

Organisational Excellence Committee

17 September 2026

Report for Agenda Item | Rīpoata moto e Rāraki take [3]

Department: Corporate Services

Title | Taitara: Health Safety & Wellbeing Report

Purpose of the Report | Te Take mō te Pūroko

The purpose of this report is to provide the Organisational Excellence Committee with a regular update on the Health & Safety performance of the organisation.

Recommendation | Kā Tūtohuka

That the Organisational Excellence Committee:

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

Prepared by:



Name: Alan Thomas

Title: Health and Safety Manager

21 August 2026

Reviewed and Authorised by:



Name: Katie Church

Title: Director of People and Capability

21 August 2026

Context | Horopaki

1. Queenstown Lakes District Council (QLDC) has duties under the Health and Safety at Work Act 2015 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 good practice and designed to address operational risks and workforce behaviour.

Reporting Period

2. As health, safety and wellbeing information is captured at the end of each calendar month, the statistics in this report cover the period 1 June - 31 July 2027.

Key Risks

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

Contractor Activities

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

Fleet Operations

- Refers to all QLDC work related vehicle and mobile plant use.

Public Interaction

- Refers to all direct engagement with the public for work purposes.

Fitness for Work

- Refers to workers physical & mental capacity to perform work safely.

Isolated Workers

- Refers to workers operating alone or from remote locations.

Volunteer Activities

- Refers to volunteer workers and work, engaged by or on behalf of QLDC.

4. Please refer to Attachment A for the full health, safety and wellbeing statistics report for the period 1 June - 31 July 2027.

Analysis and Advice | Tatāritaka me kā Tohutohu

5. This report is for noting only, so no options are presented.

Consultation Process | Hātepe Matapaki

Significance and Engagement | Te Whakamahi i kā Whakaaro Hiraka

6. 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.
7. 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 Council's work process.
8. The Council has not consulted directly on this matter in the past.

Māori Consultation | Iwi Rūnaka

9. Community consultation is not required for this matter.

Risk and Mitigations | Kā Raru Tūpono me kā Whakamaurutaka

10. This matter relates to the Workforce risk category. It is associated with RISK10032 Health, safety or wellbeing incident affecting employee within the QLDC Risk Register. This risk has been assessed as having a moderate residual risk rating.

Financial Implications | Kā Riteka ā-Pūtea

11. There are no financial implications.

Council Effects and Views | Kā Whakaaweawe me kā Tirohaka a te Kaunihera

12. The following Council policies, strategies and bylaws were considered:
- Reference alignment with and consideration of the principles of the Strategic Framework including the Vision Beyond 2050: Our Strategic Framework | Queenstown Lakes District Council
 - Workplace Health and Safety Management System
 - Health and Safety Policy Statement

13. The recommended option is consistent with the principles set out in the named above

14. This matter is not included in the Long Term Plan/Annual Plan

Legal Considerations and Statutory Responsibilities | Ka Ture Whaiwhakaaro me kā Takohaka Waeture

15. QLDC has legal duties owed under the Health and Safety at Work Act 2015, and associated regulations, which must be considered in all Council health, safety, and wellbeing matters.

Local Government Act 2002 Purpose Provisions | Te Whakatureture 2002 o te Kāwanataka ā-Kiaka

16. Section 10 of the Local Government Act 2002 states the purpose of local government is (a) to enable democratic local decision-making and action by, and on behalf of, communities; and (b) to promote the social, economic, environmental, and cultural well-being of communities in the present and for the future. Council adhering to good practice and legislative health, safety and wellbeing practices contributes to the wellbeing of staff, and the community Council serves.

17. The recommended option:

- Can be implemented through current funding under the Long-Term Plan and Annual Plan;
- Is consistent with the Council's plans and policies; and
- Would not significantly alter the intended level of service provision for any significant activity undertaken by or on behalf of the Council or transfer the ownership or control of a strategic asset to or from the Council.

