

Whakahaumaru me ngā Hauora Health, Safety and Wellbeing

Strategy 2021-2024



making this place home

UNCONTROLLED IF PRINTED

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*He aha te mea nui o te ao?
He tangata, he tangata, he tangata.*

*What's the most important thing in this world?
The people, the people, the people.*



Leadership Vision for Health, Safety and Wellbeing

At Rangitikei District Council (RDC), the health, safety and wellbeing of our people is our number one priority. Our vision for health, safety and wellbeing is:

Everyone gets home safe and well.

We aspire to a culture that supports our unrelenting focus on health, safety and wellbeing. We will achieve this by empowering our people to take personal and collective responsibility to ensure that all work activities are carried out safely. We support forward-thinking continuous improvement measures and innovations that proactively enhance the safety and wellbeing of our workers.

As an Executive Leadership Team, we are committed to understanding how work is actually done, rather than how we imagine it is done. We will enhance our understanding of how work is done by ensuring presence and visibility across all work activities, by asking the right questions, and by listening to understand.

We are also committed to ensuring that we are proactively supporting mental health and wellbeing through good work design, and wellbeing opportunities that enhance mental and physical health.

In this strategy, we use the term 'health, safety and wellbeing' rather than 'health and safety', because we believe that including wellbeing better defines our holistic approach to the health and wellness of our people.

Wellbeing includes health, and also defines what is ultimately good for a person including their mental and spiritual wellbeing alongside physical safety and wellbeing at work and at home.

We hope that shifting our language to include wellbeing, also shifts mindsets towards a culture where our people truly care about each other and behave in ways that support health, safety and wellbeing.



From left to right: Carol Gordon, Group Manager - Democracy and Planning, Dave Tombs, Group Manager - Corporate Services, Peter Beggs - Chief Executive, Arno Benadie, Group Manager - Assets & Infrastructure, Gaylene Prince, Group Manager - Community Services, Sharon Grant, Group Manager - People & Culture.

Useful Terms

You will see some safety and wellbeing terms used throughout this document.

They are defined below for easy reference.

Due Diligence

Due diligence means that an Officer must take appropriate, proactive steps to ensure that the PCBU complies with the Act. Due diligence includes making sure that the PCBU has appropriate health and safety systems, and actively monitoring and evaluating how health and safety is managed.

Hazard

A hazard is anything that can cause harm, including injury, illness and mental harm.

Health and Safety at Work Act (Act)

This is the primary workplace health and safety law in New Zealand. All workplaces are covered by the Act unless specifically excluded.

Health and Safety Committee

A committee of health and safety representatives, workers and other members of an organisation that meet regularly and work cooperatively to ensure worker health and safety. At RDC we use the term Health, Safety and Wellbeing Committee.

Health and Safety Representatives

These are employees elected by members of their team to represent them in health and safety matters. At RDC, our health and safety representatives are called 'Health, Safety and Wellbeing Representatives'

Incident (injury, illness or near miss)

An incident is an event that happens in the workplace due to a hazard. An incident that causes harm, is reported as an injury or illness. An incident that does not result in injury, illness or damage (but could have) is reported as a near miss. An incident that causes (or has the potential to cause) serious harm, may be a notifiable event.

Near Miss

An incident which does not result in an injury, illness or damage, but could have potentially done so.

Notifiable Event

A notifiable event is an injury or illness that must be notified to WorkSafe.

Notifiable Incident: A notifiable incident is when someone has been immediately exposed to a serious risk to their health and safety because of a work incident (regardless of whether they were seriously injured). For example, exposure to a hazardous substance, an electric shock, or the collapse / partial collapse of a structure.

Notifiable Injury or Illness: An illness or injury that requires the person to have immediate treatment (other than first aid). For example, a serious head injury, a serious burn. An injury or illness that requires or would usually require, the person to be admitted to a hospital for immediate treatment or to have medical treatment within 48 hours.

Officer

An Officer is someone who significantly influences the leadership of the PCBU, and who must exercise due diligence to ensure that the PCBU meets its health and safety obligations. At RDC, Officers include our Elected Members, and Chief Executive. The Executive Leadership Team must also demonstrate due diligence requirements.

PCBU

A PCBU is a Person Conducting a Business or Undertaking. In most cases (like RDC), a PCBU will be a whole business entity, however an individual carrying out business as a sole trader is also a PCBU.

Primary Duty of Care

A PCBU has the primary responsibility for the health and safety of its workers. Primary duty of care requires the PCBU to provide any information, training instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from the workplace.

Reasonably Practicable

What is or was reasonably able to be done to ensure health and safety taking into account the likelihood of risk, the degree of harm that might result, and the availability of suitable control measures.

Risk

Risk is what arises from people being exposed to a hazard (source of harm). It's what we want to prevent or reduce.

Visitors to the workplace

A visitor to the workplace, is someone who is in the workplace but is not a worker. The PCBU must take reasonable steps to inform visitors of any hazards that they may be exposed to.

Workers

A worker is an individual who carries out work in any capacity for a PCBU. It includes employees, contractors, sub-contractors, trainees and volunteers.

Workplace

A workplace is any place where a worker goes or is likely to be while at work, or where work is carried out. This definition includes a vehicle, if it is being used for work purposes.

WorkSafe

WorkSafe is the government agency that is the key regulator of workplace health and safety.

Health, Safety and Wellbeing Performance Measures

All RDC employees have safety and wellbeing performance measures as part of their job descriptions.

Our health, safety and wellbeing performance measures are also described in our individual career and performance development framework, Ara Poutama.

Ara Poutama states:

The health, safety and wellbeing of our people is our number one priority, and we have an unrelenting focus on this area. We want our people to constantly demonstrate care for themselves and others, and we want to ensure that all our people are well at work and get home safe.

Our health, safety and wellbeing priorities are:

- *Keep yourself and others safe.*
- *Promptly report all accidents, incidents, near misses, hazards and risks.*
- *Follow our health, safety and wellbeing policies, procedures and guidelines.*
- *Proactively contribute to the enhancement of safety and wellbeing*







Additionally, we strive for a culture where our people think of safety first. One where they take immediate action to correct unsafe behaviours and practices, and one where our people show genuine care for the wellbeing of others while also looking after their own wellbeing.

Staff who have technical or leadership responsibilities for workplace health, safety and wellbeing may have additional health, safety and wellbeing performance indicators included in their job descriptions and annual performance plans.

Ngā Pou / Organisational Values = Safety Culture!

RDC aspires to be an outstanding place to work, where people feel a sense of common purpose and take pride in what they can accomplish.

Our organisational values (Ngā Pou) outline how we agree to behave when we do our work, and this includes our approach to health, safety and wellbeing. Our organisational values are:

	POU 1.	Manaakitanga	The customer is at the centre of everything we do.
	POU 2.	Rangatiratanga	We aspire to the highest standards.
	POU 3.	Whakapono	We strive to be trusting and trustworthy.
	POU 4.	Whanaungatanga	We act with courage, respect, kindness and empathy.
	POU 5.	Kotahitanga	We embrace diversity and strive to be inclusive.
	POU 6.	Aroha	We believe in and encourage each other.

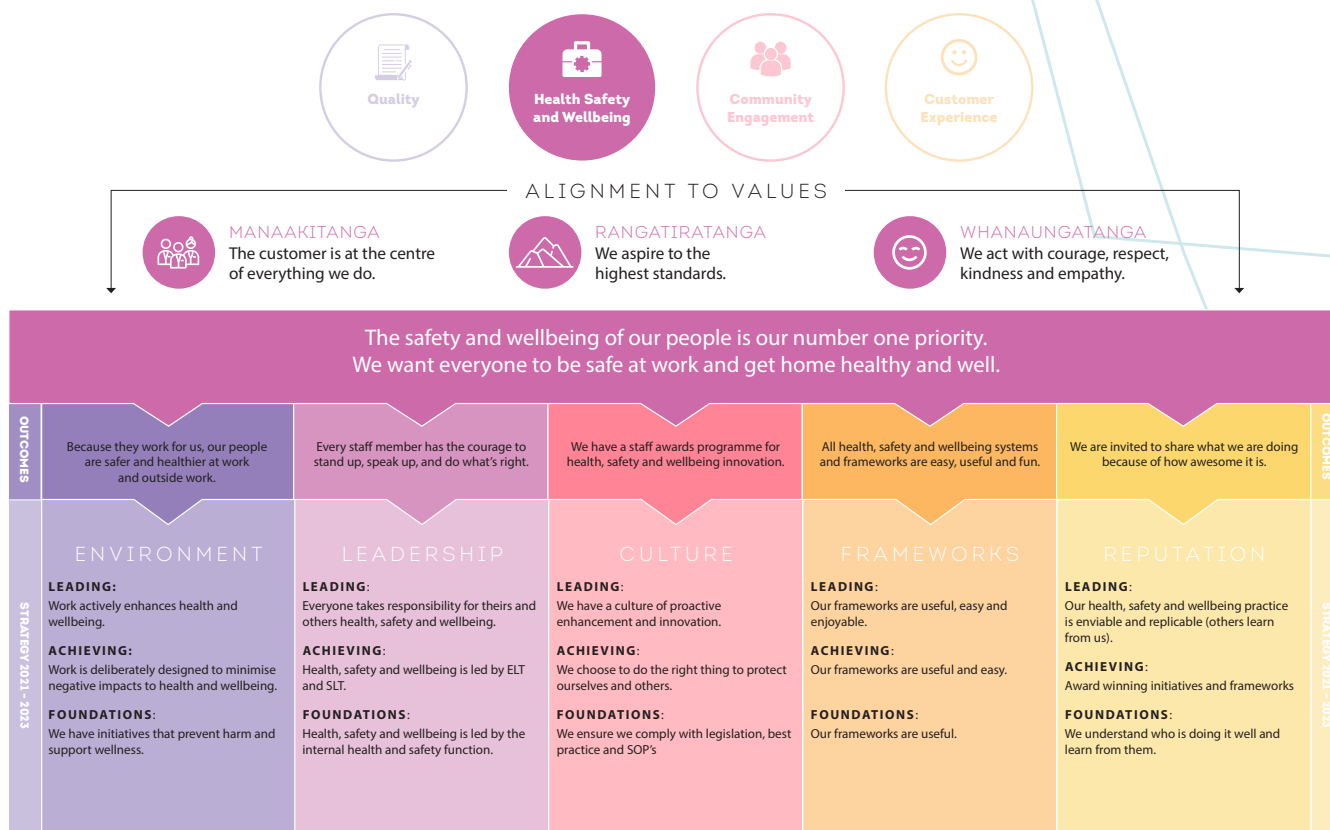
The Ngā Pou Framework is included in Appendix 7.

