

Audit, Finance & Risk Committee

8 July 2025

Report for Agenda Item | Rīpoata moto e Rāraki take [4]

Department: Corporate Services

Title | Taitara: 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

16 June 2025

Reviewed and Authorised by:



Name: Katie Church

Title: Director of People & Capability

16 June 2025

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

Reporting Period

2. As health, safety and wellbeing information is captured at the end of each calendar month, the statistics in this report cover the period 1 February – 31 May 2025.

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. During this reporting period there have been two Employee Lost Time Injuries (LTI), which were both well-managed. The Total Recordable Incident Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR) have decreased and are now at 6.72, which is within the KPI of 9 or below.

5. There was one contractor Notifiable Event to WorkSafe during the reporting period (this is summarised in Sections 9 and 10). WorkSafe chose not to investigate the Notifiable Event and closed out the report and the Notifiable Event has been investigated by the relevant contractor. During this reporting period, there were fewer contractor Serious Occurrences than in the prior reporting period.
6. There continues to be an excellent level of engagement for the organisation's wellbeing initiatives. Highlights during this reporting period include the Aotearoa Bike Challenge, a very successful Pink Shirt Day and a series of Mental Health briefings for people leaders and interested officers. There was also an exceptional uptake for our Wellbeing initiatives, with 134 employees taking part in Healthy Heart sessions and 214 employees receiving flu vaccinations; participation in these two initiatives was significantly higher than last year.

Health & Safety Manager

7. In response to an increase level of unacceptable behaviour toward Council employees, the Health and Safety Team has published a new document titled 'Managing Unreasonable Conduct Guidelines'. See Attachment A. This document is designed to support employees in recognising when customer behaviour may be considered unreasonable and to provide practical strategies for managing such situations appropriately and safely. This is based on the Ombudsman guidance [link here](#).
8. To accompany the guidelines, a 'Unreasonable Conduct Behaviour Response and Debrief Checklist' has also been developed. This tool supports individual and team reflection following challenging interactions. It serves not only as a guidance tool, but also as a learning aid to strengthen awareness, resilience, and appropriate response practices.

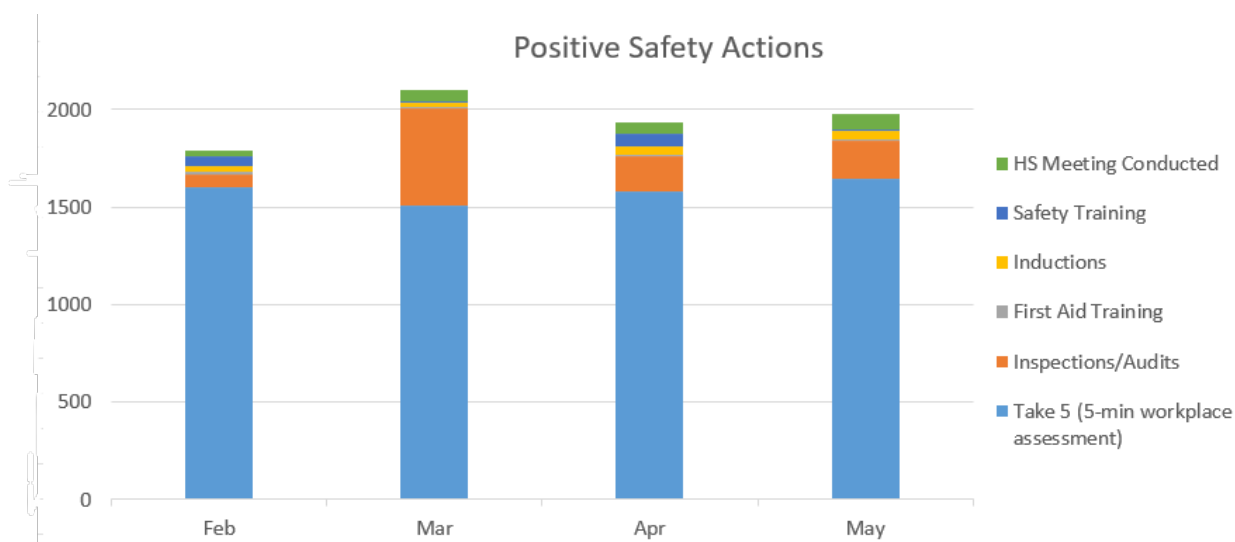
Performance Indicators - Reporting Period February 2025 – May 2025

9. Note that results that follow from this point relate specifically to the reporting period 1 February 2025, through 31 May 2025. These address detailed safety performance results since the last Audit, Finance and Risk Committee meeting.

