

Audit, Finance & Risk Committee
29 September 2022

Report for Agenda Item | Rīpoata mot e Rāraki take 4

Department: Corporate Services

Title | Taitara QLDC Organisational Health Safety and Wellbeing Performance

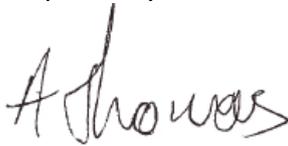
PURPOSE OF THE REPORT | TE TAKE MŌ TE PŪRONGO

- 1 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 | NGĀ TŪTOHUNGA

- 2 That the Audit, Finance & Risk Committee:
 1. **Note** the contents of this report.

Prepared by:



Alan Thomas
Health & Safety Manager

25/08/2022

Reviewed and Authorised by:



Digna Toresen
Acting People & Capability
Director

25/08/2022

CONTEXT | HORPOAKI

- 3 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 good practice and designed to address operational risks and workforce behaviour.

ANALYSIS AND ADVICE | TATĀRITANGA ME NGĀ TOHUTOHU

4 Reporting period

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 May 2022 through 31 July 2022.

5 Key Risks

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 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

6 Health & Safety Committee Chair: Quarterly Summary

The district has seen an increase of COVID-19 cases resulting in staff taking time away to recover. In some cases staff have experienced 'COVID Fog', which QLDC provided guidance to help explain what symptoms may be experienced, advice on managing them and what to do to help clear COVID fog. The document received positive reactions around the organisation as staff felt heard and understood.

Wellbeing initiatives continue to be well supported and attended across the organisation despite the increase in COVID-19 cases.

There were ten Health and Safety Key Performance Indicators (KPI) set for 2021/2022 of these eight were successfully attained which is a pleasing end of year result. We successfully achieved our KPI's for Total Recordable Incident Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR), 9 or less for TRIFR and 5 or less for LTIFR. The end of year result for both rates is 2.74, this is QLDC's best result to date. The two objectives which were not attained are focus areas for 2022/2023. We have seen good reporting and management of incidents over the last year which demonstrates good engagement from our Health and Safety Representatives as well as the wider organisation.

7 Health and Safety Manager

COVID-19 – Changes to Settings

Queenstown Lakes District, along with the rest of the country remain at the Orange setting of the COVID Protection Framework (CPF) and Phase 3 of the public health response, which emphasises individual responsibility and 'learning to live with the virus'.

On 30 June 2022 the Ministry of Health (MoH) updated their advice for COVID-19 reinfections. Previously the advice was that people would not need to retest for COVID-19 if they had already tested positive in the last 90 days. Guidance for reinfection is now based on getting new symptoms within 28 days or after 29 days.

- If testing positive for COVID-19 previously and new symptoms appear within 28 days: There is no need to take a Rapid Antigen Test (RAT). Stay home and recover until 24 hours after symptoms have cleared
- If testing positive for COVID-19 previously and new symptoms appear after 29 days: A RAT must be undertaken. If this test is positive, then follow the [standard COVID isolation guidelines](#)
- If the test is negative then to wait 48 hours and take another RAT, if this test is negative then stay home and recover until 24 hours after symptoms have cleared
- Household Contacts of a COVID-19 reinfected person must isolate and follow the [standard COVID household contact guidelines](#) unless they have had COVID-19 in the last 90 days and have recovered and tested negative; or have been a Household Contact and have completed isolation, tested negative, and are symptom free in the last 10 days

Business Continuity Planning

QLDC's business continuity response continues to monitor and where required to update staff on COVID-19 developments, in addition to reminders of ongoing safety and hygiene protocols.

On 27 June 2022 the 50% approximate office occupancy rate averaged over a week was removed as well as capacity limits in meeting rooms and the requirement to report staff COVID-19 cases to Human Resources, these are now managed as any other sickness.

BCP have continued to promote strategies to minimise the spread of COVID-19 as well as cold or flu symptoms as we entered 'flu season', these include:

- Staff who have cold or flu like symptoms or are unwell in anyway are required to stay away from the workplace and work from home if possible
- Where staff are working from home only to do so if they are well enough and to take time to rest and recuperate
- Immunocompromised staff encouraged to speak with their manager to accommodate suitable working arrangements
- All reception areas are considered a public space under the Orange CPF setting and masks must be worn by everyone in these spaces including staff
- All formal meetings of Council, Committees and the Wanaka Community Board, and Hearings continue to be conducted online during the Orange CPF setting as all meetings open to the public are considered a public space under this setting
- Maintaining good hygiene practices and wearing masks on public transport and other mandated areas and encouraged when around people they do not know
- Deep cleans in all workplaces to ensure surfaces are as clean as possible
- Ensuring that supplies of sanitisers, surface wipes, masks and RAT kits are available in staff areas
- Encouraging staff to get booster shots if they are eligible

Flu Shots

Flu shots continue to be made available to staff via appointments with medical providers.

