

HEALTH, SAFETY AND WELLBEING UPDATE

To: Risk and Assurance Committee

Meeting Date: Thursday 15 August 2024

From: Deborah Lake – Health, Safety and Wellbeing Co-ordinator

Approved: Andrew Cameron – Chief Risk Officer

Approved Date: Monday 12 August 2024

Open Agenda: No

Public Excluded Agenda: Yes

Reason(s) for the Public Excluded

Section of the Act	Sub clause and Reason under the Act	“Plain English” Reason	When Report Can Be Released
7	2(a)	Protect privacy of natural persons	Release with redactions at conclusion of this meeting

Purpose and Summary

The report details the current focus areas of Health, Safety and Wellbeing at the Invercargill City Council (Council), and includes future activities to achieve a desired outcome of an effective Health Safety and Wellbeing (HSW) system across all Council operations.

Update as per 21 May 2024 Risk and Assurance Meeting – Hydroslide Incidents. Management have implemented an additional mitigation; being two staff being present when the raft slide is in operation, which has lowered the likelihood on an event.

Recommendations

That the Risk and Assurance Committee:

1. Receives the report “Health, Safety and Wellbeing Update”.
2. Notes the increase in both physical and psychological harm within the organisation compared to the same period last year.
3. Notes the significant increase in staff utilising the Raise service provided, 50 over seven months compared to a total of 45 over 12 months in 2023.

Recommend to Council that:

4. Accepts the report as evidence of Invercargill City Council's management of workplace Health and Safety risks.

Health Safety and Wellbeing Risk Picture

Relevant Officer Duties - Section 44 (a)(b) &(c) of the Health and Safety at Work Act 2015

External Environment Scan – The importance of Health and Safety Risk Management

Enforceable Undertakings – A legally binding arrangement, an enforceable undertaking is established through voluntary agreement between WorkSafe and a duty holder under the Health and Safety at Work Act 2015 (HSWA), triggered by a breach or alleged breach of HSWA. Serving as an alternative to prosecution, once established, it holds the duty holder accountable. There are also Court ordered enforceable undertakings.

Example A - On 19 June 2024, WorkSafe accepted an enforceable undertaking from – Te Pūkenga – New Zealand Institute of Skills and Technology

On 24 March 2022, while driving down the carriageway to exit the education provider's site, the victim's car collided with an unsecured steel boom gate that had been blown into the carriageway by a gust of wind, resulting in severe injuries.

Being a PCBU who manages and controls a workplace, having a duty to ensure, so far as is reasonably practicable, that the workplace, the means of entering and exiting the workplace, and anything arising from the workplace are without risks to the health and safety of any persons, failed to comply with that duty, and that failure exposed persons to a risk of serious injury or death arising from an unsecured access barrier gate.

- Financial amends to the victim.
- Develop and trial a contractor management methodology using Kaupapa Māori storytelling and storyboarding to improve engagement and collaboration.
- Develop, trial, and share a tool to assess psychosocial risks, enabling educational providers to understand and improve workplace conditions that affect well-being and performance.
- Provide funding to NZISM for a feasibility study on establishing an agency to advance the alignment of New Zealand OHS (Occupational Health and Safety) qualifications and professionalism with current health and safety standards.

Example B – On 7 June 2024, WorkSafe accepted an enforceable undertaking from Trevelyan's pack and Cool Limited

On 25 April 2022, while working as a forklift driver at Trevelyan's site in Te Puke, the victim was struck by another forklift while walking behind it as it was reversing. The incident caused severe injuries to his lower left leg, leading to amputation below the knee.

Being a PCBU having a duty to ensure, so far as is reasonably practicable, the health and safety of workers who work for the PCBU, while the workers are at work in the business or

undertaking, did fail to comply with that duty and that failure exposed workers to a risk of death or serious injury arising from the interaction between workers and mobile plant.

- Financial amends to the victim.
- Install advanced technology on forklifts to improve safety and reduce the risk.
- Collaborate with the kiwifruit industry to spread the adoption of this technology and enhance safety measures.
- Investment in training to improve health and safety competency across the business.
- Funding the Amputee Society of Waikato, Bay of Plenty and Districts.
- Funding Health & Safety Association New Zealand (HASANZ) Scholarships.

Internal Environment Scan

Council's Health, Safety and Wellbeing Policy states that *Health and safety will take priority over business objectives.*

Good health and safety risk management practices require organisations to continually scan the changing landscape of their industry or sector, and remain ahead of the curve in terms of effectiveness of controls.