Transforming Our Health, Safety and Wellbeing Practice

We have created a programme of work to drive exceptional performance in health, safety and wellbeing practice.

The high-level programme is outlined below. Our intended actions to achieve exceptional health, safety and wellbeing practice are outlined in Appendix 5.

Striving for Excellence - Health, Safety and Wellbeing



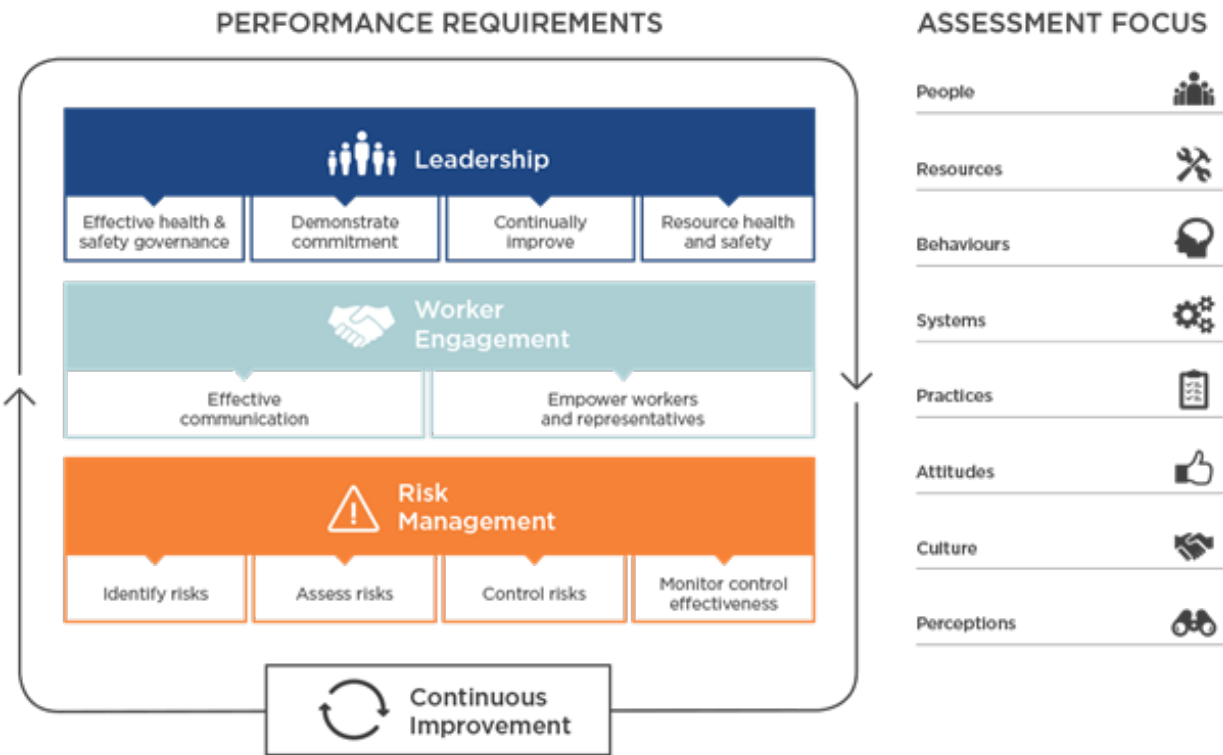
Context: Why we Invest in Health, Safety and Wellbeing

Health and Safety in New Zealand is governed by the Health and Safety at Work Act 2015 (Act) and associated regulations, including the Health and Safety at Work (General Risk and Workplace Management) Regulations 2016.

Historically, New Zealand has suffered from a poor health and safety record when compared with similar countries, with our “she’ll be right” attitude leading to risk-taking and short-cuts that don’t always end well.

WorkSafe (Mahi Haumaru Aotearoa) is the Crown agency established by the government in response to the Pike River mine tragedy in 2010, where 29 New Zealanders lost their lives due to inadequate workplace health and safety.

WorkSafe, tasked with lifting New Zealand’s health and safety performance, created SafePlus in 2017. This performance framework sets out ten factors under three performance areas: Leadership, Worker Engagement, and Risk Management.



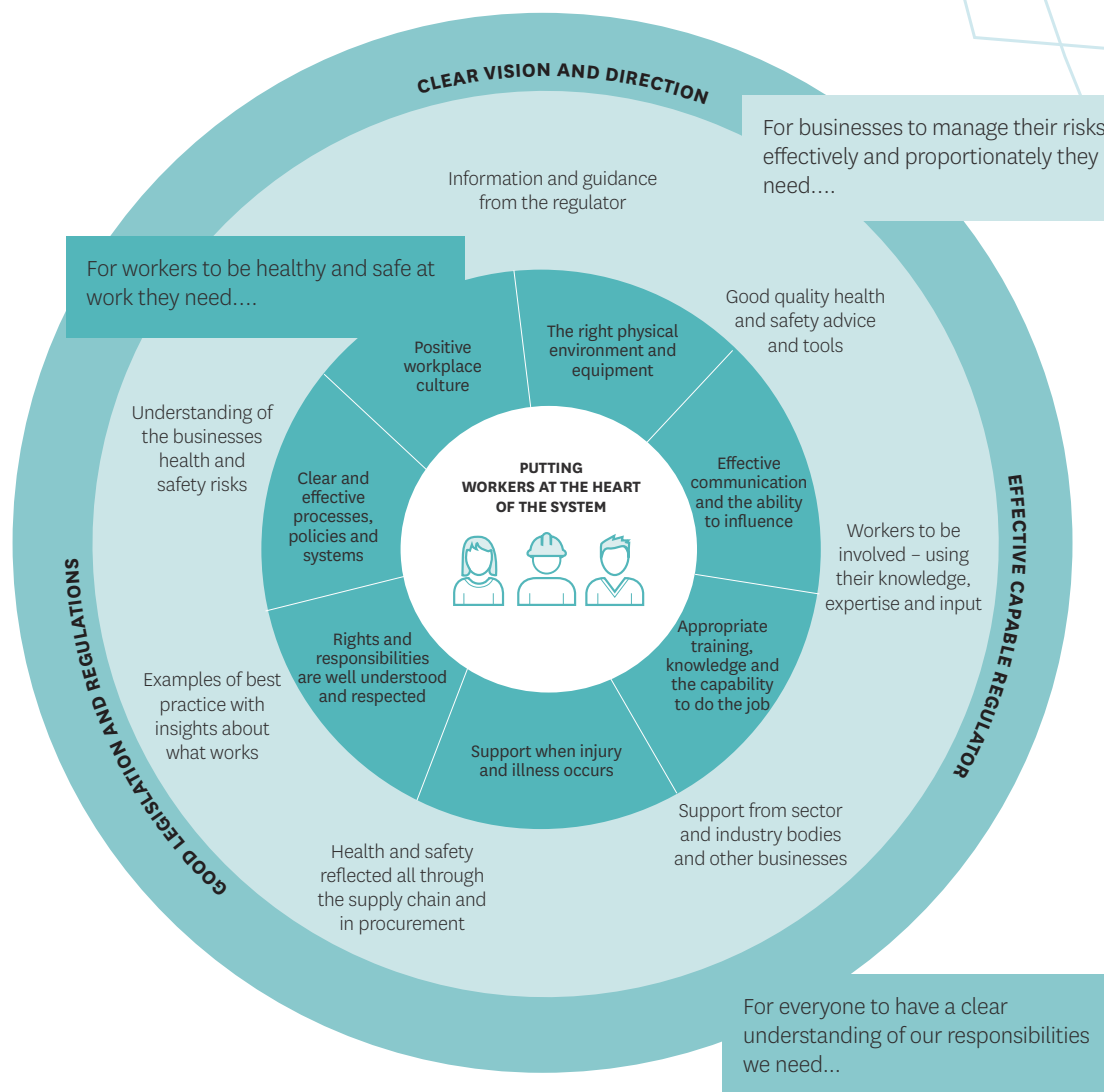
RDC participates in a two-yearly safety assessment using the SafePlus framework outlined above.

RDC, like other Councils, has unique challenges in managing health, safety and wellbeing due to the breadth of activities the organisation undertakes, and its responsibility for overseeing activities via contractors and volunteers. This diversity means that often there is not a one-size-fits-all solution; health, safety and wellbeing processes must be flexible and responsive to the needs of the particular team.

We are also mindful of the government's Health and Safety at Work Strategy 2018-2028, which sets out New Zealand's core principles regarding health and safety.

In particular this strategy puts workers at the heart of the system and outlines two key goals:

- Focusing on what will make the biggest impact to reduce harm.
 - Work-related health, including mental health.
 - Businesses with greater need / sectors with highest harm.
 - Workers with greater need.
 - Building everyone's capability to do this well.
 - Encourage leaders at all levels to integrate health and safety.
 - Enable workers to be represented, engaged and to participate.
 - Lift capability of health and safety practitioners.
 - Develop and share better data and insights to improve decision making.



Goals and Indicators

Our health, safety and wellbeing goals and indicators have been developed by our health, safety and wellbeing representatives together with the senior and executive leadership teams.

Our health, safety and wellbeing goals are designed to move us towards our health, safety and wellbeing vision; to be aligned with our values; and, to address our areas for improvement both from our own observations and those identified in the SafePlus Assessment.

Lag indicators measure our past events such as number of accidents and number of workdays lost. Lead indicators such as safety training, safety audits, employee surveys and wellbeing programmes are proactive measures which track what we are doing to control risks and prevent injuries from occurring. We use both lag and lead indicators to monitor incident data, and plan for future events.

Our current goals and key indicators are provided below. You can view our activity plan for delivery of these goals and indicators in Appendix 5.

2021-2024 Safety and Wellbeing Goals (Leaning into our values)

1. Our people are healthier because of work
2. Everyone is empowered to lead health, safety and wellbeing
3. We have a culture of continuous improvement and innovation
4. Our health, safety and wellbeing frameworks are useful, easy and enjoyable
5. Our health, safety and wellbeing practice is enviable and replicable

2021-2022 Key Lead and Lag Indicators

Indicator	Type	Goal
Number of notifiable incidents	Lag	0
Percentage of health, safety and wellbeing orientations completed for new staff on their first day of employment	Lead	100%
Percentage of Leadership Team who have undertaken mental health awareness training	Lead	100%
Percentage of active contractors pre-qualified (excluding very low risk suppliers) and exempt contractors	Lead	100%
Employee engagement score for safety and wellbeing (Korero Mai)	Lead	80%
Result in 2023 SafePlus Assessment	Lead	Leading

We will be successful when:

- Safety and wellbeing is everyone's business as usual.
- Our people are engaged and take personal responsibility.
- Our people are competent to identify hazards and control risks.
- Our systems and tools support our continuous improvement.
- Our contractors, suppliers and stakeholders work with us collaboratively and cooperatively

Measuring Progress

Progress against the above goals and measures will be reported monthly to the Executive Leadership Team, bimonthly to the Safety and Wellbeing Committee, and quarterly to the Audit and Risk Committee.

