

Audit, Finance & Risk Committee
14 June 2022

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

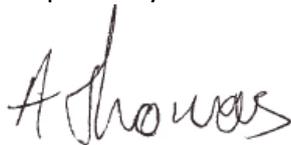
The purpose of this report is to provide the Audit, Finance & Risk Committee with a regular update on the Health & Safety performance of the organisation.

RECOMMENDATION | NGĀ TŪTOHUNGA

That the Audit, Finance & Risk Committee:

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

Prepared by:



Alan Thomas
Health & Safety Manager

23/05/2022

Reviewed and Authorised by:



Meghan Pagey
People & Capability Director

23/05/2022

CONTEXT | HORPOAKI

- 1 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

Reporting period

- 2 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 February 2022 through 30 April 2022.

Key Risks

- 3 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

Health & Safety Committee Chair: Quarterly Summary

- 4 The focus for this reporting period has continued to be QLDC's COVID-19 response from a business continuity perspective. The Business Continuity Planning (BCP) team have continued to provide the organisation with up to date information and overall services levels have been maintained. Staff continued working in team bubbles throughout February and March. As the alert levels started to relax in April and the majority of staff had been tripled vaccinated, the BCP team encouraged staff to return back to the office on a 50% capacity basis. This had been well received.

- 5 In this reporting period there were two lost time injuries (LTI's) which did increase the Lost Time Injury Frequency Rate (LTIFR). Neither event was notifiable, and work has been done subsequently to remind staff of incident response procedures to ensure lost time can be minimised or eliminated wherever possible following a safety event. As there were no LTI's in March and April, the trend has now decreased and we're on track to reach our KPI. It should be noted that overall, there continues to be a high standard of safety reporting. This is reflected in the team's health and safety monthly reports as well as incidents being recorded into 'My Safety'.
- 6 The wellbeing initiatives for February, March and April have been very successful, especially the Healthy Heart Checks and Flu Shots as these saw good attendance by QLDC staff.

Health and Safety Manager

COVID-19 – Changes to Settings

- 7 On 10 February 2022 the Ministry of Health confirmed the first two COVID-19 cases in the Queenstown Lakes District since 2020.
- 8 On 24 February 2022 the Queenstown Lakes District, along with the rest of the country entered the Red setting of the COVID Protection Framework (CPF) and Phase 3 of the public health response, which emphasised individual responsibility and 'learning to live with the virus'.
- 9 Key elements of Phase 3, specifically relating to isolation requirements, which positively impacted QLDC's business continuity responses were:
 - Positive COVID cases were required to isolate for only 7 days (compared with the previous 10 – 14 days)
 - Household contacts, providing they do not test positive during this time, to leave isolation after the original case had completed their isolation period
 - Close contacts were no longer required to isolate, but instead to monitor their symptoms for 10 days and if they developed to isolate and get a Rapid Antigen Test (RAT)
- 10 The reduced isolation requirements were particularly helpful to our operational roster-based teams, however as the outbreak developed through the district, the BCP team recognised that caution was still required. Therefore, 'bubbles' were established in offices on 15 February 2022, in order to reduce the risk of the spread of COVID through the organisation. Those bubbles remained in place until 26 April 2022 when office capacity limits returned to a maximum of 50%. This strategy was successful in ensuring services could be maintained.
- 11 On 13 April 2022 the Queenstown Lakes District, along with the rest of the country entered the Orange setting of the CPF at Phase 3. This allowed public facilities to operate without capacity limits but maintained the requirement for customers and staff to wear a

medical grade mask unless they are exempted. Indoor events and gatherings capacity limits are increased to 500 attendees and mask wearing is now only required for staff who are not exempt.

- 12 During this reporting period approximately 140 QLDC staff have contracted COVID-19 or have had to isolate due to household members that have tested positive. This has caused some limited disruption within the organisation, but overall services have been maintained. In some cases staff, where they have felt well enough, have been able to continue their usual duties working from home.
- 13 Queenstown Lakes District Council has worked with community nurses to provide facilities in Queenstown and Wānaka to distribute RAT kits to help local medical centres and pharmacies with the volume of requests.