This Committee and Council more generally have been apprised of the increases in the risks our staff are facing and the impacts of this on staff. The Council paper Te Unua Museum of Southland Final design and Proposed Budget Amendment included the comment that *Council is observing that there are health and safety risks associated with 1225 and the competing priorities between business as usual and providing deliverables for this project.*

Council has noticed similar impacts in other projects that it currently has underway, most notably the Our Council programme. Council has been required to slow down the implementation of Our Council to reflect the demands on staff who otherwise are required to undertake business as usual activities, this is despite the project having significant budget to enable backfilling of roles where their time is required on the project. As a result of this and other matters Council is pursuing alternative approaches to the delivery of this programme.

Council budgeted limited, or no time in the 1225 budget for operational staff involvement. Council has observed this cause stress across the organisation. Most clearly this was played out in the design of the Tisbury storage facility. Decisions that were made by the executive leadership team, some two (2) years ago, which were in part based on response times from operational staff and the desire to achieve 1225 have had long term impacts on staff in these facilities and will continue to require support into the foreseeable future.

A notification receipt was received from WorkSafe in response to Notified Wellbeing Event lodged by a Council staff member. [REDACTED]

[REDACTED] The notification centred on bullying, unmanaged workplace stress, and poor Worker Engagement Participation and Engagement (WEPR) practices. In this instance, WorkSafe will **not be taking any further action** in relation to the mentally healthy work notification received about Invercargill City Council.

However they did make the following recommendations:

- a. Review your current policies and procedures around mentally healthy work
- b. Review the policies and procedures you have in place to protect your workers from mentally healthy work risks.
- c. Assess whether you are meeting your obligations under the Health and Safety at Work Act 2015 to ensure the health and safety of workers, so far as is reasonably practicable.
- d. Consider health and safety training for the store leadership team, focusing on the obligation to provide a safe working environment for workers.

Council is currently undertaking the recommended actions.

Following the internal and external environment scan, Council should understand where we see similarities with the examples, and subsequently review how they manage critical risks and or risks that fall outside of Council's agreed appetite.

Both above examples highlight the importance of Risk Management and in particular, the result of not taking reasonably practicable steps to either eliminate, or minimise foreseeable safety risks to workers and others at Council workplaces.

Incident of Note:

Two parking compliance officers attended an address regarding towing an orange stickered vehicle. The towing driver was onsite. On arrival two men came out screaming, yelling verbal abuse. Another man arrived and used his car to block the tow vehicle. He also picked up some chain from the tow truck and was swinging it around in an intimidating manner.

Following up on this incident, the Environmental Services Manager, confirmed that the legislative requirements require parking compliance officers to be in attendance when a vehicle is towed.

Of note to this Committee, the current safety risk associated with issuing infringements, without mitigation, has been assessed as having a residual risk rating of 'high'. This is outside of Council's Health and Safety risk tolerance of 'Low', as documented in the Council Risk Framework.

At this stage it is not able to be confirmed that Council will be able to reduce the residual risk rating to Low. Council treats its sites, including the city of Invercargill as a workplace. The requirement for a workplace is to manage the risks associated with the workplace to as low as is reasonably practicable. In some instances, such as this, where Council decides to undertake an activity, it may not be able to, taking all reasonable steps, reduce the residual risk to its desired target of low. An assessment is being undertaken to reanalyse the risk and mitigation controls.

Incident of Note: Contractor

In May, two Downer operators and an ICC representative attended an emergency callout to address a blocked sewer pipe on Conyers Street. During the operation, a resident returning home was unable to access their driveway due to the presence of a work truck and other operational activities. As the resident exited their vehicle, they stepped into an open manhole, leading to a fall and injuries to their knee and ankle. Immediate assistance was provided, and the resident was escorted to their home. Later that evening, the resident sought medical attention at Southland hospital.

The investigation has identified several key factors contributing to this incident. Despite the site being illuminated by vehicle headlights, spotlights, and beacons, visibility remained an issue. Additionally, the open manholes and lack of physical barriers to deter unauthorised access contributed to the incident. Standard work procedures were not fully followed due to the emergency nature of the callout, leading to insufficient risk assessment and control measures for pedestrian safety.

To address the issues identified, the contractor has implemented several corrective and improvement actions. These include using traffic cones at a minimum to prevent unauthorised access to manholes during emergency operations. They have also conducted refresher training for their operators on the importance of following standard work procedures and emergency procedures, emphasising pedestrian safety. These corrective actions have been discussed during operational staff toolbox meetings and weekly national safety meetings to reinforce the importance of these measures. A safety alert regarding pedestrian traffic management control has been issued to ensure all teams are aware of the necessary precautions.

