Contractor events. An amendment should be noted that for July 2016, the correct number of total unsafe contractor events was 26.

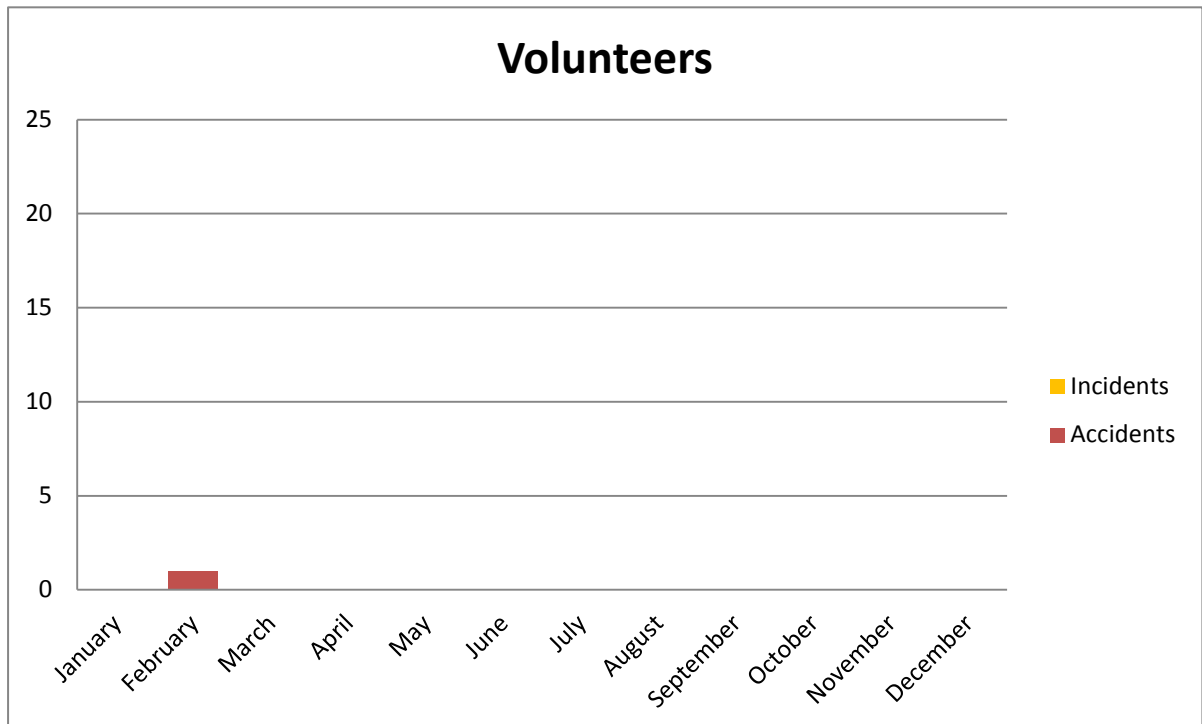
b. Breakdown of Employee Accidents & Incidents



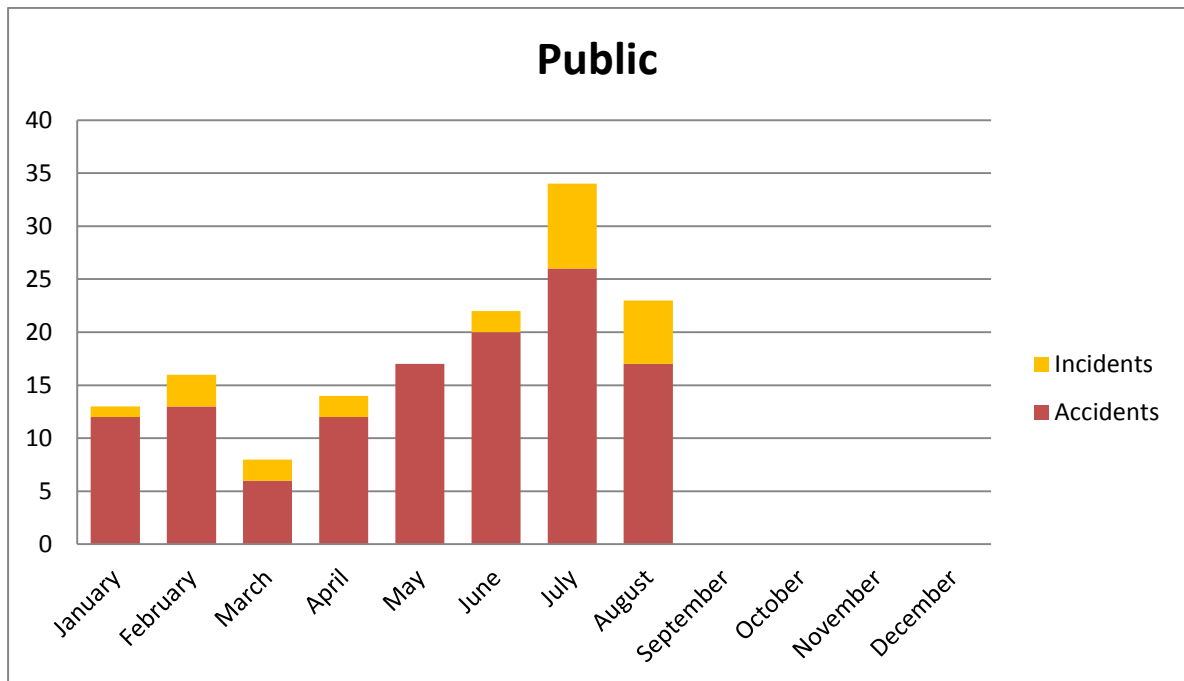
c. Breakdown of Contractor Accidents & Incidents