8 Performance results 2021:2022

Health and Safety targets are set for the period 1 July through 30 June annually, in line with Council's financial year. This section of the report relates to performance results for the full year through to 30 June 2022, with the remainder of the report focussing on the reporting period identified at point 4.

9 Overall Performance

Good progress was achieved on Key Performance Indicators (KPI) for the year ending 30 June 2022, see Appendix One. Eight out of ten objectives were achieved.

10 Key project: Contractor Management

The key health and safety improvement focus for 2021:2022 was Contractor Management. It is noted that Contractor activities are identified in this report as one of QLDC's key risk areas to manage.

Despite delays, due to COVID-19 alert levels the project has progressed well. Procedures have been updated and a trial with the Project Management Office undertaken. The updated procedures and templates are currently being used by the Project Management Office. An opportunity to centralise contractor incident reporting as a module on Council's intranet, YODA, has been identified and is under development, once this has been completed the next stage for this improvement project is developing training modules and rolling out the updated procedures to the rest of the organisation. This forms part of the 2022:2023 Key Performance Indicators (KPI's).

11 Performance indicators 2022:2023

The Health and Safety Committee reviewed and put forward the KPI's for the 2022:2023 financial year, which were approved by the Executive Leadership Team, see Appendix Two.

12 Performance indicators – Reporting Period May 2022 to July 2022

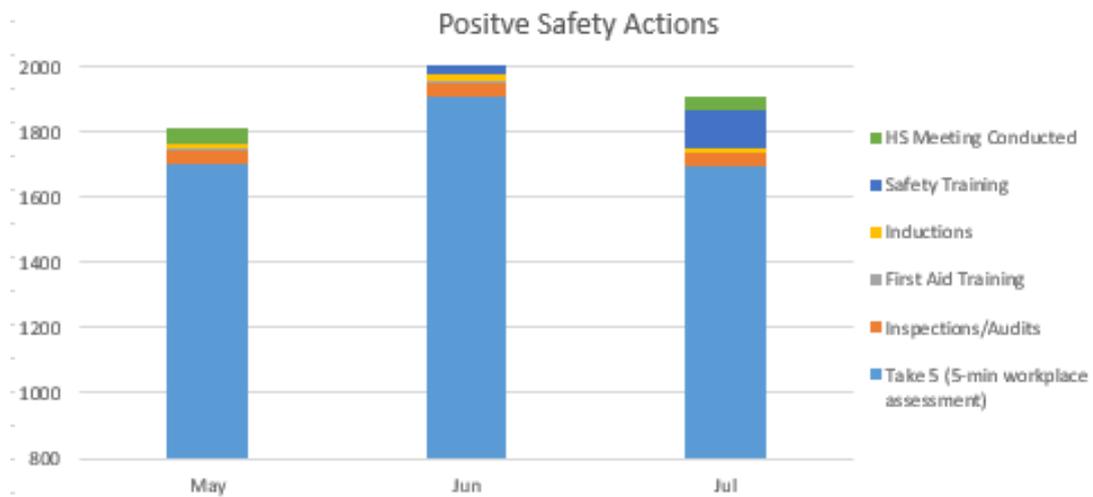
Note that results that follow from this point relate specifically to the reporting period 1 May 2022 through 31 July 2022. This addresses detailed safety performance results since the last Audit, Finance and Risk Committee meeting.

13 Lead Indicators

Positive Safety Actions

- a. Health and Safety Meetings conducted within departments or with contractors. (Total 136)
- b. Safety Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely. (Total 144)

- c. Inductions. The first step in engaging our employees in working safely at QLDC. (Total 50)
- d. First Aid Training. (Total 15)
- e. Inspections/Audits. Opportunities for improvement and to ensure that our workplace or our contractor’s workplaces are compliant. (Total 122)
- f. Take 5. Any assessments that identify the risks and control measures associated with a work process or situation. (Total 5307)