Pedestrian Traffic Management - Pedestrian traffic management is crucial, especially during emergency callouts. Ensuring the safety of pedestrians and the public within the work zone must be prioritised. Proper delineation devices and barricading should always be used.

Lighting and Visibility - Emergency work often occurs in low visibility conditions. Adequate lighting must be ensured to illuminate the worksite and surrounding areas, making hazards visible to both workers and the public.

Adherence to Procedures – Processes, SOP's, Delineation Devices and barricading guidelines must be followed. This includes a thorough prestart risk assessment considering pedestrian traffic and implementing appropriate safety barriers.

Securing Operational Sites - An unsecured site presents a significant fall risk. The site must be secured before any work recommences. If any ICC representative finds an unsecured operational site, all work should stop immediately. This ensures no work continues in an unsafe environment, mitigating the risk of incidents.

Joint PCBU Reporting – Contractor Management

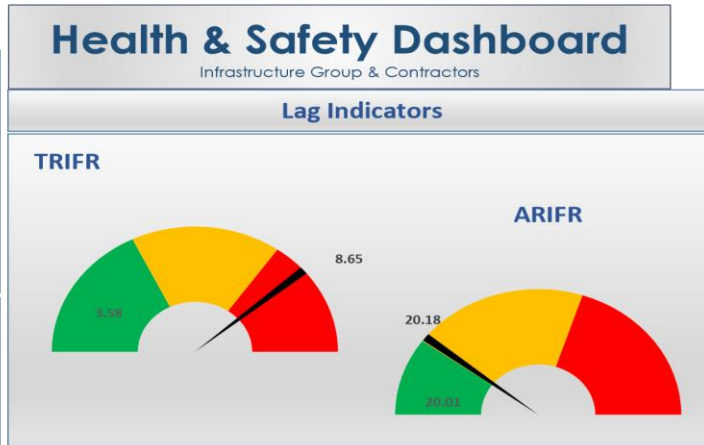
Council has several areas where it contracts out the majority of its work. One of the areas that has been subject to significant ongoing improvements in the management of the joint PCBU responsibility is within infrastructure where there are a significant number of large contracts. In most cases the primary duty, as set out in the Health and Safety at Work Act (the Act) will lie with the contractor who will manage or control the workplace.

Council does however retain a duty for the employees of the contractors who are deemed workers under the Act. While Council cannot contract out of the duty, the primary duty will lie with the contractor and Council will manage its duty by monitoring the health and safety performance of the contractor.

The Total Recordable Injury Frequency Rate (TRIFR) is a Health and Safety Lag Indicator which can be used by a specific Industry within the organisation to measure its Health and Safety performance against equivalent Industry standards.

Sitting alongside the establishment of TRIFR recording tables for the Infrastructure Group, has been the development of a Health and Safety Dashboard.

Health and Safety Infrastructure and Contractor Dashboard



ICC Safety

Hazards Reviewed
60 - WTP, 2 - PMO, 6 - Inf Ops

OverDue - 26 - WTP, Water Ops & ESG
13 Open Issues (9 overdue) - 20 Open Actions (13 overdue)

PPE On WorkSites - What is our Standard?

Contractor Safety

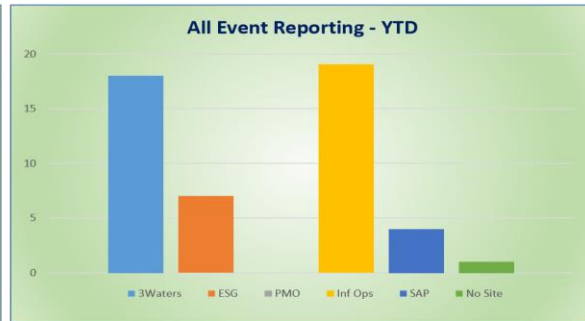
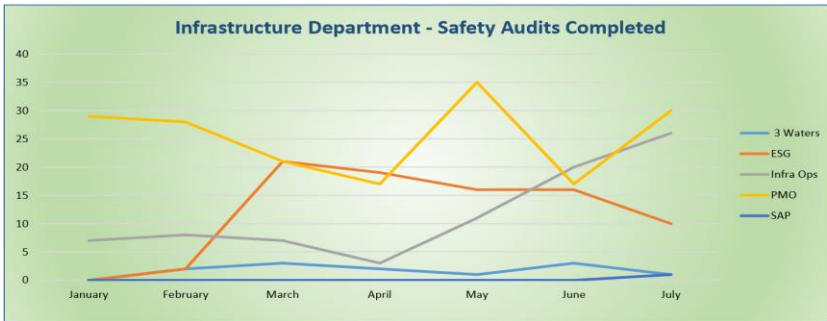
LTI - Wastenet Gore Transfer Station
Near Miss Reporting Increase
Manhole Incident Investigation Complete