Worker Participation

Worker (employee) participation in health, safety and wellbeing is not just a requirement under the Act; it's a critical part of how we do things at RDC.

We want everyone to take responsibility for the health, safety and wellbeing of themselves and others. We also want everyone to be engaged and involved in processes related to safety management, innovation and continuous improvement.

There are a number of ways our employees participate in health, safety and wellbeing:

Health, Safety and Wellbeing Representatives

Our Health, Safety and Wellbeing Representatives play an important role in making RDC a place where our people are safe, healthy and well. Health, Safety and Wellbeing Representatives represent specific work groups on safety and wellbeing matters and provide a communication channel between workers and senior leadership. Our Health, Safety and Wellbeing Representatives also support the orientation of new staff into their workplaces.

RDC workgroups currently represented are:

- Parks and Reserves
- Regulatory
- Animal Control
- Cleaners
- Library and Information Officers (Taihape)
- Library and Information Officers (Marton / Bulls)
- Property
- Strategy & Planning
- Communications and Customer Services
- Information Services
- Finance
- Project Management Office

A full Safety and Wellbeing Representative role overview is included in Appendix 2.

RDC currently has 12 Safety and Wellbeing Representatives who look after around 120 staff. The names and areas of representation are listed on the safety and wellbeing intranet site.

Formal elections for Safety and Wellbeing Representatives are held every 2 years.

Health, Safety and Wellbeing Committee:

Our Health, Safety and Wellbeing Representatives also make up our enthusiastic and proactive Health, Safety and Wellbeing Committee. The Committee meets bimonthly to review progress against health, safety and wellbeing goals, discuss incidents and accidents that have occurred, propose new ideas and raise concerns.

Committee meeting minutes are discussed at the next available Executive Leadership Team meeting and are loaded onto the health, safety and wellbeing Intranet site.

Two members of the Executive Leadership Team attend each Health, Safety and Wellbeing Committee Meeting.

Health, Safety and Wellbeing Toolbox Meetings:

Health, Safety and Wellbeing Toolbox Meetings are held monthly in each work area and involve all team members. The minutes from Toolbox Meetings are discussed at the bimonthly Health, Safety and Wellbeing Committee.

Each Health, Safety and Wellbeing Toolbox Meeting is attended by a member of the Senior Leadership Team and/or Executive Leadership Team, as applicable to the work area.

Communication

We encourage all staff to proactively raise their health, safety and wellbeing ideas and concerns, and to influence upwards.

There are several ways to do this:

- Through discussion with your manager or group manager
- Through your Health, Safety and Wellbeing Advisor
- Through your Health, Safety and Wellbeing Representative
- Through the Internet, using the hazard identification and reporting template
- Through our employee feedback tool, Korero Mai.

Whichever method you choose, you will always receive feedback on your idea, concern or innovation.

Our planned outward communication methods include:

- Publication of the monthly health, safety and wellbeing dashboard
- Bimonthly email update to team leaders and managers following each Health, Safety and Wellbeing Committee Meeting of key decisions and information.
- Regular updates of our health, safety and wellbeing Intranet site (SharePoint)
- Topical health, safety and wellbeing related posters available for display.

Leadership and Due Diligence

Under the Health and Safety at Work Act (2015) (Act), those in senior governance roles, and those with the ability to exercise significant influence over the management of the business must exercise due diligence to ensure that the Council complies with its duties. Holders of such roles are referred to as Officers.

Our Elected Members are Officers under the Act, and good governance practice requires them to meet Due Diligence requirements. These requirements are outlined in the Governance Safety and Wellbeing Charter (Appendix 4)

The Chief Executive is also identified as an Officer under the Act, and the Executive Leadership Team should also demonstrate the Due Diligence requirements.

Due diligence is defined in section 44(4) of the Act as taking reasonable steps to:

- Acquire and update knowledge of health and safety matters
- Gain an understanding of the operations carried out by the organisation and the hazards and risks generally associated with those operations
- Ensure the Council has, and uses, appropriate resources and processes to eliminate or minimise those risks
- Ensure the Council has appropriate processes for receiving and considering information about incidents, hazards and risks and for responding to that information in a timely way
- Ensure that there are processes for complying with any duty and that these are implemented
- Verify that these resources and processes are in place and being used.

The Audit and Risk Committee takes lead responsibility for safety and wellbeing governance, supported by the Chief Executive and Executive Leadership Team.

Activities which support the achievement of Due Diligence include:

Audit and Risk Committee:

- Receives quarterly health, safety and wellbeing report, including report of notifiable incidents or accidents
- Endorse health, safety and wellbeing policy documents (as scheduled)
- 'Work as Done' field trips and deep dive sessions on critical risk activities (as scheduled, see Appendix 3)
- Updates / training on health, safety and wellbeing matters (as required)

Executive Leadership Team:

- Monthly health, safety and wellbeing report (dashboard)
- Discussion of health, safety and wellbeing incidents / notifiable events (as required)
- Review of Health, Safety and Wellbeing Committee minutes (bimonthly)
- Attend Health, Safety and Wellbeing Committee meetings (2 members, bimonthly)
- Attend tool-box meetings (1 member per meeting, monthly)
- Updates / training on health, safety and wellbeing matters (as scheduled)

A detailed Due Diligence Plan is included in Appendix 4.

Policies

Our policies and procedures provide an important framework for how we manage safety and wellbeing at RDC.

Policies are reviewed on an annual or two yearly schedule. Our updated policies are available on the Corporate Policies section of the Intranet. Some of our policy statements are included in our Staff Handbook, which is available on the People and Culture section of the Intranet.

Our health, safety and wellbeing related policies are:

- Health, Safety and Wellbeing in the Workplace Policy (Appendix 1)
- Drug and Alcohol Policy
- Vehicle Policy
- Unacceptable Customer Conduct Policy
- Lone Worker Policy
- Standards of integrity and conduct

Health, safety and wellbeing related policy statements included in our Staff Handbook are:

- Employee assistance programme
- Flexible work arrangements
- Leave
- Harassment and bullying
- Smoking

Training and Development

We have a range of frameworks to support your training and development in the area of health, safety and wellbeing.

These frameworks include:

Kete Matauranga

Kete Matauranga (Basket of Knowledge) is our orientation framework for new employees. Among other things, Kete Matauranga covers off the key aspects of health, safety and wellbeing that all new employees need to know about. All new employees should expect to go through the health, safety and wellbeing section of Kete Matauranga on their first day of work.

Mahere Ako

Mahere Ako (Learning Plan) outlines the training and development opportunities that will be offered across RDC in a given year. There will always be a section of Mahere Ako dedicated to health, safety and wellbeing, which will include training opportunities such as defensive driving / driver awareness, first aid certification, mental wellbeing and resilience.

Ara Poutama

Ara Poutama (Career and Performance Development Plan) is a framework that supports continuous feedback conversations between you and your manager. Health, safety and wellbeing is one of the three performance indicators within Ara Poutama. Every employee will have feedback conversations with their manager about health, safety and wellbeing on at least a monthly basis.

Worksite Orientation and Safety Training

All employees receive a site-specific safety orientation to their worksite(s) as well as role specific safety training. This will always be provided before an employee commences work in a new role, or at a new worksite.

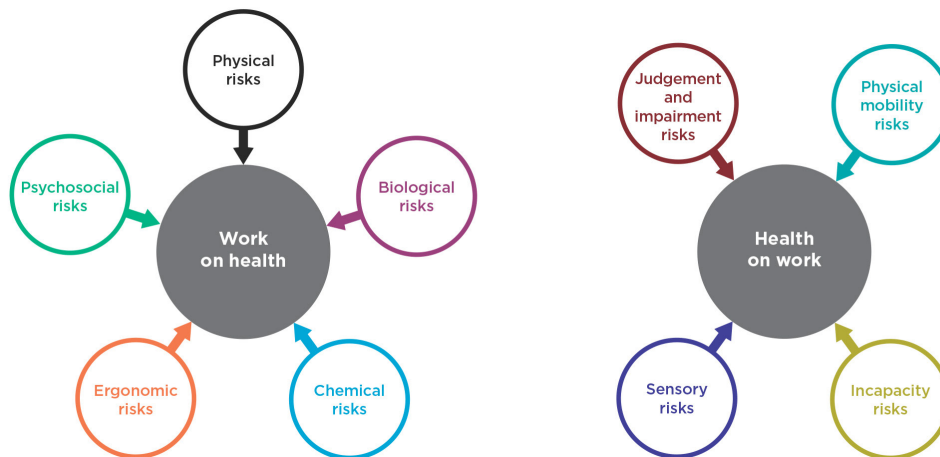
Training for Health, Safety and Wellbeing Representatives

All Health, Safety and Wellbeing Representatives will have the opportunity to complete Health and Safety Representative Training on an annual basis, up to and including stage 3 training.

Risk Identification, Assessment and Management

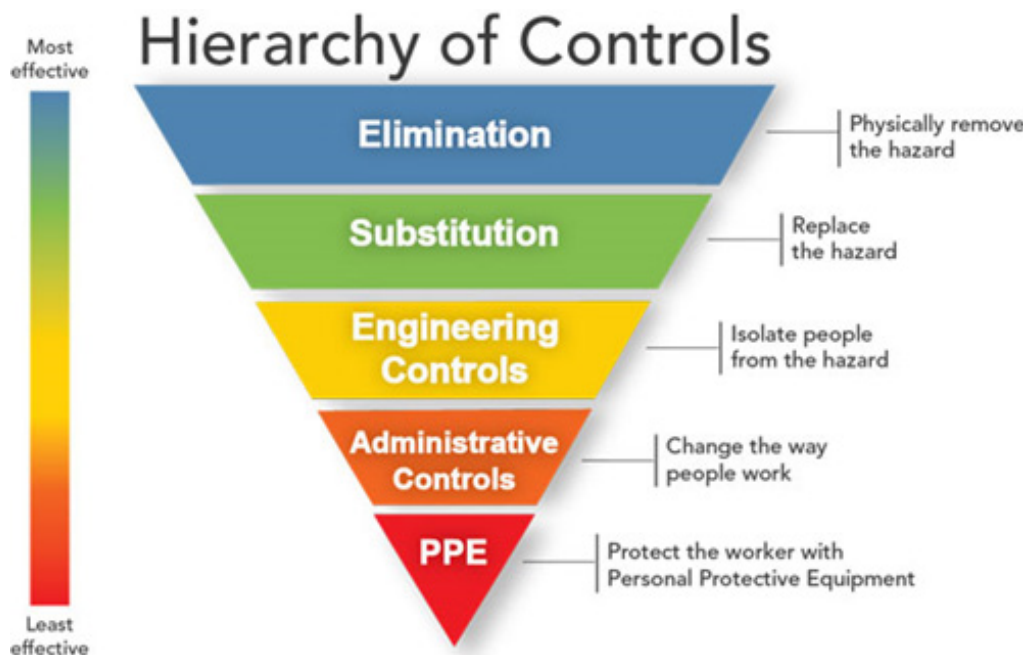
Risk (hazard) management is a key part of keeping people safe at work.