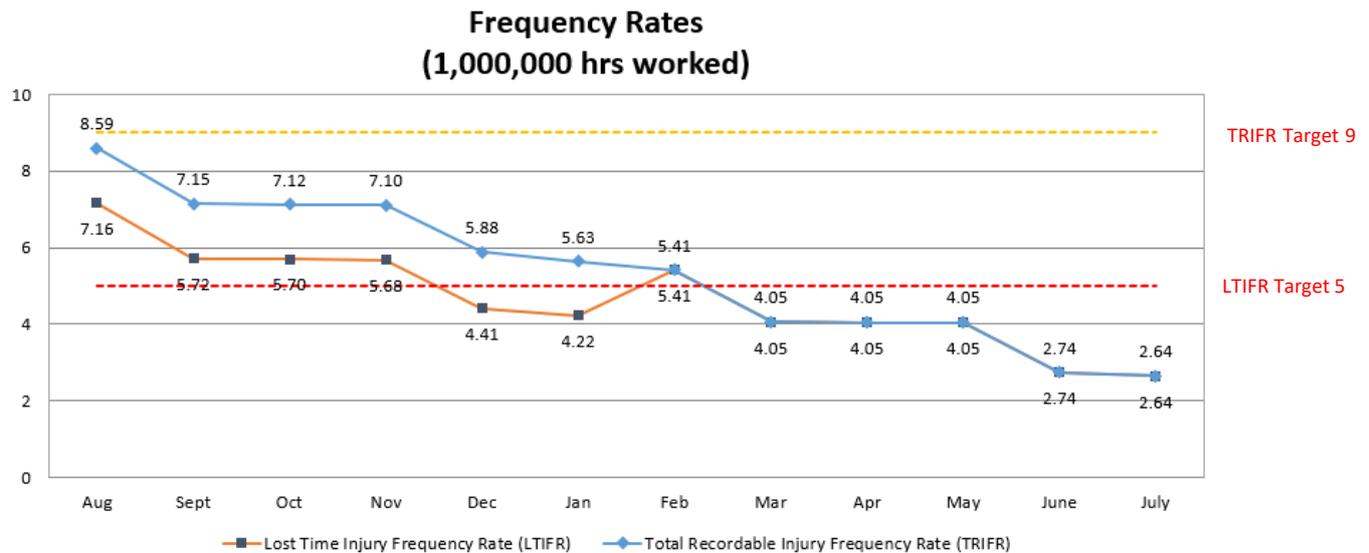
- g. **Department Safety Behaviours** Council departments are required to rate their monthly safety performance based on a simple question; Have they improved safety (A score), or has it been business as usual (B score)? A department is usually expected to rate themselves a C in response to a significant accident or incident or where they consider their performance needs improvement.



14 Safety Statistics

- a. **TRIFR** (Total Recordable Incident Frequency Rate. These include all Recordable incidents: Medical Treatment Case, MTC. Restricted Work Case, RWC. Lost Time Injury, LTI). Target for TRIFR is below 9.

LTIFR (Lost Time Injury Frequency Rate this only covers Lost Time Injury, LTI). Target for LTIFR is below 5. The number of recordable cases, multiplied by 1,000,000, then divided by the total number of exposure hours worked.