Vaccinations

- 14 As previously reported to the Committee on 3 March 2022, a decision was made to require My Vaccine Passes for entry by customers and staff to QLDC's public facilities i.e. pools, libraries and public venues. This followed the introduction of the My Vaccine Pass system by Government on 2 December 2021.
- 15 As it related to staff, following a period of consultation the Executive Leadership Team determined, effective from 26 February 2022, all QLDC employees needed to be vaccinated against COVID-19. Alternative employment arrangements were entered into with the small number of staff who were not vaccinated.
- 16 On 4 April 2022, the Government removed their requirements for My Vaccine Passes in general, and subsequently QLDC followed suit. The requirement to use a My Vaccine Pass, to enter those previously named QLDC premises, for customers, staff and all visitors (including contractors) was removed from 5 April 2022.

Business Continuity Planning

- 17 Prior to the introduction of Phase 3 of the CPF, QLDC were able to secure a limited supply of RAT kits, and these were made available to staff in higher risk areas, where the majority of their daily role was customer facing. This was an additional temporary layer of protection to ensure business continuity whilst case numbers remained high in the community.
- 18 QLDC's business continuity response continues to monitor and where required to update staff on COVID-19 developments, in addition to reminders of ongoing safety and hygiene protocols.
- 19 At the time of writing, facilities remain open, and staff are encouraged to return to the office environment provided occupancy does not exceed approximately 50% averaged over the week and with the following provisions:

- Staff can move between offices but where they are in an office that is not their usual workplace, they should wear a mask. Staff can choose to wear a mask at any time;
- Contractors, consultants and visitors entering our offices and meeting rooms must wear a mask;
- All reception areas are considered a public space under the Orange CPF setting and masks must be worn by everyone in these spaces including staff;
- All formal meetings of Council, Committees and the Wānaka Community Board, and Hearings continue to be conducted online during the Orange CPF setting as all meetings open to the public are considered a public space under this setting.

Flu Shots

20 Flu shots have been made available to staff, both via 'drop-in' onsite clinics, and appointments with medical providers. There has been a strong uptake this year.

Performance indicators – Reporting Period February 2022 to April 2022

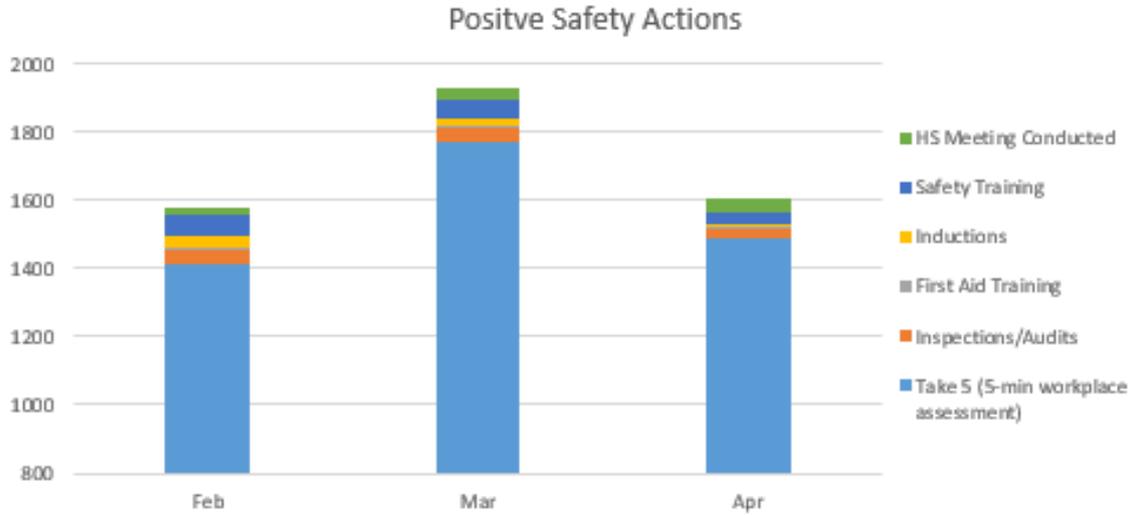
21 Note that results that follow from this point relate specifically to the reporting period 1 February 2022 through 30 April 2022. This addresses detailed safety performance results since the last Audit, Finance and Risk Committee meeting.

