

**Audit and Risk Committee
10 March 2017**

Report for Agenda Item 2

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.

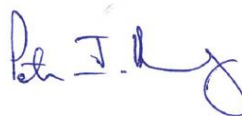
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23/02/2017

Reviewed and Authorised by:



Peter Hansby
GM Property & Infrastructure

23/02/2017

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 The Total Recordable Injury Frequency Rate (TRIFR) has increased from 13.43 in September 2016 to 17.92 in January 2017, representing a figure of 10 recordable injuries over a 12 month period. Recordable injuries refers to lost time, medical treatment and restricted work injuries. Work continues with managers

and health & safety representatives to ensure where injuries do occur, that they are proactively managed to ensure a return to work as safely and quickly as possible for the injured person.

- 6 Pleasing trends over the same period have included a significant reduction in the number of speeding events recorded across the QLDC fleet; high levels of activity related to health & safety training at all levels, including a focus on health & safety induction and information for Elected Members; and a marked improvement in the number of lead indicators being submitted within each department on a monthly basis.
- 7 A review of QLDC's Health & Safety Objectives has also been conducted by the Health & Safety Committee, and discussed with Councillors in February 2017. The existing health & safety action plan has also been reviewed & updated for the 2017 calendar year.
- 8 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.

- 9 Council's tertiary achievement indicates a satisfactory 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:

- 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 pro-active reporting which generate a safety improvement action.

