

**Audit and Risk Committee****5 October 2017****Report for Agenda Item: 5****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 and Risk Committee:

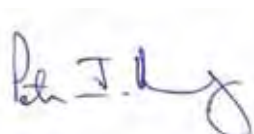
1. **Note** the contents of this report.

Prepared by:



Glyn Roberts  
Health & Safety Officer  
21/09/2017

Reviewed and Authorised by



Peter Hansby  
GM Property & Infrastructure  
21/09/2017

**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

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

It is pleasing to see that the Total Recordable Injury Frequency Rate (TRIFR) has decreased from 14.49 in May 2017 to 10.6 in August 2017. This equates to 8 recordable injuries over the past 12 months. A TRIFR target below 12 was set as an objective for 2017. In order to maintain a TRIFR below 12, work will continue with managers and health & safety representatives.

Winter driving training and chain fitting workshops were well attended by QLDC employees who regularly drive as part of their role. Positive feedback was received from employees who attended the training.

Clear guidelines have been communicated to all QLDC employees and Elected Members to ensure a consistent approach when dealing with any speeding events recorded by the fleet management system. Also, a remote worker policy has been issued; the purpose of this policy is to provide QLDC staff and elected representatives with a clear framework for planning and conducting work within remote or isolated areas.

- 4 On 30 October 2015 Councils safety management system was externally audited by the nationally recognized ACC Workplace Safety Management Practises (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.
- 5 Council's tertiary 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.
- 6 It should be noted for the Committee that ACC are discontinuing use of the WSMP programme, and have begun its phase out. To that extent, QLDC's tertiary rating expires on 31 October 2017, with no further opportunity to be audited under the WSMP programme. We will be transitioning to the AS/NZS 4801 audit framework, on which the WSMP programme is based, with our first audit booked for 29 November 2017.

### Key Risks:

- 7 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:

- 8 Steps Council employees have taken to prevent harm.
- a. **Improvement Reports:** Any pro-active reporting which generate a safety improvement action.

