

**Audit, Finance & Risk Committee  
22 February 2018**

**Report for Agenda Item 4**

**Department: Corporate Services**

**Organisational Health Safety and Wellbeing Performance**

**Purpose**

The purpose of this report is to provide the Audit, Finance & Risk Committee with a regular update on the Health & Safety performance of the organisation.

**Recommendation**

That the Audit, Finance & Risk Committee:

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

Prepared by:



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8 February 2018

Reviewed and Authorised by:



Meaghan Miller  
General Manager, Corporate Services  
8 February 2018

## 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.

## Comment

### ***Health and Safety Committee Chair: Monthly Summary***

- 2 In January 2018, we have welcomed a new Health & Safety Committee Chair, which is in line with our process of a cyclical selection of this key leadership role. The new chair will continue to drive a culture that is ultimately focussed on getting everyone home safe, every day.
- 3 December also signalled a great achievement on the Health and Safety front, with the Total Recordable Injury Frequency rate finishing the year well below the 12 point target, at 9.99. This coupled with the Lost Time Injury Frequency Rate (LTIFR) finishing the year at 1.66, well ahead of the 5 point target, demonstrates not only a reduction in injuries, but good management of the return to work process for injured workers.
- 4 Contractor reporting continues to be a focus area, to ensure the necessary information is being captured in a timely fashion. As detailed in this report, there are also a number of activities underway to review our workplace health & safety management system, which is a joint effort between the Health & Safety Committee, and Executive Leadership Team.

### ***2017 Health, Safety & Wellbeing Performance: Key Objectives***

- 5 The Health & Safety Committee, in conjunction with the Executive Leadership Team review the organisation's Health & Safety objectives annually. A summary of the organisation's performance against the 2017 calendar year objectives is below:

Result Area	Objective	Result Achieved
Compliance	AS/NZS 4801: Audit completed and passed	Audit not conducted, see item 4a below
Unsafe Events	Total Recordable Injury Frequency Rate (TRIFR): 12 Lost Time Injury Frequency Rate (LTIFR): 5	Achieved: TRIFR: 9.99 LTIFR: 1.66
Prevention	Lead indicators reporting = 15% total department headcount	Achieved
Behaviour	Behavioural self-assessment: 2 times more A's are reported monthly than C's.	Achieved
Wellbeing	At least 1 wellbeing initiative held per month	Achieved

- 6 Overall, this demonstrates a strong health & safety culture, with good safety outcomes.
- 7 These objectives have previously been measured over the calendar year, however in 2018 we will move to bring the reporting cycle in line with typical Council cycles, being the July – June financial year. The above objectives are currently under review, and expect to be confirmed in February 2018. To bring them in line with the standard Council reporting cycle, they will be reviewed again in June, and annually thereafter.

### ***Workplace Health & Safety Management System (WHSMS) Review***

- 8 Ongoing compliance with the Health and Safety at Work Act 2015, and associated regulations is an essential part of our health and safety management system at QLDC. To that end, there are three activities either underway, or that have been completed by the Health & Safety Committee over the period this report covers focussed on ongoing compliance:

- a. **Review of QLDC's Workplace Health and Safety Management System (WHSMS) documentation**

The purpose of this exercise is to ensure all documentation is up-to-date, compliant and easy to follow for users. The final draft of the Workplace Health and Safety Management System document will be reviewed by the Health & Safety Committee at their next meeting on 14 February 2018.

- b. **Accessibility of information to QLDC employees**

Accompanying a general overhaul of our internal intranet communication tool, the Health, Safety & Wellbeing information available on this site (specific to QLDC employees) has been updated in line with the Workplace Health and Safety Management System above. The purpose of this exercise is to make health, safety and wellbeing information more accessible and user friendly; in addition to building on an already strong employee participation culture when it comes to Health, Safety & Wellbeing matters. The intranet site went live on 7 February 2018.