Industry Safety

Every year **50-60** people are killed at work and **400-500** hospitalised with a serious work-related injury.

Work-Related health deaths are estimated at **750-900** a year and an estimated **5,000-6,000** hospitalisations each year due to work-related ill-health.

A worker is **15 times** more likely to die from work-related disease than from a workplace accident.

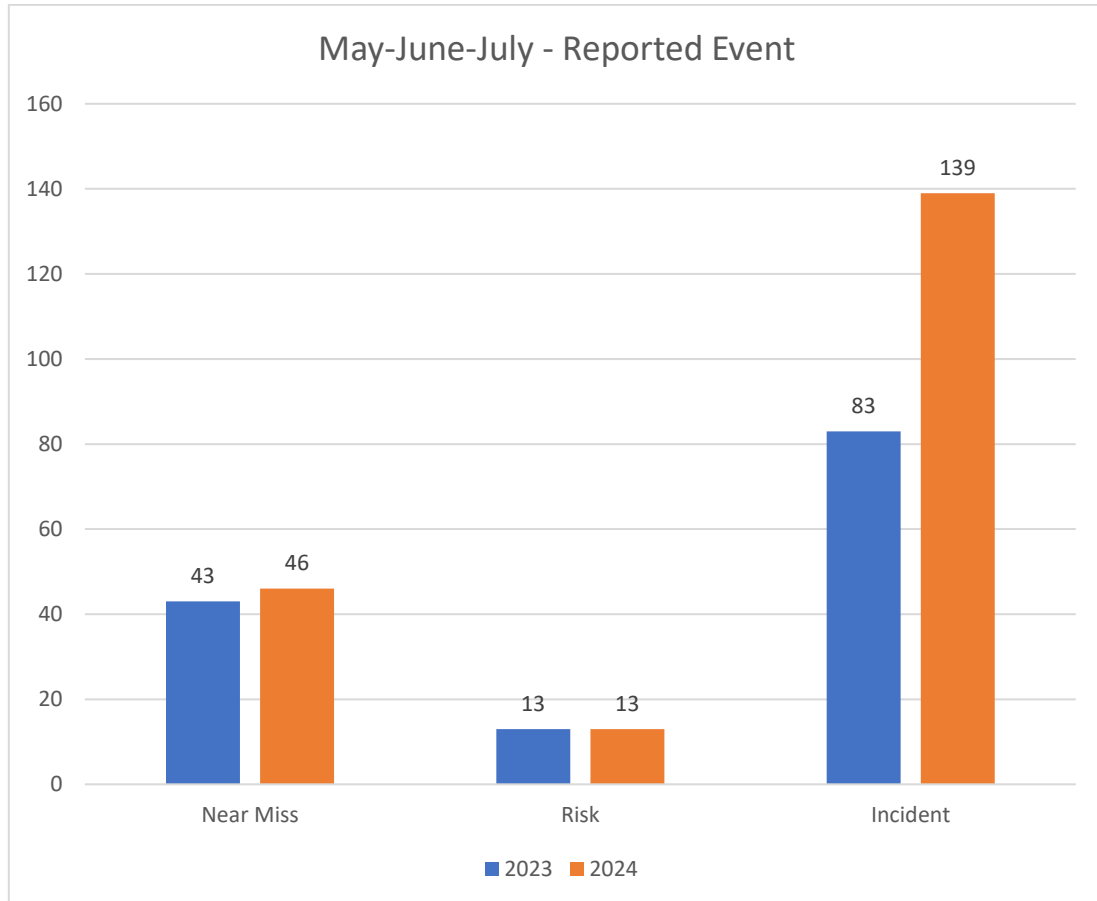


Contract HS Reporting	Jan	Feb	Mar	Apr	May	Jun
Infrastructure - Go Bus	x	x	x	x	x	x
Infrastructure - PMO Reporting - Aggregated	x	x	x	x	x	x
Infrastructure ESG - Contractor Reporting - Aggregated	x	x	x	x	x	x
