

**Audit Finance & Risk Committee
14 December 2018**

Report for Agenda Item: 4

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:



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30/11/2018

Reviewed and Authorised by:



Meghan Pagey
Director, People & Capability
30/11/2018

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: Quarterly Summary

- 3 The last quarter has seen the roll-out of the MySafety reporting system. This is a key milestone in the health, safety and wellbeing journey at Queenstown Lakes District Council. The details around this system is explained in more detail in the following section.

- 4 Unfortunately, there have been several injuries to our staff reported over the past quarter. As of 31 October, the Total Recordable Injury Frequency Rate is above the 9 point target, at 25.65. It is noted that majority of these are at the minor end of the scale. On one hand this indicates that staff are reporting incidents which is positive, however the frequency of these events occurring is a concern. It is noted that supervisors, team leaders and managers in these higher frequency incident areas are working hard to reduce occurrences. We still appear to be seeing an increase in “early reporting” where staff are attending a doctor or physio as soon as an issue arises.
- 5 Lost Time Injuries (LTI’s) over this period saw only a very slight increase in September through October. As at 31 October, the Lost Time Injury Frequency Rate (LTIFR) is above the 2 point target, at 4.53.
- 6 These incidents and trends were analysed during the October Health & Safety Committee meeting and the following considerations were discussed:
 - New starter induction – ensuring adequate information and training available to new staff.
 - Safety in design – ensuring safety features are considered appropriately at procurement stage, and through the design phase of any new build.
 - Is better incident reporting contributing to the figures where the types of minor incidents seen this year were not reported last year?
- 7 These elements are being considered by the Committee, and it is generally expected that each element is already appropriately addressed. However, in the interests of completeness in addition to assessing QLDC’s established key risk areas, a review of all of the above will be conducted by the newly appointed Health & Safety Manager, following his commencement in January 2019.

MySafety – Online Health and Safety Reporting System

- 8 A key item on the health, safety and wellbeing action plan for the 2018/2019 financial year is the implementation of an electronic reporting system, and we are pleased to confirm that on 31 October 2018 this was achieved when MySafety, a module of the TechnologyOne enterprise system, went live.
- 9 With the involvement of a number of Health and Safety Representatives (HSR’s), a full review of our previous hazard and risk registers, and processes for both reporting and conducting risk assessments were undertaken as part of this system implementation. As a result, a new hazard and risk register has now been populated in MySafety. The inputting of this new data was carried out by HSR’s through September and October, and MySafety went live on 31 October 2018.
- 10 Key drivers for delivering this system were to:
 - a. Make reporting mechanisms simple, easy to use and accessible for staff
 - b. Enable automatic “workflows” that bring hazards, risks, and incidents to the attention of Managers in a timely manner, and record the reporting trail.

- c. Create efficiencies in data output (reporting) options and accessibility for managers, health and safety representatives and safety staff.

Reporting period

11 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 2018 through 31 October 2018.

Key Risks:

12 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:

13 Steps Council employees have taken to prevent harm.

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

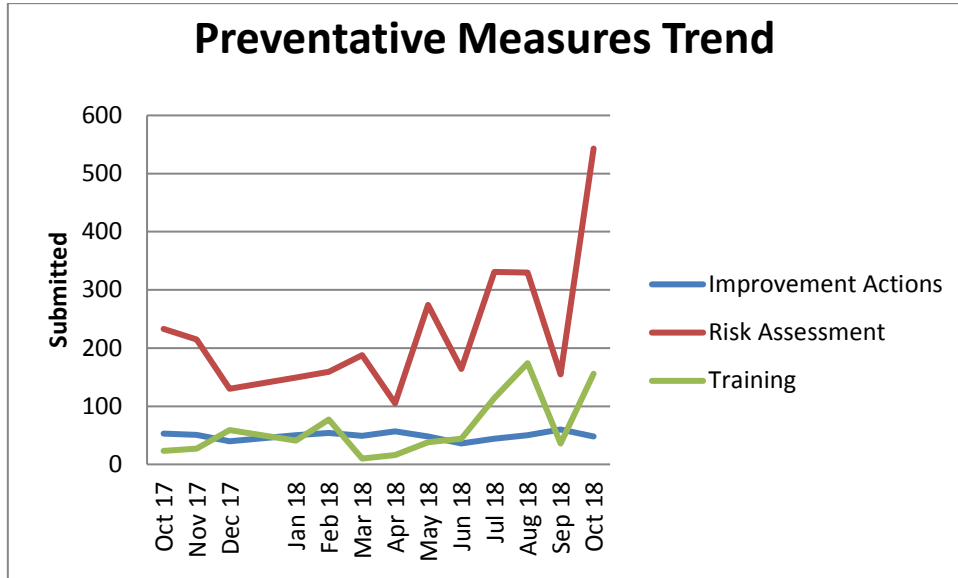
Hazards	Audits	That Was Lucky
50	35	23

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

Inductions	Other
6	186

- c. Risk Analysis. Any assessments that identify the risks and control measures associated with a work process or situation.

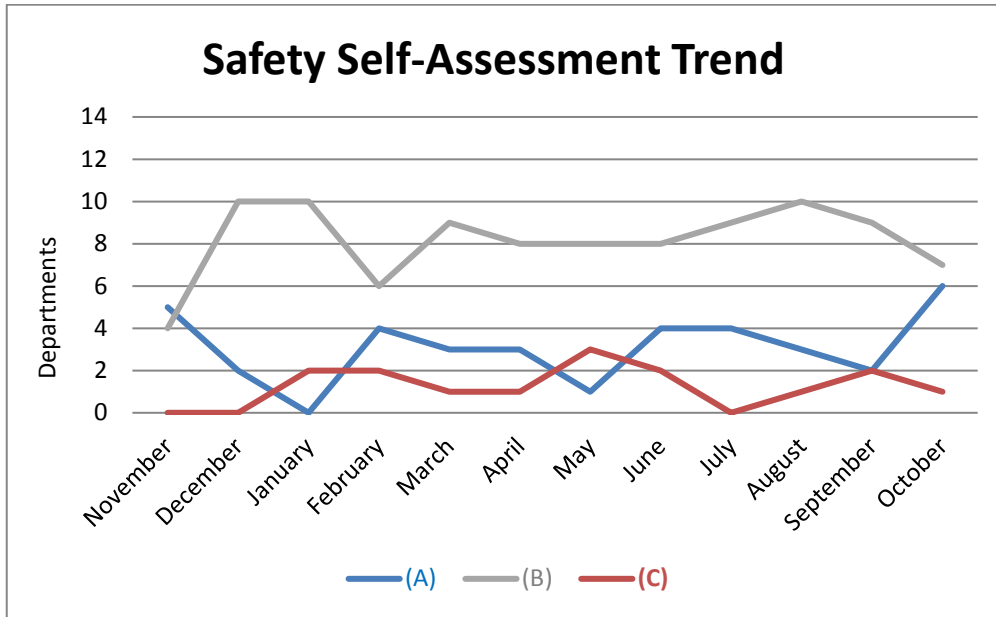
Take 5	Safe Work Plans	Other
360	1	337



- 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.