- c. **Health, Safety & Wellbeing Audit**

In October 2017, an audit under the AS/NZS 4801 audit framework was scheduled, however as signalled to the Finance, Audit and Risk Committee in December 2017, this was unable to be carried out due to a scheduling challenge for the auditor. Audit programmes in this space are continually improving, and this delay has presented an opportunity to re-consider the audit programme QLDC will subscribe to in 2018, to ensure the best approach for the organisation.

Options are currently being considered in this regard as part of the health, safety and wellbeing objectives review signalled above. One option is the new SafePlus audit programme, which is a joint venture through Worksafe New Zealand and the Accident Compensation Corporation. The programme is being piloted currently, and our intention is to express interest in participating in the programme in the coming 12- 18 months, once the pilot has been completed.

If this is agreed as the best option for QLDC, we expect an interim review tool to be agreed that aligns with the SafePlus programme, and for a review to be carried out by an independent auditor in 2018 to ensure ongoing compliance and improvement of our safety systems. It is expected that the agreed audit solution will be confirmed with the Audit, Finance and Risk Committee at the next meeting in 2018.

In the interim, we continue to report regularly on safety performance measures, to ensure the safety management system is regularly assessed and improved. This includes our regular reports to the Audit, Finance and Risk Committee, and we also continue to apply the framework set out under the WSMP model.

- 9 As health, safety and wellbeing information is captured at the end of each calendar month, the statistics captured in this report cover the period 1 November 2017 through 31 December 2017.

### Key Risks

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

a. **Contractor Activities**

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

b. **Fleet Operations**

Refers to all QLDC work related vehicle and mobile plant use

c. **Public Interaction**

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

d. **Fitness for Work**

Refers to workers physical & mental capacity to perform work safely

e. **Isolated Workers**

Refers to workers operating alone or from remote locations

f. **Volunteer Activities**

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

### Lead Indicators

- 11 Steps Council employees have taken to prevent harm.

a. **Improvement Reports**

Any proactive reporting which generates a safety improvement action.

Hazards	Audits	That Was Lucky
54	18	19

**b. Training Education**

Any sessions conducted with employees that provide skills and knowledge to perform work safely.