Infrastructure Ops - Downer 3Waters Maintenance	x	x	x	x	x	x
Infrastructure Ops - Waihopai Roading Maintenance	x	x	x	x	x	x
Infrastructure Ops - Property Maintenance Contracts	x	x	x	x	x	x
Infrastructure Ops - Recycle South Solid Waste	x	x	x	x	x	x
Infrastructure Ops - Waste Collection & Transfer Services	x	x	x	x	x	x
Infrastructure Ops - Southland Regional Landfill Services	x	x	x	x	x	x
Infrastructure Water & Waste Water - Wallace Murray	x	x	x	x	x	x

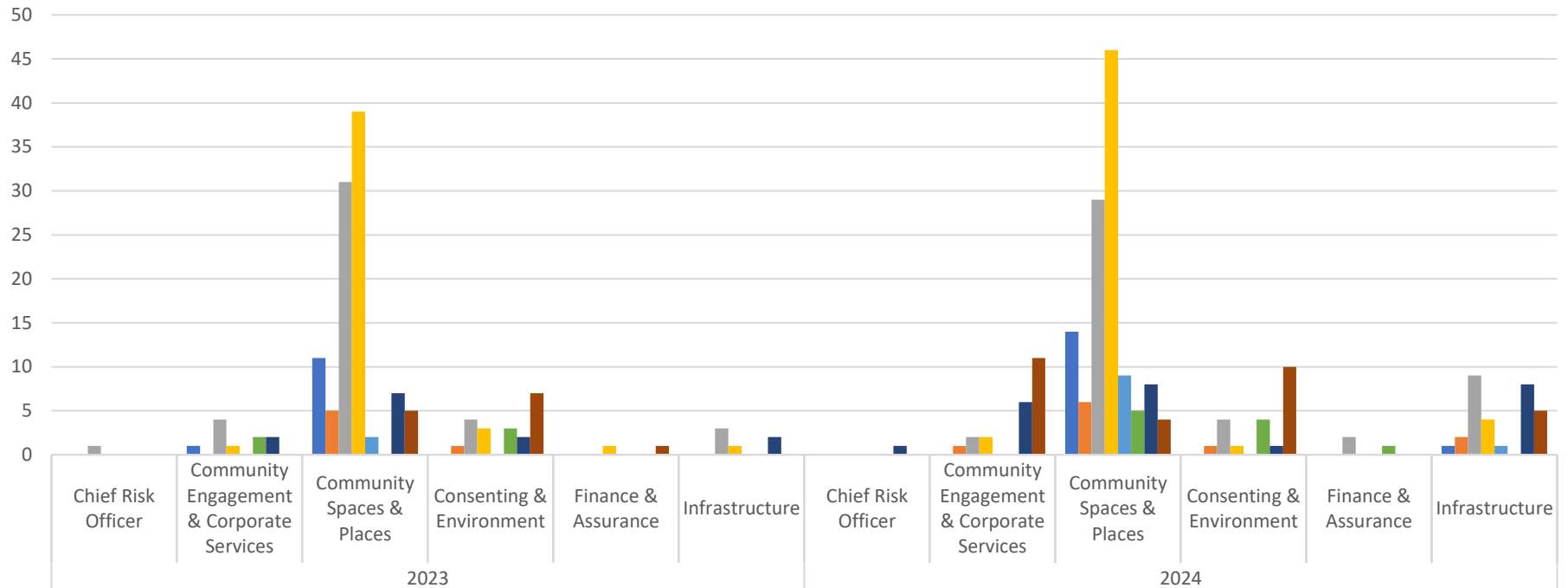
Verification/Monitoring of Health Safety and Wellbeing Systems

Relevant Officer Duties - Section 44 (d)(e) & (f) of the Health and Safety at Work Act 2015

