

Audit, Finance & Risk Committee

5 October 2023

Report for Agenda Item | Rīpoata moto e Rāraki take [3]

Department: Corporate Services

Title | Taitara: Health Safety and Wellbeing Report

Purpose of the Report | Te Take mō te Pūroko

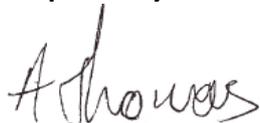
The purpose of this report is to provide the Audit, Finance & Risk Committee with a regular update on the Health & Safety performance of the organisation.

Recommendation | Kā Tūtohuka

That Audit, Finance & Risk Committee:

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

Prepared by:



Name: Alan Thomas

Title: Health & safety Manager

13 September 2023

Reviewed and Authorised by:



Name: Katie Church

Title: Director of People & Capability

13 September 2023

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 2023 through 31 August 2023.

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 and 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

During the reporting period, May 2023 – August 2023, the Key Performance Indicator (KPI) for the Total Recordable Injury Frequency Rate (TRIFR) has been reduced from 8.5 to 8 in line with the Ten Year Plan.

There were ten Health and Safety KPIs set for 2022-2023 of these nine were successfully attained which is a pleasing end of year result. We achieved our KPIs for TRIFR and Lost Time Injury

Frequency Rate (LTIFR), 8 or less for TRIFR and 5 or less for LTIFR. The end of year result for TRIFR rate is 3.95, and the LTIFR is 2.64.

Jenny Stewart joined Council in June as the Wellbeing Advisor. Jenny has put into place a new framework for wellbeing activities and opportunities for employees to take part in a range of events each month. These have included, healthy eating on a budget to minimise food waste, financial planning, sleep smarter strategies to help with fatigue management, as well as supporting the Cancer Society Daffodil Day and Pride Week. These have been well received across Council with many employees taking part.

5. Health and Safety Manager

COVID-19 – Changes to Settings

From 12.01am of the 15 August 2023 the Government removed the 7-day mandatory isolation and wearing of face masks for visitors to health care facilities. Wearing a face mask is still an important part of preventing the spread of respiratory illnesses, and health care facilities may still require a mask for entry.

Ministry of Health advises that anyone contracting COVID-19 isolate for 5 days. There have been cases reported amongst employees and around the district. Council is encouraging and supporting employees to isolate for the recommended period to minimise the spread of the virus.

The Council's intranet, YODA, has been updated to reflect the changes and to advise employees on actions should they contract COVID-19. Employees are encouraged to have booster shots if they are eligible.

6. Performance Results 2022-2023

Health and 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 2023, with the remainder of the report focussing on the reporting period identified at point 4.

7. Overall Performance

Good progress was achieved on KPIs for the year ending 30 June 2023, see Attachment A. Nine out of ten objectives were achieved.

8. Key Project: Contractor Management

The key health and safety improvement focus for 2022-2023 was Contractor Management. It is noted that contractor activities are identified in this report as one of QLDC's key risk areas to manage. This has progressed well and the centralised contractor incident module on YODA has been implemented. This allowed progress to the next stage in developing training modules for the updated Health and Safety Contractor Management System (HSCMS).

Training is scheduled to start in October and will continue in 2024 to cover employees engaging physical works contractors. Moving forward this will form part of the required in-house training provided to new starters in the contract management sphere. This forms part of the 2023-2024 KPIs.

9. Performance Indicators 2023-2024

The Health and Safety Committee reviewed and put forward the KPIs for the 2023-2024 financial year, which were approved by the Executive Leadership Team, see Attachment B.

10. Performance Indicators – Reporting Period May 2023 to August 2023

Note the results that follow from this point relate specifically to the reporting period 1 May 2023 through 31 August 2023. These address detailed safety performance results since the last Audit, Finance and Risk Committee meeting.

