

**Audit, Finance & Risk Committee  
13 December 2017**

**Report for Agenda Item 3**

**Department: Corporate Services**

**QLDC Organisational Health Safety and Wellbeing Performance**

**Purpose**

- 1 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:

Reviewed and Authorised by:



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Health & Safety Officer  
29/11/2017

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GM Property & Infrastructure  
29/11/2017

**Background**

- 2 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

- 3 The Total Recordable Injury Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate have increased slightly over the past month due to one Lost Time Injury (LTI) resulting from a QLDC worker falling whilst walking up a set of stairs at a QLDC workplace. This injury highlights the importance of managing

obvious risks as well as the significant risks at workplaces. The health and safety representatives have been working closely with their managers and colleagues ensuring that all foreseeable risks have been identified; assessed and preventative measures developed.

- 4 Wellbeing activities in September and October were well received and combined a mixture of physical and mental health initiatives designed to improve the overall health and wellbeing of the workforce. Contractor Management training was well attended by the majority of QLDC contract managers and the feedback from the training was positive.
- 5 QLDC held tertiary status under the Accident Compensation Corporation's (ACC) Workplace Safety Management Practices (WSMP), until 31 October 2017. As advised previously, ACC are discontinuing use of the WSMP programme, and have begun its phase out. To that extent, QLDC's rating expired in October 2017 and there is no further opportunity to be audited under the WSMP Programme. We are therefore transitioning to the AS/NZS 4801 framework (Occupational Health and Safety Management systems), on which the WSMP programme is based. We indicated in our last report to the Committee that our audit was booked for 29 November 2017. Due to unforeseen circumstances for the auditor, this has now been postponed to early in 2018, with the date to be confirmed.
- 6 QLDC's tertiary WSMP achievement indicates a high 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. We also continue to apply the framework set out under the WSMP and AS/NZS 4801 models.
- 7 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 September 2017 through 31 October 2017.