Lead Indicators

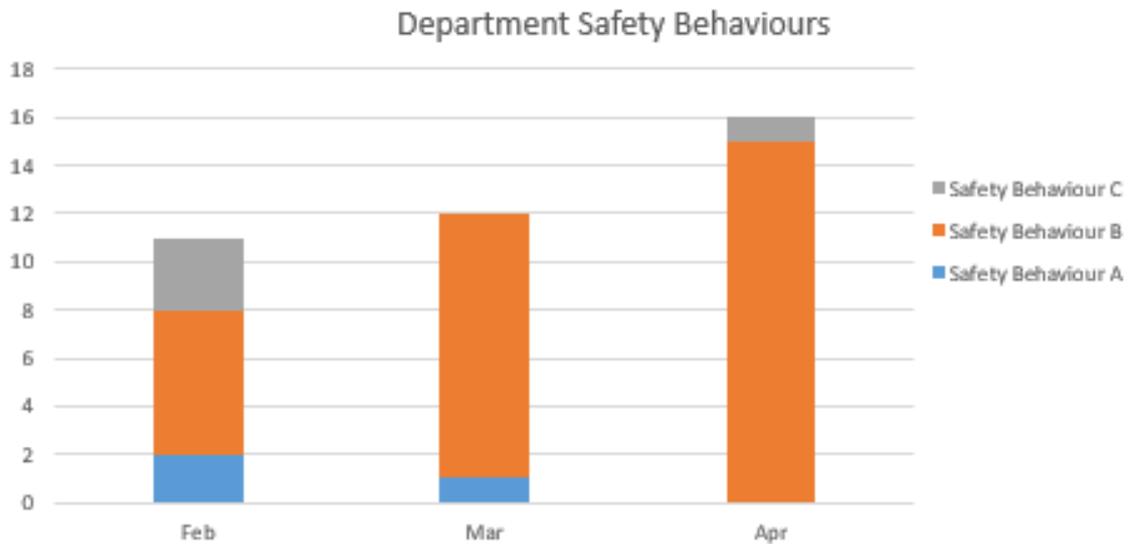
22 Positive Safety Actions

- a. Health and Safety Meetings conducted within departments or with contractors. (Total 91)
- b. Safety Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely. (Total 160)
- c. Inductions. The first step in engaging our employees in working safely at QLDC. (Total 56)
- d. First Aid Training. (Total 20)
- e. Inspections/Audits. Opportunities for improvement and to ensure that our workplace or our contractor's workplaces are compliant. (Total 110)

- f. Take 5. Any assessments that identify the risks and control measures associated with a work process or situation. (Total 4674)



