

**Audit, Finance & Risk Committee**  
**11 March 2021**

**Report for Agenda Item | Rīpoata moto 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**

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- 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.

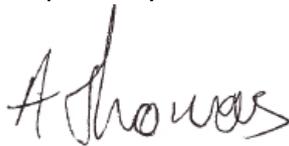
**RECOMMENDATION | NGĀ TŪTOHUNGA**

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- 2 That the Audit, Finance & Risk Committee:

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

Prepared by:



Alan Thomas  
Health & Safety  
Manager

25/02/2021

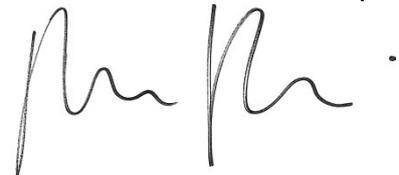
Reviewed by:



Meghan Pagey  
People & Capability  
Director

25/02/2021

Reviewed and Authorised by:



Meaghan Miller  
General Manager Corporate  
Services

25/02/2021

## CONTEXT | HOROPAKI

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- 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

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### Reporting period

- 4 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 2020 through 31 January 2021.

### Health & Safety Committee Chair: Quarterly Summary

- 5 Overall, safety performance during this reporting period has been very strong. Where incidents have occurred, good practice has been demonstrated by staff in investigating, learning and making safety improvements. It is, however, noted that the two lost time incidents involving staff have been vehicle related; which remains an area of focus for good safety behaviour.
- 6 It is also noted that there were four serious occurrences during this reporting period relating to contractors. This is likely related to heightened levels of activity across the district following the return from COVID-19 restrictions. It is also noted that these serious occurrences did not result in injuries, and all involved work being stopped appropriately at the time. Staff are also working closely with the contractors involved to ensure gaps in safety practice are closed.
- 7 QLDC contract managers continue to work closely with contractors in order to ensure open lines of communication and good safety practice. This includes the engagement of subcontractors through lead contractors such as external project managers. Work is currently underway on updated contractor management guidelines to further support this work. Contractors form part of QLDC's workforce, and their safety is an important focus for us.
- 8 While New Zealand returned to Alert Level 1 in the previous reporting period, we have continued to stay up to date with Government updates and requirements.
- 9 The focus on wellbeing is still strong, addressing both mental and physical wellbeing. Various options around flexible working arrangements are being trialled at our offices across the district, with generally positive feedback from staff.
- 10 The Health & Safety Manager and the Health & Safety Committee are supporting staff in all aspects, in particular ensuring incidents are well recorded, investigated where necessary and guidance given to improve.

## Health and Safety Manager

### COVID-19

- 11 This reporting period remains under Alert Level 1 and QLDC continue to keep staff updated on COVID-19 developments, in addition to reminding them of ongoing safety and hygiene protocols.
- 12 The recent alert in Northland affected staff who had been at identified locations of interest. Staff alerted their managers and followed established QLDC procedures to remain at home and contact Healthline or their Doctor. The continuing trial of alternate/flexible working for office-based staff allowed for a minimal disruption in work whilst awaiting results of tests. Staff were able to return to work after receiving negative test results.
- 13 Although outside of the reporting period it is worth noting that at the time of writing this report on the 14 February, the government announced the raising to Alert level 3 for Auckland and the rest of New Zealand returning to Alert Level 2 for three days. QLDC was again able to respond promptly with an all staff email and reminders over our protocols for office, meeting room, vehicle use and site visit safety. The COVID-19 page on Yoda remains current for staff to stay up to date with information.