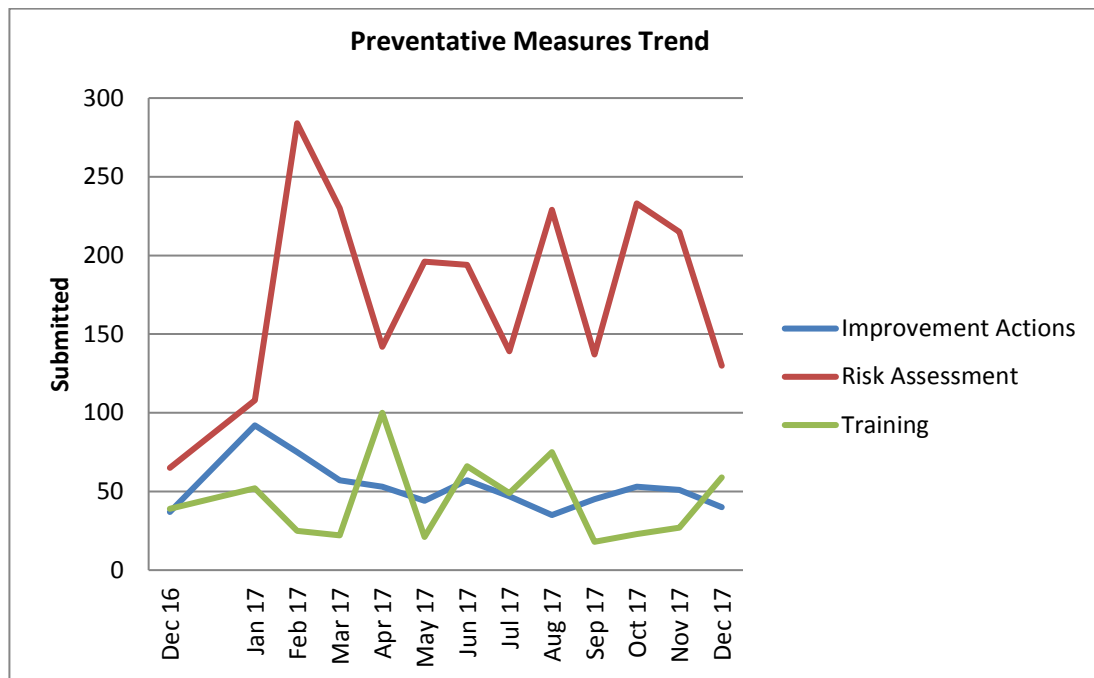
Inductions	Other
0	86

**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
343	2	0

Risk assessment results have increased since February 2017 as Vehicle Pre Start Checks are now being reported as 'Take 5' actions.