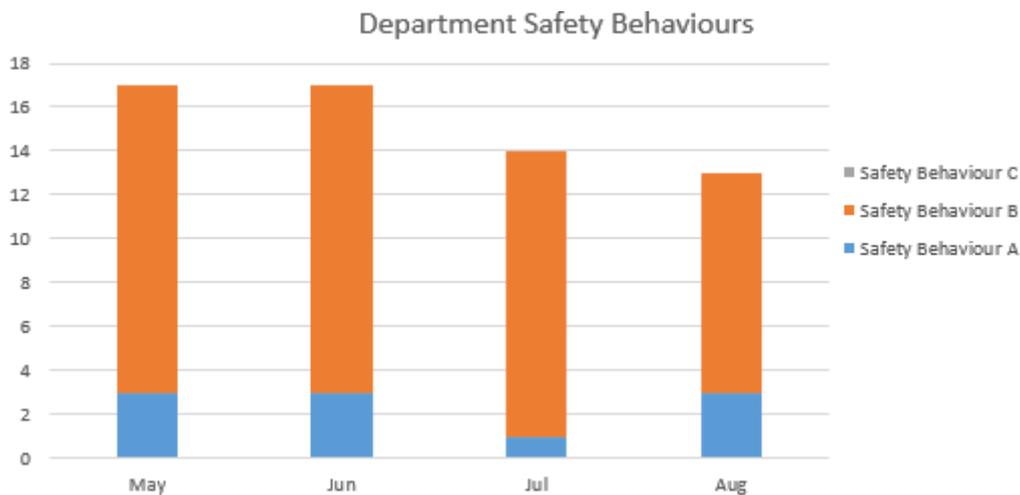
11. Lead Indicators

Positive Safety Actions

- a. Health and Safety Meetings conducted within departments or with contractors. (Total 174)
- b. Safety Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely. (Total 142)
- c. Inductions. The first step in engaging our employees in working safely at QLDC. (Total 89)
- d. First Aid Training. (Total 62)
- e. Inspections/Audits. Opportunities for improvement and to ensure that our workplace or our contractor's workplaces are compliant. (Total 141)
- f. Take 5. Any assessments that identify the risks and control measures associated with a work process or situation. (Total 8,090)



- 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.

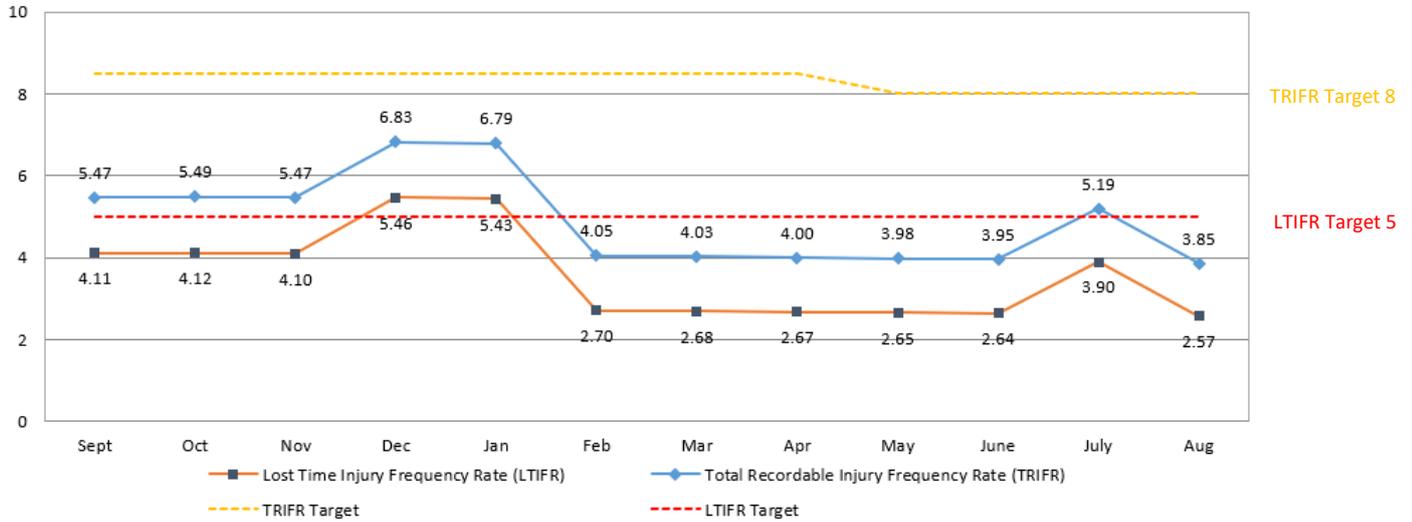


12. Safety Statistics

- a. **Total Recordable Incident Frequency Rate** (These include all Recordable incidents: Medical Treatment Case, MTC. Restricted Work Case, RWC. Lost Time Injury, LTI). Note: The previous TRIFR of 8.5 has been reduced to 8 in line with the Ten Year Plan.

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.