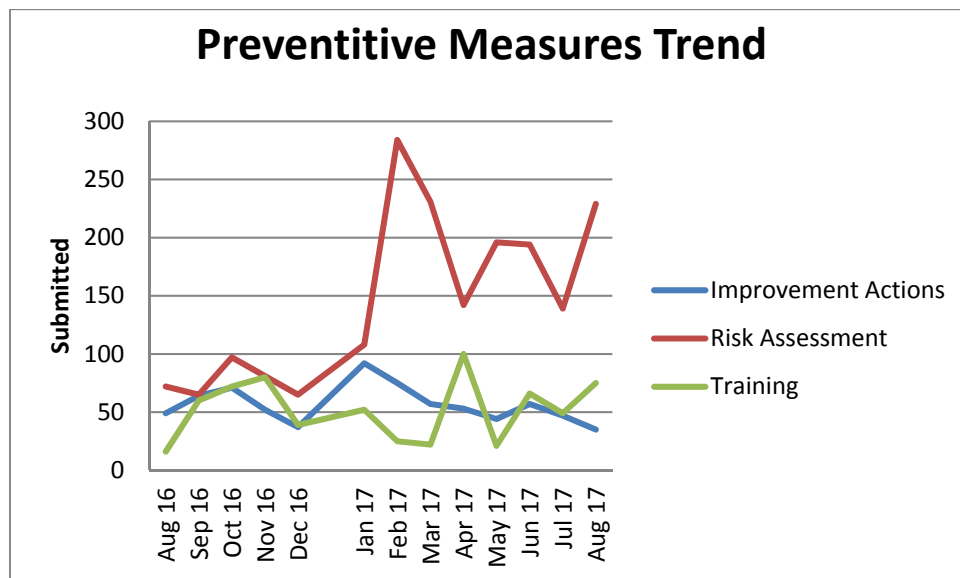
Hazards	Audits	That Was Lucky
99	33	51

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

Inductions	Other
18	193

- 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
749	9	0

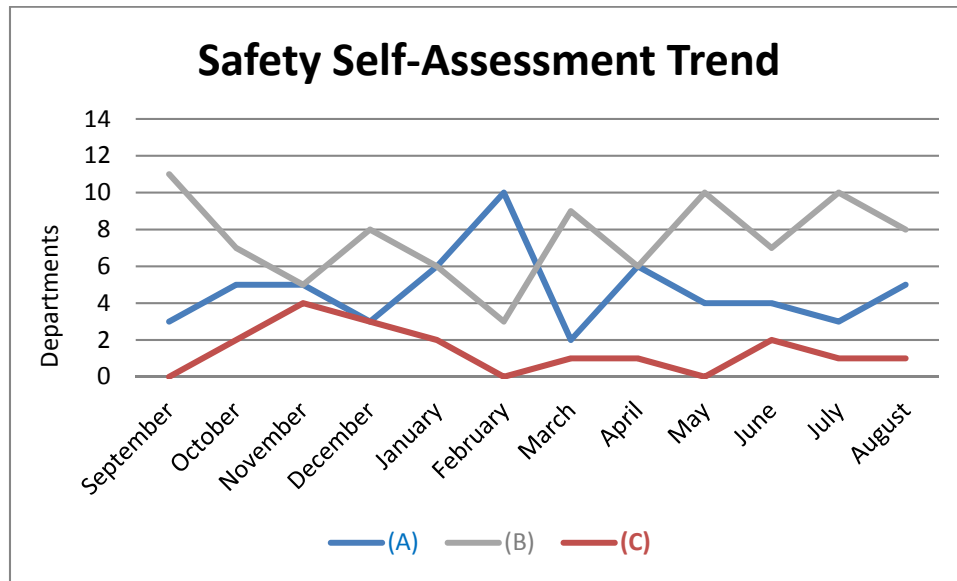


Risk assessment results have increased since February as Vehicle Pre Start Checks are now being reported as a 'Take 5' actions.

- 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
16	35	4

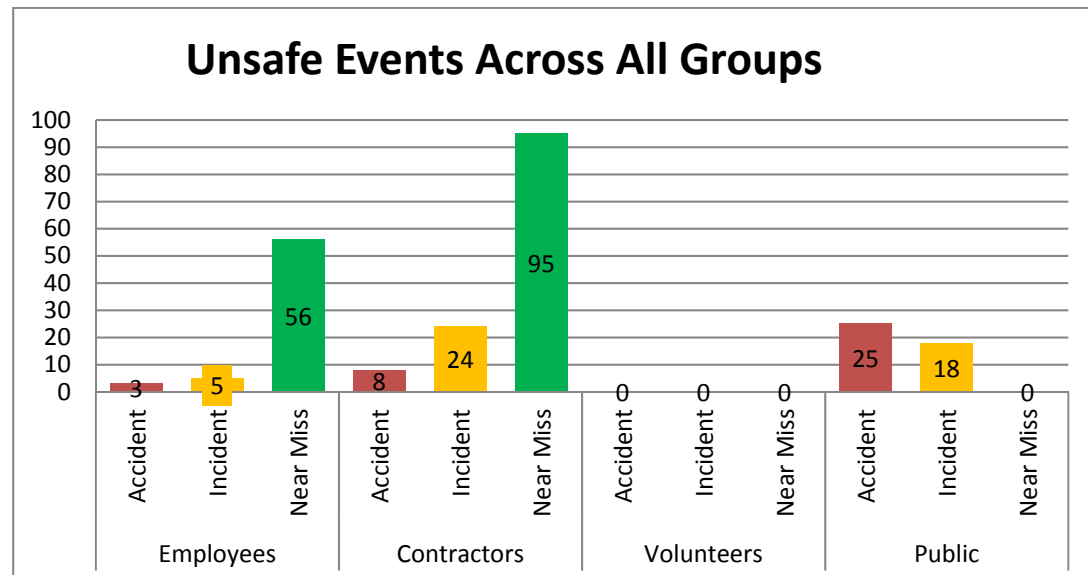
- e. Reflects self reported department safety performances since measuring began in October 2015.