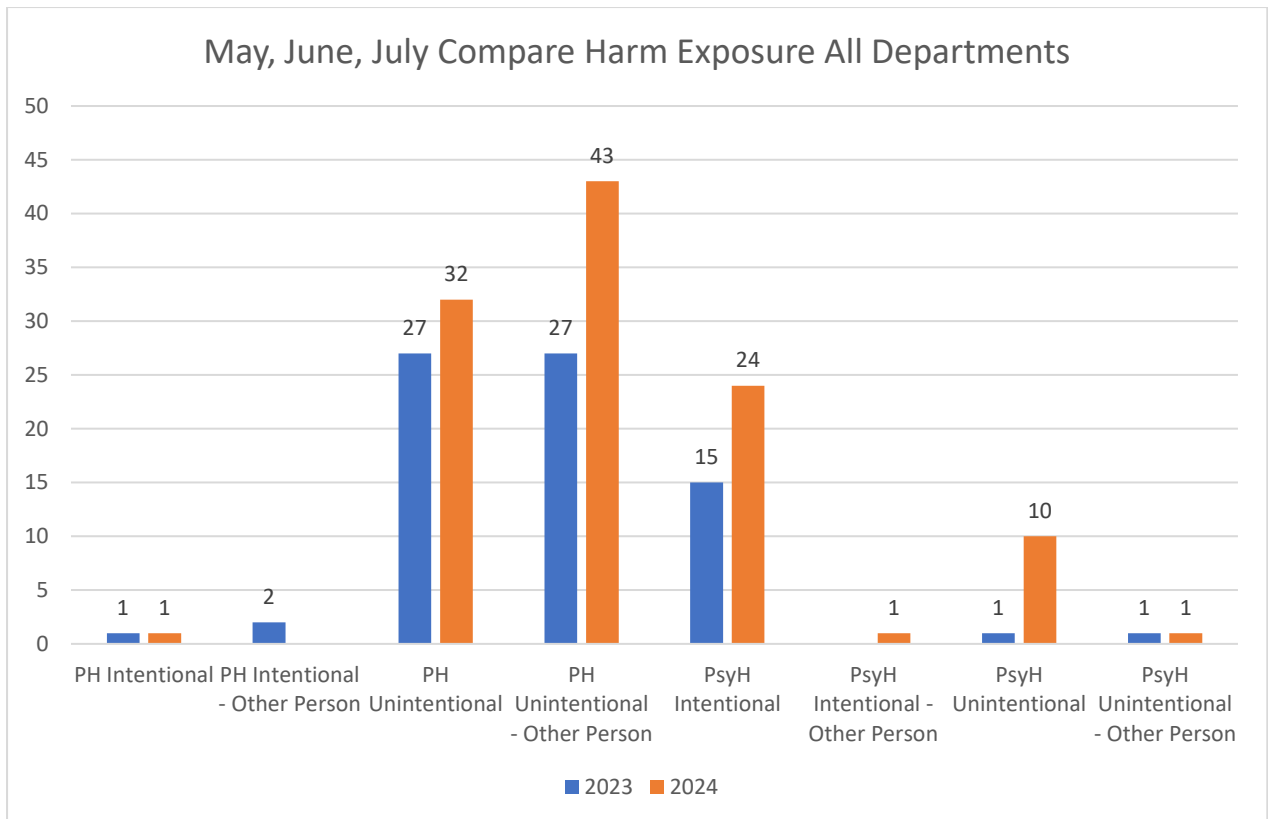
Health Safety and Wellbeing Events 2023/ 2024 comparison May, June, and July



May, June, July - All Reported Events By Group



	2023						2024					
	Chief Risk Officer	Community Engagement & Corporate Services	Community Spaces & Places	Consenting & Environment	Finance & Assurance	Infrastructure	Chief Risk Officer	Community Engagement & Corporate Services	Community Spaces & Places	Consenting & Environment	Finance & Assurance	Infrastructure
■ First Aid		1	11						14			1
■ MTI			5	1				1	6	1		2
■ Near Miss	1	4	31	4		3		2	29	4	2	9
■ Pain or Discomfort		1	39	3	1	1		2	46	1		4
■ Property Damage			2						9			1
■ Psychological Harm		2		3					5	4	1	
■ Risk		2	7	2		2	1	6	8	1		8
■ Verbal Abuse			5	7	1			11	4	10		5



Summary of data

Reported events across the May, June, and July period in comparison to 2023 have increased.

There has been an over 100% increase in psychological harm, from our own staff, compared to the same period last year (34 in 2024 compared to 16 in 2023). We have had a 50% increase in physical harm although it is primarily related to non-staff, the majority of these relate to incidents at Splash Palace.

Incidents reported at Splash Palace have had a small increase, however, the majority of these are relatively low consequence incidents (Pain/Strain/Discomfort). To keep with the positive trend, Splash Palace have had a 60% decrease in reported Wet Dry Rescues for March and April.

