

**Audit and Risk Committee
8 June 2017**

Report for Agenda Item: 1

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


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

Prepared by:



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24/05/2017

Reviewed and Authorised by
:



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GM Property & Infrastructure
24/05/2017

Background

- 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 best practice and designed to address operational risks and workforce behaviour.

Comment

- 4 Health and Safety Committee Chair: Monthly Summary
- 5 There has been a noticeable increase in workgroups reporting A and B scores as their safety self-assessment score, with February's score being the highest recorded since the measure was first established. The Total Recordable Injury Rate (TRIFR) has seen a significant drop following only 1 recordable injury in the

past 3 months. Wellbeing activities have been well attended and the feedback from employees has been positive. The Committee is working collaboratively around Health & Safety and the Health & Safety framework is solid with a good mix of both preventative and reactive measures. The Committee has agreed that the role of the Health & Safety Representative is to educate and engage staff to take personal ownership of Health & Safety.

- 6 On 30 October 2015 Council's safety management system was externally audited by the nationally recognized ACC Workplace Safety Management Practices (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.
- 7 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.

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.

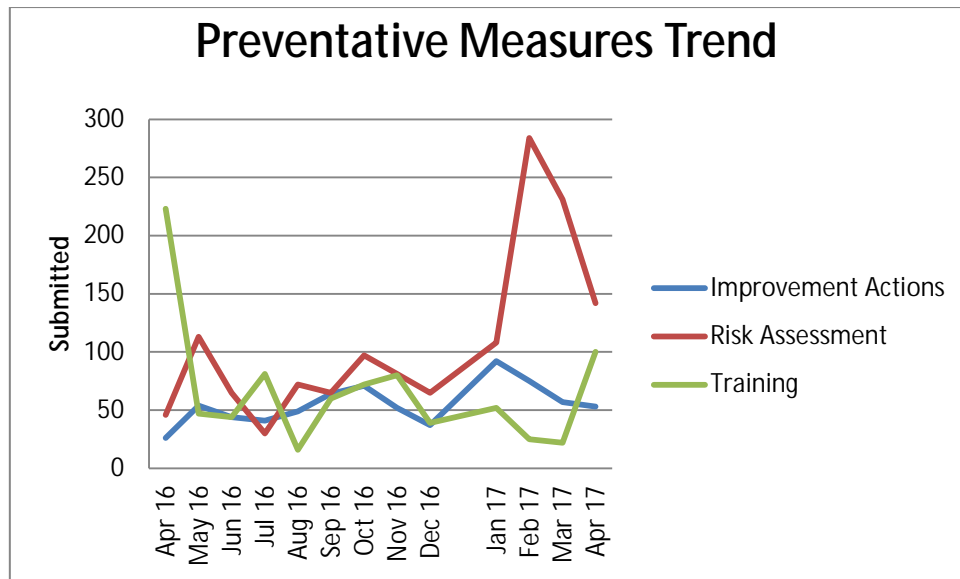
Hazards	Audits	That Was Lucky
103	32	50

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

Inductions	Other
14	133

- 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
654	3	0

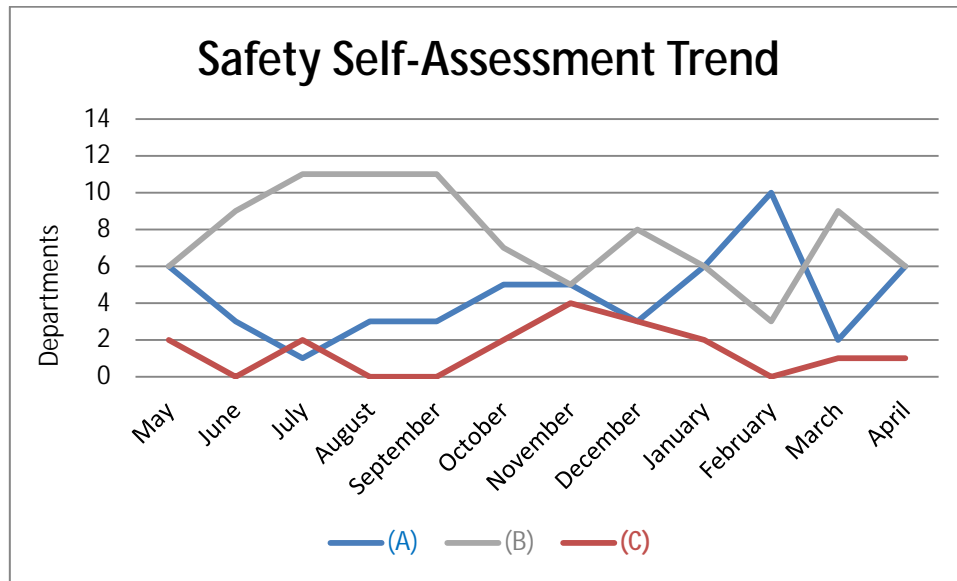


10 Risk assessment results for the months of Feb, March & April have increased as Vehicle Pre Start Checks are now being reported as 'Take 5' actions.