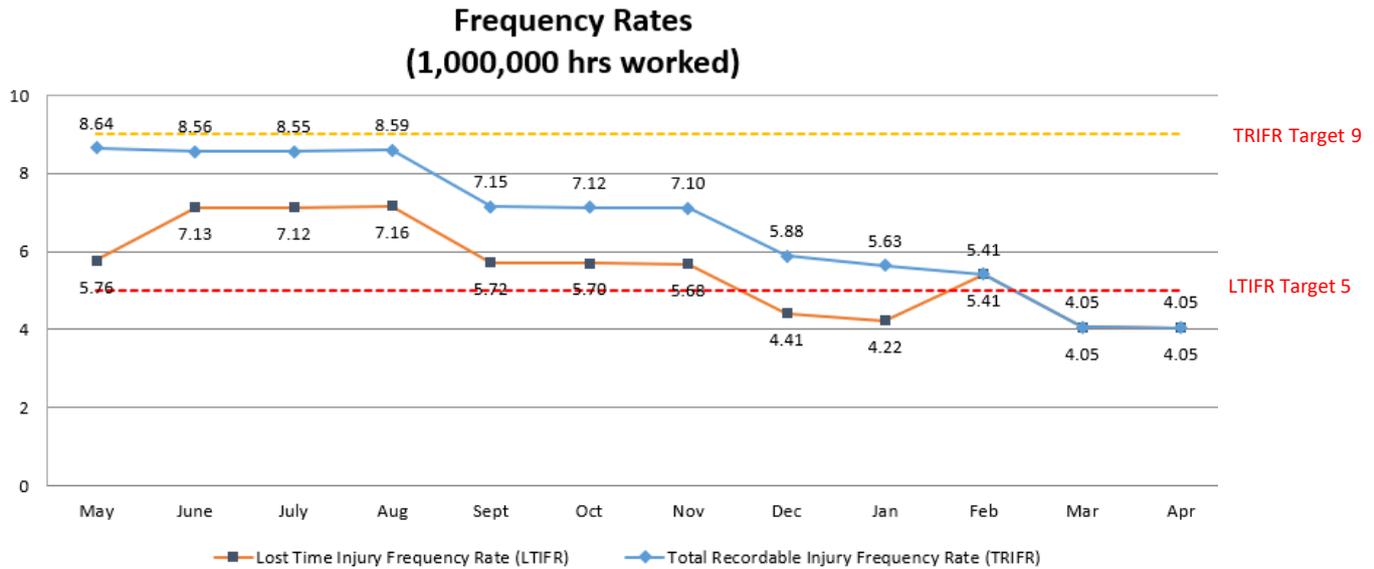
- g. **Department Safety Behaviours** Council departments are required to rate their monthly safety performance based on a simple question; Have they improved safety (A score), or has it been business as usual (B score)? A department is usually expected to rate themselves a C in response to a significant accident or incident or where they consider their performance needs improvement.



Safety Statistics

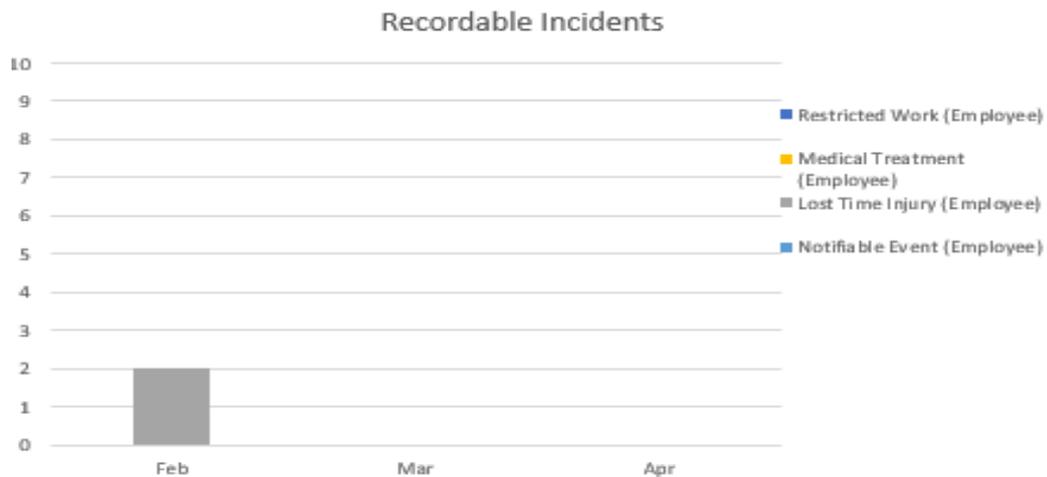
h. **TRIFR** (Total Recordable Incident Frequency Rate. These include all Recordable incidents: Medical Treatment Case, MTC. Restricted Work Case, RWC. Lost Time Injury, LTI). Target for TRIFR is below 9.

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



NB: The Lost Time Injury Frequency Rate (LTIFR) rate increased in February due to two Lost Time Injuries (LTI). They have since trended downwards and are below the target (i.e. a positive trend). The Total Recordable Injury Frequency Rate (TRIFR) has continued its downward trend and are below the target (i.e. a positive trend).