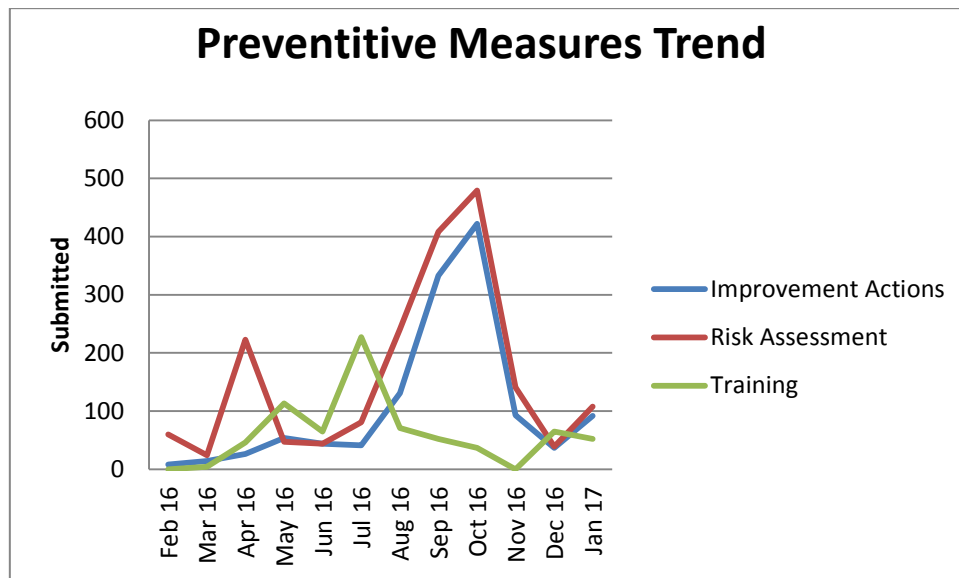
Hazards	Audits	That Was Lucky
139	92	85

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

Inductions	Other
90	228

- 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
897	3	0

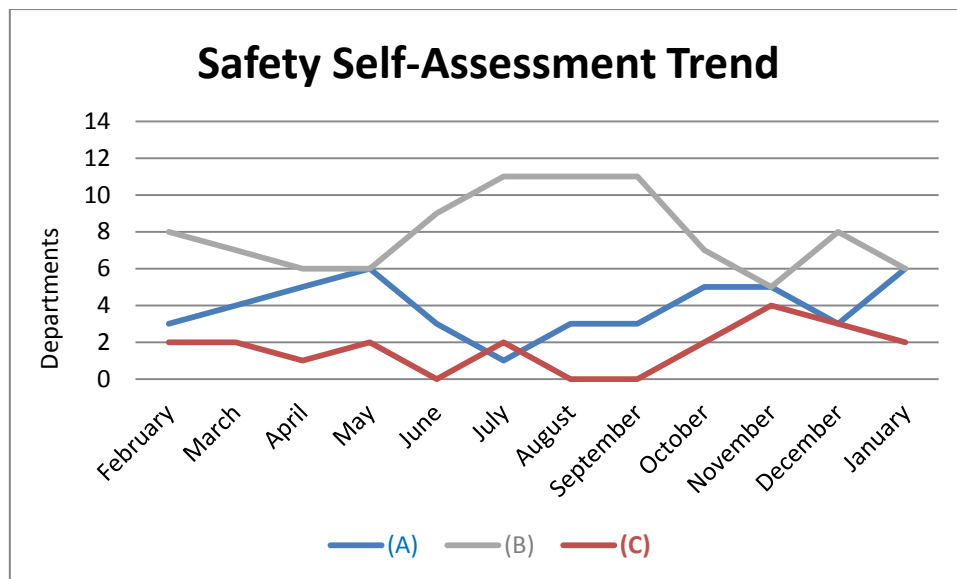


- 12 Risk assessment results for the months of Oct & Nov were counted twice resulting in higher than normal submissions.

- 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
22	37	11

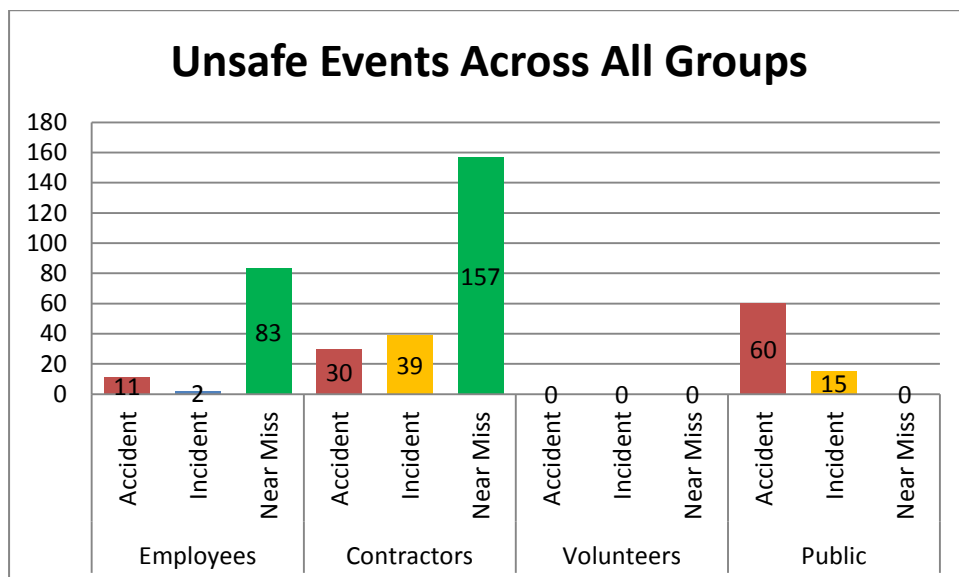
- e. Reflects self reported department safety performances since measuring began in October 2015.