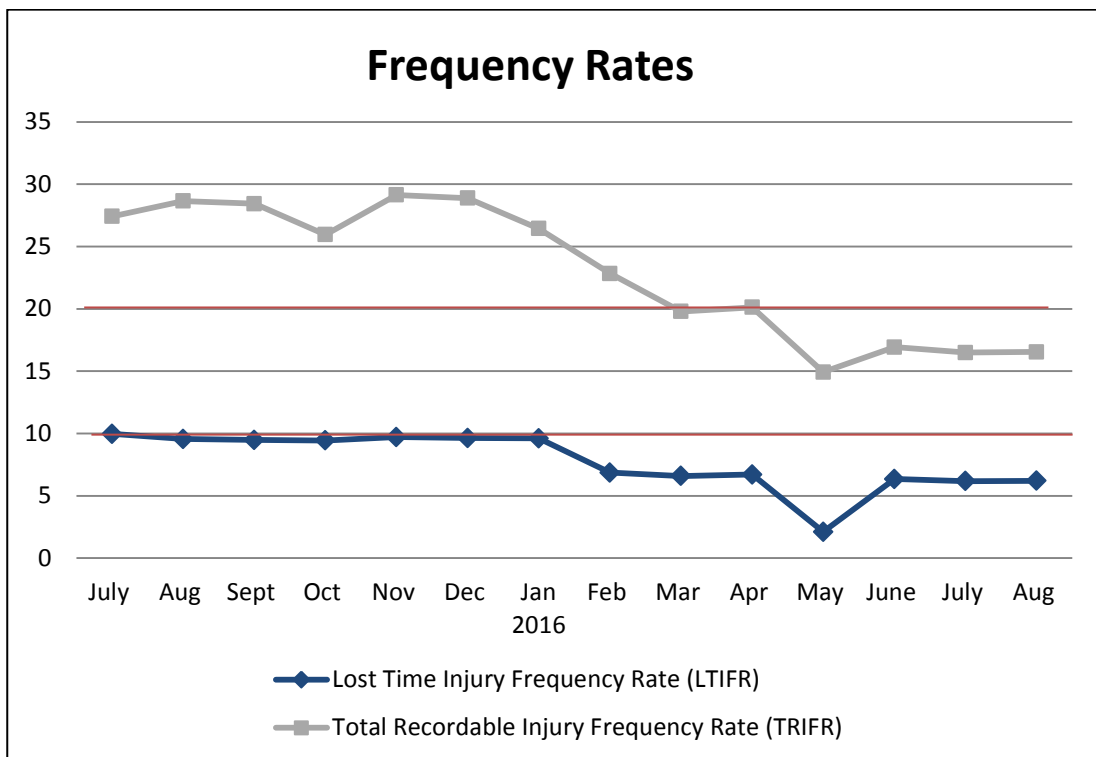
d. Breakdown of Volunteer Accidents & Incidents



e. Breakdown of Public Accidents & Incidents




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




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


There were no significant events in August.

10 **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

11 **Communications:** Critical safety warnings or information that is broadcast across the organisation.

	
Safety Alerts	
N/A	N/A

	
Procedure Alerts	
N/A	N/A

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

Improvement Required	Action	Due	Tracking
Transition away from manually managed data systems	Implement <u>robust</u> OHS software system once manual system has been outgrown	Jan 17	On track
Ensure HS leadership, commitment, understanding from QLDC senior management	CE Due Diligence: implement schedule of site visits	Aug 16	Complete – schedule in place & first site visit completed
Create systems for managing specific operational risks	Isolated workers	Jul 16	Complete
Using one care provider for QLDC	Follow up on contract with Queenstown Medical Centre	Dec 16	On track
Implement Tagging and Testing	Confirm budget and contractor	Oct 16	On track

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

Document / Policy
<p>The Health & Safety Committee have reviewed the following policies, with final review scheduled by the Executive Team in September:</p> <ul style="list-style-type: none"> • Health, Safety & Wellbeing Policy • Drug & Alcohol Policy • SmokeFree Policy

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

Month	Type
August	<ul style="list-style-type: none"> ○ Reality based First Aid training – Aquatics team (August) ○ Workplace first aid ○ Site Safe training – for staff entering construction worksites

15 **Wellbeing:** Steps the organisation is taking to ensure the physical and mental health of the workforce.

Initiative	Uptake
QLDC Lunchtime Yoga	12

Significance and Engagement

16 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

17 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 Practise - 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

18 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.

19 The Council has not consulted directly on this matter in the past.

20 This matter is of low significance and does not require community consultation

Legal Considerations and Statutory Responsibilities

21 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