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



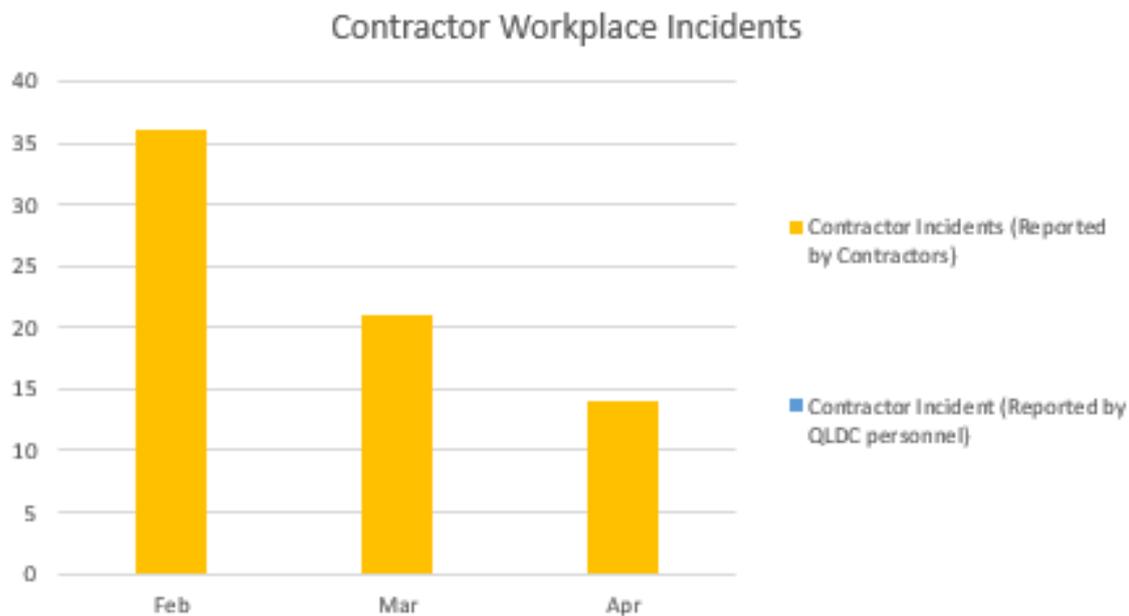
NB: The events above relate to the two Lost Time Injuries (LTI) these are summarised at item 11 in this report. There were no Notifiable employee events during this reporting period.

j. Employee Incidents



NB: Significant employee events are recorded at item 10b of this report and summarised at item 11.

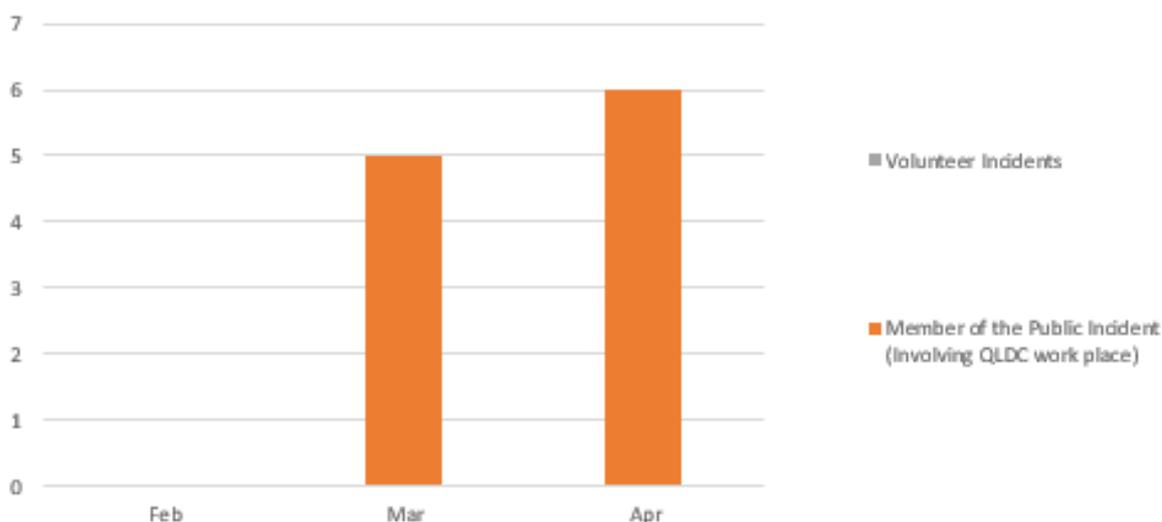
k. Contractor Incidents



NB: There were no significant contractor incidents recorded during this reporting period.