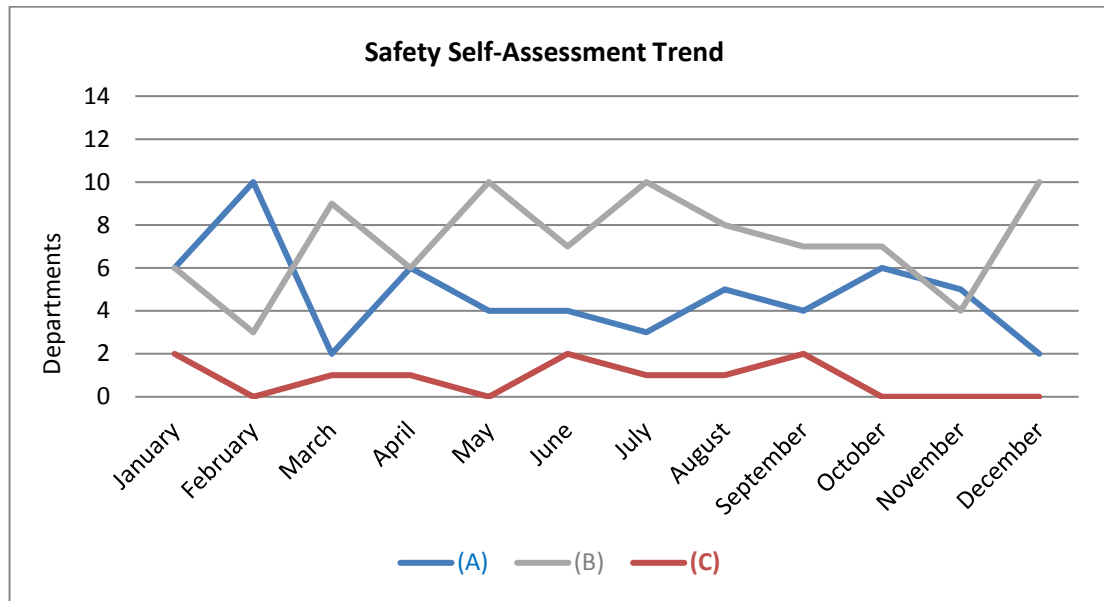


**d. Department Safety Performances**

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
7	14	0

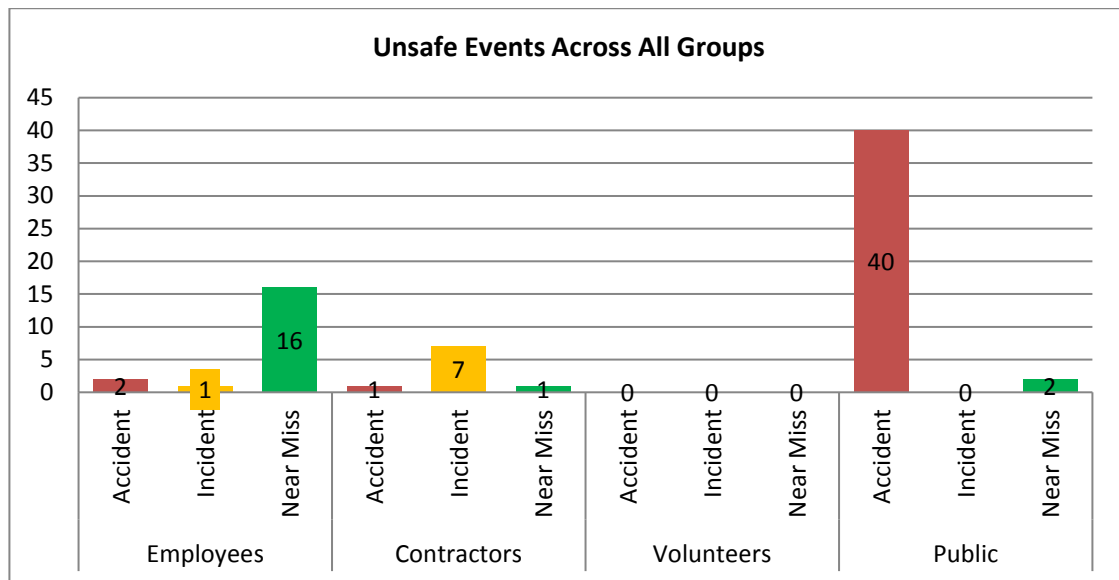
The following graph reflects self-reported department safety performances since measuring began in October 2015.



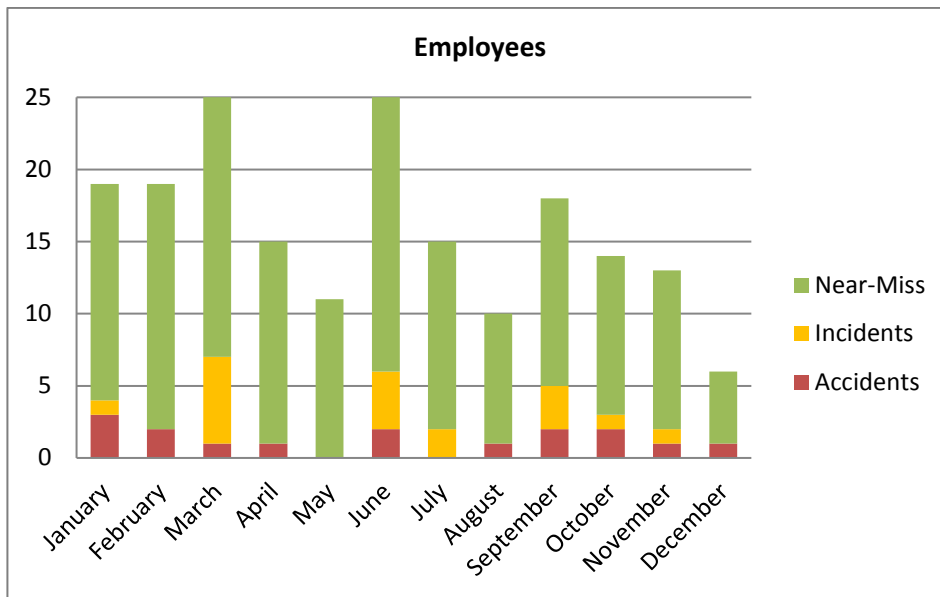
**12 Unsafe events (lag indicators):** Reflect unplanned work situations or occurrences that have (or could have) resulted in harm to the workforce or public.

Key unsafe events are noted at item 13.