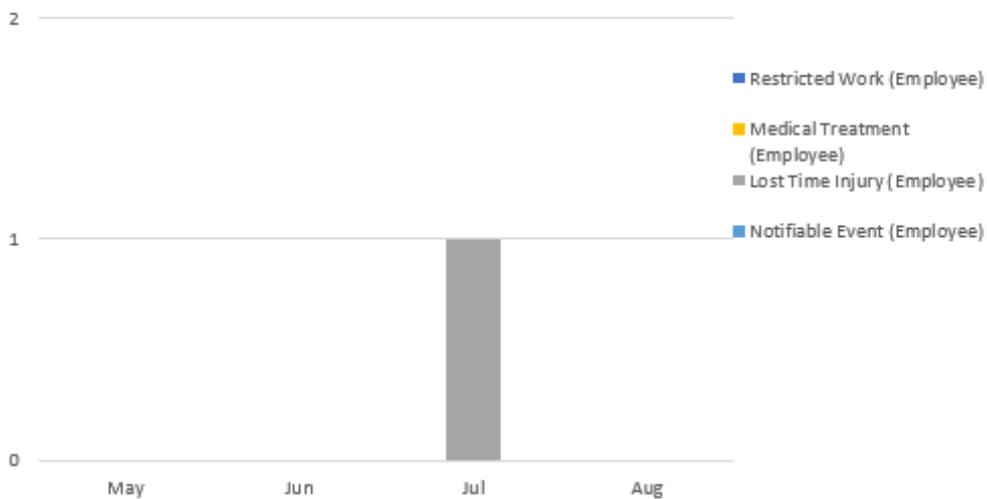
**Frequency Rates
(1,000,000 hrs worked)**



NB: There has been one Lost Time Injury (LTI) within the reporting period which saw the Lost Time Injury Frequency Rate (LTIFR) and Total Recordable Incident Frequency Rate (TRIFR) increase in July, this has since trended downwards i.e. a positive trend. Both rates remain within the KPI.

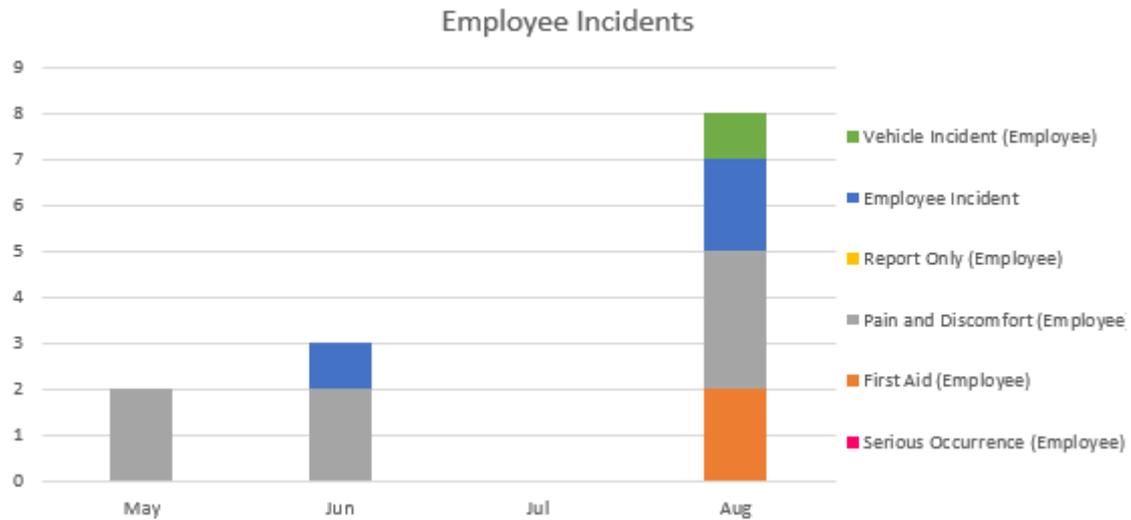
b. Employee Significant Incidents These are Recordable Incidents plus any Notifiable Events. Notifiable Events are notifiable to WorkSafe New Zealand.

