

Audit, Finance & Risk Committee
12 September 2024
Report for Agenda Item | Rīpoata moto e Rāraki take [3]

Department: Corporate Services

Title | Taitara: Organisational Health, Safety and Wellbeing Report

Purpose of the Report | Te Take mō te Pūroko

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 | Kā Tūtohu

That the Audit, Finance & Risk Committee:

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

Prepared by:



Name: Alan Thomas

Title: Health & Safety Manager
20 August 2024

Reviewed and Authorised by:



Name: Katie Church

Title: Director of People & Capability
21 August 2024

Context | Horopaki

1. Queenstown Lakes District Council (QLDC) has duties under the Health and Safety at Work Act 2015 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 | Tatāritaka me kā Tohutohu

2. Reporting period

As health, safety and wellbeing information is captured at the end of each calendar month, the statistics in this report cover the period 1 May – 31 July 2024

3. Key Risks

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 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

4. Health & Safety Committee Chair: Quarterly Summary

The Chief Executive has approved the updated 'Workplace Health and Safety Policy' (Attachment A), which aligns with the QLDC Diversity, Equity and Inclusion statement, emphasises staff safety and QLDC's zero tolerance of unacceptable behaviour towards or from staff, and includes a clear reminder that health and safety is everyone's responsibility.

During this reporting period there have been two Employee Lost Time Injuries (LTI). As a result, the Total Recordable Incident Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR) have risen to 8.28, the TRIFR exceeds KPI of 8, and the LTI exceeds the KPI of 5. Please note that Attachment B reflects the last reporting year from 1 July 2023 to 30 June 2024, which shows the LTIFR and TRIFR at 9.19 at the end of this period. This report includes the reduction in rates that has occurred after the end of the reporting year.

There was one contractor Notifiable Event to WorkSafe, as well as five Serious Occurrences during the reporting period (see summary in Section 8 of this report). WorkSafe did not require that an investigation be undertaken for the Notifiable Event, while all the Serious Occurrences have been investigated by the relevant contractor.

There continues to be a high level of engagement for the organisation's wellbeing initiatives. Health & Safety Representatives (HSRs) are continuing to encourage employees to sign up for the TELUS Health App, so they can take advantage of the wide range of services on offer.

5. Health & Safety Manager

Performance results 2023:2024

Health & Safety targets are set for the period 1 July through 30 June annually, in line with Council's financial year. This section of the report relates to performance results for the full year through to 30 June 2024, with the remainder of the report focussing on the reporting period identified at point 2.

Overall Performance

Good progress was achieved on Key Performance Indicators (KPIs) for the year ending 30 June 2024. The organisation achieved eight out of ten objectives. See Attachment B.

At the time of writing this report, the Health & Safety Committee have reviewed the KPI's for 2024 – 2025, and the next step in the process is to put forward to the Executive Leadership Team for review.

Key project: Contractor Management

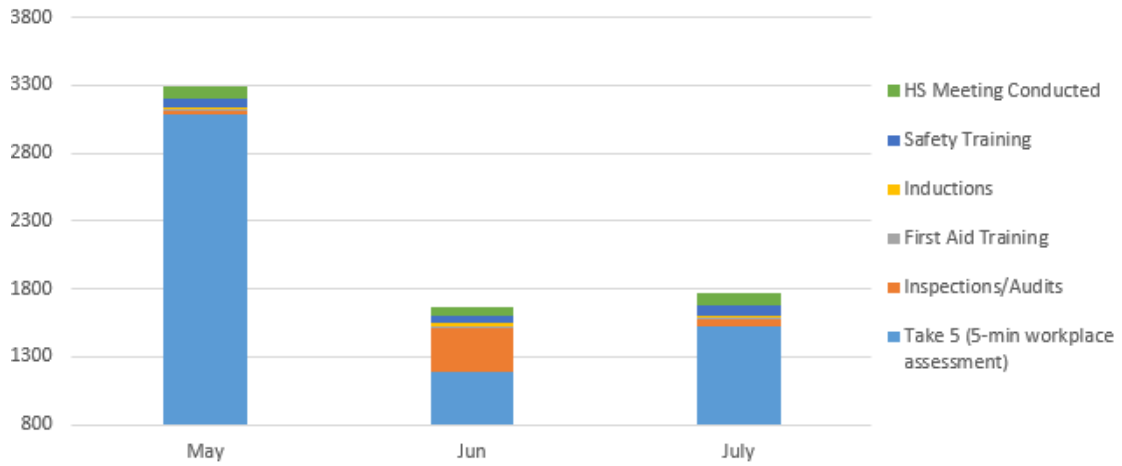
The key project focus for 2023:2024 was to implement the training for the Health and Safety Contractor Management System (HSCMS). The first training sessions started in November 2023 and have been undertaken through 2024. To date 63 people have attended. Feedback has been received from each group. This has enabled for the training modules to be improved.