Attachments | Kā Tāpirihaka

A	Health, Safety & Wellbeing Report: 1 June - 31 July
B	Screenshots of SiteWise Database

Organisational Excellence Committee

17 September 2026

1. Health & Safety Committee Chair: Quarterly Summary

Highlights in the wellbeing space over the reporting period include a series of well-attended financial workshops as well as the annual winter driving training courses held at the Highlands in Cromwell. QLDC also hopes to encourage officers to engage in more physical activity and/or bike to work with the WorkRide Bike Benefit Scheme, a pre-tax salary sacrifice scheme launched in July.

One employee Lost Time Injury (LTI) was recorded during this reporting period. A review of the incident identified that the 'Injury Requiring Offsite Treatment' procedure was not followed, delaying receiving medical treatment and contributing to the injury becoming an LTI. Further details are outlined in Section 7 of this report. On-going education and support continue to be provided to managers and employees to ensure workplace injuries are reported promptly, and appropriate medical treatment is obtained as soon as practicable. This remains an important focus area to support early recovery and effective return-to-work planning.

Although one LTI was recorded this period, injury frequency remains low overall. The incident has provided a valuable opportunity to reinforce procedural requirements and strengthen organisational capability, reflecting a positive reporting culture where incidents are identified, investigated, and used to drive continuous improvement.

2. Health & Safety Manager

During the reporting period, contractors also reported two Serious Occurrences involving damage to buried services. Further information is provided in Section 7 of this report.

Engineering teams across Planning and Development and Infrastructure have made significant progress in transitioning from the Code of Practice for Temporary Traffic Management (CoPTTM) to the New Zealand Guide to Temporary Traffic Management (NZGTTM), embedding a stronger risk-based approach to managing temporary traffic management risks. The transition has included the development of new guidance and tools, staff and industry engagement, and collaboration with Central Otago District Council to support a consistent regional approach.

This work has strengthened risk ownership, improved decision making and contractor engagement, and supports a more proactive approach to managing critical risks within the road corridor, aligned with the Health and Safety at Work Act

3. Response to Organisational Excellence Committee queries raised at the previous meeting:

(A) Health and Safety Contractor Management System (HSCMS)

The Committee sought assurance on the effectiveness of key risk controls within the Health and Safety Contractor Management System (HSCMS), including contractor prequalification, insurance requirements and how Council gains assurance that these controls remain current and effective.

SiteWise provides a centralised database of contractor records and issues automated reminders to contractors when prequalification certificates, insurance policies, registrations, or other required documentation are approaching expiry. The Health and Safety Team also receives monthly reports and reminders of upcoming expiries and outstanding requirements to support ongoing contractor compliance. **See attachment (B)**

The Committee also sought assurance that contractors maintain adequate insurance coverage throughout the duration of their engagement with Council. While occasional instances occur where documentation has not been uploaded to the system, no significant concerns have been identified regarding contractors operating without the required insurance cover. Project Managers and employees engaging contractors are responsible for confirming that appropriate prequalification and insurance requirements are in place and remain valid for the duration of the work.

(B) The Organisational Excellence Committee requested information on contractor safety trends observed over the past five years

The primary trend identified is service strikes involving buried services. As previously reported, QLDC classifies service strikes as Serious Occurrences due to the potential consequences to people, infrastructure, and service delivery.

Analysis indicates that a common contributing factor is the existence of underground services that are either undocumented or not accurately reflected on asset owners' records. Although contractors are expected to undertake service location checks and engage with asset owners before commencing excavation works, detection can remain difficult where records are incomplete, or services cannot be detected through locating methods.