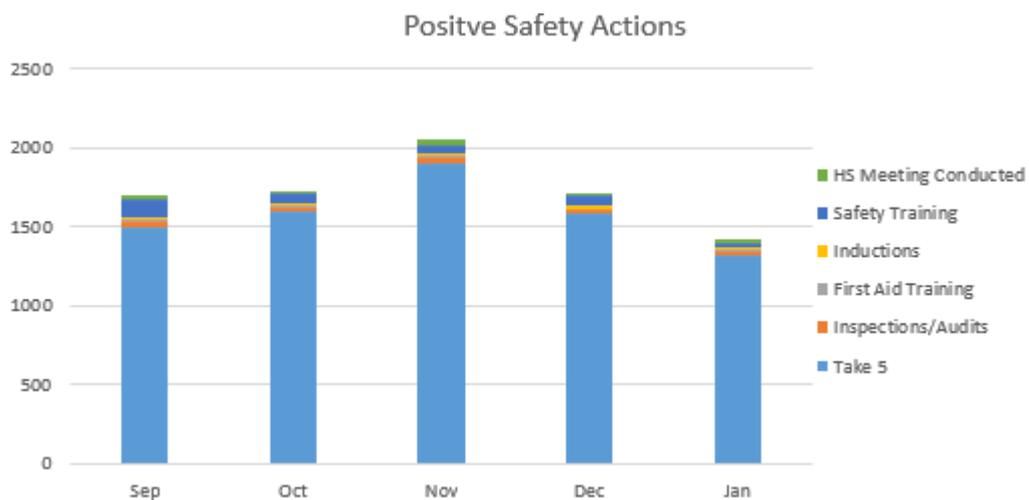
### Key Risks

- 14 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

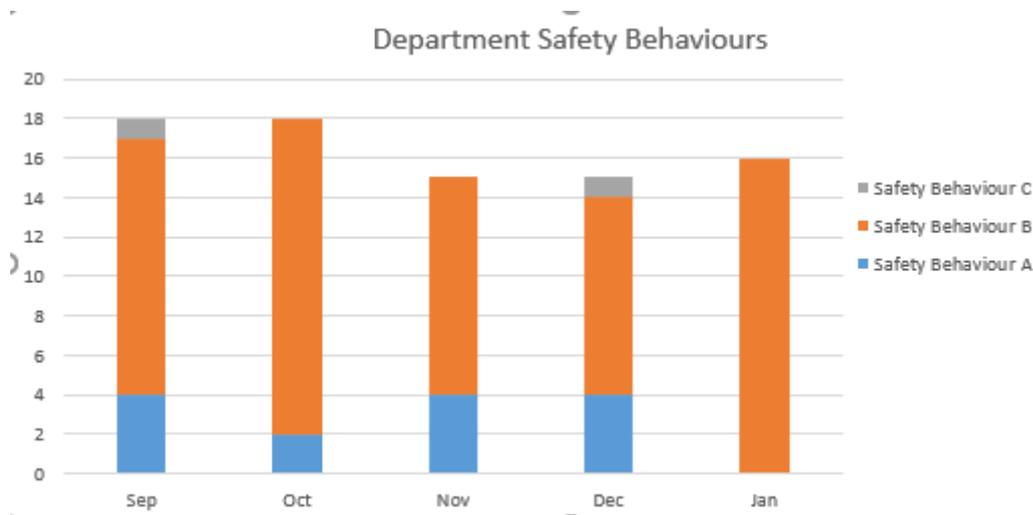
**Lead Indicators**

**15 Positive Safety Actions**

- a. Health and Safety Meetings conducted within departments or with contractors. (Total 94)
- b. Safety Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely. (Total 324)
- c. Inductions. The first step in engaging our employees in working safely at QLDC. (Total 82)
- d. First Aid Training. (Total 44)
- e. Inspections/Audits. Opportunities for improvement and to ensure that our workplace or our contractor’s workplaces are compliant. (Total 145)
- f. Take 5. Any assessments that identify the risks and control measures associated with a work process or situation. (Total 7888)



- 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.