6. Lead Indicators

Positive Safety Actions

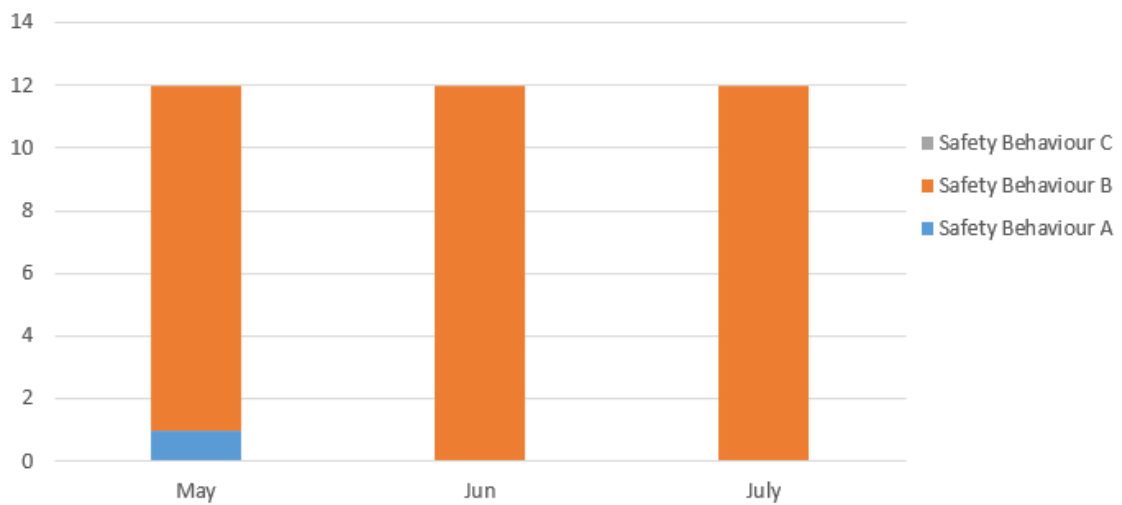
- a. Health & Safety Meetings conducted within departments or with contractors. (Total 235)
- b. Safety Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely. (Total 199)
- c. Inductions. The first step in engaging our employees in working safely at QLDC. (Total 54)
- d. First Aid Training. (Total 33)
- e. Inspections/Audits. Opportunities for improvement and to ensure that our workplace or our contractor's workplaces are compliant. (Total 401)
- f. Take 5. Any assessments that identify the risks and control measures associated with a work process or situation. (Total 5805)

Positive Safety Actions



- 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 expected to rate themselves a C in response to a significant incident occurring where insufficient (or no) action has been taken to remedy.