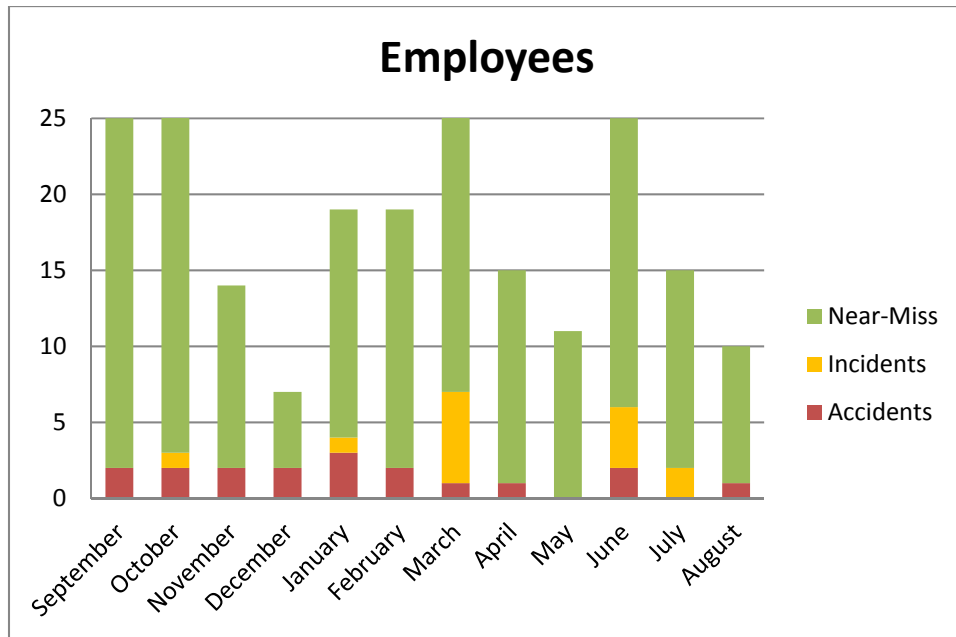
- 9 **Lag indicators; Unsafe Events:** Reflects unplanned work situations or occurrences that have (or could have) resulted in harm to the workforce or public.

Key unsafe events are noted at item 7.

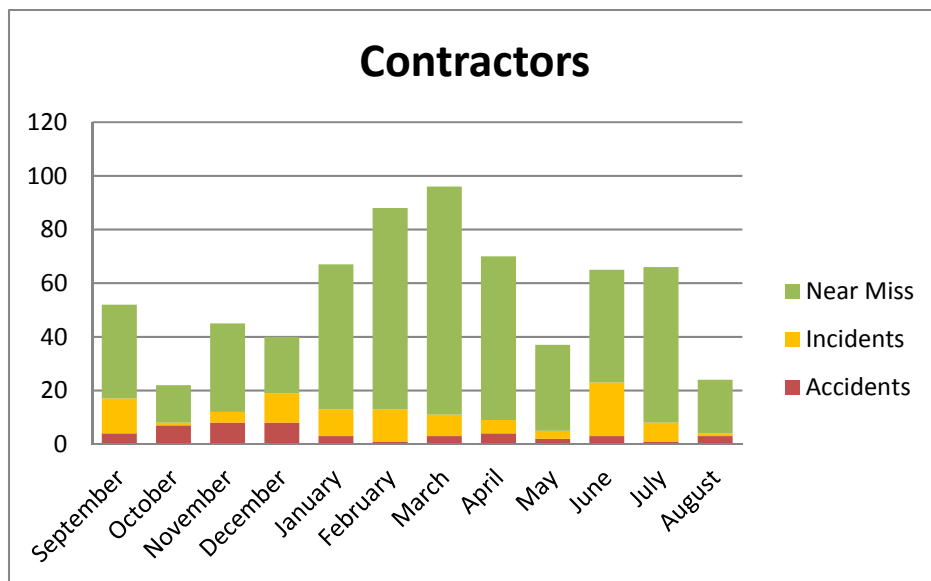
- a. All Council related Accidents, Incidents and Near Miss events