### **Key Risks:**

- 8 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:**

9 Steps Council employees have taken to prevent harm.

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

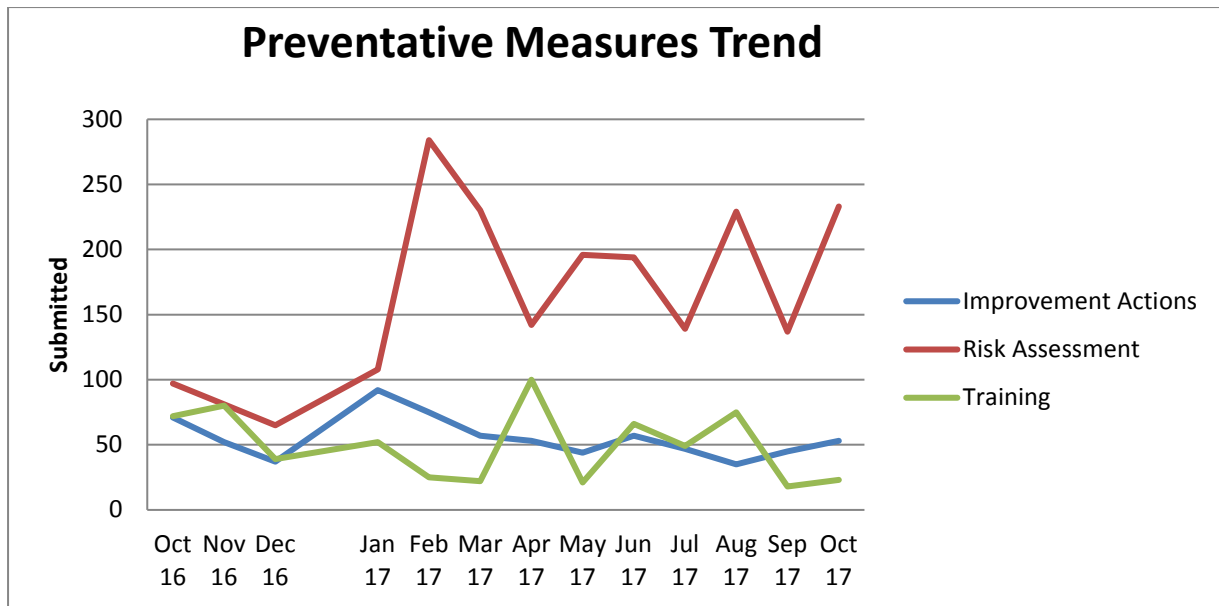
Hazards	Audits	That Was Lucky
58	16	24

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

Inductions	Other
4	37

- 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
367	3	0

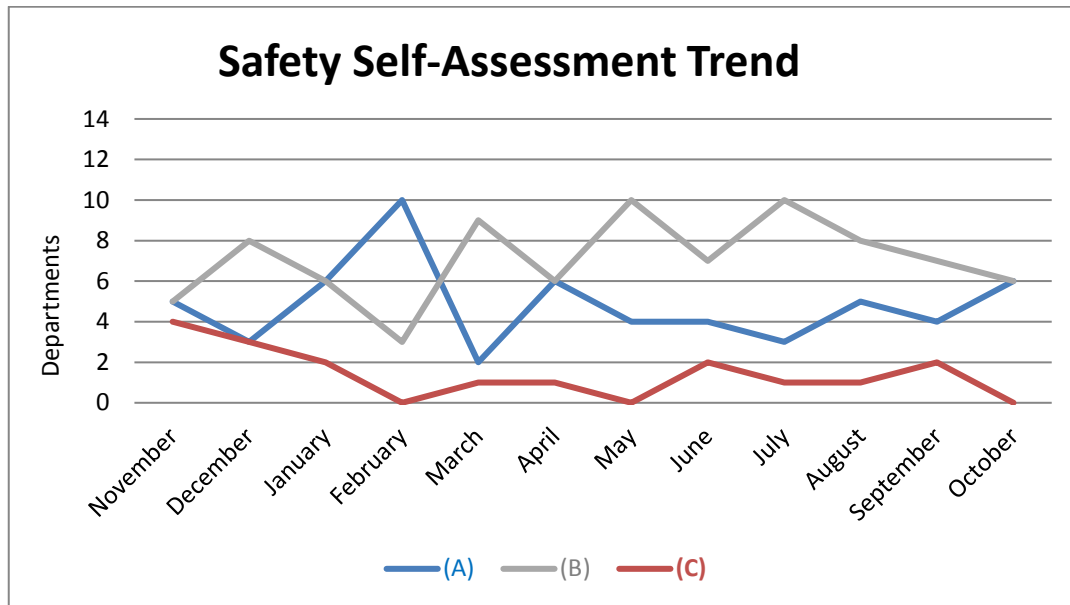


Risk assessment results have increased since February 2017 as Vehicle Pre Start Checks are now being reported as a 'Take 5' actions.

- 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
10	14	2

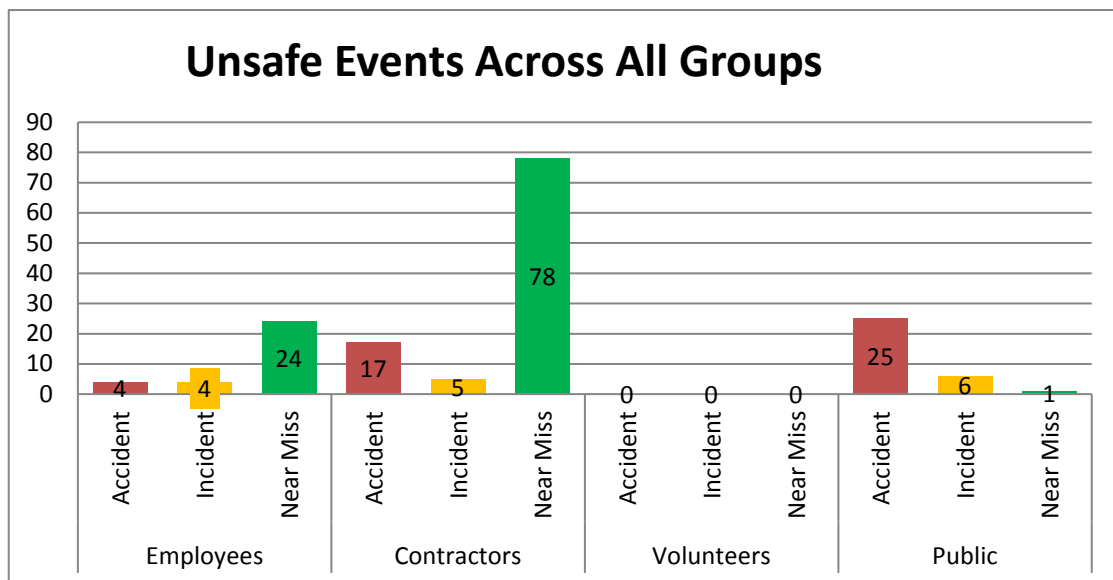
- e. Reflects self reported department safety performances since measuring began in October 2015.