- 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
18	18	2

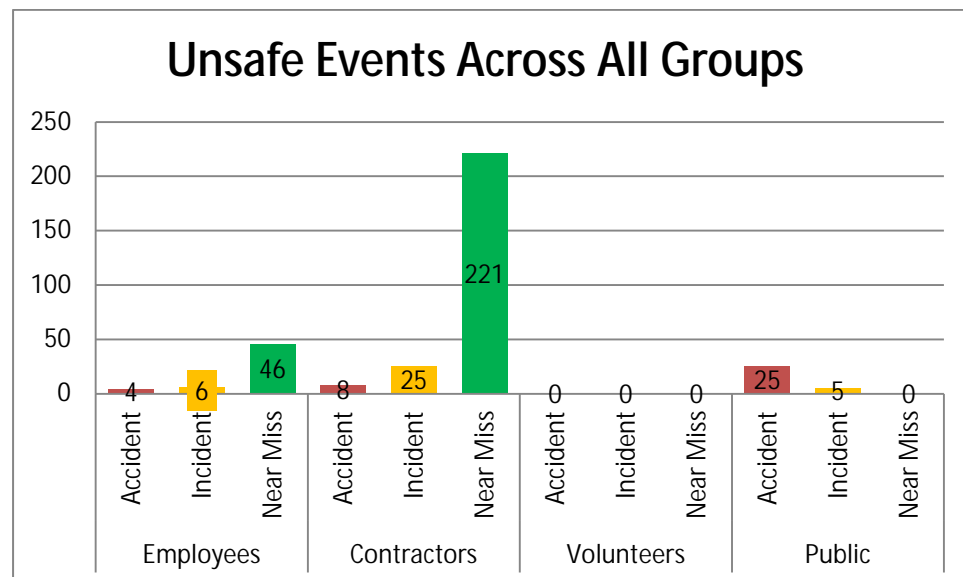
- e. Reflects self reported department safety performances since measuring began in October 2015.



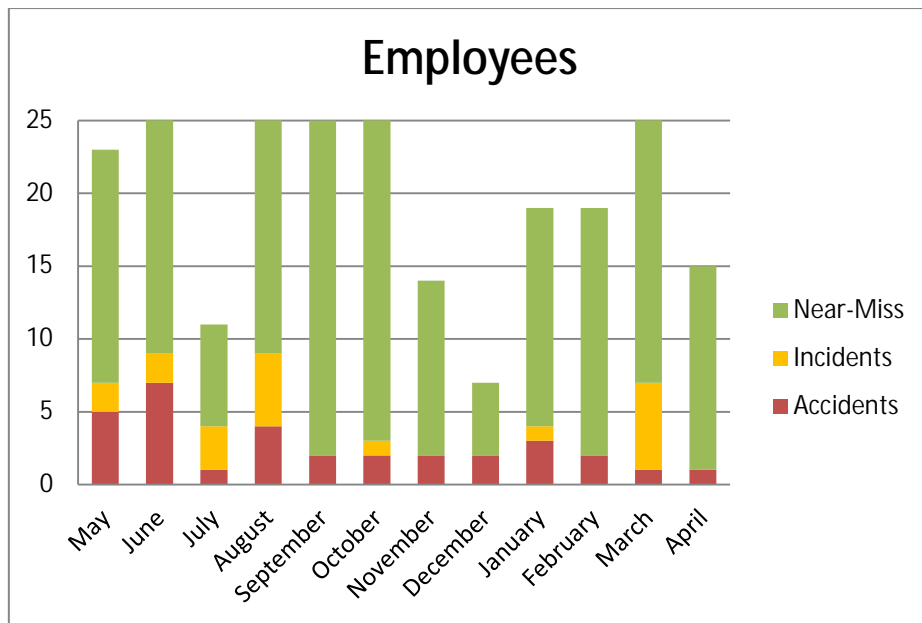
- 11 **Lag indicators; Unsafe Events:** Reflects unplanned work situations or occurrences that have (or could have) resulted in harm to the workforce or public.

Key unsafe events are noted at item 7.