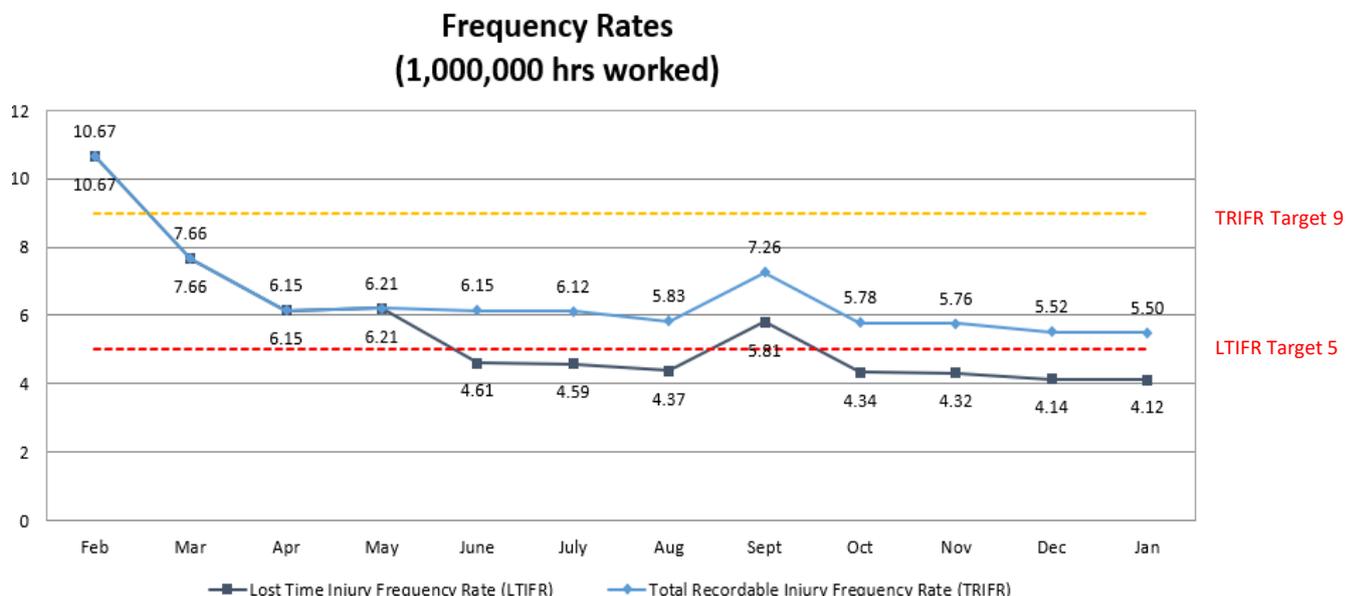


**Safety Statistics**

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

**LTIFR** (Lost Time Injury Frequency Rate this only covers LTI, Lost Time Injury). 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.

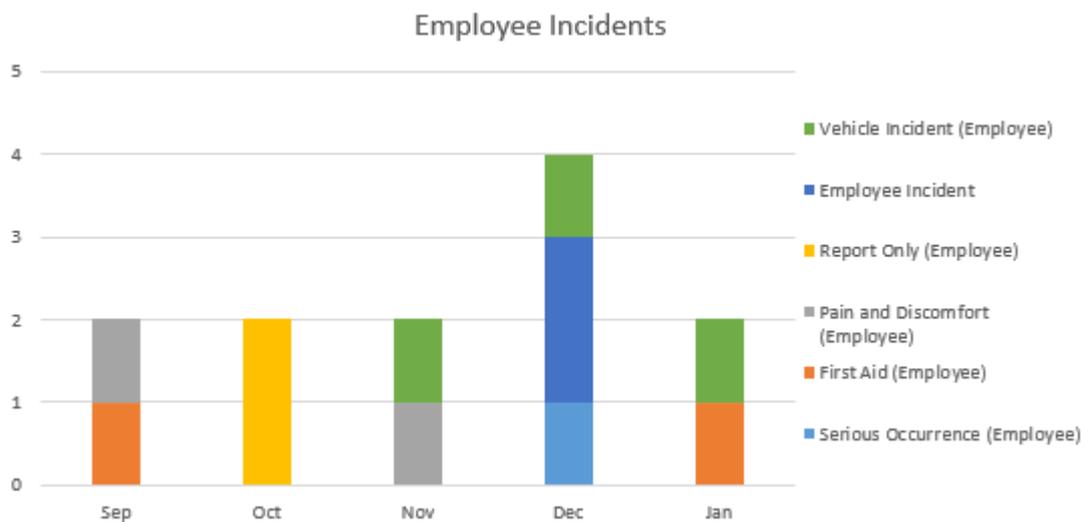


**b. Employee Significant Incidents** These are Recordable Incidents plus any Notifiable Events. Notifiable Events are notifiable to WorkSafe New Zealand.