Department Safety Behaviours

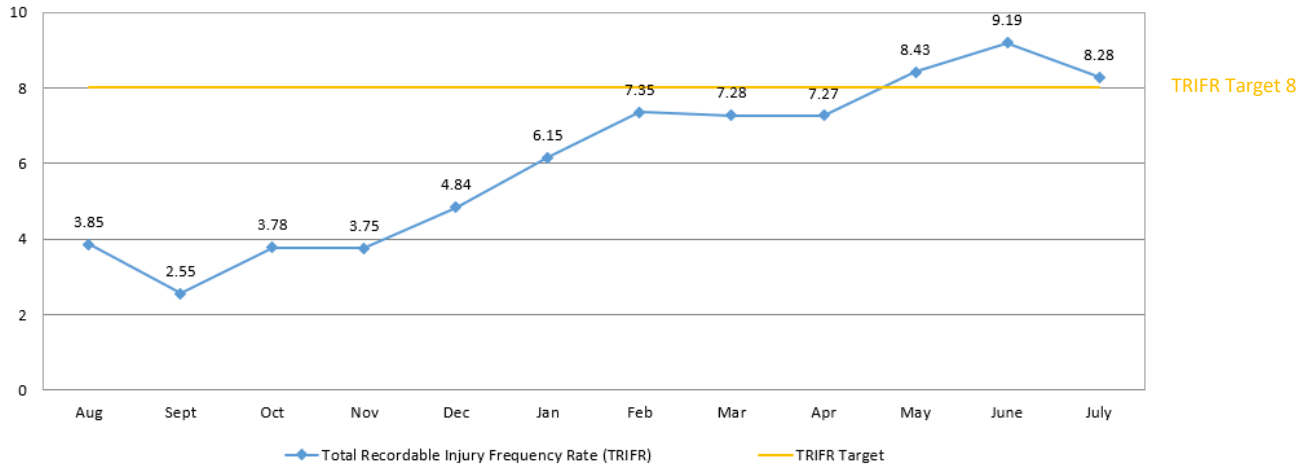


7. Safety Statistics

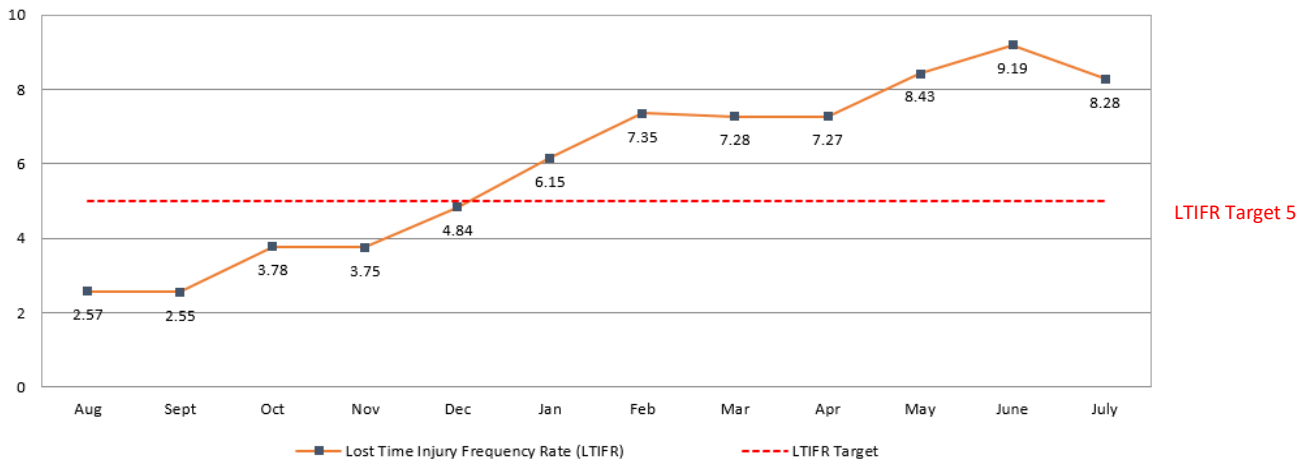
- a. **Total Recordable Incident Frequency Rate (TRIFR)** (These include all Recordable incidents: Medical Treatment Case, MTC. Restricted Work Case, RWC. Lost Time Injury, LTI. Target for TRIFR is 8 or below.

Lost Time Injury Frequency Rate (LTIFR) (This only covers Lost Time Injury). Target for LTIFR is 5 or below. The number of recordable cases, multiplied by 1,000,000, then divided by the total number of exposure hours worked.