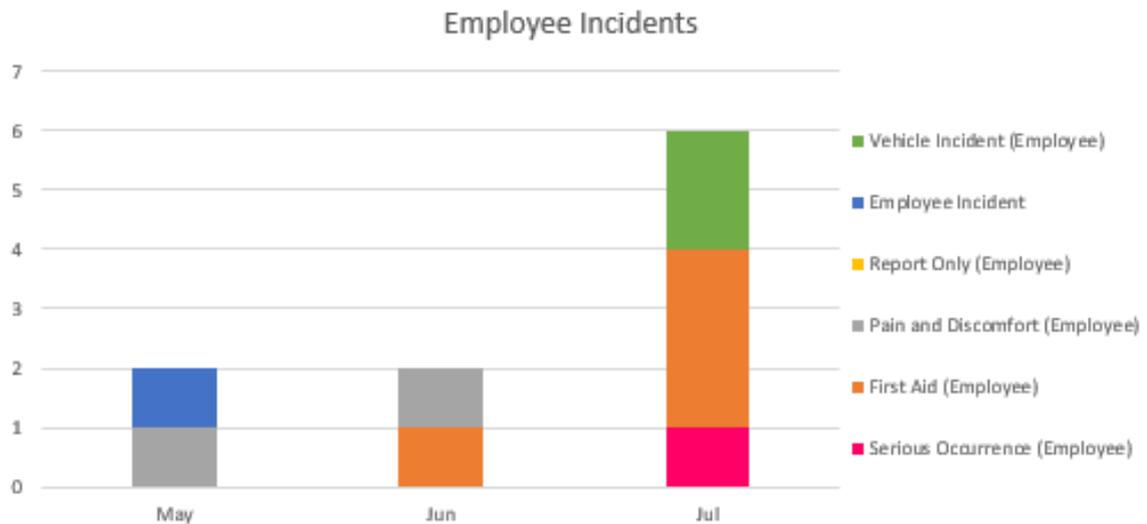


NB: The Lost Time Injury Frequency Rate (LTIFR) rate increased in February due to two Lost Time Injuries. The TRIFR and LTIFR have since trended downwards and are below the target (i.e. a positive trend).

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

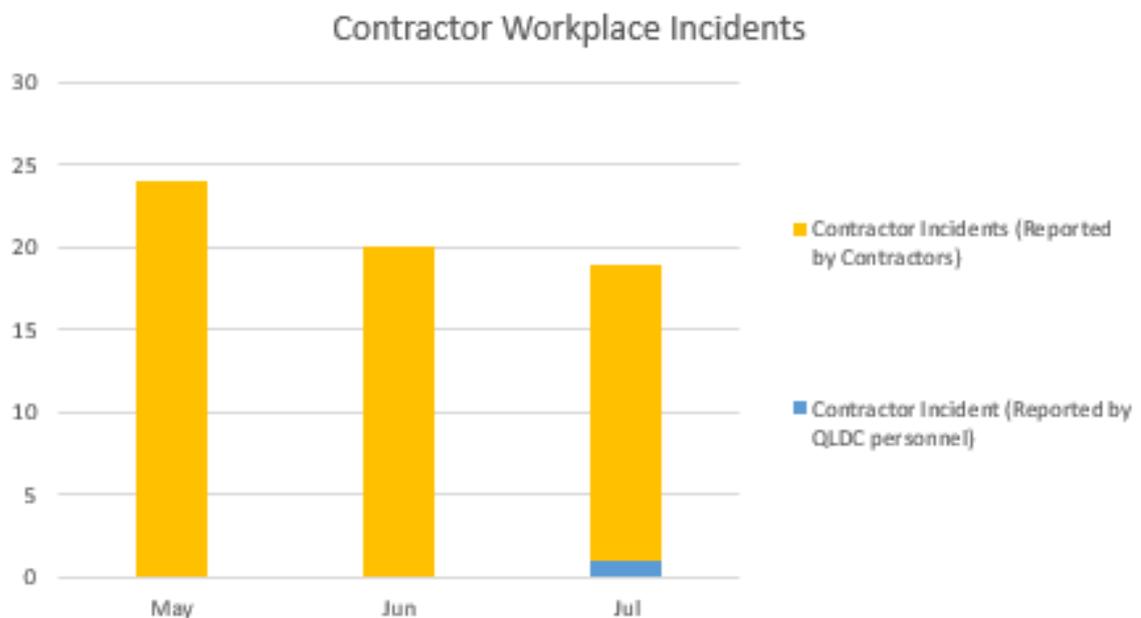
NB: There were no Notifiable employee events during the reporting period.

c. Employee Incidents



NB: There was one serious occurrence event recorded during this reporting period. This is summarised at item 15. At the time of writing a mechanics report is awaiting completion to finalise the investigation.