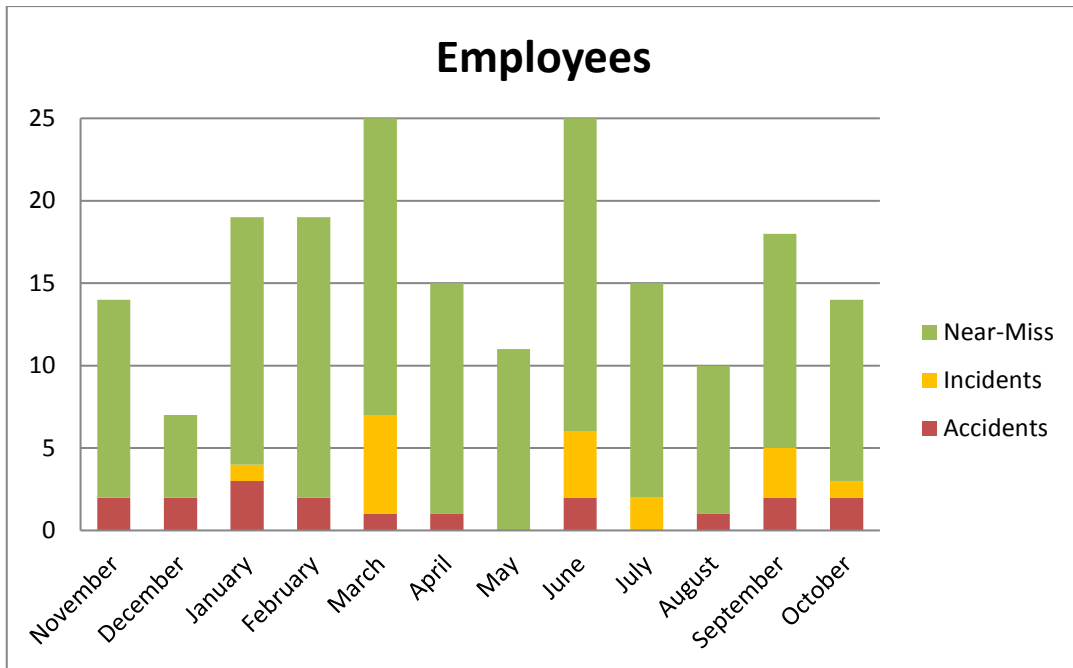
- 10 **Lag indicators; Unsafe Events:** Reflects unplanned work situations or occurrences that have (or could have) resulted in harm to the workforce or public.

Key unsafe events are noted at item 7.