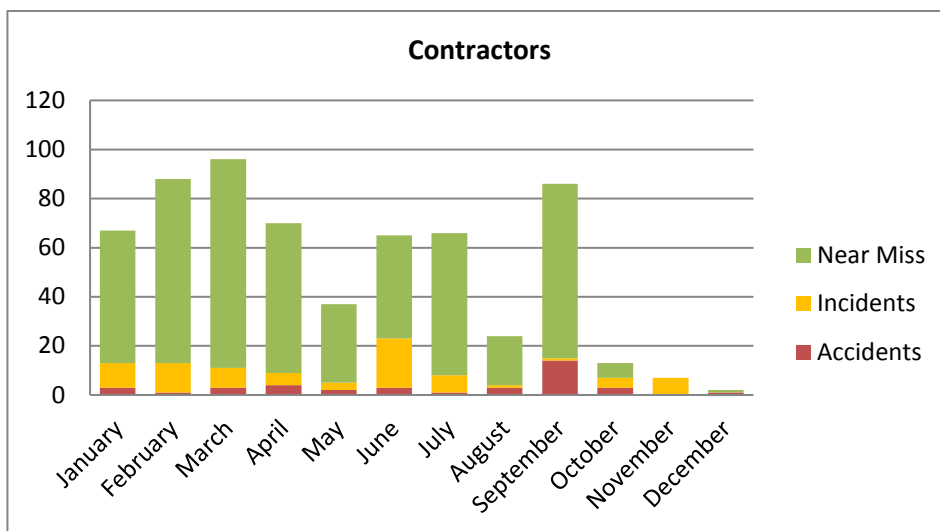
a. All Council-related Accidents, Incidents, and Near Miss events



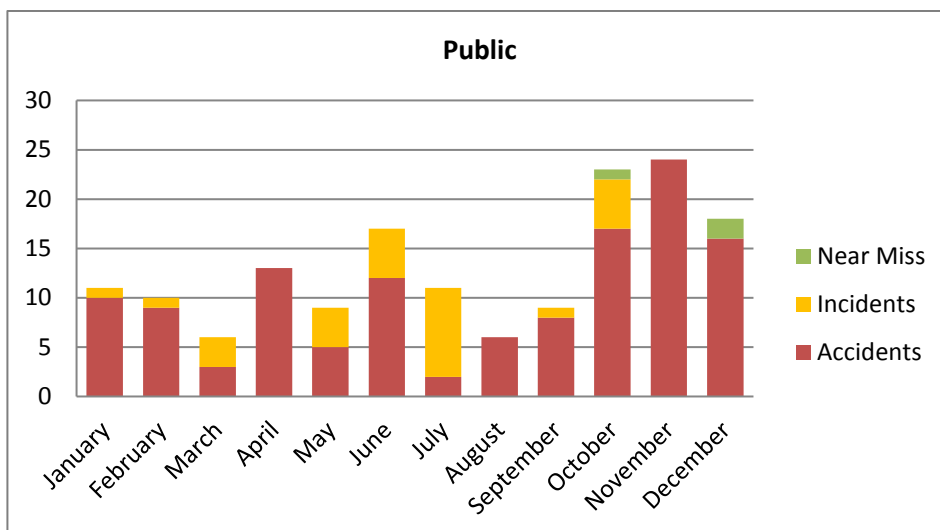
b. Employee Accidents, Incidents, and Near Miss event trend