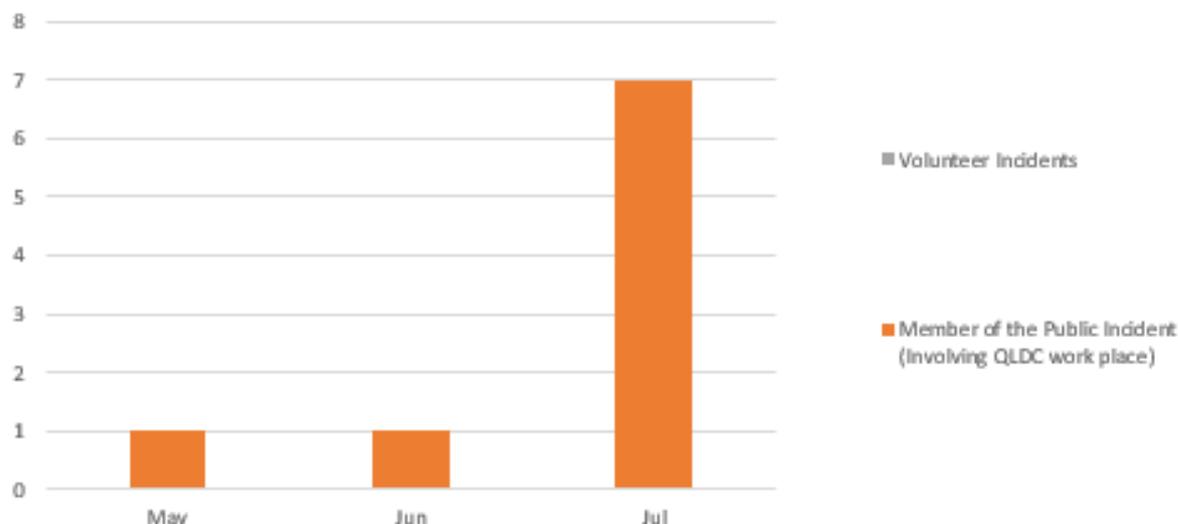
d. Contractor Incidents



NB: There was one serious occurrence contractor event recorded during this reporting period. This is summarised at item 15.

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

Public and Volunteer Workplace Incidents



NB: All the incidents above are of a minor nature.

15 **Significant Incidents** (May 2022 - July 2022)

Incident	Findings and Action taken
<p><u>Serious Occurrence</u></p> <p>A contractor waste collection vehicle ‘bin arm’ would not pick up a bin due to little weight in the bin and the bin moving away from the arm when attempting to pick it up. The driver exited the cab to reposition the bin, as they exited the vehicle it immediately started to roll backwards down Adelaide Street coming to a stop on the foreshore of Lake Wakatipu. Damage to a stone wall and collection vehicle, no environmental damage. As the driver exited the cab they were caught by the vehicle until being ejected onto the road sustaining minor cuts and bruises. No others in the vicinity of the incident</p> <p>Police Commercial Vehicle Safety Team attended and investigated the incident</p>	<ul style="list-style-type: none"> • The Police report found: • To apply the park brake the driver moves the lever into a detent to engage a positive lock. If operated too quickly or with force, the action will overcome the need to physically “pull” the park brake lever over into the detent and positive lock. If the driver has not operated the lever into the positive lock position, the internal spring will return the park brake into the release position • No mechanical faults found • Cab mounted video showed that the driver did not properly engage the park brake lever before leaving the vehicle • The contractor’s internal investigation found no documented evidence of the driver completing training for the vehicle but on

	<p>further investigation with the driver, the trainer, and the operations manager it was determined that this had been completed but not signed off</p> <ul style="list-style-type: none"> • Corrective actions: • Ensure all training paperwork is signed, reviewed, and uploaded before a driver is allowed to use the unit • Review work instructions to ensure handbrake engagement and warning system is clearly identified and communicated when delivering training and assessing
<p><u>Serious Occurrence</u></p> <p>QLDC street sweeping unit parked, with park brake applied, rolled away whilst the operator was out of the cab using a leaf blower to sweep debris. The unit moved a short distance coming to a stop against a wooden post alongside a playground. The playground was not in use at the time, no injuries to operator and no one else in the vicinity, damage to post.</p>	<ul style="list-style-type: none"> • Sweeper unit taken out of operation to be mechanically inspected. Awaiting report to finalise investigation • Operator trained and signed off on unit operation • Corrective actions: • Wheel chocks added to sweeper units' inventories. When parked these are put in place on the wheels • Standard Operating Procedure updated to reflect the use of chocks. All staff that operate sweeper units have completed 'refresher training' and signed off by supervisor

NB: As outlined at 14b above that there have been no Notifiable Events for the reporting period.

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

		
Notifiable Event Type	#	Description
None	0	No Notifiable Events in the reporting period

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

 Safety Alerts	
COVID-19	<ul style="list-style-type: none"> • Updates to QLDC procedures provided on YODA (internal intranet) • Update emails from the BCP team to all staff on relevant developments and Government media releases
COVID Fog	<ul style="list-style-type: none"> • Information on the causes, contributors and symptoms of Covid Fog and how it may affect people • Guidance for the workplace for staff to support each other and manage affects • Advice to help in clearing COVID Fog • Circulated to all staff and provided on YODA (internal intranet)
Measles	<ul style="list-style-type: none"> • Ministry of Health advisory that due to low immunisation rates and the opening of the borders there is a risk of a Measles outbreak in New Zealand • Staff informed of the availability of free vaccinations and where providers can be located