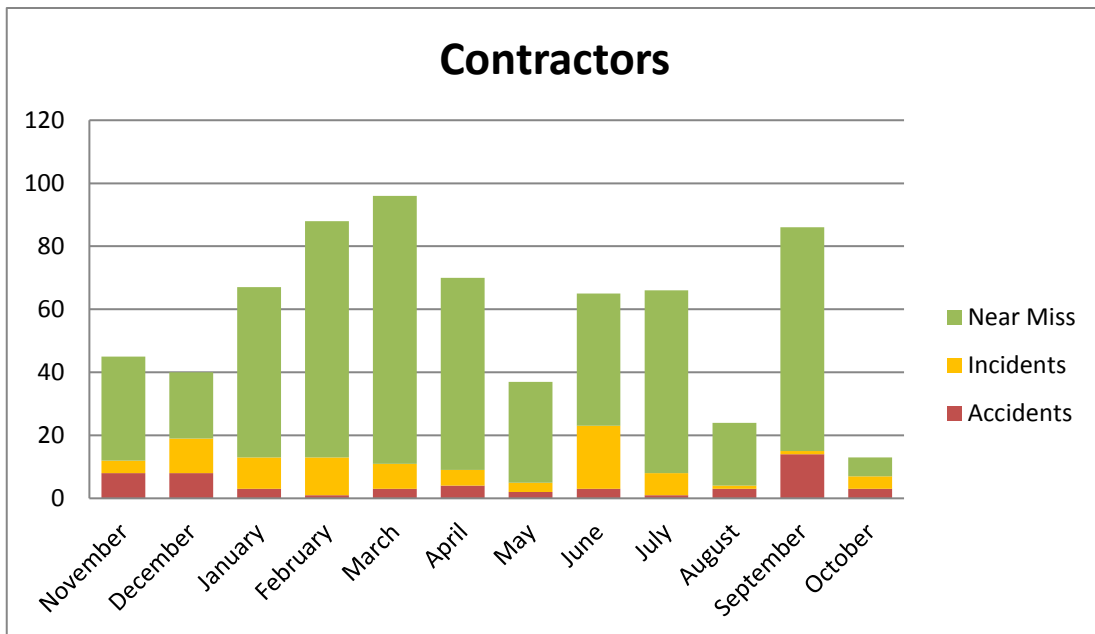
- a. All Council related Accidents, Incidents and Near Miss events



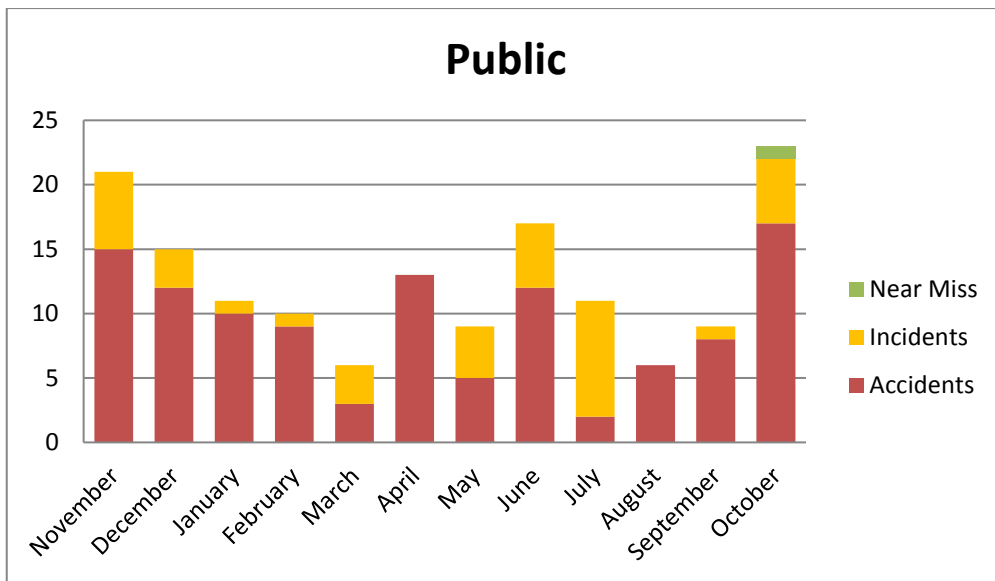
b. Employee Accidents, Incidents and Near Miss event trend