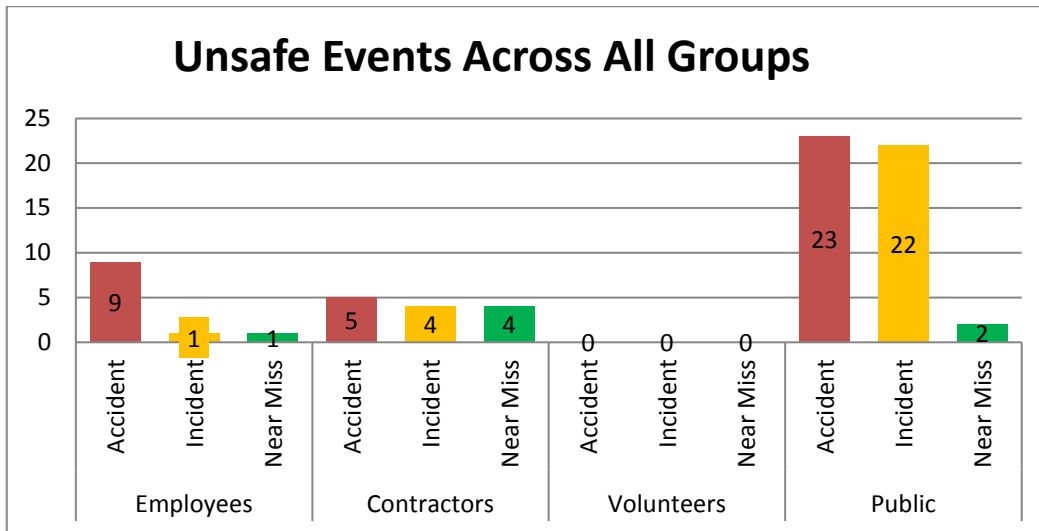
A	B	C
8	16	3

- e. Reflects self reported department safety performances over the previous 12 months.

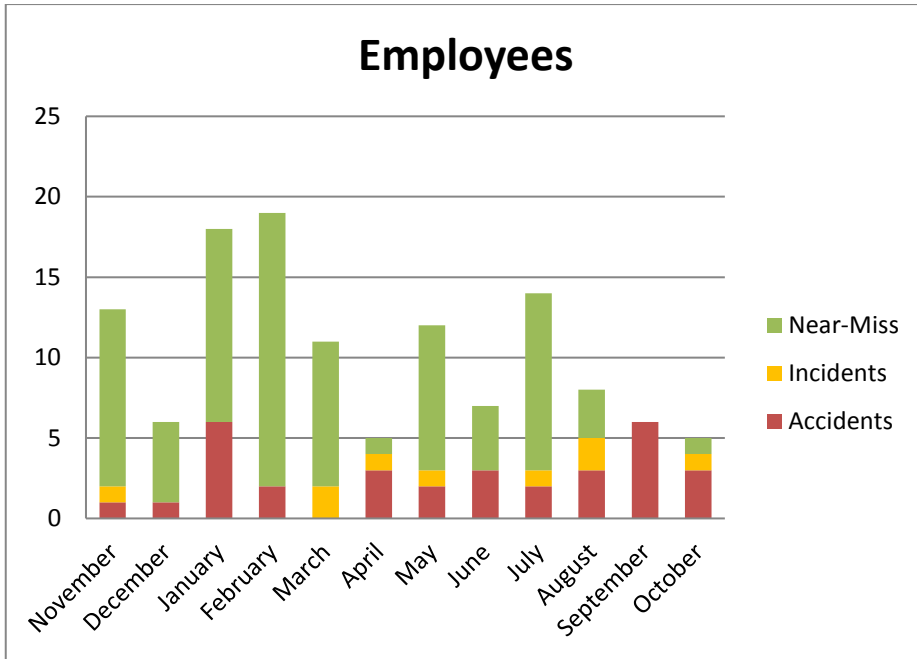


14 Lag indicators; Unsafe Events: Reflects unplanned work situations or occurrences that have (or could have) resulted in harm to the workforce or public.

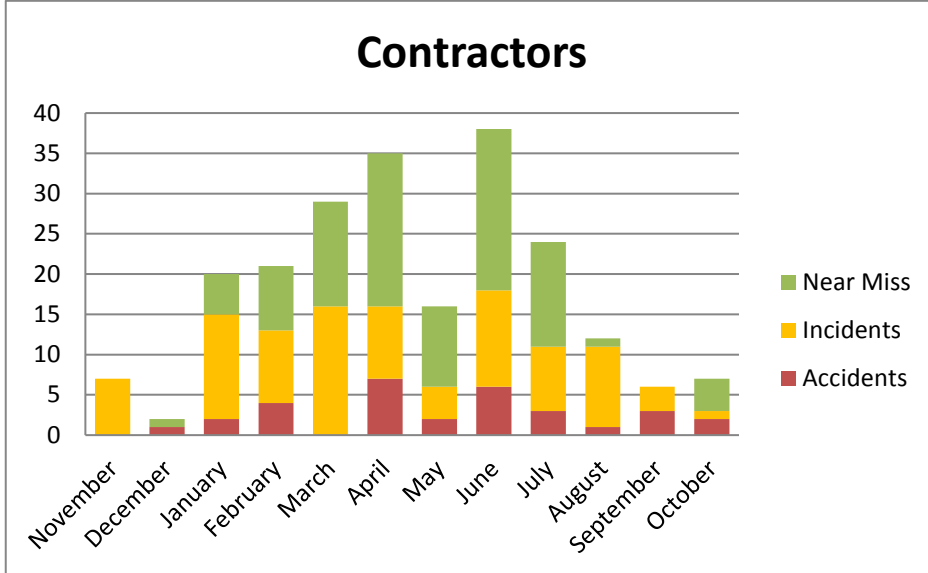
- a. All Council related Accidents, Incidents and Near Miss events