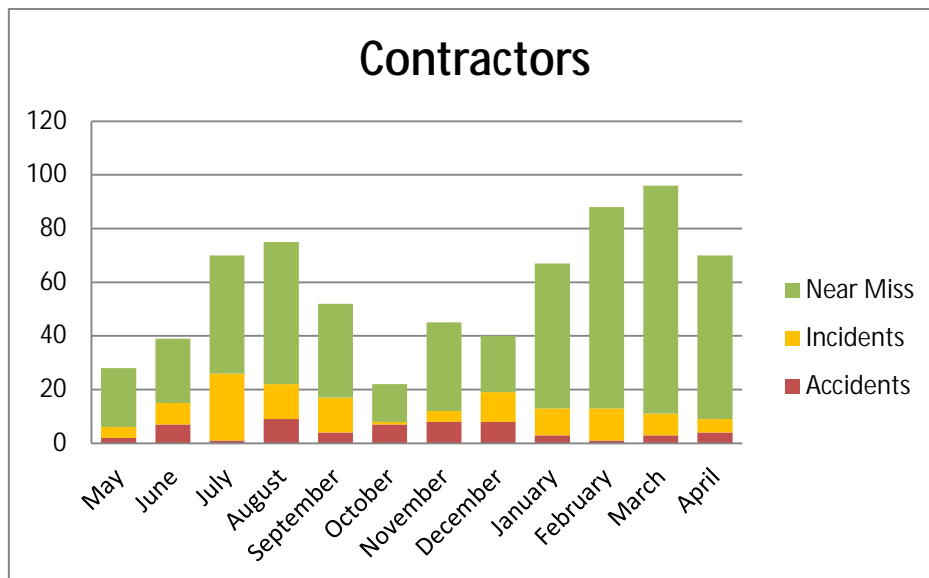
- a. All Council related Accidents, Incidents and Near Miss events



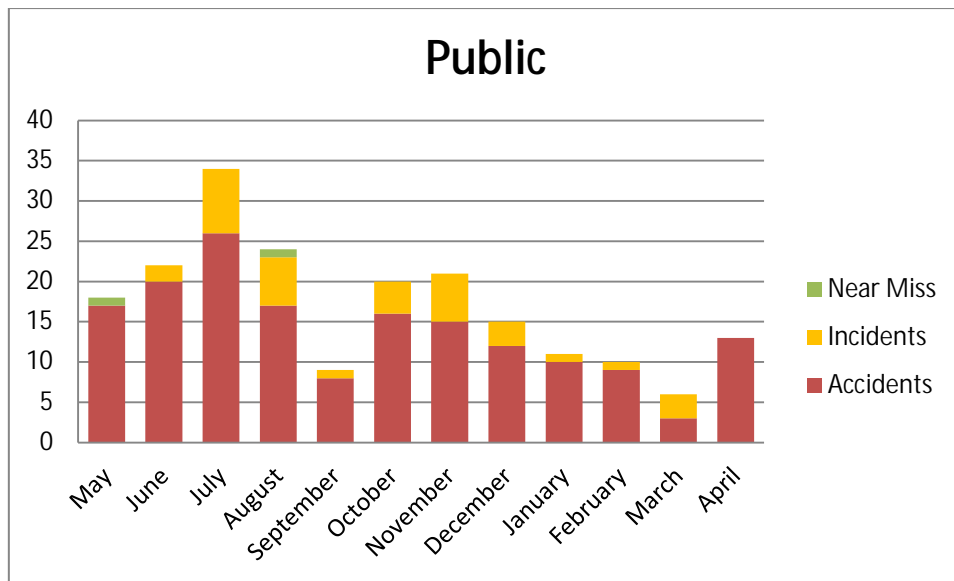
b. Employee Accidents, Incidents and Near Miss event trend



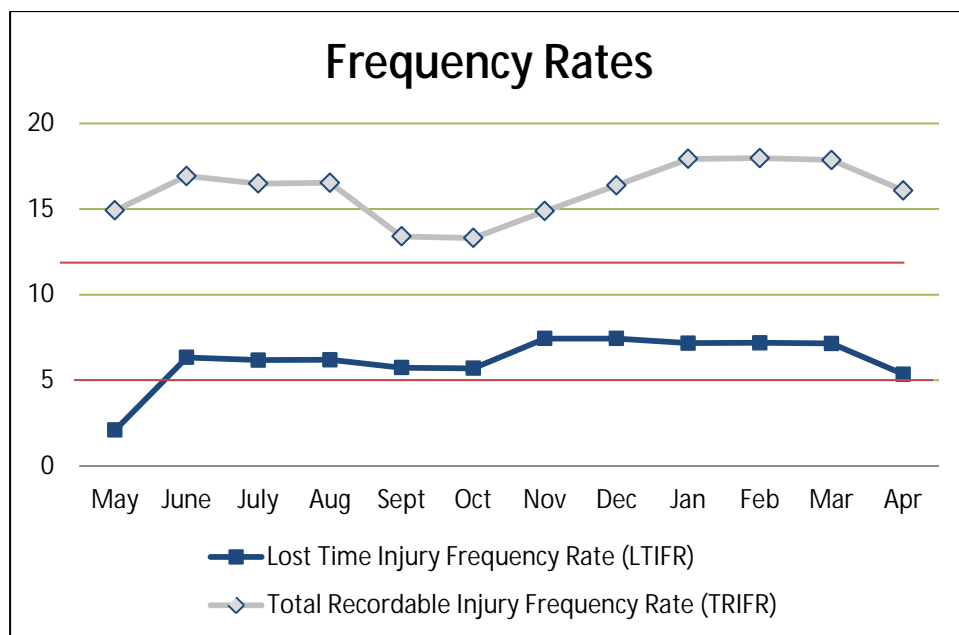
c. Contractor Accidents, Incidents and Near Miss event trend