Recordable Incidents



NB: There has been one Recordable Incident in this reporting period, the LTI at item 14a of this report and summarised at item 15.

a. Employee Incidents



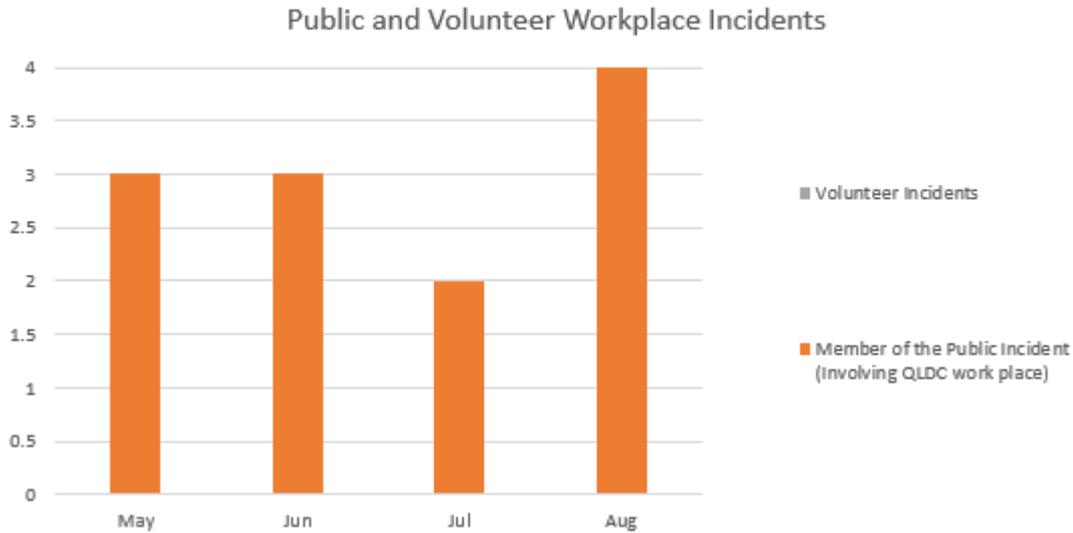
NB: Significant employee events are recorded at item 14b of this report and summarised at item 15.

b. Contractor Incidents



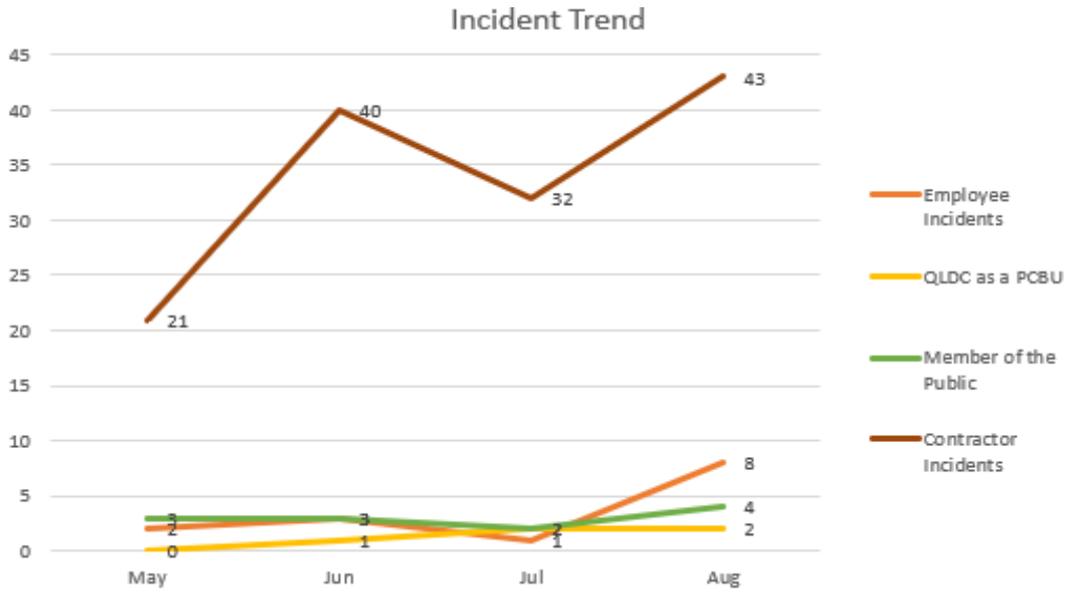
NB: One contractor Notifiable Event was recorded during this reporting period. This is summarised at item 15 of this report.

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



NB: There were five significant events involving Members of the Public in this reporting period, these are summarised at item 15 of this report.

d. 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.



13. Significant Incidents (May 2023 - August 2023)

Incident	Findings and Action taken
<p><u>Lost Time Injury</u></p> <p>Employee experiencing slight chest pain, which led to them incorrectly lifting a bag resulting in a strain injury.</p>	<ul style="list-style-type: none"> Employee checked at medical centre, no underlying personal health problem, but had strained themselves when lifting bag. Employees reminded to inform supervisors/managers of any non-work-related pain or discomfort, which may be aggravated by normal duties, to allow suitable support or alternate tasks to be provided.