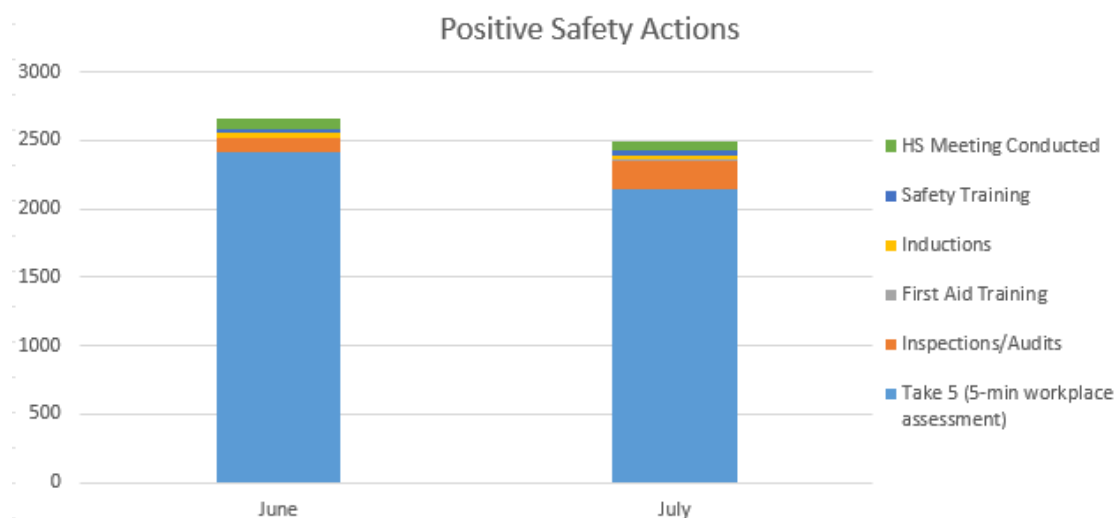
4. Performance Indicators - Reporting Period 1 June 2026 – 31 July 2026

Note that results that follow from this point relate specifically to the reporting period 1 June 2026 – 31 July 2026

5. Lead Indicators

Positive Safety Actions

- a. Health and Safety Meetings conducted within departments or with contractors. (Total 149)
- b. Safety Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely. (Total 73)
- c. Inductions. The first step in engaging our employees in working safely at QLDC. (Total 49)
- d. First Aid Training. (Total 19)
- e. Inspections/Audits. Opportunities for improvement and to ensure that our workplace or our contractor's workplaces are compliant. (Total 316)
- f. Take 5. Any assessments that identify the risks and control measures associated with a work process or situation. (Total 4553)



- g. **Department Safety Behaviours** 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 expected to rate themselves a C in response to a significant incident occurring where insufficient (or no) action has been taken to remedy

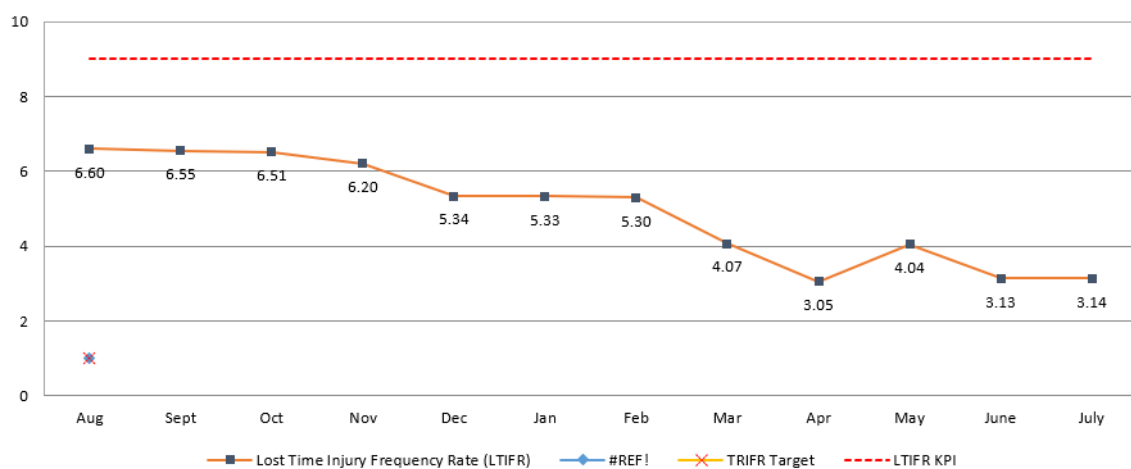


NB: During this reporting period, the organisation received three 'A' Safety Score ratings. These ratings record teams that have recognised a safety improvement and implemented it