Lead Indicators

10. Positive Safety Actions
 - a. Health and Safety Meetings conducted within departments or with contractors. (Total 227)
 - b. Safety Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely. (Total 130)
 - c. Inductions. The first step in engaging our employees in working safely at QLDC. (Total 137)

- d. First Aid Training. (Total 40)
- e. Inspections/Audits. Opportunities for improvement and to ensure that our workplace or our contractor's workplaces are compliant. (Total 937)
- f. Take 5. Any assessments that identify the risks and control measures associated with a work process or situation. (Total 6333)



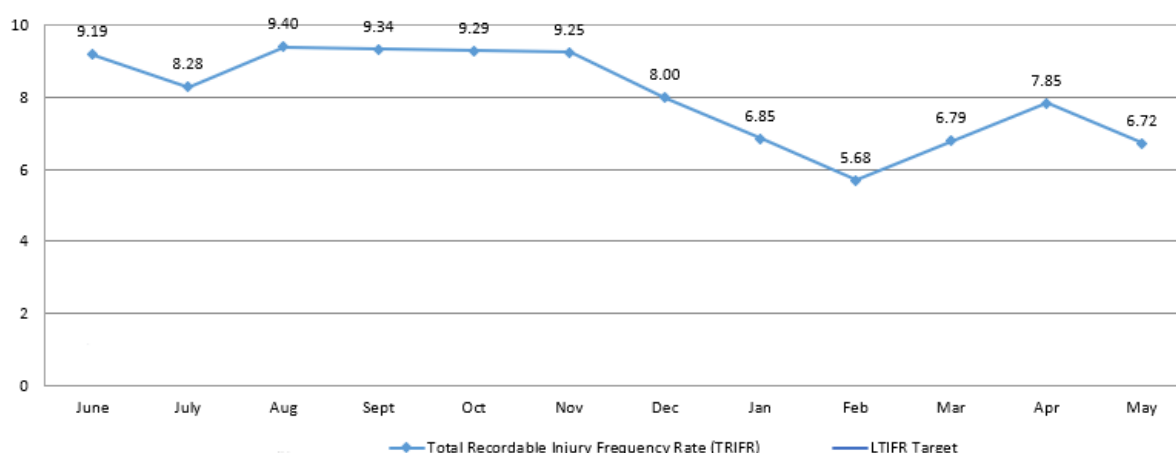
- g. **Department Safety Behaviours** Council departments are required to rate their monthly safety performance based on a simple question; Have they improved safety (A score), or has it been business as usual (B score)? A department is expected to rate themselves a C in response to a significant incident occurring where insufficient (or no) action has been taken to remedy.



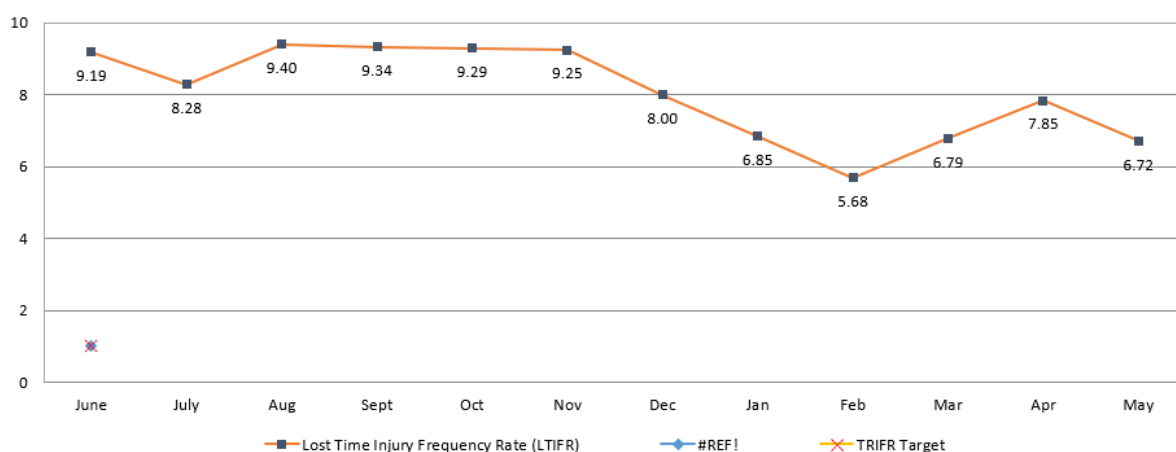
11. Safety Statistics

- 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 9 or below.
- Lost Time Injury Frequency Rate (LTIFR)** (This only covers Lost Time Injury). 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