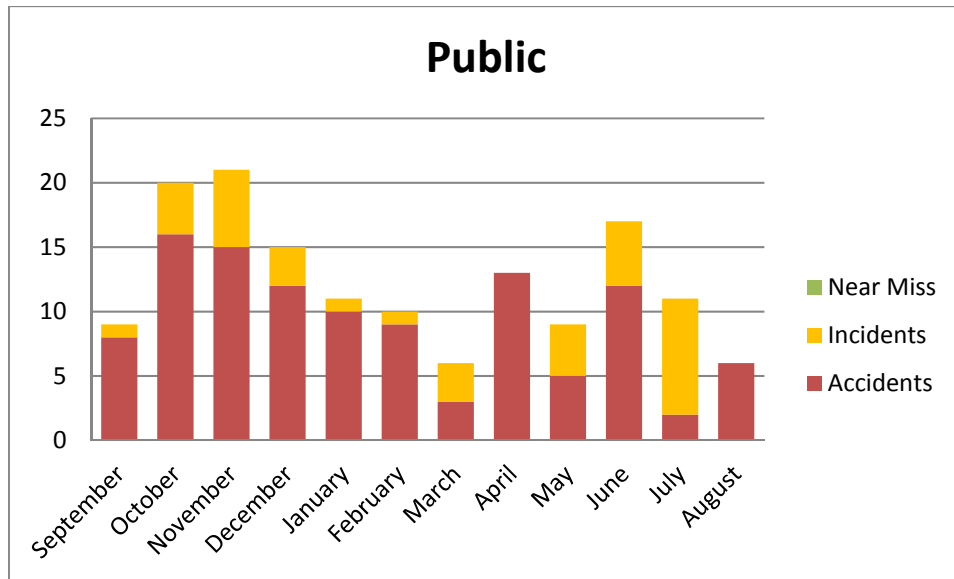
b. Employee Accidents, Incidents and Near Miss event trend



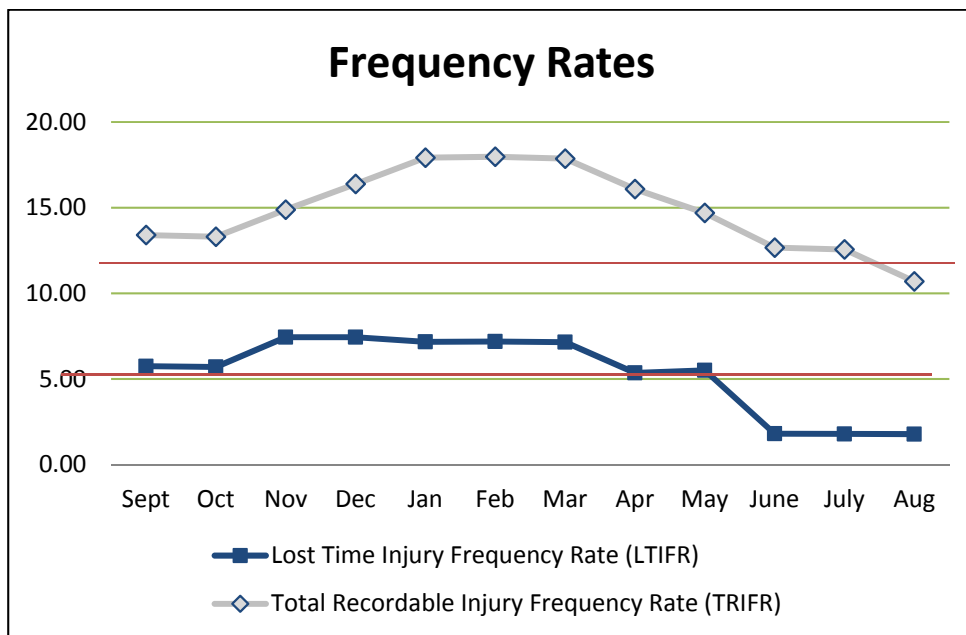
c. Contractor Accidents, Incidents and Near Miss event trend