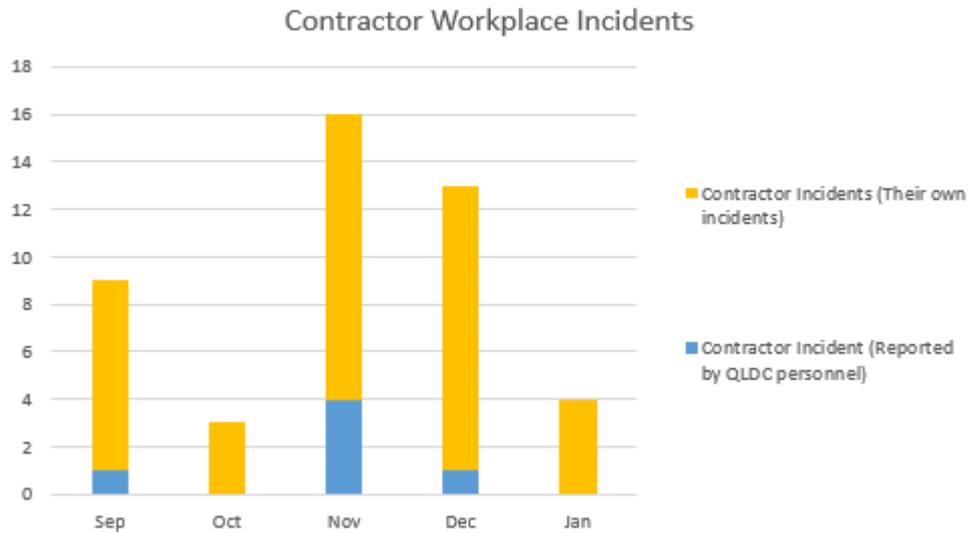
NB: The events above relate to two Lost Time Injuries these are summarised at item 11 in this report. There were no Notifiable employee events during the reporting period.

**c. Employee Incidents**



NB: One of the incidents above relates to a 'serious occurrence' and is summarised at item 11 in this report.

**d. Contractor Incidents**



NB: Four of the incidents above relate to ‘serious occurrences’ summarised at item 11 in this report.

Although there have been four serious occurrence incidents reported in the period the other incidents are of a minor nature and demonstrate the good culture of reporting from both contractors and staff.

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



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

16 Significant Incidents (September 2020 - January 2021)

Incident	Findings and Action taken
<p><b><u>Lost Time Injury</u></b></p> <p>QLDC worker getting out of vehicle strained their back due to an uneven surface. Reporting to manager was delayed. The pain worsened overnight, and the worker did not arrive for work the next day</p>	<ul style="list-style-type: none"> <li>• Delays in reporting impacted QLDC’s ability to manage this injury before it resulted in lost time.</li> <li>• Dept. ‘tool boxed’ reporting procedures to ensure team understand process going forward</li> </ul>
<p><b><u>Lost Time Injury</u></b></p> <p>QLDC worker started a vehicle without getting into it. The vehicle was manual and had reverse engaged. Vehicle moved backwards hitting the worker causing severe bruising and strain, derailing a roller shutter door, and damaging the vehicle</p>	<ul style="list-style-type: none"> <li>• Incident investigated</li> <li>• Incident ‘tool boxed’ with team that day and at the weekly all up meeting</li> <li>• Standard Operating Procedure and the Safe Vehicle Use Policy updated. This has been communicated to staff.</li> <li>• Vehicle replaced with an automatic, which will only start when ‘park’ is engaged.</li> </ul>
<p><b><u>Serious Occurrence</u></b></p> <p>A QLDC worker had plugged an electrical lead in to a floor mounted socket, covered by a trapdoor. The trapdoor had been partly closed onto the lead and no barriers put into place. This allowed people to walk on the door which cut the sheathing exposing the wiring</p>	<ul style="list-style-type: none"> <li>• Contractor made area safe and reported the damaged lead</li> <li>• Electrical lead disposed of</li> <li>• Staff reminded to leave the trap door open and cone off area when it is in use</li> </ul>
<p><b><u>Serious Occurrence</u></b></p> <p>Painting contractor under control of a contracted project management company found on the roof of a building (approximately 6 metres high) applying paint. No edge protection or fall protection in place or suitable PPE for the substances being used</p>	<ul style="list-style-type: none"> <li>• Work immediately stopped by QLDC worker. Incident investigated</li> <li>• Contractor did not have appropriate procedures in place for working at height or for hazardous substances</li> <li>• A Safe Operating Procedure has since been developed and staff training undertaken.</li> </ul>

**Serious Occurrence**

Painting contractor. Scaffold had been erected correctly for the use of another contractor. This was then used by the painting contractor without being altered appropriately for the painting work.