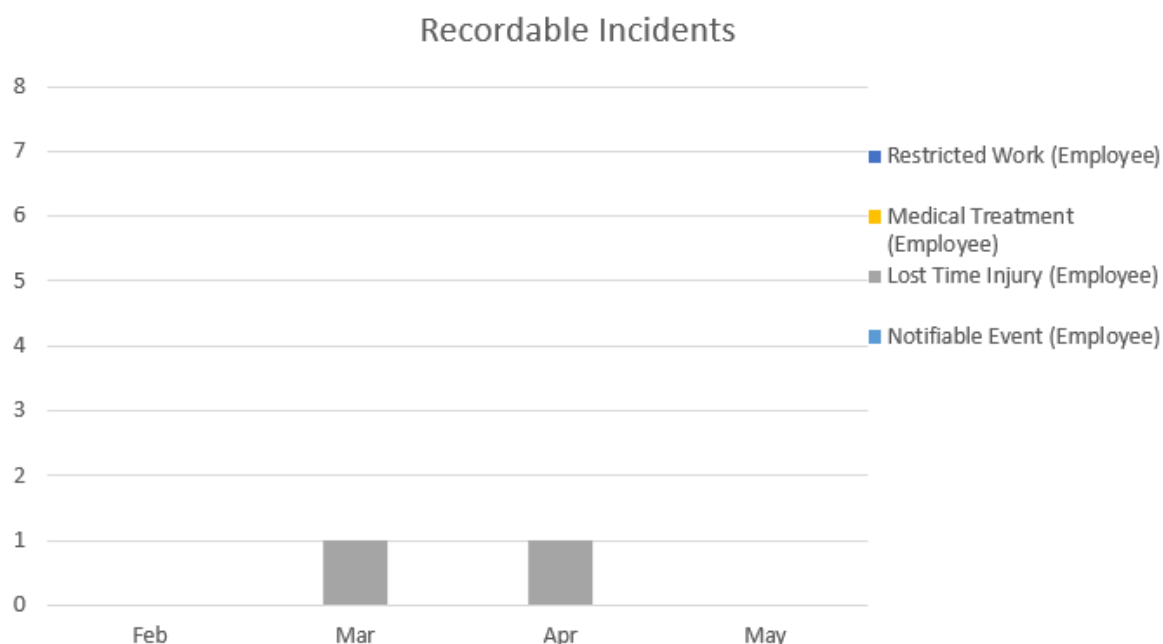


NB: There have been two Lost Time Injury (LTI's) during this reporting period, this is summarised at item 10.

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.

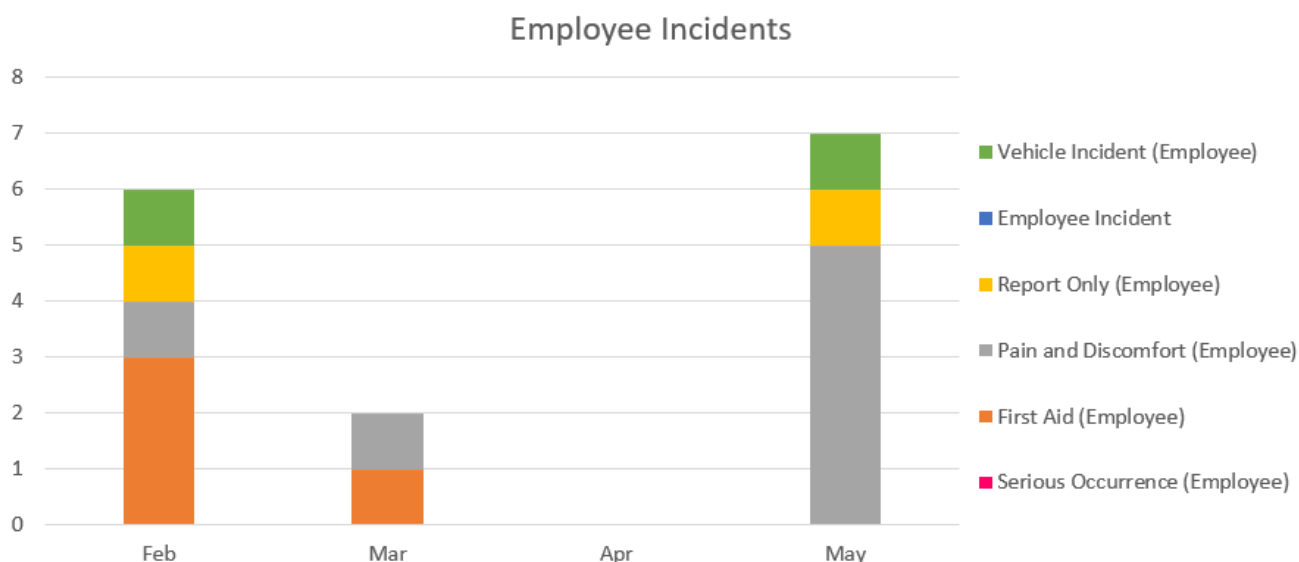
Safe Work Australia provide a LTIFR comparison tool that uses the million hours formula. Industry specific information is provided. The industry benchmark for local government is 13.2, QLDC current LTIFR is 6.72.