Additional controls appear to have reduced the severity and likelihood of incidents occurring on the hydrosides. Since their implementation there has been one reported hydroslide event:

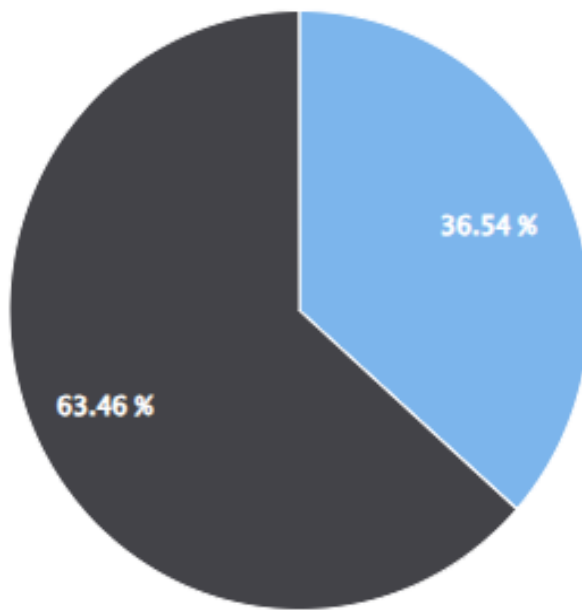
- A male teenager went down the hydroslide in a single raft, he fell off in the bowl and scraped his arm on the side of the bowl. No serious injury resulted from this incident. Splash Palace continue investigating the water flows in the slide.

Work-Related / Personal Issues

This Month	This Quarter	This Year	Last Month	Last Year
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Work / Personal