Contractor Notifiable Event

Whilst a contractor was excavating to lay a water pipe excavator pierced gas line. A spotter was in place at time of event.

Work stopped area cordoned off and asset owner informed, who advised on safe exclusion zone. No members of the public or property were within the surrounding area and no evacuations necessary. Line isolated and repaired. Good initial actions taken by contractor.

WorkSafe notification filed. WorkSafe did not wish to investigate

- Contractor was aware of the gas line and had employed hydrovac as well as slot trenching to locate the service. Rockgas and gas contractor had been consulted prior and expected the service to be at least 1.8 metres deep. Service line was not positively identified.
- Gas pipe had been originally laid using directional drilling. As the area had a number of large tree roots, which likely deflected the original installation, the depth of the pipe was not consistent with the expected depth of 1.8 metres.
- Work restarted using hydrovac to positively expose the length of the service line.
- QLDC require contractors working around services, at a minimum, to follow the [New Zealand Utilities Advisory Group \(NZUAG\) guideline Think Safe, Work Safe, Home Safe](#) in conjunction with the [WorkSafe Guide for Safety with Underground Services](#) and the [National Code of Practice for Utility Operators' Access to Transport Corridors](#).
- QLDC also requires contractors to only use hand digging or non-destructive means of location, such as air or hydrovac, when within 2 metres of a service that has not been positively identified. If mechanical means are to be used, then the asset owner must be contacted to provide a stand over to guide the operation. If the asset owner allows mechanical means and does not provide a stand over then written permission must be obtained by the contractor. These options were not undertaken by the contractor.
- Health and Safety Manager contacted contractor to underline QLDC expectations that safety procedures must be followed

	<p>thoroughly, and services must be positively located prior to any ground penetrations.</p>
<p><u>Members of the Public Incidents</u></p> <p>Parking warden subject to physical altercation.</p>	<ul style="list-style-type: none"> • Warden removed themselves from the area, incident reported to police.
<p>Abusive phone call containing racial slurs directed towards employees.</p>	<ul style="list-style-type: none"> • Person has a history of aggressive behaviour towards employees, contractors and others. • This is being investigated to see if there is any legal recourse available.
<p>Threatening behaviour witnessed by QLDC employee directed towards QLDC contractor worker.</p>	<ul style="list-style-type: none"> • Employee checked that contractor worker was OK, they said they were. Incident reported to contractor, who informed police.
<p>Phone call received threatening to assault parking warden if they went back to the area.</p>	<ul style="list-style-type: none"> • Incident reported to police.
<p>Two members of the public at a QLDC facility engaged in abusive and threatening behaviour towards each other which escalated over a few days.</p>	<ul style="list-style-type: none"> • Employees intervened and de-escalated the situation. • A police report was lodged by one of the parties involved. Police spoke with both parties, finding fault on both sides, and informed them that they would be trespassed if behaviour did not change.

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

		
Notifiable Event Type	#	Description
Unplanned or uncontrolled event that exposes workers or others to a serious risk arising from gas escaping	1	Excavator pierced gas line

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

 Safety Alerts	
COVID-19	Update to the changes to isolation procedures

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

Month	Type
May	<ul style="list-style-type: none"> Updated Proud to be QLDC
June	<ul style="list-style-type: none"> Updated Proud to be QLDC Winter Driving Snow Chain workshops
July	<ul style="list-style-type: none"> Situational Safety Training Incident Investigation Risk and Hazard Management Health & Safety in Contracting
August	<ul style="list-style-type: none"> Managing Difficult Customers Coping Skills for Resilience

Consultation Process | Hātepe Matapaki

Significance and Engagement | Te Whakamahi I kā Whakaaro Hiraka

17. 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.

18. 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.

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

Māori Consultation | Iwi Rūnaka

20. Community consultation is not required for this matter.

Risk and Mitigations | Kā Raru Tūpono me kā Whakamaurutaka

21. 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.

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

23. 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

24. None.

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

25. 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

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

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

27. 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

28. 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 best practice and legislative health, safety and wellbeing practices contributes to the wellbeing of staff and the community Council serves.

Attachments | Kā Tāpirihaka

A	KPI for 2022 to 2023
B	KPI for 2023 to 2024