TRIFR Rolling 12 month average



LTIFR Rolling 12 month average



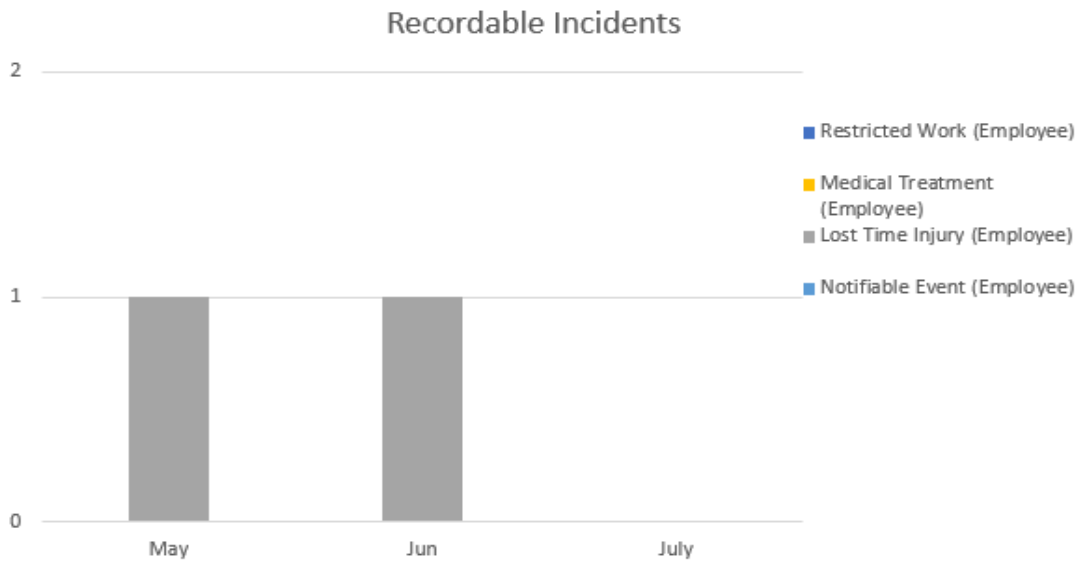
NB: There have been two Lost Time Injuries (LTI) within the reporting period, which resulted in the Lost Time Injury Frequency Rate (LTIFR) and Total Recordable Incident Frequency Rate (TRIFR) increase in May and June.

Please note; New Zealand does not have a ‘central’ benchmarking comparison tool such as those available from the [US Bureau of Labour Statistics](#), or [Safe Work Australia](#).

The New Zealand [Business Leaders Health and Safety Forum](#) provides reports across the member industries. These statistics use 200,000 hours rather than a million hours, which QLDC use. Their last benchmark across members was an LTIFR of 1.85 and a TRIFR of 3.58. Using this formula QLDC LTIFR and TRIFR, did not exceed these figures for the previous year and is currently at 1.66.

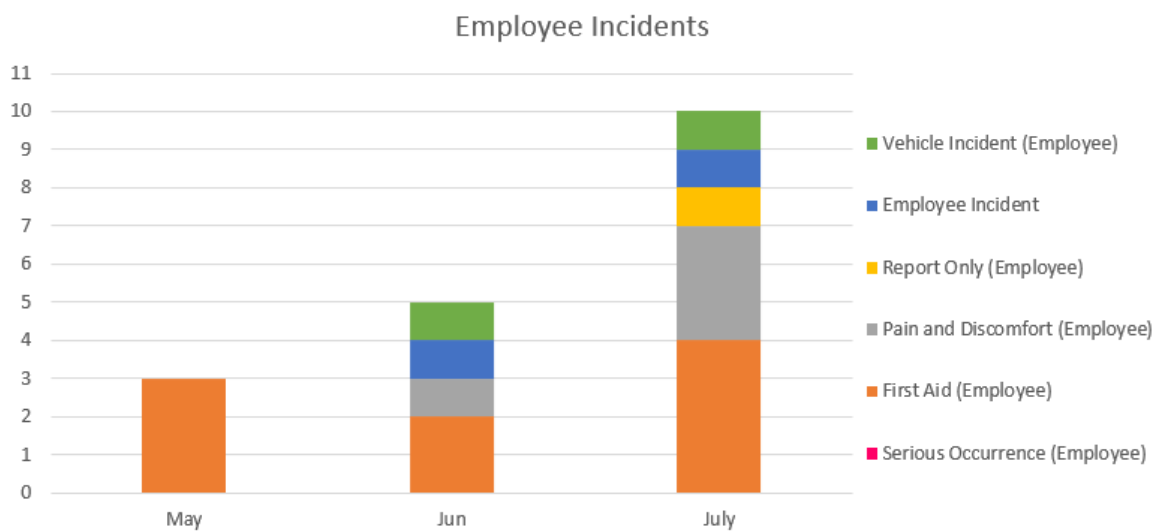
Safe Work Australia provide a LTIFR comparison tool that uses the million hours formula. Industry specific information is provided. The industry benchmark for local government is 13.2, QLDC current LTIFR and TRIFR is 8.28.