Risk management considers all of the hazards that our workers may be exposed to and includes consideration of effects of work on health, and the effects of health on work.



The risks that workers may be exposed to are listed on the Health, Safety and Wellbeing Risk Register, which is updated each time a new risk is identified. Each risk on the Health, Safety and Wellbeing Risk Register is reviewed on an annual basis to verify that the controls in place are working, and that they remain the most appropriate measure to control the risk.

The Health, Safety and Wellbeing Risk Register uses the following hierarchy of controls to assess and manage risks within the workplace.



Elimination

Our preference will always be to eliminate the hazard and associated risk by removing the hazard completely. For example, by removing trip hazards on the floor or repairing faulty equipment. If elimination is not possible then we will investigate using one, or a combination of, other controls prioritised in the following order.

Substitution

Substitution means reducing the risk by substituting the hazard for something that poses less risk. For example, using mechanical devices such as trolleys or hoists to move heavy loads.

Engineering Controls

Engineering controls prevents people coming into contact with the risk. For example, fitting safety guards to machinery, erecting safety barriers or guard rails.

Administrative Controls

Administrative controls include safe methods of work, processes or procedures that are designed to minimise risk. For example, having Emergency Plans and Evacuation procedures in place, or reducing the time someone is exposed to a hazardous substance.

Personal Protective Equipment (PPE)

PPE may be used alongside other controls if risk remains after all other measures have been considered or applied. For example, use of safety glasses, overalls, gloves, helmets, respiratory gear and earmuffs.

Managing our Critical Risks

Our critical risks are those which have been identified as our highest risks according to their overall risk score.

An objective within the 2021/22 health, safety and wellbeing work programme is to increase the visibility of critical risks, and their controls, throughout RDC.

Reporting Accidents, Near Misses and Hazards

Prompt and accurate reporting is really important to help us manage hazards in the workplace.

All employees must report accidents, near misses and new hazards as soon as possible after they occur, preferably on the same day.

An **accident** is where an incident occurs, and harm is caused. For example, someone slips on a wet floor, falls over and twists their ankle.

A **near miss** is where an incident occurs, and harm is not caused but could have been. For example, someone skids on a wet floor and almost falls over. It is really important to report near misses, even if you think they are small or insignificant. A pattern of near misses can indicate a hazard that could injure someone!

A **hazard** is something that has the potential to cause harm. For example, a bathroom floor that becomes become wet due to a high-pressure basin tap.

Accidents, near misses and hazards should be reported using the Accident / Incident Near Miss form on the Health and Safety Section of Share Point, and the completed form should be given to your manager. All reported accidents and near misses are investigated and appropriate action taken such as correcting the issue that caused the incident. New hazards are added to the Health and Safety Risk Register.

An objective within the 2021/22 safety and wellbeing work programme is to implement an on-line health, safety and wellbeing system to make the reporting of incidents, accidents, near misses and hazards easier.

Sometimes, an accident or near miss will be considered to be a notifiable event. This happens in cases where the accident causes serious harm, or where the near miss could have caused serious harm in a different circumstance. Notifiable events must be notified to WorkSafe as soon as possible. The Group Manager People and Culture, or Safety and Wellbeing Advisor will notify WorkSafe.

Accident Investigation

If someone is harmed at work, the accident will be investigated to find out what caused it, and to prevent reoccurrence. For a non-serious harm accident, or near miss, the persons manager will usually undertake the investigation with the assistance of the Safety and Wellbeing Representative.

For a notifiable event, the investigation may be undertaken by an external investigator. In this case, it is advisable to not interfere with or disturb anything related to the incident, unless it is necessary to prevent further harm to people or property or provide access to an essential service. If the serious harm involves a motor vehicle on a public road, then the direction of the police must be followed.

Safety of Contractors, Volunteers and Visitors

Our health, safety and wellbeing commitments and responsibilities extend to people who are not employees, such as contractors, volunteers and visitors to our worksites.

Contractors

Contractors are people or businesses that are engaged to undertake work on RDC's behalf. Together with the company the contractor works for, RDC has joint PCBU responsibility for the safety of contractors and must ensure that the work they do does not cause harm to themselves or others.

There are two key parts to the safety management of contractors:

- Health and safety prequalification (can they work safely)
- On site safety management (do they work safely)

RDC, together with other Councils in the Manawatu-Wanganui use an external provider (Site Wise) for the health and safety pre-qualification of contractors. Almost all contractors need to be pre-qualified, unless they meet the criteria of a very low risk supplier. The contractor risk level classification is provided in Appendix 6.

Volunteers

Volunteer workers are unpaid workers who are not employees. Volunteers could include people undertaking activities such as tree planting, civil defence emergency response or work experience. From a safety and wellbeing perspective, volunteers should be considered as 'employees' and must be provided with the same information/induction and equipment (such as PPE) as employees. Our Volunteer Health & Safety Guidebook provides useful information and templates for volunteer community groups (Appendix 8).

Visitors to workplace

Visitors include people who are present in the workplace, but who are not employees, volunteers or contractors. For example, a visitor could include a person coming into the office for a meeting. Visitors should be protected from harm in the same way we protect employees, volunteers and contractors.

Contractor, volunteer and visitor presence on a worksite should always be recorded, and if an accident or near miss occurs, it should be reported in the same way it would be for an employee.

Community Member

Some workplaces such as pools and libraries are also public spaces. If we are made aware that a member of the public has been injured (or experienced a near miss) in a public space that is also a workplace, it is helpful for this to be recorded because it may highlight a workplace hazard that should be managed.

Wellbeing Programme

One of our transformational health, safety and wellbeing goals is to offer a workplace that makes our people healthier.

This means that we will go beyond providing tools and systems to minimise harm, and beyond creating structures that prevent harm from occurring. We want to provide solutions for our people to become healthier because they work for us.

We have a Wellbeing Programme which is available to all staff. The Wellbeing Programme contains a range of options to monitor and improve personal health and wellbeing such as eye tests, annual health checks, mole maps, employee assistance programmes and other benefits available at no cost to staff. The Wellbeing Programme is updated regularly, and the current version can be found on the HR information section of the Intranet.

Recognition

An objective within the 2021/22 health, safety and wellbeing work programme is to develop a reward and recognition framework that acknowledges health, safety and wellbeing excellence and innovation.

Continuous Improvement

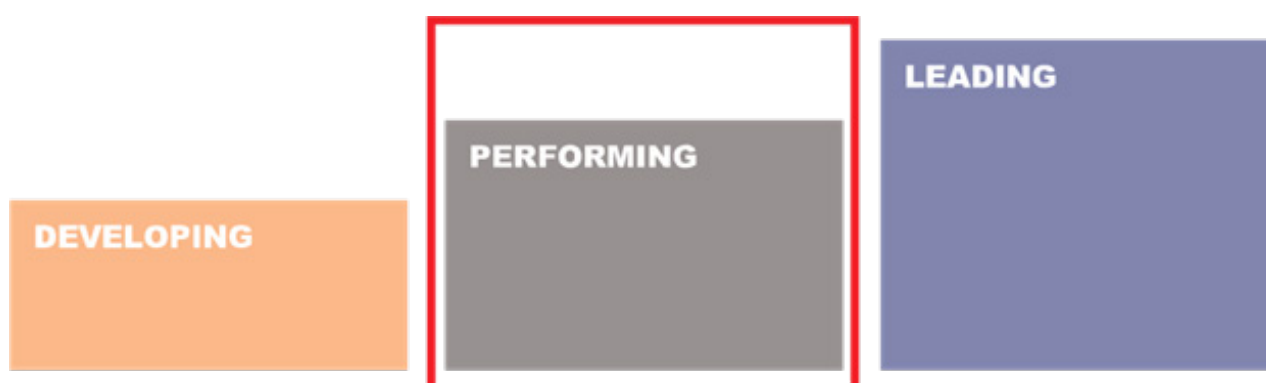
RDC uses SafePlus as a tool for assessing health, safety and wellbeing performance.

SafePlus focuses on behaviour, culture and leadership, together with systems and practices. The Assessment measures our performance within the areas of Leadership, Worker Engagement and Risk Management. It also assesses the deeper focus areas of Mental Wellbeing, Working Alone and Contractor Management.

SafePlus is the tool used by most Councils within Manawatu-Wanganui Local Authority Shared Services (MW LASS). That's us; the District Councils of Tararua, Manawatu, Ruapehu and Horowhenua; Horizons Regional Council; and the MW LASS Business Units. This means that we can assess both our own safety performance, as well as the safety performance of the MW LASS Group as a whole.

We first undertook the safe plus assessment in 2019 and received an overall result of 'developing'. We undertook our most recent SafePlus Assessment in March 2021 and achieved an overall result of 'performing'.

SAFE PLUS ASSESSMENT OVERALL OUTCOME:



The results for each of the criteria assessed are shown on the next page.

This strategy is designed in part to address the areas identified by the assessment as needing improvement. These improvement areas are included in our Health, Safety and Wellbeing Activity Plan (Appendix 5).

Following the advice in the SafePlus report, we intend to undergo an independent reassessment after two years in March 2023.

SAFE PLUS OUTCOMES BY PERFORMANCE REQUIREMENTS:

	DEVELOPING	PERFORMING	LEADING
LEADERSHIP			
Effective health and safety governance			
Demonstrates visible commitment			
Continually improves performance			
Resources health and safety activities			
WORKER ENGAGEMENT			
Communicates effectively			
Empowers workers and representatives			
RISK MANAGEMENT			
Identifies risks			
Assesses risks			
Controls risks			
Ensure controls are effective			



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Health, Safety and Wellbeing in the Workplace

The safety and wellbeing of our people is our number one priority; we want everyone to be safe at work and go home healthy and well.