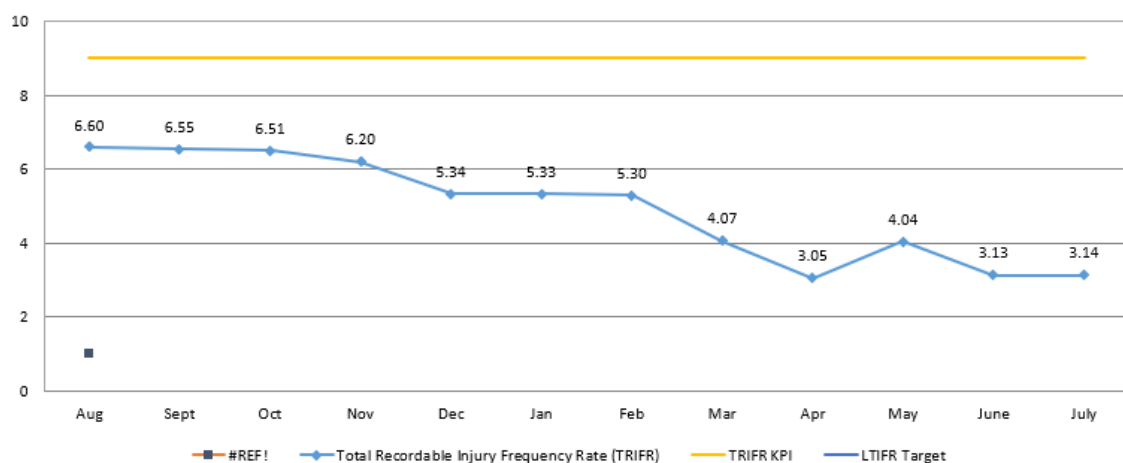
6. Safety Statistics

- a. **Total Recordable Incident Frequency Rate (TRIFR)** (These include all Recordable incidents: Medical Treatment Case, MTC. Restricted Work Case, RWC. Lost Time Injury (LTI))
- b. **Lost Time Injury Frequency Rate (LTIFR)** (This only covers Lost Time Injury). The number of recordable cases, multiplied by 1,000,000, then divided by the total number of exposure hours worked

LTIFR Rolling 12 month average

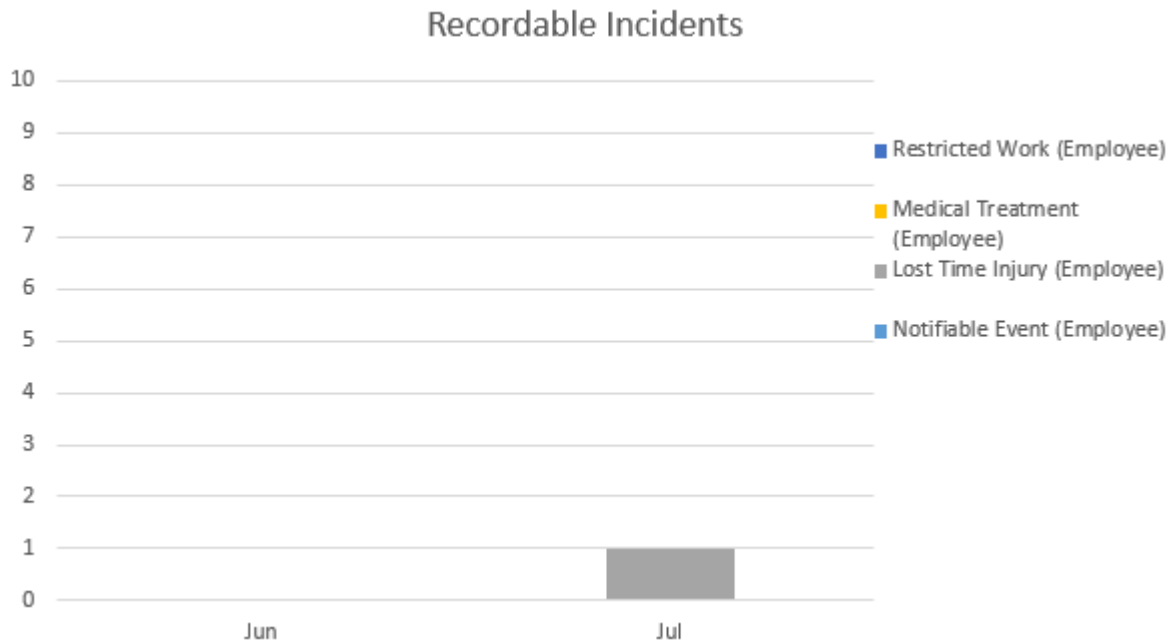


TRIFR Rolling 12 month average



NB: There has been one Lost Time Injury (LTI) during this reporting period, this is summarised at item 7. Council's LTIFR KPI is 9 or below for the end of the year, currently this is at 3.14, i.e. a positive trend