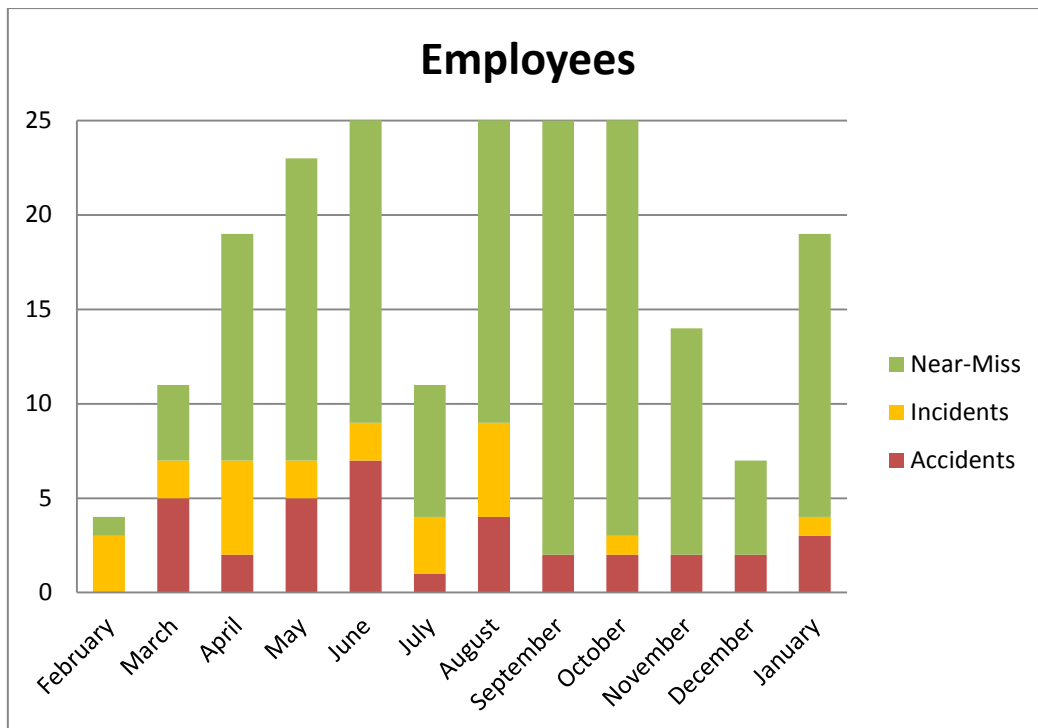
13 **Lag indicators; Unsafe Events:** Reflects unplanned work situations or occurrences that have (or could have) resulted in harm to the workforce or public.

14 Key unsafe events are noted at item 7.

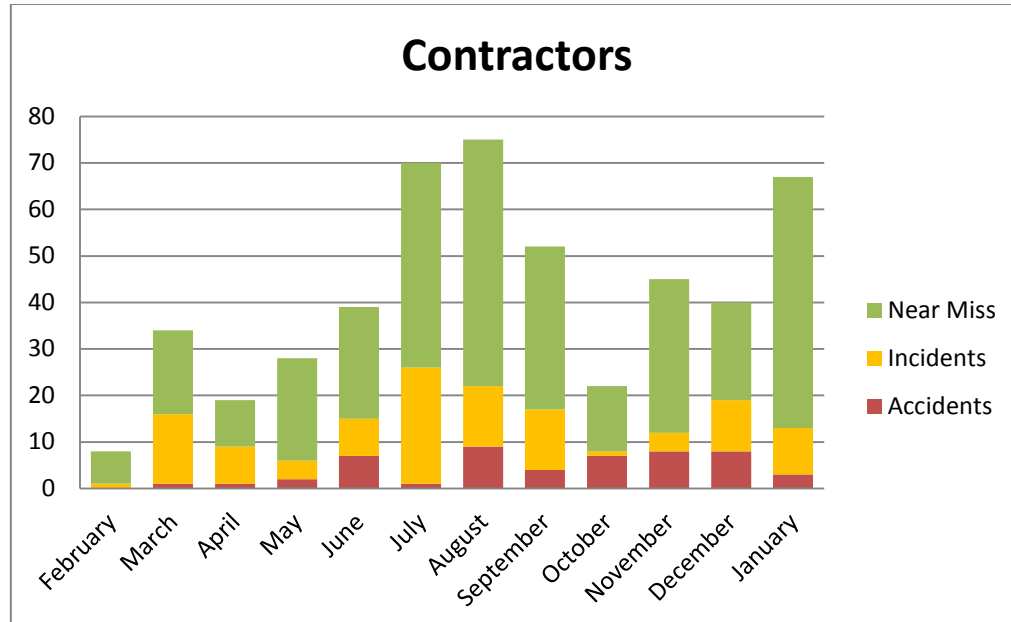
a. All Council related Accidents, Incidents and Near Miss events