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



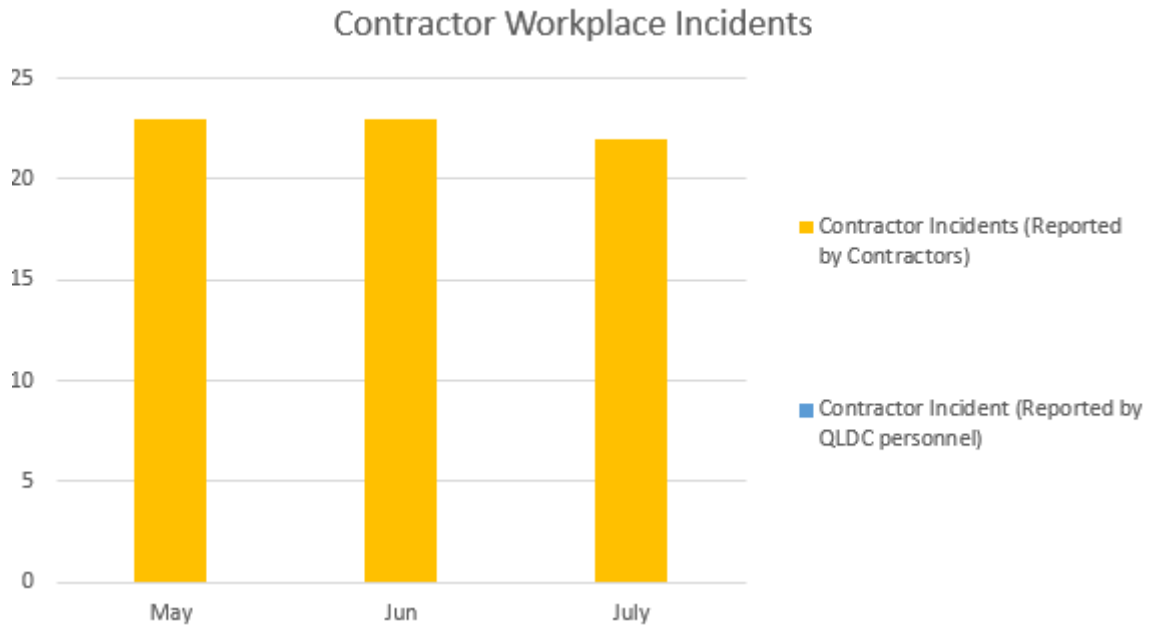
NB: There have been two Recordable Incidents in this reporting period, the LTI's at item 7b of this report are summarised at item 8.

c. Employee Incidents



NB: Significant employee events are recorded at item 7b of this report and summarised at item 8.