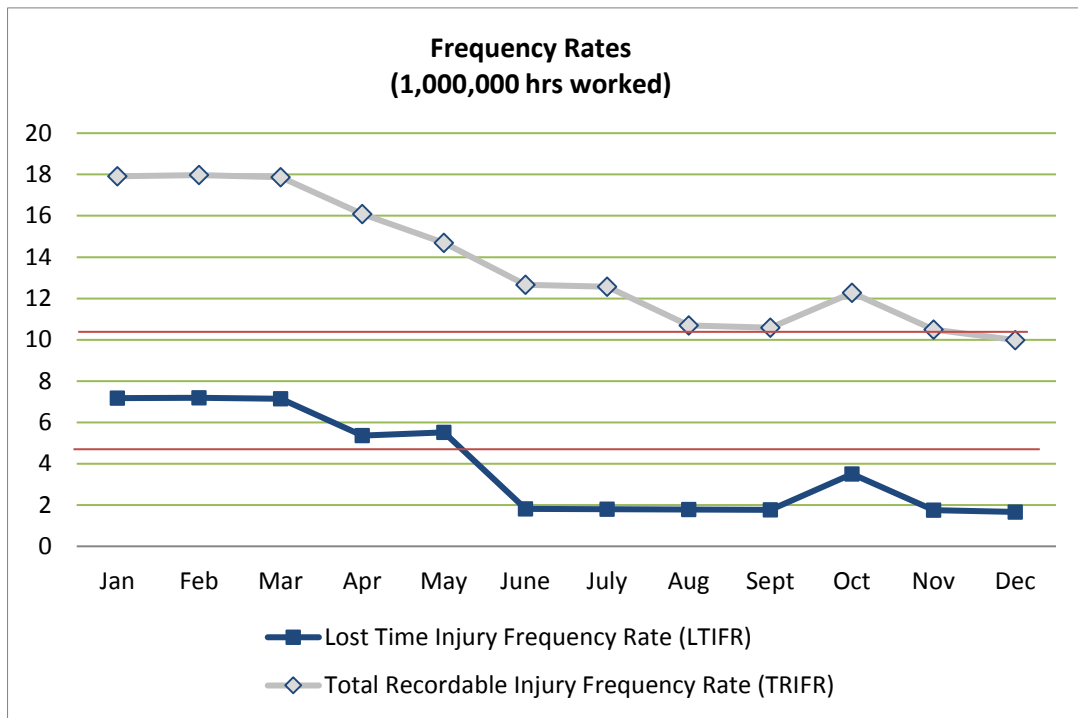
c. Contractor Accidents, Incidents, and Near Miss event trend



d. Public Accidents, Incidents, and Near Miss event trend



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




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


Type	Details	Corrective Actions
Accidents	Employee Medical Treatment Injury (MTI) – Employee injured back setting up tiered seating	Fittings for removable seating added to monthly maintenance checks and lubricating when required.
	Employee workstation discomfort lead to medical treatment (MTI) for an injury.	QLDC continues to encourage all workers to report discomfort early to ensure that their workstation can be assessed and any corrective actions implemented
Incidents	Contractor Near Miss Incident: Underground services (gas pipe) struck but not ruptured.	<ul style="list-style-type: none"> <li>Gas pipe was not identified on underground services map. The pipe was not required and has been made safe (capped).</li> <li>Location details have been updated.</li> <li>Contractor took the opportunity to refresh workers of the procedure for digging in and around underground services and safe shut down procedure for live gas main hit.</li> </ul>
	Public Near Miss: Children climbed onto Lake Wanaka Centre roof.	Access identified and higher fence is being erected to prevent access.




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

		
Notifiable event type	Number	Description
Death	0	N/A
Injury	0	N/A
Illness	0	N/A
Incident	0	N/A
Work	0	N/A

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

 <b>Safety Alerts</b>	
None	None

 <b>Procedure Alerts</b>	
Contractor Management	New Contractor Management documentation made available on HSW intranet page.

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

Month	Type
November	Negotiation Training Family Violence Training Webinar – Preventing and Managing Stress and Burnout Hazard/Risk Management Training (Sport & Rec) Online Emergency Warden Training
December	Online Emergency Warden Training First Aid Cancer Society: Sun Safety & Bowel Cancer presentation Tactical Communication Training (in house)

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

Month	Type
November	Movember
December	Sun Safety

### ***Significance and Engagement***

18 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***

19 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 with legislation
- b. SR7 Planning, training and capacity for Emergency Response

20 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**

21 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.

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

23 This matter is of low significance and does not required community consultation.

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

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