c. Employee Significant Incidents These are Recordable Incidents plus any Notifiable Events. Notifiable Events are notifiable to WorkSafe New Zealand



NB: One Lost Time Injury (LTI) was recorded during this reporting period which is summarised in section 7 of this report

d. Employee Incidents



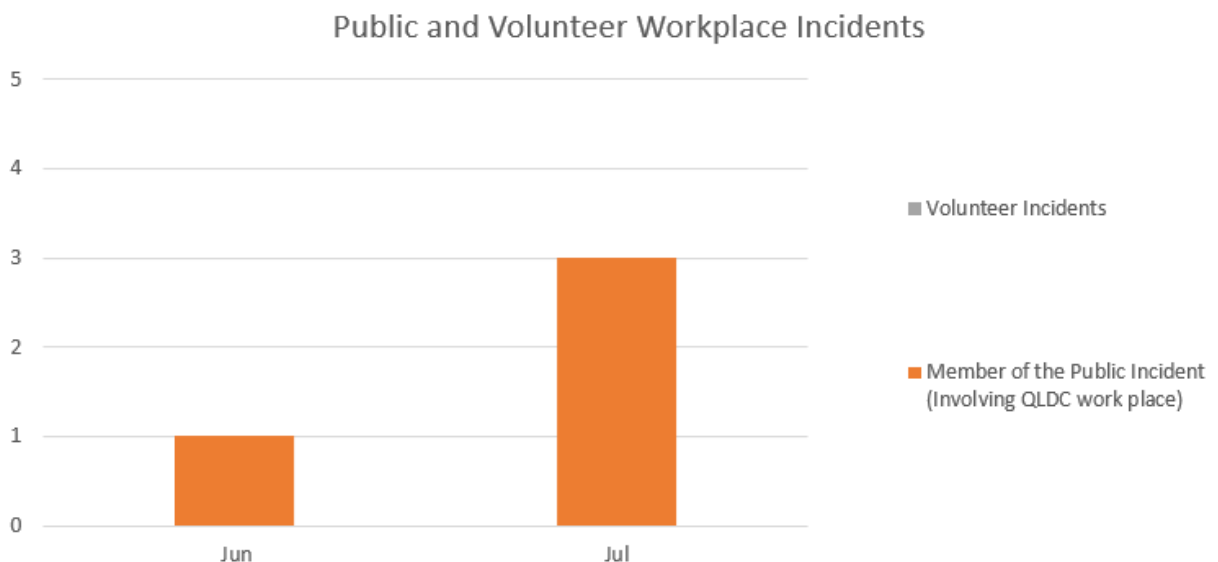
NB: Significant employee events are recorded at item 6c of this report and summarised at item 7