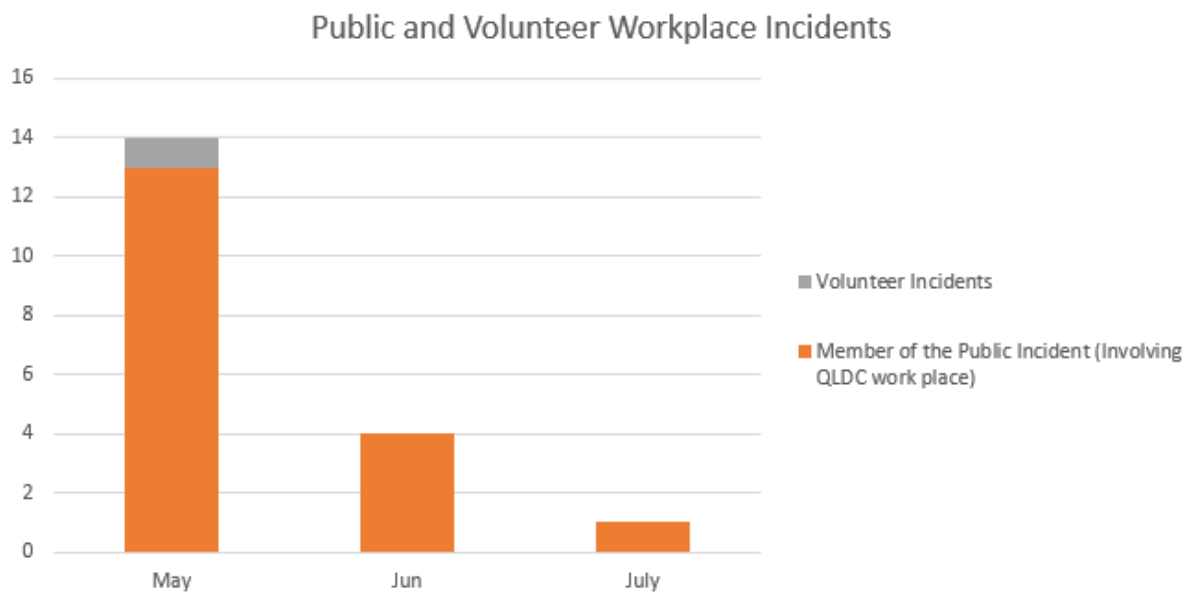
d. Contractor Incidents



NB: One contractor Notifiable Events and five Serious Occurrences were recorded during this reporting period. These are summarised at item 8 of this report.

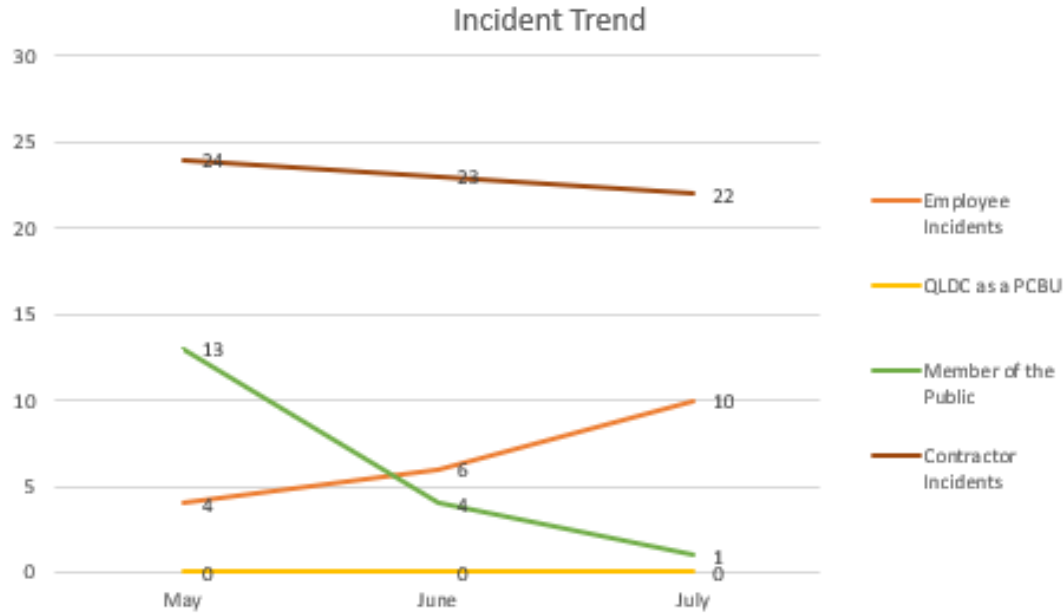
To note, all strikes to services under Council incident classifications are treated as a Serious Occurrence no matter the severity. Council have worked with the contractor involved with the Notifiable Event to provide advice on their isolation procedures, the contractor has implemented this into their current process. This illustrates Council’s good relationships with contractors around incident reporting and active involvement in seeking better outcomes.

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



NB: None of these incidents were of a significant nature.

f. **Incident Trend** These are workplace incidents as defined under the Health and Safety at Work Act involving a QLDC employee, QLDC as a PCBU, contractor incidents and incidents involving members of the public.




8. Significant Incidents (May 2024 – July 2024)

Incident	Findings and Action taken
<p><u>Lost Time Injury</u></p> <p>Employee was moving bags of leaves from the ground into the truck and felt pain in their lower back</p>	<ul style="list-style-type: none"> Due to a previous non work related injury the Doctor advised that complete rest was required for the staff member to fully recover
<p><u>Lost Time Injury</u></p> <p>Employee was moving equipment with other team members and pulled a muscle in their back</p>	<ul style="list-style-type: none"> Correct manual handling procedures were being followed. Employees take part in regular manual handling workshops, which the person had attended The next day the pain worsened, and a doctor’s appointment was made. Doctor advised that physio was required