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

Month	Type
May	<ul style="list-style-type: none"> • Winter Driving
June	<ul style="list-style-type: none"> • Winter Driving • Snow chain fitting workshops
July	<ul style="list-style-type: none"> • Winter driving

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

Month	Initiative
May	<ul style="list-style-type: none"> • Sign Language Week
June	<ul style="list-style-type: none"> • Healthy Heart Checks • National Volunteer Week
July	<ul style="list-style-type: none"> • Daffodil Day, cancer awareness

CONSULTATION PROCESS | HĀTEPE MATAPAKI:

> SIGNIFICANCE AND ENGAGEMENT | TE WHAKAMAHI I KĀ WHAKAARO HIRAKA

- 20 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.
- 21 This matter is of low significance and therefore does not require community consultation.
- 22 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
- 23 The Council has not consulted directly on this matter in the past.

> MĀORI CONSULTATION | IWI RŪNANGA

- 24 Community consultation is not required for this matter.

RISK AND MITIGATIONS | NGĀ RARU TŪPONO ME NGĀ WHAKAMAURUTANGA

- 25 This matter relates to the management and governance framework for all Health and Safety risks that are documented within the My Safety Register.
- 26 This Health and Safety framework helps to support the development of a more engaged and capable Health & Safety culture across the Council, leading to more effective hazard identification and mitigation outcomes.

FINANCIAL IMPLICATIONS | NGĀ RITENGA Ā-PŪTEA

- 27 None

LEGAL CONSIDERATIONS AND STATUTORY RESPONSIBILITIES | KA TURE WHAIWHAKAARO, ME KĀ TAKOHAKA WAETURE

- 28 Queenstown Lakes District Council 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.

ATTACHMENTS | NGĀ TĀPIRIHANGA

Appendix One – 2021 – 2022 safety key performance indicators

Appendix Two – 2022 – 2023 safety key performance indicators

Appendix One

2021 – 2022 Key Performance Indicators – Health, Safety and Wellbeing

Result Area	Objective	Comment	Status
Compliance	No breaches of the Health and Safety at Work Act 2015		Attained
Incidents	Total Recordable Injury Frequency Rate 9 or below	TRIFR 2.74	Attained
	Lost Time Injury Frequency Rate 5 or below	LTIFR 2.74	Attained
Prevention	90% of all incidents reported each month closed within allocated timeframe		Attained
	100% of all Positive Actions Safety Statistics reported each month		Attained
	100% reporting of safety statistics for all volunteers involved in high-risk work as defined in the QLDC Induction Pack for Volunteers.		Attained
Improvement:	90% of Health & Safety Committee actions completed on time	89% of actions closed within timeframe	Not Attained
	H&S Improvement focus for 2022: Contractor management	Trial workshops led onto Project Management Office using the 'draft' updated system	Attained
Behaviour	Behavioural self-assessment: 2 times more A's are reported monthly than C's.	12 x A's 126 x B's 9 x C's	Not Attained
Wellbeing	At least 60% participation across wellbeing activities		Attained

Appendix Two

2022 – 2023 Key Performance Indicators – Health, Safety and Wellbeing

Result Area	Objective	Comment
Compliance	No breaches of the Health and Safety at Work act 2015	Due 30 June 2023
Incidents	Total Recordable Injury Frequency Rate 8.5 or below	Due 30 June 2023
	Lost Time Injury Frequency Rate 5 or below	Due 30 June 2023
Prevention	90% of all incidents reported each month closed within allocated timeframe	Due 30 June 2023
	100% reporting of safety statistics for all volunteers involved in high-risk work as defined in the QLDC Induction Pack for Volunteers.	Due 30 June 2023
	100% of all Positive Actions Safety Statistics reported each month	Due 30 June 2023
Improvement	90% of Health & Safety Committee actions completed on time	Due 30 June 2023
	H&S Improvement focus for 2023: Contractor Management Centralised reporting for contractor incidents, online on YODA Contractor Health & Safety management system established, and being used effectively across the business by all contract managers – in all departments The Executive Leadership Team, and in particular the Chief Executive have good visibility of contractor incidents at a high level and are assured that QLDC is discharging its PCBU obligations in co-operating and collaborating with contractors on matters of safety	Due 30 June 2023
Behaviour	Behavioural self-assessment: 2 times more A's are reported monthly than C's.	Due 30 June 2023
Wellbeing	At least 65% of departments participating across wellbeing activities	Due 30 June 2023