e. Contractor Incidents



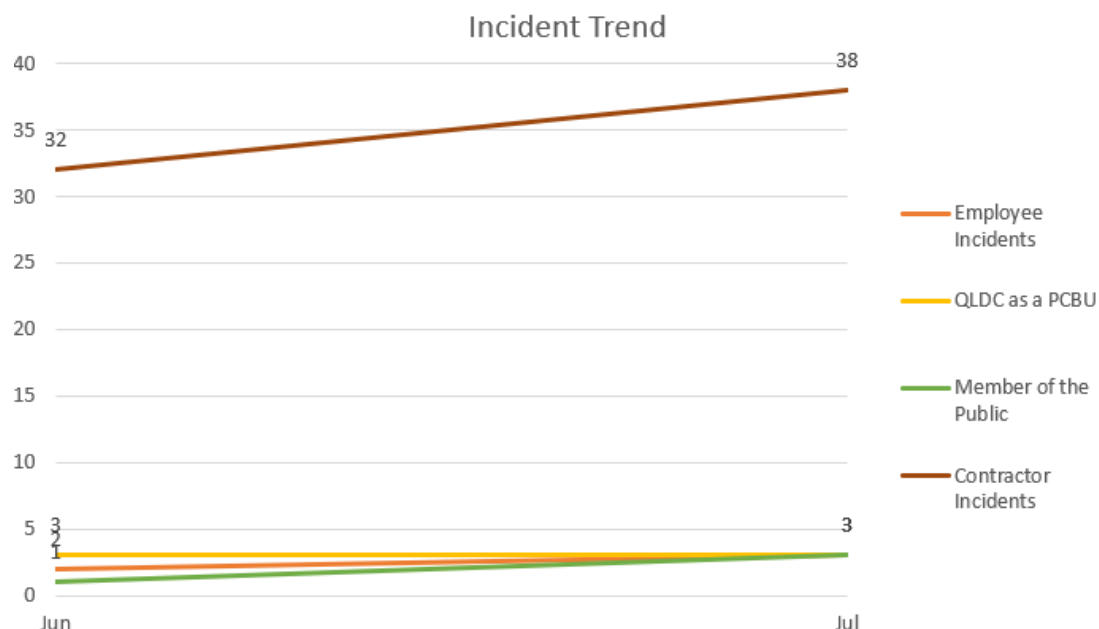
NB: During this reporting period, contractors recorded four Serious Occurrences. These are summarised at Item 7

f. Public and Volunteer Incidents. These are incidents involving a QLDC workplace as defined in the Health and Safety at Work Act



NB: All incidents were of a minor nature

Incident Trend These are workplace incidents as defined under the Health and Safety at Work Act involving a QLDC employee, QLDC as a PCBU, contractor incidents and incidents involving members of the public



NB:

The increase in contractor incidents is considered positive and reflects a good reporting culture. The majority of these incidents were of a minor nature.

7. Significant Incidents (1 June 2026 – 31 July)

Incident	Findings and Action taken
<u>Employee: Lost Time Injury</u> Employee was undertaking safety checks in the hydro-slide when they slipped resulting in a strained back	- Employee was experienced in carrying out the task but on this occasion did not follow the correct steps, which is to walk up the slide and exit via the stairs - The Injury Requiring Offsite Treatment procedure was not followed, resulting in a delay in getting the employee to a medical provider and contributing to the lost time injury.

<u>Contractor Incident: Serious Occurrence</u> During excavation works an earth cable was struck	• The contractor employed all reasonable steps to locate buried services before commencing excavations. The service layout plans did not show this particular cable, and it was not picked up by ground penetrating radar (GPR), hydro excavation potholing and slot trenching
<u>Contractor Incident: Serious Occurrence</u> During trench excavation for a new service cable, an unidentified cable was struck	• The asset owner provided location services and mark out and allowed the contractor to commence work. However, this cable was not picked up by any scanning methods and not shown on plans
<u>Contractor Incident: Serious Occurrence</u> During trench excavation a service was struck	• Although the contractor identified services at the start of the work, as the trench progress further they failed to continue these steps • The contractor has good practice procedures for locating services and these were not followed • The contractors Health and Safety team have discussed this incident with their crews and reinforced that these good practices must be followed
<u>Contractor Incident: Serious Occurrence</u> A fibre optic cable was struck	• No Service location activities were undertaken prior to starting task • QLDC's Health and Safety team reinforced the requirement for the contractor to follow all service location procedures, including the use of appropriate scanning methods during excavation activities