<p><u>Contractor Notifiable Event</u></p> <p>Contractors were installing a new hydrant on mains water pipe. The pipe had been isolated previously and work commenced</p> <p>As the work was proceeding an existing sluice valve and valve box blew off the pipe and mains water entered the excavation filling it within seconds. No injuries</p>	<ul style="list-style-type: none"> • An incident report has been received from the contractor • The contractor had tested their shut off procedure previously • During the shut off on the day of the incident a valve further back had been livened, which allowed water through at full pressure. The contractor has stated that they have not been able to determine why this occurred • In discussion with QLDC the contractor has reviewed its procedures and made changes to the isolation process. This will include 'Danger Do Not Operate' tags with the contact details of the permit holder • Incident reported to WorkSafe who chose not to investigate
<p><u>Contractor Incident: Serious Occurrence</u></p> <p>Service strike to a mains water pipe due to a rock being dragged over an exposed pipe by an excavator bucket</p>	<ul style="list-style-type: none"> • The water main serviced two properties. The contractor contacted the property owners and repaired the damage within an hour
<p><u>Contractor Incident: Serious Occurrence</u></p> <p>Service strike to a mains water pipe due to weather conditions</p>	<ul style="list-style-type: none"> • An excavator bucket contacted water pipe. Weather at the time was foggy and the pipe was under the fog line
<p><u>Contractor Incident: Serious Occurrence</u></p> <p>A subcontractor transitioning from one level of scaffold to a lower level outside the safety rails with no height protection. A worker on site immediately reported the incident to the Site Manager</p>	<ul style="list-style-type: none"> • Subcontractor that had performed the transition was interviewed and admitted their failing. They have been permanently removed from the site • A similar incident occurred in April. A 'stop for safety' was called for that

	<p>incident. Senior management attended site and encouraged all staff to speak up, if they witness any unsafe acts</p>
<p><u>Contractor Incident: Serious Occurrence</u></p> <p>A contractor was excavating a trench line to install a new power line for light poles and struck a lateral water line</p>	<ul style="list-style-type: none"> Initially potholed using a Hydrovac with no services located, contractor proceeded with a 1.8T excavator and struck the lateral water main Had the lateral been positively identified through either hand digging or using a Hydrovac, this incident would not have occurred Contractor has been reminded that mechanical means of excavation must not be employed until potholing or other non-destructive procedures have identified the asset, unless the owner of the asset has given written permission to allow mechanical means of excavation
<p><u>Contractor Incident: Serious Occurrence</u></p> <p>A contractor damaged a telecommunications cable</p>	<ul style="list-style-type: none"> Asset owner did not identify the location of the cable correctly

9. **WorkSafe Notification:** Unsafe events/tasks that require reporting to the regulator.

		
Notifiable Event Type	#	Description
Notifiable Incident	1	Unplanned release of a pressurised substance

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

 Safety Alerts	
	None

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

Month	Type
May 2024	<ul style="list-style-type: none"> • Asset Management 101 • New and Emerging Leaders • Leadership in Context • Winter driving
June 2024	<ul style="list-style-type: none"> • Snow chain Fitting • Winter driving
July 2024	<ul style="list-style-type: none"> • Winter Driving training • Leadership in Context

Consultation Process | Hātepe Matapaki

Significance and Engagement | Te Whakamahi I kā Whakaaro Hiraka

12. 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.

13. 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 Council’s work process.

14. The Council has not consulted directly on this matter in the past.

Māori Consultation | Iwi Rūnaka

15. Community consultation is not required for this matter.

Risk and Mitigations | Kā Raru Tūpono me kā Whakamaurutaka

16. This matter relates to a risk category. It is associated with RISK10032 Health, safety or wellbeing incident affecting employee within the QLDC Risk Register. This risk has been assessed as having a moderate residual risk rating.
17. This matter relates to the management and governance framework for all Health and Safety risks that are documented within the My Safety Register.
18. 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.

Financial Implications | Kā Riteka ā-Pūtea

19. None.

Council Effects and Views | Kā Whakaaweawe me kā Tirohaka a te Kaunihera

20. The following Council policies, strategies and bylaws were considered:
- Workplace Health and Safety Policy Statement
 - Workplace Health and Safety Management System
 - Safe Vehicle Use Policy

21. This matter is included in the Long Term Plan/Annual Plan

Legal Considerations and Statutory Responsibilities | Ka Ture Whaiwhakaaro me kā Takohaka Waeture

22. 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.