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

Public and Volunteer Workplace Incidents



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

23 **Significant Incidents** (February 2022 - April 2022)

| Incident | Findings and Action taken |
|---|---|
| <p><u>Lost Time Injury</u></p> <p>An employee felt a ‘twinge’ in their back whilst performing gardening work. Employee visited medical centre, but did not present with a Doctors Kit form (QLDC requirement)</p> <p>NB. Doctors Kit explores options for suitable alternate duties</p> <p>Employee was later reassessed by Doctor and provided suitable duties, however by the time this was completed the reporting criteria for an LTI had been reached</p> | <ul style="list-style-type: none"> • The role involves lightweight work to more physical tasks including heavy lifting, digging and work with small machinery. The role also involves repetitive tasks which are shared amongst the team. • Actions taken: <ul style="list-style-type: none"> • Work with Physio provider, to develop ‘warm up before work’ - quick stretching exercises that can be used prior to physical tasks to aid in minimising body strains • Reporting incidents procedure poster updated to aid in reminding staff around processes • HS manager sent a reminder ‘toolbox talk’ for teams to step through the reporting process |

Lost Time Injury

Employees slipped whilst conducting a site visit and came down on their lower back. They continued work for the day and informed their supervisor after finishing work

Doctor assessed that this was a strain to or cracked rib and that this would heal with time

- Whilst at site the employee had a misstep in a ‘footing trench’ causing the slip
- All procedures followed when visiting site
- Some delays were identified in reporting procedures relating to this incident, but they were not a material contributing factor to the resulting lost time injury

NB: As outlined above that there have been no Notifiable events for the reporting period.

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

|  | | |
|---|---|--|
| Notifiable Event Type | # | Description |
| Notifiable Incident | 0 | No Notifiable Events in the reporting period |

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

|  Safety Alerts | |
|--|--|
| Covid 19 | <ul style="list-style-type: none"> • Updates to QLDC procedures provided on YODA (internal intranet) • Update emails from the BCP team to all staff on relevant developments and Government media releases |

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

| Month | Type |
|----------|--|
| NOTE | <ul style="list-style-type: none"> • COVID influenced our over-all ability to hold face to face training • Inductions, fire warden and first aid training which can be done online continues |
| February | <ul style="list-style-type: none"> • GoodYarn Workshop • Resilience Workshops with Lance Burdett • Front Counter Safety • Personal Safety • E-Bike Inductions |
| March | <ul style="list-style-type: none"> • Winter driving |

| Month | Type |
|-------|--|
| April | <ul style="list-style-type: none"> • Winter Driving |

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

| Month | Initiative |
|----------|--|
| February | <ul style="list-style-type: none"> • Aotearoa Bike Challenge. QLDC statistics for this Wellbeing event are: • 108 participants, 22 new riders • 16,490 km ridden • 843 kg/CO2 saved from commuting trips |
| March | <ul style="list-style-type: none"> • Healthy Heart Checks. Due to the response we will be organising more later this year |
| April | <ul style="list-style-type: none"> • Flu shots for staff |

CONSULTATION PROCESS | HĀTEPE MATAPAKI:

> SIGNIFICANCE AND ENGAGEMENT | TE WHAKAMAHI I KĀ WHAKAARO HIRAKA

28 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.

29 This matter is of low significance and therefore does not require community consultation.

30 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

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

> MĀORI CONSULTATION | IWI RŪNANGA

32 Community consultation is not required for this matter.

RISK AND MITIGATIONS | NGĀ RARU TŪPONO ME NGĀ WHAKAMAURUTANGA

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

- 34 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 | NGĀ RITENGA Ā-PŪTEA

- 35 None

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

- 36 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.