8. WorkSafe Notification: Unsafe events/tasks that require reporting to the regulator.

		
Notifiable Event Type	#	Description
None	0	N/A

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

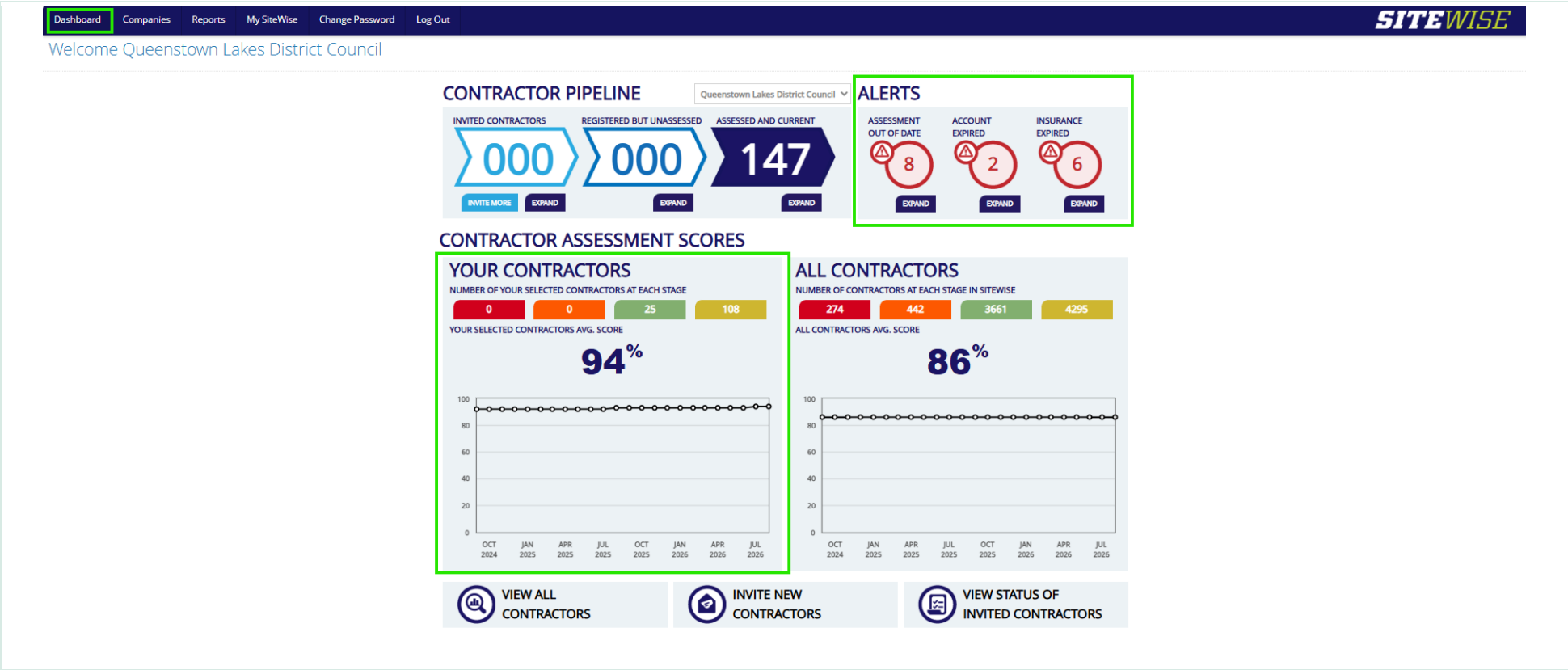
 Safety Alerts	
Bird Flu H5N1	QLDC is monitoring the situation closely and continues to collaborate with Otago Regional Council (ORC) and the Ministry for Primary Industries (MPI) to stay informed of any developments. While there is currently no indication of a wider outbreak, QLDC's Environmental Health, Health and Safety, and Communications teams have proactively reviewed guidance, prepared response arrangements, and developed key community messages should they be required

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

Month	Type
June	- Customer Experience (CX) Foundation Workshop - Te Ao Māori for Professionals 2026 - Webinars on the Learning Management System (LMS)
July	- Winter Driving - Customer Experience (CX) Foundation Workshop - Civil Defence Emergency Management Training

SiteWise Database: Dashboard and Alerts

How the dashboard highlights contractor status, alerts and overall score.



Key points

- The dashboard provides a quick snapshot of selected contractors and their assessment status
- Alerts show items requiring attention, including expiring or outstanding requirements
- QLDC requires contractors to have a minimum SiteWise score of 75%
- At the time of this report, the contractor average score shown was 94%

Key report message

SiteWise provides a practical dashboard to monitor contractor compliance and support QLDC prequalification requirements