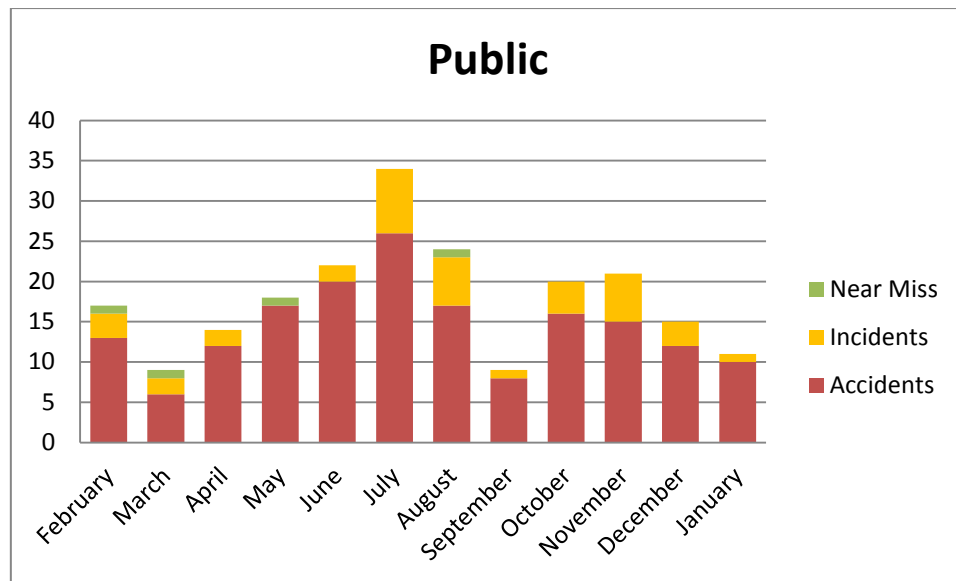
b. Employee Accidents, Incidents and Near Miss event trend



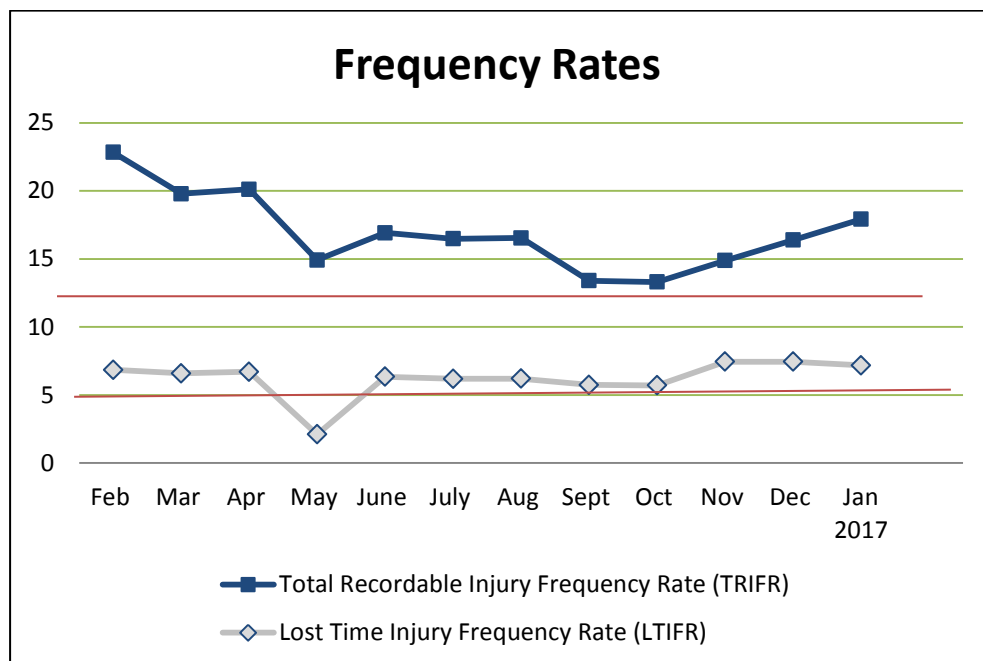
c. Contractor Accidents, Incidents and Near Miss event trend