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



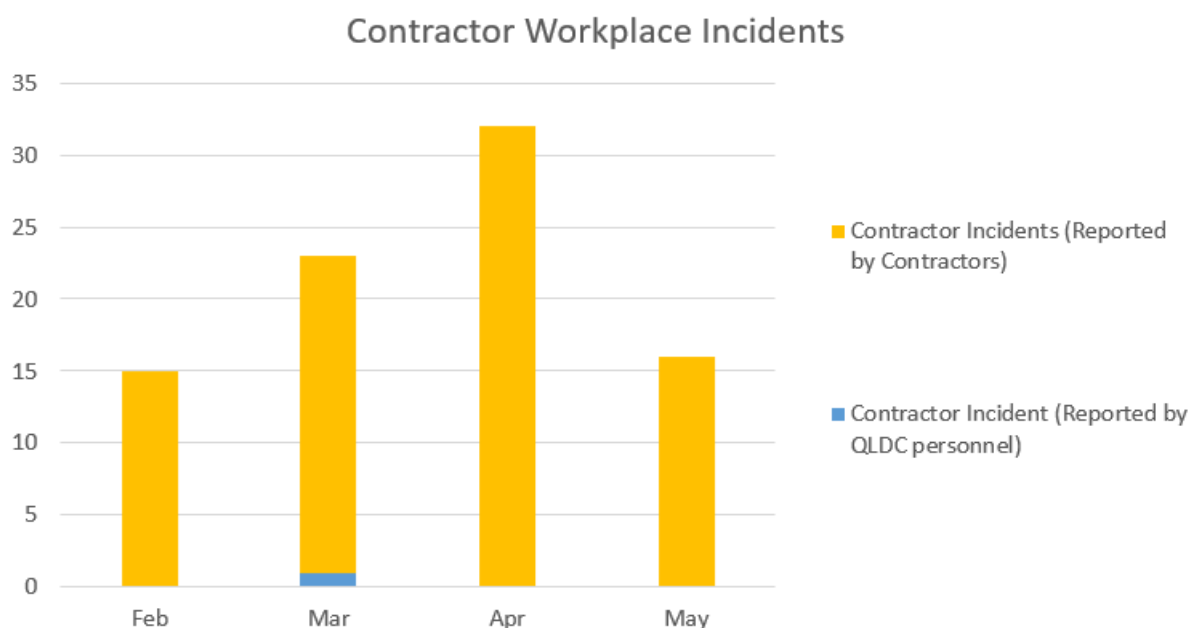
NB: There have been two Recordable Incident in this reporting period, the LTI's at item 11b of this report are summarised at item 12.

- d. **Employee Incidents**



NB: Significant employee events are recorded at item 11b of this report and summarised at item 12. There were no employee incidents recorded in April 2025

e. Contractor Incidents



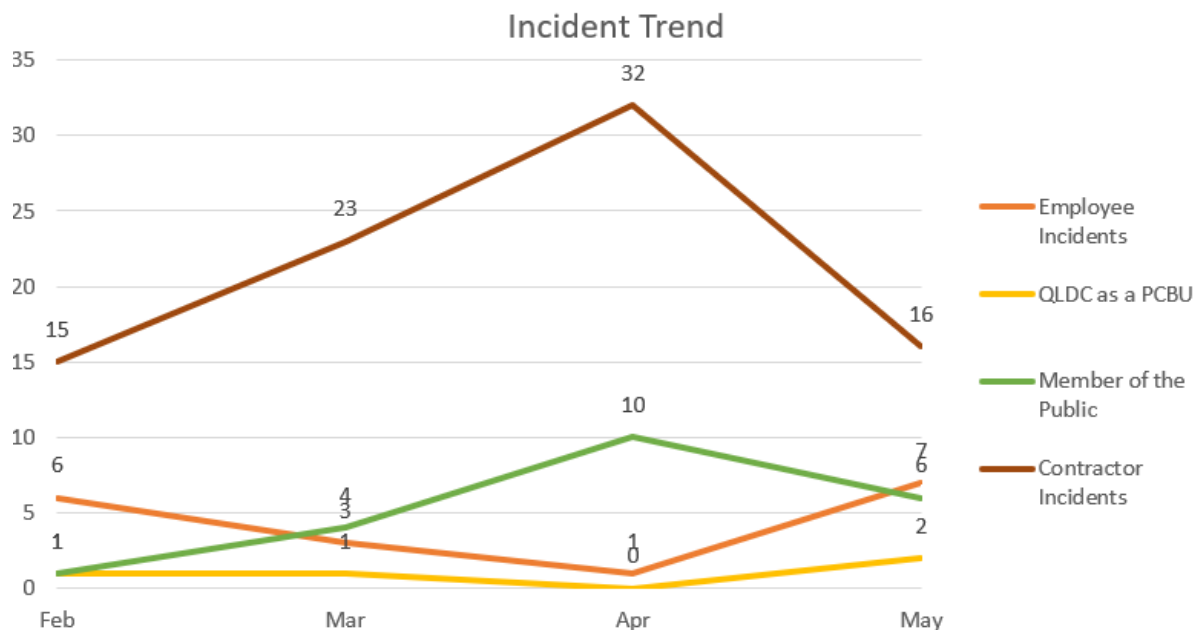
Contractor Notifiable Event recorded during this reporting period. This is summarised at item 12.