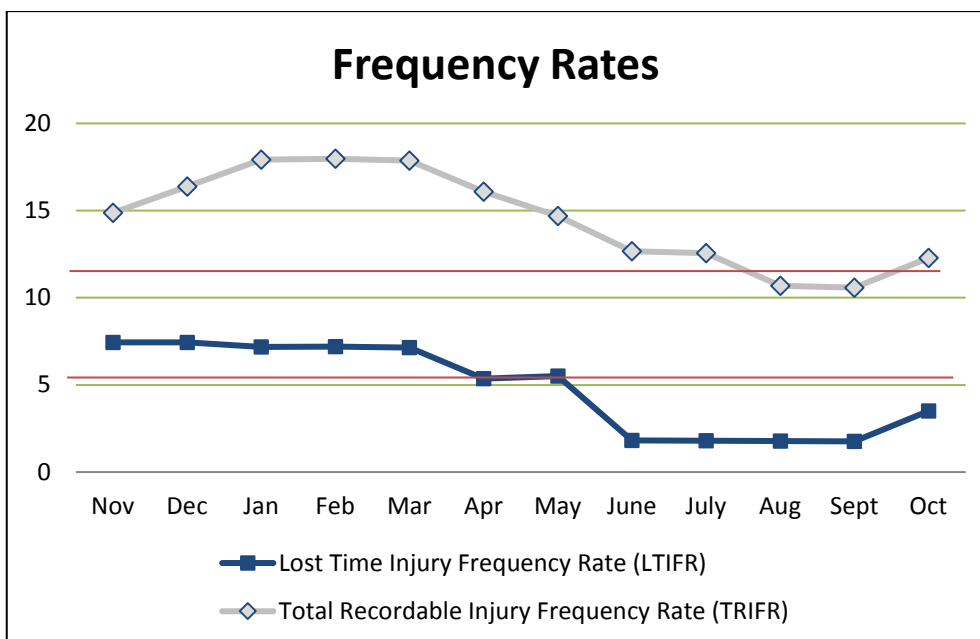
c. Contractor Accidents, Incidents and Near Miss event trend



d. Public Accidents, Incidents and Near Miss event trend



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




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


Unsafe Event Type	Details	Corrective actions
Accidents	QLDC Worker Lost Time Injury (LTI) after falling up a set of stairs at a QLDC workplace	<ul style="list-style-type: none"> <li>• Information posters displayed at the workplace, recommending safest way to use stairs.</li> <li>• Lighting in stair well assessed, and improved.</li> <li>• First Aiders reminded of contents of first aid kit (e.g. Ice Pack available).</li> </ul>
	Contractor 'Notifiable Injury': Fractured leg.	<ul style="list-style-type: none"> <li>• Plant risk assessment to be completed and communicated to workers, including safe work zones.</li> <li>• Training/toolbox topic established for change management process specifically focusing on changes made during operations.</li> </ul>
	Contractor 'Notifiable Injury': Laceration to thumb and tendon	<ul style="list-style-type: none"> <li>• Material responsible for laceration sent away to be modified.</li> </ul>




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

		
Notifiable Event Type	#	Description
Death	0	N/A
Injury	2	1. Fractured leg (Contractor) 2. Laceration to thumb & tendon (Contractor)
Illness	0	N/A
Incident	0	N/A
Work	0	N/A

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

 Safety Alerts	
	None

 Procedure Alerts	
Gorge Rd Building Assembly Points	<ul style="list-style-type: none"> <li>Change to evacuation assembly points for Gorge Rd building communicated to all QLDC employees and Elected Members.</li> </ul>
Vehicle Use Policy	<ul style="list-style-type: none"> <li>To provide QLDC with a clear framework for the use of QLDC and personal vehicles for business use.</li> </ul>

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

Month	Type
September	<ul style="list-style-type: none"> <li>• Health Monitoring completed (Field Team)</li> <li>• Respiratory mask fitting/training (Alpine Aqualand)</li> <li>• Child protection training</li> <li>• Pet First Aid Course (Regulatory Team)</li> <li>• Conflict Resolution Training</li> <li>• First Aid Training</li> </ul>
October	<ul style="list-style-type: none"> <li>• Contractor Management Training</li> <li>• First Aid Training</li> <li>• Family Violence Training</li> <li>• Hazard/Risk training (</li> <li>• Elevated Work Platform (EWP) Training</li> </ul>

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

Initiative	Detail
'Steptember'	<ul style="list-style-type: none"> <li>• QLDC Joined teams from around the world to take 10,000 steps for 28 days and raise funds for people living with cerebral palsy</li> </ul>
Mental Health Awareness	<ul style="list-style-type: none"> <li>• 'Lunchtime Lock Out: – International mental health awareness initiative encouraging workers to take regular breaks.</li> <li>• 'The Butterfly Effect: Workshop providing information about how to manage stress using breathing techniques.</li> <li>• Techniques for managing stress: Latest Employee Assistance Programme (EAP) flyer shared with teams.</li> </ul>

### ***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.
- 18 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**

- 19 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.
- 20 The Council has not consulted directly on this matter in the past.
- 21 This matter is of low significance and does not require community consultation

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

- 22 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