COMMITMENTS

We aspire to a culture that supports our unrelenting focus on health, safety and wellbeing. We will achieve this by empowering our people to take personal and collective responsibility to ensure that all work activities are carried out safely. We support forward-thinking continuous improvement measures and innovations that proactively enhance the health and wellbeing of our workers.

Peter Beggs
Chief Executive



RESPONSIBILITIES

We are committed to continuously improving health, safety and wellbeing practices by:

- Providing a safe working environment including safe systems of work
- Providing opportunities and programmes that support the wellness and enhanced wellbeing of our employees
- Ensuring that all parties, including Elected Members, senior leaders and employees, are kept up to date with relevant legislation, codes of practice and regulations, including but not limited to the Health and Safety at Work Act 2015
- Ensuring property and equipment is in a safe and working condition
- Ensuring safe use and management of chemicals
- Provision and supply of correct personal protective equipment (PPE)
- Ensuring emergency procedures are in place
- Ensuring all vehicles are maintained in a safe warrantable condition
- Providing appropriate training, instruction and supervision to ensure that everyone can work safely, and in a manner that is free from risks to health and wellbeing.
- We are committed to engaging and cooperating with workers and external agencies in all matters relating to health, safety and wellbeing in the workplace and we will continually improve performance through effective safety management and systems.



EMPLOYEES AND CONTRACTORS

All employees and contractors have an obligation to proactively engage in safe work practices that prevent injury to themselves and others; and which prevent damage to property and equipment by:

- Following instruction, directions and policies to prevent incidents or injuries
- Taking care of the health and safety of themselves and others
- Wearing PPE and suitable clothing where necessary
- Not misusing or interfering with any health and safety related equipment or signage
- Accurately reporting all accidents, incidents and near misses as soon as possible on the day of the event, no matter how trivial
- Reporting all known new hazards or observed risks to their manager or the Safety and Wellbeing Advisor as soon as possible.

Gaylene Prince
Group Manager Community Services



APPLICATION OF THIS POLICY

We will work in collaboration with workers, customers, suppliers and visitors. We encourage feedback and suggestions for improving the safety of our work environment and achieving our health, safety and wellbeing objectives. Our policy applies to all Council operations and functions, including those situations where workers are required to travel or work off-site.

Dave Tombs
Group Manager Corporate Services

Sharon Grant
Group Manager People & Culture

Arno Benadie
Group Manager Assets and Infrastructure

Carol Gordon
Group Manager Democracy & Planning

APPENDIX 2. Health, Safety & Wellbeing Representative Role Overview

INTRODUCTION:

Health, safety and wellbeing is all about making sure we all go home to our loved ones at the end of each day safe and healthy. Our Health, Safety and Wellbeing Representatives (HSWR's) play an important role in making this a reality for us and we appreciate their enthusiasm, experience and wisdom making our workplace a healthy and safe place to be.

DEFINITION OF A SAFETY AND WELLBEING REPRESENTATIVE:

Under the Health and Safety at Work Act 2015 (HSWA), a Health and Safety Representative (Health, Safety and Wellbeing Representative) is defined as a worker who has been elected by members of their work group to represent them on health and safety matters.

OVERVIEW OF ROLE:

- Represent the staff of your work group on safety and wellbeing matters
- Be an active member of RDC's Safety and Wellbeing Committee
- Make recommendations on safety and wellbeing
- Monitor safety and wellbeing measures taken by the organisation
- Induct new staff into your workgroup
- Carry out the functions and appropriately use the powers given to representatives by the HSWA (details of which are set out below)

TIME COMMITMENT:

- 2 hours for the Health, Safety and Wellbeing Committee every second month
- 1 hour every second month (alternate to Committee meeting) to attend the workgroup safety and wellbeing tool box meeting
- Approximately 2 hours of additional work each month (including gathering input from staff before the Committee meeting and sharing updates after the meeting)
- Up to 2 days training per year, with the exception of the first year when we anticipate 4 days of training:
 - 2 days of initial representative training
 - 1 day hazard/risk management training
 - 1 day accident investigation training
- Additional time may be required for serious accident/incident investigations or if we undertake health and safety audits. In this case we will communicate the additional requirements to the representative and their manager.

THE TERM:

The usual term for a HSWR is 2 years, unless you resign, change workgroup, or are moved from your HSWR role.

ABOUT YOU:

To be a successful HSWR you'll need the following:

- An interest in your colleagues' health, safety and wellbeing
- A desire to learn more about health, safety and wellbeing in the New Zealand workplace, under the HSWA
- A positive and proactive attitude
- The confidence to represent your workgroup, including bringing the health, safety and wellbeing issues from your workgroup to the Committee, and communicating the decisions, updates and actions of the Committee back to the workgroup.

You don't need to have any prior experience or training in health, safety and wellbeing matters. We'll make sure you're equipped with all the right training, support and guidance.

FUNCTIONS AND POWERS:

The HSWA gives HSWR's certain powers, which are normally used within their workgroup.



REQUEST
INFORMATION



INSPECT
WORKPLACE



ATTEND
INTERVIEWS



ATTEND
TRAINING



ISSUE PROVISIONAL
IMPROVEMENT NOTICE



DIRECT WORKERS TO
CEASE UNSAFE WORK

Request information

An HSWR may request that the business provide any information necessary that helps the HSWR perform their functions or exercise their powers, including information related to:

- Hazards at the workplace and their associated risks
- The health, safety and wellbeing of workers (except personal information unless consent is given).

Inspect a workplace

An HSWR may, at any reasonable time, enter and inspect any area of a workplace to perform the role of an HSWR. The HSWR must give notice of an intended inspection unless the HSWR is inspecting the workplace in the event of an incident or any situation involving serious risk to the health of a worker.

Attend interviews

With the consent of the workers involved, an HSWR may attend an interview concerning workplace health, safety and wellbeing between a worker (or group of workers) that they represent and an inspector. The inspector may refuse to allow the HSWR to be present if they believe that their presence would prejudice the maintenance of the law.

Attend training

HSWR's are given an annual training entitlement to attend training. An HSWR may choose what training to go on (in consultation with the organisation) but the organisation may decline that training due to the cost or disruption to operations. Organisations must fund the HSWR training and allow access to the training as soon as is practicable but must respond no later than three months from receipt of the request.

Additional powers

HSWA gives additional powers to HSWR's only after they have completed initial or additional HSWR health and safety training specified in the Regulations for Worker Engagement, Participation and Representation.

These powers include:

- Issuing Provisional Improvement Notices (PINs) to address a health or safety problem, and
- Directing a worker to cease work that would expose them to serious risk arising from an immediate or imminent exposure to a hazard, which supports the existing right for a worker to cease work in this situation.

Issue a Provisional Improvement Notice (PIN)

An HSWR may issue a provisional improvement notice (PIN) if they believe that a person is breaking the law, or is likely to break the law, a provision of HSWA or of the Regulations. The PIN can be issued to any person, including the business the HSWR works for, a worker or another business. A PIN gives direction to a duty holder (the business) to remedy a specific aspect of their work activity or workplace that is non-compliant. It advises what needs to be changed and sets a timeframe for the change to be made. Note: initial HSWR training must be completed before an HSWR can issue a PIN or direct a worker to cease unsafe work.

Direct a worker to cease unsafe work

An HSWR may direct a worker (who is in their work group) to cease work if they reasonably believe that carrying out the work would expose the worker, or any other person, to a serious risk arising from an immediate or imminent exposure to a hazard. The HSWR should consult with the business about the matter before giving the direction. If, after a reasonable time, the business does not act appropriately, they can then give the direction. However, if the risk is serious enough, the HSWR may direct the worker to cease work immediately without consulting the business. The HSWR must notify the business that a direction has been given.

This power supports the general right of all workers to cease work in this situation. A worker does not need to wait for a direction from an HSWR. The HSWR, business or worker may ask WorkSafe to assist in resolving an issue with the cessation of work.

MORE INFORMATION:

You can read more about Health, Safety and Wellbeing Representatives on the WorkSafe website:

<https://worksafe.govt.nz/managing-health-and-safety/health-and-safety-representatives/>

If you have any questions or would like to talk to someone about the Safety and Wellbeing Representative roles, please contact Sharon Grant, Group Manager – People and Culture.

APPENDIX 3. Health, Safety and Wellbeing Due Diligence Plan

This Due Diligence Plan is aligned to the Institute of Directors Health and Safety Guide: Good Governance for Directors (March 2016) and aims to enhance due diligence in health and safety leadership at Rangitikei District Council (RDC).

A positive and robust health and safety culture begins at the Council table and spreads throughout the organisation. The Health and Safety at Work Act places a duty on elected members – as Officers – to exercise due diligence to ensure that RDC complies with its health and safety duties and obligations.

Due diligence requires Officers to take reasonable steps to understand RDC's operations and health and safety risks, and to ensure that they are managed so that everyone is safe. Due diligence is defined in the Health and Safety at Work Act as taking reasonable steps to:

- Acquire and update knowledge of health and safety matters
- Gain an understanding of the operations carried out by the organisation and the hazards and risks generally associated with those operations
- Ensure the organisation has, and uses, appropriate resources and processes to eliminate or minimise those risks
- Ensure the organisation has appropriate processes for receiving and considering information about incidents, hazard and risks, and for responding to that information in a timely way
- Ensure there are processes for complying with any duty, and that these are implemented
- Verify that these resources and processes are in place and being used.

This due diligence plan outlines the activities that will be undertaken to enhance elected member knowledge and understanding of health and safety matters. The plan is aligned to the elements of policy and planning, delivery, monitoring and review.

A key part of this plan is the 'Work as Done' sessions. The intent of these sessions is for the key staff responsible for each area to demonstrate the nature of their operations, the hazards and risks associated with those operations, and their health and safety approach and processes to eliminate or minimise those risks. Where appropriate, a site visit will be scheduled as part of this process.