NB: this is the same painting contractor as incident above, although involving different workers and at a different location

- Work immediately stopped by QLDC worker. Incident investigated
- A Safe Operating Procedure has since been developed and staff training undertaken

**Serious Occurrence**

Electrical contractor failed to apply an isolation prior to working on a switchboard. Two phases were shorted with an insulated screwdriver. No injury

- Incident investigated
- Electrician was fully qualified and experienced. They had been instructed to undertake the work earlier in the week and not to start the task late in the day as it was complex
- Worker failed to isolate the board to ‘save time’.
- Contractor has discussed incident and reiterated that all safety procedures must be followed

**Serious Occurrence**

Contractor cleaning guttering on roof of building without appropriate working from height procedures or equipment, risk of a fall of approximately 3.5 metres.

- Work stopped by QLDC workers. Incident investigated
- Contractor worker had training for work at height, equipment was also available but had not been brought. Agreed procedures were not followed.
- Haste to get the job done was a factor
- Contractor has reiterated to staff that all safety procedures must be followed

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

		
Notifiable Event Type	#	Description
	0	

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

 <b>Safety Alerts</b>	
COVID-19	<ul style="list-style-type: none"> <li>Information provided on YODA (internal intranet) of procedures to follow. As detailed in section 5 of this report.</li> <li>Update emails from the BCP team to all staff on relevant developments and Government media releases.</li> </ul>

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

Month	Type
September	<ul style="list-style-type: none"> <li>Staff Safety and Tactical Communications</li> <li>Resilience Training</li> <li>Electric Vehicle Training</li> </ul>
October	<ul style="list-style-type: none"> <li>Presenting Skills</li> <li>Accelerated Leadership</li> <li>Bullying and Harassment, becoming a 'Contact Person'</li> </ul>
November	<ul style="list-style-type: none"> <li>Presenting Skills</li> <li>Accelerated Leadership</li> <li>Bullying and Harassment, becoming a 'Contact Person'</li> </ul>
December	<ul style="list-style-type: none"> <li>Introduction session to GoodYarn</li> <li>Resilience training</li> <li>Breathing workshop Queenstown</li> </ul>
January	<ul style="list-style-type: none"> <li>Breathing workshop Wānaka</li> <li>GoodYarn train the trainer</li> <li>Financial wellbeing</li> <li>Resilience training</li> </ul>

**Good Yarn**

20 The GoodYarn programme noted in the above training schedule is for particular noting, in the context of wellbeing. GoodYarn is focussed on “getting people talking about mental health”. It is an evidence-based, peer-delivered mental health literacy programme that seeks to help participants recognise and respond appropriately to friends, family and colleagues or customers who may be experiencing stress or mental health. It aims to:

- To increase awareness of signs and symptoms of common mental illnesses;
- To build their confidence in starting a conversation when you are concerned; and
- To improve knowledge of where and how to get help.

21 QLDC is pleased to be supporting and delivering this programme for staff across the organisation. More information on the GoodYarn programme can be found [here](#).

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

Month	Initiative
September	<ul style="list-style-type: none"> <li>• Wig Wednesday, supporting Child Cancer Foundation</li> <li>• Mental Health Awareness Week</li> <li>• Te Wiki o Te Reo Maori</li> </ul>
October	<ul style="list-style-type: none"> <li>• Breast Cancer Awareness</li> </ul>
November	<ul style="list-style-type: none"> <li>• Movember</li> </ul>
December	<ul style="list-style-type: none"> <li>• Sun Safety</li> <li>• Skin Checks</li> </ul>
January	<ul style="list-style-type: none"> <li>• Review by the Health &amp; Safety committee for the coming years Wellbeing calendar</li> </ul>

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**CONSULTATION PROCESS | HĀTEPE MATAPAKI:**

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**> SIGNIFICANCE AND ENGAGEMENT | TE WHAKAMAHI I KĀ WHAKAARO HIRAKA**

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

**> MĀORI CONSULTATION | IWI RŪNANGA**

- 27 Community consultation is not required for this matter.

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**RISK AND MITIGATIONS | NGĀ RARU TŪPONO ME NGĀ WHAKAMAURUTANGA**

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- 28 This matter relates to the management and governance framework for all Health and Safety risks that are documented within the My Safety Register.
- 29 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.

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**FINANCIAL IMPLICATIONS | NGĀ RITENGA Ā-PŪTEA**

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- 30 None.

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

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- 31 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.