d. Public Accidents, Incidents and Near Miss event trend



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




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

Unsafe Event Type	Details	Corrective actions
Accidents	Contractor Accident: Worker walked into a piece of machinery resulting in a laceration requiring stitches.	<ul style="list-style-type: none"> <li>Hazard tape used to isolate lower conveyor area, hazard, discussed with all workers, re painted designated pathways, additional padding attached to low cross over zones, SOP updated.</li> </ul>
	Contractor Lost Time Injury (LTI): Worker conducting a manual handling task twisted leg and injured groin area.	<ul style="list-style-type: none"> <li>Contractor discussed manual handling with worker. Discussed with all workers the importance of reporting any early discomfort to ensure steps are taken to avoid further injury.</li> </ul>
Incidents	Member of the public ran into the side of a moving vehicle (not QLDC vehicle) in Queenstown Events Centre Carpark.	<ul style="list-style-type: none"> <li>A number of traffic calming measures already in place (speed bumps, pedestrian crossings, &amp; walkways, speed limit signage, signage warning drivers of pedestrians and designated parking spaces already in place.</li> <li>Review of current safety measures has been completed and a recommendation for more speed bumps to be installed throughout the carpark has been selected as further corrective action.</li> <li>A Safety Alert was sent out to all QLDC employees, advising of carpark hazards and ways to stay safe whilst using carparks.</li> </ul>
	Alleged Assault at Alpine Aqualand	<ul style="list-style-type: none"> <li>Police dealing with Incident.</li> <li>Detailed debrief with all staff working at Sport &amp; Recreation.</li> <li>NZ Police will provide further training for QLDC staff.</li> <li>Police will also maintain open lines of communication with QLDC, including any necessary alerts on potential risks.</li> </ul>





	Vehicle drove into the side of Wanaka Library building (accelerator pressed rather than brake when parking).	<ul style="list-style-type: none"> <li>Currently investigating barrier options between the parking spaces and building.</li> </ul>
Near-Miss	Contractor working on SH6 unsafely (no traffic management in place).	<ul style="list-style-type: none"> <li>QLDC workers stopped the work and requested TMP be implemented. Actioned as required.</li> </ul>

**11 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

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

 Safety Alerts	
Vehicle movement in all carparks	Reminder sent to all staff of care required both by drivers and pedestrians in and around carparks

 Procedure Alerts	
Remote/Isolated Worker Policy	The purpose of this policy is to provide QLDC staff and elected representatives with a clear framework for planning and conducting work within remote or isolated areas.
Vehicle Speed Guidelines	Clear guidelines on speeding tolerances within the organisation

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

Month	Type
May	<ul style="list-style-type: none"> <li>• Warden training (online)</li> <li>• Health &amp; Safety Representative Stage 1 (May 8th &amp; 9th)</li> <li>• Health &amp; Safety Representative Stage 2 (May 22nd &amp; 23rd)</li> <li>• First Aid Training 10th May</li> </ul>
June	<ul style="list-style-type: none"> <li>• 'The Way We Work' – Health, Safety &amp; Wellbeing for Managers (completed 9th June)</li> <li>• First Aid Training 15th &amp; 16th June</li> <li>• Warden training (online)</li> <li>• Emergency Evacuation Training QEC</li> <li>• Winter Driving Training (29th June)</li> <li>• Chain Fitting Workshops (25 pax)</li> </ul>
July	<ul style="list-style-type: none"> <li>• Winter Driving - 3rd, 5th and 7th July – 48 attendees</li> <li>• Family Violence Awareness Training – 24th and 25th July – 32 attendees</li> </ul>
August	<ul style="list-style-type: none"> <li>• First Aid Training 15th &amp; 31st August</li> <li>• Warden training (online)</li> <li>• 'The Way We Work' Health, Safety and Wellbeing for Managers</li> </ul>

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

Initiative	Detail
Driver Safety	Driver tips, winter road reports and winter driving
Junk Free June	National Initiative
Dry July	National Initiative
Cancer Awareness - Cancer Society Daffodil Day	

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

- 15 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***

- 16 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.

- 17 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 at Work Act that must be considered in all Council health, safety and wellbeing matters