Scheduled activities		Due diligence element				
<i>What</i>	<i>Who</i>	<i>Policy & planning</i>	<i>Delivery</i>	<i>Monitoring</i>	<i>Review</i>	<i>When</i>
SafePlus Assessment	Whole organisation				*	March 2021 Complete
Work as Done Session: Landfill remediation at Putorino Road / Mangaweka Bridge Replacement	Elected Members Chief Executive, ELT, Officers.		*	*		May 2021 Complete
SafePlus Assessment report to Audit and Risk	Audit and Risk Committee Chief Executive, GM People and Culture				*	Sept 2021 Complete
Endorse HS&W in the Workplace Policy	Audit and Risk Committee	*				Sept 2021 Complete
Endorse HS&W Due Diligence Plan	Audit and Risk Committee	*				Sept 2021 Complete

Scheduled activities		Due diligence element				
<i>What</i>	<i>Who</i>	<i>Policy & planning</i>	<i>Delivery</i>	<i>Monitoring</i>	<i>Review</i>	<i>When</i>
Appoint Governance HS&W Champion	Council	*				Sept 2021 Complete
Institute of Directors Advanced H&S Governance Training (on-line)	Governance H&S Champion Group Manager People and Culture		*			Oct 2021 Complete
Develop HS&W Governance Charter	H&S Champion GM People and Culture	*				Oct/Nov 21 Complete
Review HS&W strategy and reporting	H&S Champion GM People and Culture	*				Oct/Nov 21 Complete
Endorse HS&W Governance Charter, strategy and reporting	Audit and Risk Committee	*				Dec 2021
Work as Done Session: Parks and Reserves (includes site visit)	Elected Members Chief Executive, ELT, Officers.		*	*		Feb 2022
Work as Done Session: Lone workers	Elected Members Chief Executive, ELT, Officers.		*	*		March 2022
Work as Done Session: Animal Control (includes site visit)	Elected Members Chief Executive, ELT, Officers.		*	*		May 2022
Work as Done Session: Libraries / front of house	Elected Members Chief Executive, ELT, Officers.					July 2022
HS&W governance training for new Council	Elected Members		*			Nov/Dec 22

Regular activities		Due diligence element				
<i>What</i>	<i>Who</i>	<i>Policy & planning</i>	<i>Delivery</i>	<i>Monitoring</i>	<i>Review</i>	<i>When</i>
Monthly HS&W Report (Dashboard)	Full Council CE and Executive Leadership Team			*		Monthly
Quarterly HS&W Report (full report)	Audit and Risk Committee			*		Quarterly
Full report of notifiable incidents or accidents	Audit and Risk Committee			*		As needed
Discussion of HS&W incidents, innovations and other matters	CE and Executive Leadership Team		*	*		Monthly
Attend HS&W Committee Meetings	GM People and Culture GM Assets and Infrastructure		*	*		Bimonthly
Review of HS&W Committee Meeting minutes and matters arising	CE and Executive Leadership Team		*	*	*	Bimonthly
Departmental HS&W Toolbox Meetings	Departmental GM's		*	*	*	Monthly
Updates / training on HS&W Matters	As appropriate		*			As needed

Appendix 4. Governance Health, Safety and Wellbeing Charter

Vision

Rangitikei District Council's Health, Safety and Wellbeing vision is 'everyone gets home safe'. This means that every person who comes to work at or with the Council gets home each day safe, healthy and well.

Purpose

1. Elected members have a governance role in providing leadership and oversight on all matters relating to health, safety and wellbeing.
2. Elected members are committed to ensuring the Council complies with its health, safety and wellbeing duties arising out of its operations.
3. Elected members are committed to supporting management in implementing and maintaining health, safety and wellbeing systems that meet excellent practice standards.
4. This charter sets out the responsibilities of elected members in relation to health, safety and wellbeing.

Responsibilities

Each elected member will exercise due diligence to ensure that Council complies with its duties under relevant health and safety legislation. This means that each elected member will take all reasonably practicable steps to:

1. Acquire and update knowledge of health and safety matters
2. Gain an understanding of the operations carried out by the organisation and the hazards and risks generally associated with those operations
3. Ensure the organisation has, and uses, appropriate resources and processes to eliminate or minimise those risks
4. Ensure the organisation has appropriate processes for receiving and considering information about incidents, hazard and risks, and for responding to that information in a timely way
5. Ensure there are processes for complying with any duty, and that these are implemented
6. Verify that these resources and processes are in place and being used.

Review

The objectives and responsibilities set out in this charter will be reviewed at least every three years to ensure it adequately sets out elected member's governance role in health, safety and wellbeing, and the Council's commitment to a safe, healthy and well workplace.

Signed on behalf of Council:

Andy Watson, Mayor.

Date

APPENDIX 5. Health, Safety and Wellbeing Improvement Action Plan

Transformational Goal 1: Our people are healthier because of work				
Objective	Activity	When		
		2021-22 Foundations	2022-23 Achieving	2023-24 Leading
1.1	Review and update Wellbeing Programme. Include lead indicators for improved health and wellbeing.	*	*	*
1.2	Focus Area: Mental Wellbeing Develop a Mental Health and Wellbeing Framework for inclusion in Wellbeing Programme. Framework to include: <ul style="list-style-type: none"> • Identification of risks to mental health and wellbeing • Tools and resources to minimise / eliminate these risks • Annual review 	*	*	*
1.3	Provide training for managers and staff on mental health and wellbeing awareness, including identifying and addressing emerging issues.	*	*	*
1.4	Develop lead indicators, alongside lag indicators, and include these in monthly dashboard reporting.	*	*	*
Transformational Goal 2: Everyone is empowered to lead health, safety and wellbeing				
Objective	Activity	When		
		2021-22 Foundations	2022-23 Achieving	2023-24 Leading
2.1	Review composition and representation within Health, Safety and Wellbeing Committee, including MDC Shared Services.	*		
2.2	Develop role description for Health, Safety and Wellbeing Representatives.	*		
2.3	Ensure relevant and up-to-date guidance material is available to staff undertaking safety assessments	*	*	*
2.4	Formalise, recognise and reward good health and safety performance and leadership.		*	*

Transformational Goal 3: We have a culture of continuous improvement and innovation

Objective	Activity	When		
		2021-22 Foundations	2022-23 Achieving	2023-24 Leading
3.1	Improvement Focus Area: Contractor Management: Review and enhance contractor management practices, including shared service arrangements. <ul style="list-style-type: none"> Upskill managers on overlapping duties. Ensure processes exist for transition between contractor pre-qualification and on-site safety and risk management 	*		
3.2	Improvement Focus Area: Lone Workers: Review lone worker plans and processes, including updated operating procedures for every team.	*		
3.3	Develop a process acknowledgement and implementation of staff safety and wellbeing innovation.	*	*	*
3.4	Design and implement a continuous improvement cycle for all health, safety and wellbeing activities.		*	*

Transformational Goal 4: Our frameworks are useful, easy and enjoyable

Objective	Activity	When		
		2021-22 Foundations	2022-23 Achieving	2023-24 Leading
4.1	Review Health, Safety and Wellbeing Strategy, including annual objectives and action plans.	*	*	*
4.2	Review Health, Safety and Wellbeing Risk Register: <ul style="list-style-type: none"> Ensure controls are correct and aligned to Act. Identify risks to psychological wellbeing Identify critical risks 	*	*	*
4.3	Verify the effectiveness of controls		*	*
4.4	Enhance visibility of critical risks		*	*
4.5	Select and implement on-line system for reporting accidents and near misses.	*	*	*

Transformational Goal 5: Our health, safety and wellbeing practice is enviable and replicable

Objective	Activity	When		
		2021-22 Foundations	2022-23 Achieving	2023-24 Leading
5.1	Visit other councils / organisations who are leaders in the field.	*		
5.2	Identify RDC frameworks worthy of national award entries (LGNZ / HRNZ / Taitauara etc)		*	*
5.3	Seek out opportunities to share our ideas with others (conferences / speaking engagements).			*

APPENDIX 6. Contractor Risk Level Classification

Contractors who are considered very low risk suppliers do not need to be prequalified

Contractors who are considered low risk contractors will need to be pre-qualified if:




1. They work alone and/or unsupervised; and/or
 2. Their work involves hazardous chemicals, material or equipment; and/or
 3. The nature of their work could create a hazard to others
- a. For example, a commercial cleaner in office type areas will need to be pre-qualified if they work in the building after hours, and/or use potentially hazardous cleaning chemicals, and/or create potential slip / trip hazards.
 - b. Photocopier repair personnel will not need to be pre-qualified if they work during office hours when others are in the building, providing that they are given the usual visitor health and safety information when they sign in.




Contractors who are considered to be medium risk or above need to be prequalified

Risk Rating	Definition and Examples	Managed by
Very Low Risk Suppliers (VLR)	Suppliers who carry out very low risk work and do not meet risk definitions below and are: <ul style="list-style-type: none">• Suppliers of goods and services who may come onto council property to deliver or pick up vehicles or goods or items or documents, where there is minimal manual handling, or• Power and water supply companies who only come onto site to read meters• Caterers who deliver food into council premises, under supervision of a council person, or• Courier drivers who will deliver goods to the reception areas of council only, or• Trainers, who will be undertaking low-risk training on company premises in meetings/ training and will be treated as a visitor	Visitor procedures Familiarity with Council offices and on-site supervision
Low Risk Contracts	Suppliers who carry out low-risk work and do not meet VLR or High-Risk definitions and are: <ul style="list-style-type: none">• Consultants or project managers working on Council property or managing Council projects, who do not visit higher risk projects or sites• Photocopier repair service personnel• People who supply water to water cooler and service• Plant hire personnel• Commercial Cleaners who clean in office type areas• Personal hygiene suppliers in office-based facilities• Caterers who work from a Council owned property• Property management companies who engage contractors to do work for them• Painting where no at height work will take place and only acrylic paint	Initial appraisal process, prequalification likely to be required. Visitor procedures Familiarity with Council offices and on-site supervision Inductions if based long term in council offices

Medium Risk Contracts	<p>Suppliers who carry out medium risk work such as:</p> <ul style="list-style-type: none"> • General maintenance work • Work undertaken on a roof and ceiling e.g. air-conditioning repairs/ service under 5 meters • Painting under 3 meters • Commercial cleaning, who do height work up to 5 meters • Electrical work (not high voltage) up to 5 meters • Plumbing • Brazing and soldering • Pest Control (excluding very toxic chemicals) • Gardening/ Landscaping/ Lawn Mowing • Installing / working on scaffolds under 3 meters • Working on elevated platforms under 3 meters • Other work at heights between under 3 meters • Excavations that are not notifiable to Worksafe NZ (previously called DOL) 	<p>Contractor to be pre-qualified in SiteWise</p> <p>On site inductions and supervision</p> <p>Site specific safety plans required</p> <p>Site monitoring and reporting</p>
Higher Risk Contracts	<p>Suppliers who carry out high risk work and undertake:</p> <ul style="list-style-type: none"> • Roading projects • Building projects • Work where permits to work are required • Handling hazardous (and toxic) chemicals • Work involving mobile equipment • Confined space entry and work in confined spaces • Demolition • Asbestos removal • Diving Work (breathing compressed air) • Excavations that are notifiable to Worksafe NZ (Previously called DOL) • Tree felling • Tree pruning that requires notification to Worksafe NZ • Use of explosives • Hot work- welding, gas cutting, grinding, etc. • Working at heights over 3 meters, 'if there is a potential for a person at work to fall from any height reasonable and practicable steps must be taken to prevent harm from resulting • Any hazardous work that requires notification to Worksafe NZ 	<p>Contractor to be pre-qualified in SiteWise</p> <p>On site inductions and supervision</p> <p>Site specific safety plans required</p> <p>Site monitoring and reporting</p> <p>Subject to possible snap audits/ inspections as required</p>