d. Public Accidents, Incidents and Near Miss event trend



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




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


Unsafe Event Type	Details	Corrective actions
Accidents	Ambulance called for member of public who fainted at Alpine Aqualand. They had been in the Spa Pool for approx. 15 mins prior to this event.	Careful monitoring of Spa Pool. Reminders to customers to take regular break and drink plenty of water.
	Member of the public broke arm during an event held at Arrowtown Hall. Event was hosted by external event organiser.	Consultation with Worksafe. As event not controlled by QLDC, no further reporting or action required
	Ambulance called for member of public who fainted at Alpine Aqualand.	Careful monitoring of Spa Pool. Reminders to customers to take regular break and drink plenty of water.
	Employee Lost Time Injury (LTI) – Sprained Achilles tendon whilst replacing bollard at Beach Street.	Device implemented to assist with task of removing and replacing bollards at Beach Street. Return to work plan in place for employee
	Member of public who fainted at Alpine Aqualand.	Careful monitoring of Spa Pool. Reminders to customers to take regular break and drink plenty of water.
	Employee Lost Time Injury (LTI) – Sprained Achilles tendon whilst replacing bollard at Beach Street.	Device implemented to assist with task of removing and replacing bollards at Beach Street. Return to work plan in place for employee
	Contractor broken wrist.	A sub-contractor sustained a broken wrist whilst carrying out drain laying work at the Eastern Access Route project. Investigation being completed with WorkSafe Review Board
	Employee Restricted Work Injury (RWI)	Employee injured their back starting a leaf blower. Employee was seen by doctor and continued work on restricted duties.
Incidents	Road sweeper reversed into window, breaking it on	Post-incident drug & alcohol test conducted. Driver reminded to take more care around corners and store


	contact.	fronts.
	Staff Intimidation from member of the public	Police Informed and site visit Safe Work Plan (SWP) reviewed.
Near-Miss	Event set up, by external event organiser at Queenstown Event Centre. Carabiner supporting new lighting rigging in ceiling failed, causing a piece of rigging to fall a short distance (10cm) before being caught by safety stop.	Chain block system will be used in the future to provide more control.

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

		
Notifiable Event Type	#	Description
Death	0	N/A
Injury	1	Contractor broken wrist
Illness	0	N/A
Incident	0	N/A
Work	0	N/A

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

 Safety Alerts	
General Hoardings	Election signs have been put up close to lighting cables
QLDC fleet vehicle	Bald tyre identified whilst staff member conducted a 'Pre Start Check'

 Procedure Alerts	
	N/A

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

Month	Type
September	<ul style="list-style-type: none"> • Drug and Alcohol training • Fire Drill Wanaka Rec
October	<ul style="list-style-type: none"> • H&S Inductions for Elected Members • Full QEC evacuation training 16th October Manual Handling QEC
November	<ul style="list-style-type: none"> • Site Safe training • ICAM (Incident Causation Analysis Method: Accident Investigations) training • Online emergency evacuation training for building wardens • Bullying & Harassment training for contact people • First Aid • Emergency Management CIMS course

December	<ul style="list-style-type: none"> • First Aid courses Dec 16th
January	<ul style="list-style-type: none"> • First Aid course Jan 19th • Elevated Work Platform (EWP) • Conflict Resolution

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

Initiative	Uptake
Planking Challenge	approx 20 pax
Sun Safety/Bowel Cancer	approx 30 pax
QLDC Yoga	15 pax
November Ninjas	35 pax
Social Club	87 pax
Family Funday	approx 50pax
Sun Smart morning tea	30 pax

Significance and Engagement

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.

Risk

21 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 Practice - Working within legislation,
 - b. SR7 Planning, training and capacity for Emergency Response.
- 22 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

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

Legal Considerations and Statutory Responsibilities

- 26 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