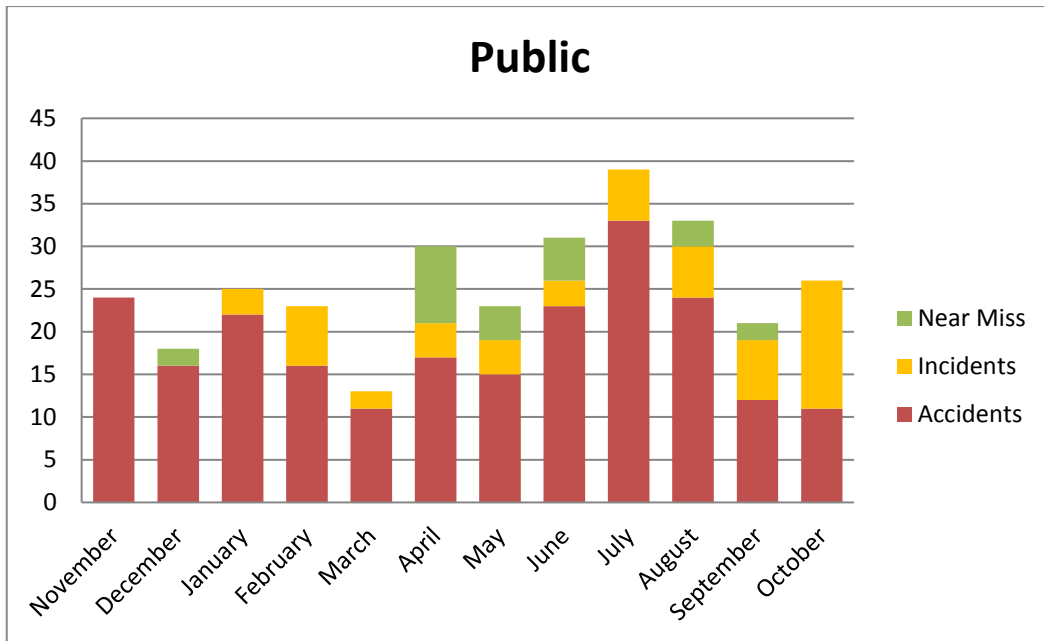
b. Employee Accidents, Incidents and Near Miss event trend