APPENDIX 7. Ngā Pou Framework

Tikanga Māori Values	Role & Concept	What it means and looks like for Council	How to incorporate the Tikanga Māori value into the organisation
 Pou 1 Manaakitanga - The customer is at the centre of everything that we do			
Hospitality, generosity, care, hosting, supporting and showing respect.	<p>To be a great host.</p> <p>Positive relationships, mutual respect, mana enhancing.</p>	<ul style="list-style-type: none"> • Provide refreshments at meetings. • Ensure meeting places are comfortable. • Always treat customers and other staff with respect. • Talk and communicate with customers in a welcoming manner. • Uphold the Mana of individuals. • Always demonstrate our organisation Pou and values. • Listen attentively. • Infuse Manaakitanga through Council documents, policies and procedures. 	<p>Appreciating how the organisational values and Ngā Pou enhance the mana of ALL stakeholders.</p> <p><i>e.g. ensuring food is available for meetings, regular staff breaks, staff performance reviews, community sponsorship, greet other staff members and customers in the appropriate manner.</i></p>
 Pou 2 Rangatiratanga - We aspire to the highest standards			
Leadership, status, authority, development, accountability, problem solving, staff development, coaching and mentoring.	<p>To provide clear direction.</p> <p>Weaving people together, personal and professional development, strategic intent, management, organisation sustainability.</p>	<ul style="list-style-type: none"> • Manage customer complaints appropriately. • Confront and correct performance issues. • Develop organisation plans and strategies. • Acknowledge the leadership qualities of others. • Develop policies and training manuals for staff. • Be upfront with ALL face-to-face (kanohi ki te kanohi) dealings with stakeholders. • Co-design • Co-create 	<p>Appreciating how the organisation demonstrates and encourages leadership development.</p> <p><i>e.g. personal development plans, performance management systems, strategic planning, staff performance reviews.</i></p>
 Pou 3 Whakapono - We strive to be trusting and trustworthy			
Positive thoughts, to trust yourself and others, to have faith in others abilities.	<p>To display trust and faith.</p> <p>Build and develop trusting relationships, show appreciation to others, have faith in others to do the right thing.</p>	<ul style="list-style-type: none"> • Collaborative approaches. • Early engagement. • Co-design. • Co-creation. • Collective decision making. • Make time to meet your stakeholders. 	<p>Appreciating how the organisation demonstrates and encourages positive relationships in good faith.</p> <p><i>e.g. Engage and consult with iwi and other stakeholders right from the outset, early engagement and consultation is best, be transparent at all times, regular communication and updates, always put your best foot forward.</i></p>

Tikanga Māori Values	Role & Concept	What it means and looks like for Council	How to incorporate the Tikanga Māori value into the organisation
 Pou 4 Whanaungatanga - We act with courage, respect, kindness, and empathy			
Kinship, ancestral lineage, ancestral rights, whakapapa, family structures, iwi & hapū, connections & relationships to people, places and all living things.	<p>Establish, maintain and enhance relationships.</p> <p>Sense of belonging, being part of a collective, importance of relationships, building networks.</p>	<ul style="list-style-type: none"> • Develop a whānau organisational culture. • Include whānau in social gatherings in the workplace. • Spend time getting to know your employees, other staff, stakeholders, customers and clients. • Incorporate into promotional and marketing strategies. • Infuse whanaungatanga through Council documents, policies and procedures. • Invite stakeholders to events and celebrations. 	<p>Appreciating how the organisation establishes, maintains, and enhances relationships with staff, local iwi, customers, suppliers, support networks and other key stakeholders.</p> <p><i>e.g. Celebrating and acknowledging staff milestones, training and development of staff, regular staff meetings, planned team bonding events and activities, development of meaningful iwi/hapū and community relationships.</i></p>
 Pou 5 Kotahitanga - We embrace diversity and strive to be inclusive			
Unity, collaboration, consensus, accord, solidarity, collective commitment and participation.	<p>Work collaboratively, encourage participation and unity.</p> <p>Mana enhancing, common purpose, decision making, co-design, co-creation, everyone working together to achieve a common goal.</p>	<ul style="list-style-type: none"> • Share challenges and issues with other colleagues. • Ensure everyone understands the organisation Pou and values. • Give everyone an opportunity to participate and contribute to the organisation. • Include employees and stakeholders in decision making. 	<p>Appreciating that the organisation has practices and processes in place that ensure unity of purpose and direction that produces consistent services through sound operational systems and use of technology.</p> <p><i>e.g. Providing opportunities for staff and stakeholders to contribute to decision making, code of conduct, co-design and co-creation, keeping people informed, operational manuals.</i></p>
 Pou 6 Aroha - We believe in and encourage each other			
Empathy, compassion, caring, joyful, feel concern, loving, affectionate, feel pity.	<p>To show love, compassion and kindness.</p> <p>To encourage others, bringing people together, offering to help others in need, mana enhancing, work collaboratively, encourage kindness amongst your peers.</p>	<ul style="list-style-type: none"> • Make time to assist others. • Be considerate of other people's feelings. • Always demonstrate kindness and compassion in everything you do. 	<p>Appreciating how the organisational values and Ngā Pou enhance the mana of staff and how we care for each other.</p> <p><i>e.g. Greet staff when you get to work with mōrena, kia ora or tēnā koe, be considerate of others feelings, value yourself and others, ensuring to always encourage others.</i></p>

Volunteer Health and Safety Guidebook



making this place home



November 2021



Rangitikei is a district full of passionate, community minded people with a 'Get on and Get it done' attitude.

It is a large part of what makes us an awesome place to live in. There are plenty of opportunities to get involved and to volunteer with various clubs and groups, including with Council.

While we 'Get on and Get it done' it is important that we look after ourselves, each other, and the area in which we are working, not to mention the public that might be passing by. Government created the 'NZ Health and Safety at Work Act' in 2015 to give us rules and guidelines on what to do to stay safe.

This booklet may be used by:

- Volunteer groups doing work for Council or on Council land, where the Team Leader is also a volunteer
- Council staff who are managing volunteer's/volunteer group.

It has been designed to guide Council and volunteers to ensure we meet our obligations under the Act but most importantly minimise the risk of anyone being hurt or the environment being damaged.

Government Acts can be difficult to understand so Mahi Haumaru (WorkSafe NZ) has created a handy fact sheet specific for volunteers, which we have included at the back of this booklet.

Volunteer opportunities may be driven by Council or may be as a result of an idea or project from the community. It is important that the owner of any property you plan to volunteer on knows and approves of your activity, this includes Council owned property or facilities. If you are unsure if Council is the property owner please contact our offices, and if we are: then our amazing customer service team will get you in touch with the right person to talk to.

Some projects may need to be discussed with your local Community Board, Community Committee or even Council (Elected members). Our friendly Council team can help you identify if this is needed and how to go about it. Council also have a handy step-by-step guide if you want to develop Council owned land or facilities.

Cultural Health and Safety is important too. Rangitikei District Council is committed to continue to strengthen relationships with iwi and hapu in our district. We embrace our responsibilities under Te Tiriti o Waitangi and understand that mana whenua hold special cultural and spiritual connections with the land and environment. This includes wahi tapu (sacred sites), taonga (treasures), water and ancestral lands. Whether the volunteer work being undertaken is on council owned land or not it is good practice to connect with mana whenua. There are many benefits in looking for opportunities to learn from and engage with mana whenua with any project including learning about local history, understanding traditional views and practices, and building your volunteer group. If you would like help to identify and contact mana whenua in your project area our Strategic Advisor for Mana Whenua can assist you.

Mana whenua means people of Māori descent who have historical and territorial rights over an area.

Ok – lets 'Get on and Get it done'.



Quick glance details

Name of Project	
Location:	
Volunteer Group Leader:	Name: Phone #
* Council Contact:	Name: Phone #

In this booklet you will find:

- A flow chart on how to "Get on and Get it done"
- Basic Safety Advice
- Risky Business or Is it?
- Hazard Assessment tools
- Some common Hazards and how to avoid them
- Hazard Register and Plan Template
- On the day Volunteer Briefing and Participants Template
- Volunteer Emergency Procedure
- Incident Register
- Mahi Haumarū (WorkSafe NZ) fact sheets for volunteers and an explanation on terms like PCBU and Volunteer Worker and what that might mean for your project.













* The Council Contact is the RDC employee who is managing or supporting the Volunteer Group.

'Get on and Get it Done' Flow Chart



Basic Safety Advice



-  Wear footwear and clothing that can cope with the conditions and terrain you will be working in. Sensible boots or shoes, warm clothing and in some cases, overalls are essential.
-  Check to see if your site has good mobile phone coverage, if not you may have to find an alternative form of communication.
-  Carry a mobile phone and exchange phone numbers with your key Council contact so that you can contact each other (there is a place at the back of this guide to record these details).
-  Be sun smart: sunscreen, a hat and appropriate clothing to protect you from the sun's harmful rays. Remember to 'slip, slop, slap and wrap'. Make sure everyone brings water or supply it for the group.
-  Bring something to eat and drink or organise food for everyone.
-  Take plenty of breaks and get help from your buddies if you need to do any heavy lifting.
-  Have a first aid kit available and identify someone onsite who is trained in basic first aid.
-  Make sure you (and your team) have medication with you if you suffer from allergies, asthma, or other medical conditions. Let someone in your group know what to do if something happens to you.
-  Ensure the tools work safely and are checked each day before you start your project and that your members are trained or experienced in their use.
-  Only use power or mechanically driven tools if you have proper experience and safety equipment and have discussed the project thoroughly with your Council contact and group leader.

Risky Business – or is it?

Now the technical looking Stuff – it's not as difficult as it looks and your council contact can help you fill these bits out.



The Risk Matrix Settings below is how we 'rate' the hazard, a combination of the likelihood of it happening and the level of consequence if it does happen.