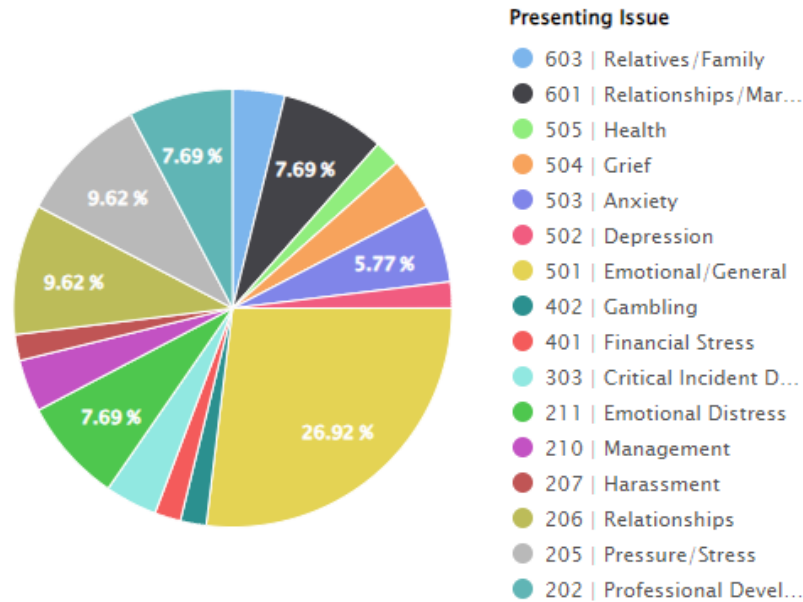
- Work-Related
- Personal



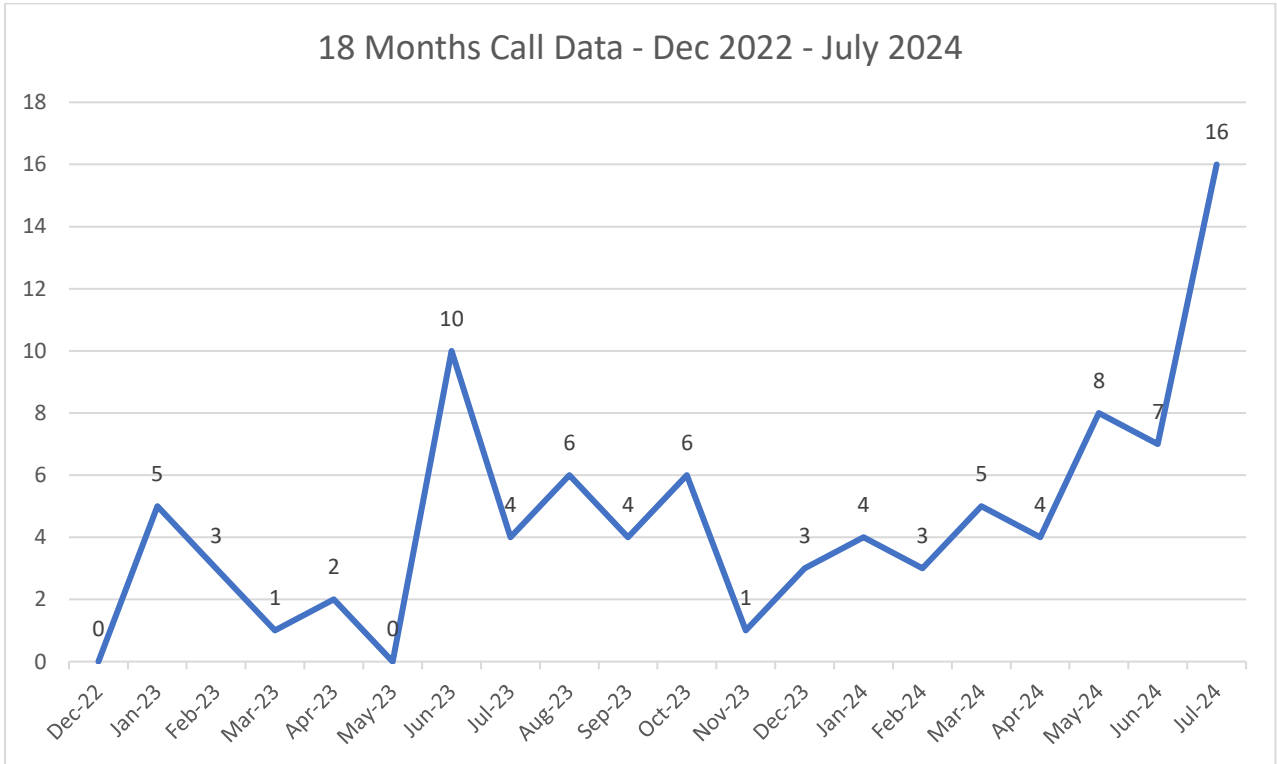
2024 – Year to date	
Work-Related	19
Personal	33
Total	52

By Presenting Concern

This Month	This Quarter	This Year	Last Month	Last Year
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2023		2024 - Year to date	
Relatives / Family	4	Relatives / Family	2
Anxiety	5	Anxiety	3
Emotional / General	7	Emotional / General	14
Alcohol / Drug	2	Alcohol / Drug	0
Emotional Distress	1	Emotional Distress	4
Relationships	4	Relationships	5
Relationships Marriage	5	Relationships Marriage	4
Pressure / Stress	6	Pressure / Stress	5
Job Performance	2	Job Performance	0
Grief	3	Grief	2
Depression	1	Depression	1
Employment Conditions	2	Employment Conditions	0
Professional Development	1	Professional Development	4
Harassment	1	Harassment	1
Workplace Change	1	Workplace Change	0
		Health	1
		Gambling	1
		Management	2
		Financial Stress	1
		Critical Incident Debrief	2
Total	45		52



The trend is an ever-increasing usage of Raise by staff at this stage. At just over half way through the year we are already having usage greater than the full 2023 year. As noted above there are potentially a number of internal factors that could be having an impact in this space.

There is a further piece of evidence that is relevant to this puzzle [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED] Council will be requested to provide additional budget in this space to assist while these trends continue.

Progress on the Timeline of an Effective Health and Safety System

Timeline progress on building an effective Health and Safety System remains on track with the majority of function builds.

We are extending four remaining functions out to July/August this year. This is due to budget forecasting, and the requirement of a heavy administration workload to complete.



January 2024	February	March	April	May	June	July	August
Wellbeing - Proactive Wellbeing Programme - Develop							
Contractor Management - Develop Effective procurement and pre-qualification practices							
Leadership - Equip and Enable Leaders to Champion Health and Safety							
Policies / Procedures / Guidelines - Refresh and Develop - to enable Just Culture principles approach							
Emergency Procedures - Review and improve where necessary Fire / Earthquake / Lockdown Procedures							
Health and Safety Information - Accessibility / Software / Internal Communication / Process Development							
WEPR - Enhance the Experience of HSR's and Develop a Model that Lifts the Engagement Above the Minimum Legislative Requirements							
Compliance - Investigations and Reporting							

Active

Progressing

Implementing

Next Steps

Regular HSW reporting to the Risk and Assurance Committee on the priorities that the HSW team either close off or add as part of their 'build' work programme will ensure a high level of accountability and monitoring of the plan remains ongoing.

Attachments

There are no attachments to this report.