d. Public Accidents, Incidents and Near Miss event trend



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




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


Unsafe Event Type	Details	Corrective actions
Accidents	Contractor accident: Leg laceration from fall on conveyor belt at Queenstown Material Recovery Facility (MRF) site.	<ul style="list-style-type: none"> • Maintenance procedures reviewed • Handle placed at the end of conveyor for staff to hold onto
	Medical Treatment Injury (MTI) – Worker moved awkwardly whilst road sweeping and injured shoulder.	<ul style="list-style-type: none"> • Alternate task/activities every 30-60mins to avoid repetitive movements and fatigue. • Careful consideration required when task/conditions change (Sweeper machine in for repair).
Incidents	Member of the public had a stroke during 'Home Show' event (QEC)	<ul style="list-style-type: none"> • Medical incident: Queenstown Events Centre (QEC) staff already trained in first aid, first aid equipment including Automated Electronic Defibrillator (AED) available at QEC.
	Medical emergency resulting in fatality at Gorge Rd Council Chambers (Member of the public)	<ul style="list-style-type: none"> • Medical event not the result of QLDC work, therefore (on advice) no requirement to report to Worksafe. • Event triggered provision to all staff on use of AED's, including locations in and near QLDC work places • Review underway on the location and number of AED's available at QLDC workplaces •
Near-Miss	Blocked fire egress route 'Home Show' event (QEC)	<ul style="list-style-type: none"> • More regular checks on egress during events • Ensure the event organisers fully understand their health and safety obligations when using our venues and provide exhibitors / vendors with all the correct fire evacuation and egress information. • Clear signage on all emergency egress gates.


Near-Miss	Contractor Waste collection truck off the road (Soft Shoulder)	<ul style="list-style-type: none"> Contractor to repair the road, install additional edge markers Communicate this incident to all contractors QLDC & contractor to identify all other roads in the network where this could occur
	QLDC fleet vehicle pulled out of junction and narrowly missed collision with bus/coach travelling on Frankton Rd.	<ul style="list-style-type: none"> Incident reviewed with driver, requirement for heightened awareness & safe driving practices reinforced Message re: safe driving expectations continues to be reinforced across the organisation
	Gator (vehicle) reversed on QT gardens footpath leaving one wheel hanging off the edge of footpath (potential roll over).	<ul style="list-style-type: none"> Currently researching options for replacement of Gator (ATV) to include rollover protection. All employees trained how to operate Gator and advised of safe terrain/routes to drive on. Professional advice sought and reassurance received that Gator has low centre of gravity and therefore possess a reasonably low risk of roll over.
	Contractor identified underground services not previously identified in the excavation plans.	<ul style="list-style-type: none"> Always consult with 'beforeUdig' (Online underground services mapping tool) When planning work Continue to train staff in the Locate & Protect Underground Services procedures
	Contractor - water cart rolled backwards without driver and collided with pipework before stopping against a digger bucket, which was on the ground	<ul style="list-style-type: none"> Improved housekeeping within vehicle. Tailgate meeting to highlight housekeeping of plant Clearly define/Operators responsibilities Fitting of Door park Brake Alarm. Class 4 licenses for full crew

13 **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

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

	
Safety Alerts	
	N/A

	
Procedure Alerts	
	N/A

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

Month	Type
February	<ul style="list-style-type: none"> First Aid Training 17th Feb H&S rep training (Stage 1)

March	<ul style="list-style-type: none"> • First Aid Training 17th & 23rd • HSNO Approved Handler for chemicals (Online training).
April	<ul style="list-style-type: none"> • Rescue harness training (QEC) • Confined space entry training (QEC) • Online emergency evacuation training for building wardens

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

Initiative	Uptake
Aotearoa bike challenge	17% of QLDC employees participated. QLDC placed 15 th out of 131 participating organisations.
Healthy Hearts Checks	77 pax
Flu Vaccinations	104 pax

Significance and Engagement

17 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

18 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.

19 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

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

Legal Considerations and Statutory Responsibilities

- 23 Queenstown Lakes District Council has legal duties owed under the Health and Safety in Employment Act and/or incoming Health and Safety at Work Act that must be considered in all Council health, safety and wellbeing matters