Local Government Act 2002 Purpose Provisions | Te Whakatureture 2002 o te Kāwanataka ā-Kiaka

23. Section 10 of the Local Government Act 2002 states the purpose of local government is (a) to enable democratic local decision-making and action by, and on behalf of, communities; and (b) to promote the social, economic, environmental, and cultural well-being of communities in the present and for the future. Council adhering to good practice and legislative health, safety and wellbeing practices contributes to the wellbeing of staff and the community Council serves.

Attachments | Kā Tāpirihaka

A	Workplace Health and Safety Policy Statement
B	KPI's for 2023 - 2024

Workplace Health and Safety

POLICY STATEMENT

QLDC is committed to providing a safe and healthy working environment for the prevention of work-related injury and ill health, which is appropriate to the specific nature of the safety risks to which workers and others could be exposed.

Our culture of continuous improvement empowers our people to take personal and collective responsibility so that all work activities are carried out to the highest level of safety performance.

Although management have the ultimate responsibility, we all have a duty to identify hazards, assess risks and take action to ensure we all share a safe and healthy workplace.

Our inclusive culture of safety encourages and supports participation where everyone feels free to speak up about non-conformances, undesirable or unsafe situations or any other safety related issue. This includes behaviour towards or from our employees.

Our policy promotes commitment to:

Complying with relevant legislation, regulations, codes of practice, industry standards and safe work practices	Maintaining and operating our assets to provide a work environment that is without risks to health and safety, so far as is reasonably practicable	Identifying hazards and unsafe behaviour and, where required, monitoring the health of workers and conditions in the workplace to prevent illness or injury	Engaging with workers or their representatives and, so far as is reasonably practicable, other stakeholders to manage health and safety
Ensuring that sufficient skilled and trained senior leaders are available to implement safety strategies and processes	Providing instruction, information, training, supervision, and resources that are necessary to protect workers from risks to their health and safety arising from the work carried out	Measuring our safety performance against realistic safety performance indicators to ensure that actions taken are appropriate and effective	Requiring and supporting the accurate reporting, recording and investigation of all incidents to minimise impact and prevent reoccurrence
Providing stay at work/return to work programmes to provide meaningful and productive transitional duty back to full employment for ill or injured workers and encouraging participation in health and wellbeing activities	Proactively work with our staff and local health professionals to take reasonably practicable steps to safeguard the health and wellbeing of all workers and visitors to QLDC workplaces in a pandemic environment	Maintaining and continually improving our health and safety management system	Recognising employees who demonstrate safety excellence

This requires the active participation and commitment of all QLDC employees, contractors, volunteers, and suppliers, in supporting our own safety and wellbeing as well as the safety of our assets, our business and the wider community.

Mike Theelen

NAME:

Chief Executive

TITLE:

May 2024

DATE:



SIGNATURE:

QLDC Health, Safety & Wellbeing Objectives

2023/2024

Item	Objective	Comment	Status
Compliance	<ul style="list-style-type: none"> No breaches of the Health and Safety at Work Act 2015 		Attained
Incidents	<ul style="list-style-type: none"> Total Recordable Injury Frequency Rate 8.5 or below Lost Time Injury Frequency Rate 5 or below 	9.19	Not Attained
		9.19	Not Attained
Prevention	<ul style="list-style-type: none"> 90% of all incidents reported are closed within allocated timeframe 	96% closed	Attained
	<ul style="list-style-type: none"> Reps and dept constituents to undertake an office/facility inspection at least every three months 		Attained
Improvement:	<ul style="list-style-type: none"> 90% of Health & Safety Committee actions completed on time 	91% completed	Attained
	<ul style="list-style-type: none"> H&S Improvement focus for 2024: Contractor Management training roll out 	Training rolled out and on going	Attained
	<ul style="list-style-type: none"> HS Reps to do at least one alternate inspection of another office/facility in the coming year 		Attained
Behaviour	<ul style="list-style-type: none"> Behavioural self-assessment: 2 times more A's are reported over the year than C's. 	29 A's 118 B's 1 C	Attained
Wellbeing	<ul style="list-style-type: none"> At least 65% department participation across QLDC wellbeing activities that take place in the Upper Clutha and Queenstown area 	89% Dept participation over the year	Attained

2023/2024 HSC Planned Projects

#	Project	Comment	Status
1	<ul style="list-style-type: none">H&S Improvement focus for 2024: Contractor Management training roll out	Training started in November 2023 and is continuing	Attained and on track