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



Members of the Public Incident involving QLDC workplace. There were two Trespass Notices issued which was dealt with by the Police.

g. 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.




NB: Contractor Incidents have been an area of particular focus, resulting in a decrease in Notifiable Events and Serious Occurrences during this reporting period.

12. Significant Incidents (February 2025 – May 2025)


Incident	Findings and Action taken
<p><u>Lost Time Injury</u></p> <p>Employee was using a litter picker on a routine run, when they moved a wheelie bin blocking the path and they felt a sharp pain down their right shoulder and mid-back</p>	<ul style="list-style-type: none"> The Injury requiring offsite treatment was followed correctly Employee was signed as unfit to work as they required full rest Employees are encouraged to include warm-up stretches during toolbox meetings, especially on colder mornings, to help prevent strains and injuries
<p><u>Lost Time Injury</u></p> <p>An employee was hit in the back of the head by an incoming netball while they were refereeing at a league game.</p>	<ul style="list-style-type: none"> Employee was signed off work with concussion

Incident	Findings and Action taken
	<ul style="list-style-type: none"> Employee was referred to a concussion specialist and supported with a 'return to work plan'
<p><u>Contractor Notifiable Event</u></p> <p>A contractor's truck struck and brought down an 11kVA power line while unloading aggregate at the plant. Unaware of the contact, the driver continued until notified by a project engineer and drainage foreman observing from 100m away. The incident caused a power outage.</p>	<ul style="list-style-type: none"> Contractor classified this as a Critical Life Safety Incident and notified WorkSafe, who chose not to investigate The powerline was coned off and repaired within an hour Poor planning and controls, lack of minimum approach distance permit (MAD) caused stockpiling to encroach on the power poles, leading to the strike Following the incident, safety measures such as boulders, bunting, and a MAD permit was implemented Contractor is currently conducting a trial to use devices that will alert drivers when nearing powerlines

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

		
Notifiable Event Type	#	Description
Notifiable Incident	1	Contractors struck 11kVA power lines

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

 Safety Alerts	
1	Measles: The risk of measles being brought back into New Zealand by travellers is currently very high. Immunisation is the best protection and will help to prevent the spread of measles in our local communities.

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

Month	Type
February 2025	<ul style="list-style-type: none"> New & Emerging Leaders: Effective Delegation Leadership in Context - Module 6
March 2025	<ul style="list-style-type: none"> Managing Difficult Conversations workshops Project Management 101
April 2025	<ul style="list-style-type: none"> Child protection training Winter driving
May 2025	<ul style="list-style-type: none"> Winter Driving 2025

Consultation Process | Hātepe Matapaki

Significance and Engagement | Te Whakamahi i kā Whakaaro Hiraka

16. This matter is of low significance, as determined by reference to the Council's Significance and Engagement Policy 2024 because it is purely operational in matter and does not directly affect Council's level of service to the community.

17. 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.

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

Māori Consultation | Iwi Rūnaka

19. Community consultation is not required for this matter.

Risk and Mitigations | Kā Raru Tūpono me kā Whakamaurutaka

20. 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.

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

22. 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

23. None.

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

24. The following Council policies, strategies and bylaws were considered:

- Workplace Health and Safety Policy Statement
- Workplace Health and Safety Management System

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

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

26. QLDC 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

27. 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	Managing Unreasonable Conduct Guidelines
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