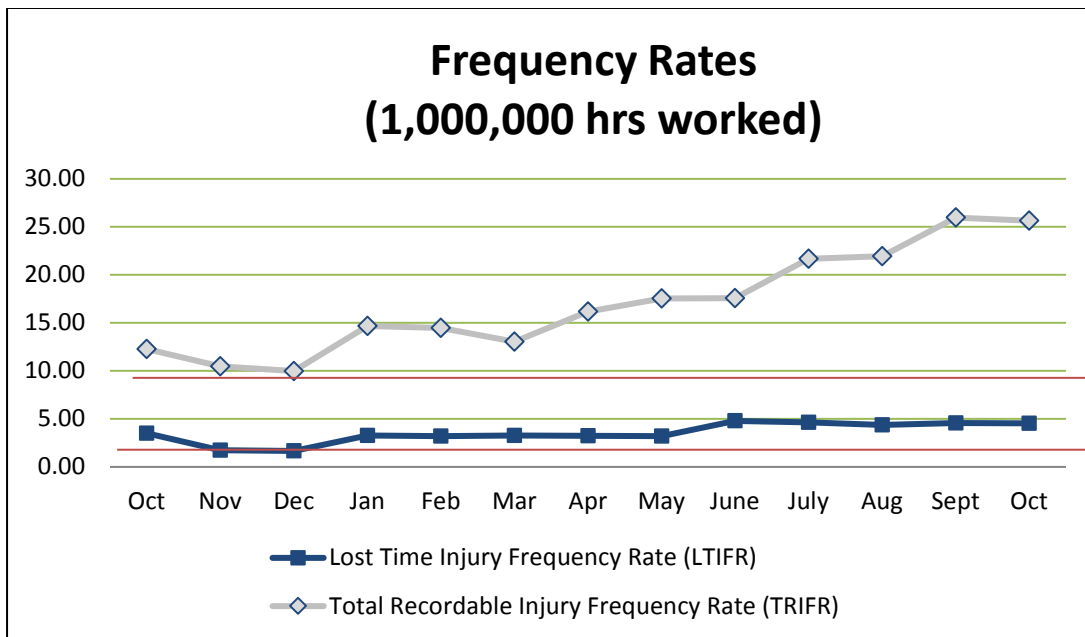
c. Contractor Accidents, Incidents and Near Miss event trend



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	<p>Employee Medical Treatment Injury (MTI): Worker tripped over mobile whiteboard</p>	<ul style="list-style-type: none"> Whiteboard moved to a safer storage area.
	<p>Employee Medical Treatment Injury (MTI): Worker dropped a wooden bollard they were carrying and received a cut there leg</p>	<ul style="list-style-type: none"> Injury assessed and treated at Medical Centre Manual handling hazard discussed at department H&S meeting.
	<p>Employee Medical Treatment Injury (MTI): Worker was moving and lifting PC boxes – hurt her arm (NB: late report)</p>	<ul style="list-style-type: none"> Review/investigation ongoing regarding manual handling tasks & associated risks Injury management workshops for managers booked for January 2019 Worker receiving physio therapy
	<p>Employee Medical Treatment Injury (MTI): Worker strained shoulder climbing through a narrow space during a building inspection (NB: late report)</p>	<ul style="list-style-type: none"> Review/investigation ongoing regarding manual handling tasks & associated risks Injury management workshops for managers booked for January 2019 Employee advised to report workplace accidents to manager ASAP.
	<p>Contractor Lost Time Injury (LTI): Worker slipped on snow/ice and hurt their back</p>	<ul style="list-style-type: none"> Contractor investigated accident. Snow grip for shoes supplied.
	<p>Employee Lost Time Injury (LTI): lumbar sprain at Church Street office after bending down to plug cables under workstation.</p>	<ul style="list-style-type: none"> Accident investigated and discussed with team Return to Work Plan in place.

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

		
Notifiable Event Type	#	Description
N/A	0	N/A
Work	0	N/A

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

 Safety Alerts	
Snow Alert 24.9.18	<ul style="list-style-type: none"> Email to all people managers advising that was snow forecasted. Managers reminded to ensure teams are prepared and snow travel plans are in place.

 Procedure Alerts	
MySafety	MySafety Online Incident and Hazard reporting system live from 31/10/2018. MySafety will be used to record all future hazard and incident reporting.

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

Month	Type
September	<ul style="list-style-type: none"> • Health & Safety law update for Executive Leadership Team; Legal Manager and Health & Safety Chair • Online Emergency Warden Training • First Aid • Health & Safety Rep – Stage Two • Defibrillator/CPR/Emergency Oxygen training at QEC
October	<ul style="list-style-type: none"> • 'MySafety' – Incident & Hazard reporting system. • Manual Handling Training (Sport & Rec) • First Aid • Online Emergency Warden Training • Fire Extinguisher Training • Health & Safety Representative Stage One Course

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

Month	Initiative
September	'September'
October	Mental Health Awareness

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 Practise - 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 at Work Act, and associated regulations, which must be considered in all Council health, safety and wellbeing matters