RISK MATRIX SETTINGS					
LIKELIHOOD			CONSEQUENCE		
1 RARE	Highly unlikely, but may occur in exceptional circumstances		1 INSIGNIFICANT	Injury requires first aid treatment or pain and discomfort requiring intervention e.g. workstation assessment	
2 UNLIKELY	Not expected, but some possibility it could occur at some time		2 MINOR	Injury or illness requires medical treatment or another registered practitioner	
3 POSSIBLE	Might occur at some time – similar occurrences are known to have happened		3 MODERATE	Injury or illness results in time lost from work for one day/ shift or more. Notice is issued by Health and Safety Officer	
4 LIKELY	Will probably occur at some time in most circumstances		4 MAJOR	Injury or illness results in 30 days lost time, or a permanent disability. Organisation breaches law resulting in prosecution and penalties	
5 ALMOST CERTAIN	Expected to occur in most circumstances		5 EXTREME	One or more fatalities. Considerable penalties and prosecutions, multiple lawsuits and jail terms	

Once you've got your scales of likelihood and consequence for the hazard or risk from the Risk Matrix Settings above you then use the Risk Matrix below to calculate the overall level of risk.

Let's use an example...

You are doing a project which involves moving large heavy bags of compost to fill a community garden.



Step 1:

Identify the Hazards of your project – what could go wrong?

Injury from lifting and moving heavy objects

Step 2:

If you did nothing to minimise the hazard, what is the likelihood and consequence of that hazard happening?

It might look like:

Likelihood = 3 Possible, and **Consequence** = 3 Moderate.

This intersects on the Risk Matrix as a **Medium Risk Orange**

Step 3:

Once you decide on an action to minimise the hazard risk (known as a control measure) such as: more than one person lifting, use of trolleys and wheel barrows to move loads, drop load off at planting point), you then re-assess the risk and it might look like this

Likelihood = 2, and **Consequence** = 2 Minor. This intersects on the risk Matrix as a **Low-Risk**.

If the assessment of risk comes out at moderate or higher, then better minimising actions (control measures) need to be put into place, or there needs to be a sign-off by Rangitikei District Council.

Sometimes we may have to accept that a particular hazard is too risky and we can't undertake that part of a project and may need to get a skilled professional for that aspect.

RISK MATRIX					
	Consequence				
	1 - Insignificant	2 - Minor	3 - Significant	4 - Major	5 - Catastrophic
5 - Almost certain	High	High	Extreme	Extreme	Extreme
4 - Likely	Medium	Medium	High	High	Extreme
3 - Possible	Low	Medium	Medium	High	Extreme
2 - Unlikely	Low	Low	Medium	High	High
1 - Rare	Low	Low	Low	Medium	Low

This graph is to help you and Council identify who can sign off your Hazard Register and Plan. There's a Hazard Register and Plan Template later in this guide.

RISK TOLERANCE AND ACTIONS				
Risk Rating	Risk Tolerance	Approval	Actions/Mitigations	Monitoring Review
LOW	Tolerable risk with current controls measures	RDC Safety & Wellbeing Advisor	<p>Proceed and monitor if there are no other potential control measures that may be practicable to reduce the risk further.</p> <p>Monitor to ensure the effectiveness taking corrective action where necessary.</p>	Annually or if activity / action changes
MEDIUM	Risk can be tolerated in exceptional circumstances	RDC Safety & Wellbeing Advisor and Department Manager/Team Leader	<p>Review risk assessment and introduce further controls to reduce risk to acceptable level.</p> <p>Team Leader to sign off. Controls to be actively monitored to ensure effectiveness.</p>	Quarterly or if activity/ action changes
HIGH	Undesirable Risk	Department Group Manager and Group Manager People & Culture	<p>Stop tasks and reassess activity immediately. Control measures are in place to lower risk to acceptable levels. Detailed risk assessment with further controls to be approved by Department Head (GM). Controls to be actively monitored to ensure effectiveness.</p>	Monthly or if activity/action changes
EXTREME	Unacceptable Risk	RDC Executive Leadership Team	<p>Stop task and reassess activity immediately. Detailed risk assessment with further controls to be developed. Activity can only resume when approved by Executive Leadership Team under advice from the Safety and Wellbeing Advisor.</p> <p>Control measures to be actively monitored to ensure effectiveness.</p>	Monthly or if activity/action changes



Some Common Hazards and how to avoid them



- **People with hand tools working too close together** (ensure at least 2 metres between workers).
- **Sharp objects in rubbish** (take care when handling rubbish).
- **Unsafe use of hand tools** (show new volunteers how to use tools correctly).
- **Uneven ground** (take care to avoid falls and sprains).
- **Slippery or falling rocks and steep or unstable banks** (avoid potential problem areas, choose routes carefully).
- **Poor lifting technique** (bend knees when lifting and get help if required – the safe limit will differ from person to person but no one should be lifting anything heavy without help).
- **Water** – cold or polluted water or rising streams (avoid where possible and be prepared to postpone work if necessary).
- **Sudden adverse weather conditions** (check the weather report for the day, wear suitable clothing and be prepared to postpone work if necessary).
- **Vegetation, including rotten branches, trees and thorny or poisonous plants** e.g nettle (avoid where possible, report concerns to Rangitikei District Council and never climb trees).
- **Fast moving tides if working on a beach** (check the tidal and weather reports for the day, take care and postpone work if necessary).
- **Roads Footpaths and Berms**
– talk to Council about a Traffic Management Plan
- **Heat/tiredness** (seek shade, take adequate rest, food and drink, rotate and share the workload).
- **Beehive or wasp nests** – leave the area if a nest or hive is disturbed; report wasp nests to Rangitikei District Council for eradication.

Traffic Management Plan

One of the biggest hazard risks can be injury to those walking or driving by.



To help minimise this a Traffic Management Plan (TMP) may have to be put in place if the activity or event affects a road, footpath or berm. This is a specialised plan that must be completed by a registered person. Your Council Contact can help you connect with the right people.

The plan details how road users - including cars, cyclists and pedestrians - will be directed around a work site or road disruption, to minimise inconvenience while providing safe conditions for both the road user and those carrying out the activity.

Hazard Register and Plan Template

Have a copy of this list with your Volunteer Sign in Register – so that everyone knows what risks are present and how to minimise them. A larger tear out version is on the following page.

Name of Project:					
Council Contact Name					
Group Leader:					
Council Contact Phone					
Start and Finish Date:					
Hazard Register and Plan approved and signed by Council.					
Name		Signed		Date	
ACTIVITY STEPS	POTENTIAL HAZARDS/ RISKS	RISK RATING <i>Using Risk Matrix</i>	RISK CONTROL MEASURE	RISK RATING <i>Using Risk Matrix</i>	PERSON RESPONSIBLE
<i>List required steps in performing the project</i>	<i>Against each activity step list the risk these hazards pose</i>	<i>*Low *Medium *High *Extreme</i>	<i>For each identified risk</i>	<i>*Low *Medium *High *Extreme</i>	<i>Who is responsible for implementing risk control What is the time frame, if any?</i>



Hazard Register and Plan

Note for staff: Photocopy and store on Sharepoint.



Name of project:					
Council Contact Name					
Group Leader:					
Council Contact Phone					
Start and Finish Date:					
Hazard Register and Plan approved and signed by Council.					
Name		Signed	Date		
ACTIVITY STEPS	POTENTIAL HAZARDS/ RISKS	RISK RATING Using Risk Matrix	RISK CONTROL MEASURE	RISK RATING Using Risk Matrix	PERSON RESPONSIBLE
List required steps in performing the project	Against each activity step list the risk these hazards pose	*Low *Medium *High *Extreme	For each identified risk	*Low *Medium *High *Extreme	Who is responsible for implementing risk control What is the time frame, if any?

On the Day Project Checklist and Volunteer Form



Checklist:

- ☒ Permission to work
- ☒ First Aid Kit
- ☒ Hazard Register and Plan signed off by Council and available for volunteers to read
- ☒ Emergency Procedures understood and Assembly location identified (page 16)

Briefing note suggestions:

- Welcome Everyone
- Purpose of the Project:
- Introduce the Project Leader
- Introduce the First Aider and where the First Aid kit is
- If any one has a medical condition or medication let the First Aider know
- Explain Evacuation procedure and Assembly Location
- What happens in a natural event like an earthquake?
- Has everyone got the right clothing and equipment (like gloves) needed for the tasks
- Remind people to drink water, be sun smart, and eat
- Point out where the toilet is
- Time frame for the day including breaks
- Note the Hazards (from your Hazard Register and Plan) and the way to minimise risk of injury, tools they can use, and any specialist tools they can't, are there any chemicals being used?
- Parents and Guardians are responsible for children
- Thank everyone and make sure they sign the Volunteer Register

Volunteer Register

Have a copy of this list with your Volunteer Sign in Register – so that everyone knows what risks are present and how to minimise them.

[illegible]

Volunteer Emergency Procedures



In the event of an emergency, which includes natural disasters, serious accidents and incidents, the following procedures are to be taken:

- All work in progress is to stop immediately unless further work is required to directly reduce or stop further personal injury.
- Ensure own safety.
- Any emergency first aid is to be given to injured persons.
- Any emergency services required should be contacted giving details of the type of injuries the person has sustained and the exact location of where the injured person is.
- If the accident site is difficult to find, someone should meet any required emergency services at a pre-determined location to reduce the chance of getting lost.
- After emergency services have arrived, any assistance they may require will be offered by volunteers.
- All non-essential persons will be kept clear of the site.
- Contact Rangitikei District Council on 0800 422 522 as soon as practicable.
- Where a person has been seriously harmed no person shall alter the accident scene without the permission of Work Safe except to:
 - Save a life or prevent further harm to any person
 - Maintain access for emergency services
 - Prevent serious damage or loss of property.
- An incident/accident report coupled with the investigation procedure will begin.

Accident procedures

Accidents do occasionally happen so you should always have a suitable first aid kit and mobile phone on hand just in case.

Rangitikei District Council can supply first aid kits, if required. If someone is injured:

- Stop work and provide emergency first aid and support
- Call emergency services if necessary
- Advise Rangitikei District Council (RDC) as soon as possible on 0800 422 522
- Prepare an Accident/Incident/Near Miss Form with assistance from Rangitikei District Council on page 17

Emergency Contact Numbers

Ambulance, Fire, Police

111

National Poisons Centre

0800 764 766

For WorkSafe codes of practice please visit <https://worksafe.govt.nz>.

Flood Earthquake, Fire, Storms

In the event of volunteers being caught in a natural disaster, the following procedure should be taken:

- Stop all work
- All volunteers are to meet at a pre-determined area and everyone is to be accounted for and wait further instruction

Accident/Incident/Near Miss Form



Please ensure this is an accurate record – circle option above

Name of organisation:		DAMAGED PROPERTY	
Address:		Property/equipment/material damaged:	
Branch/department			
ACCIDENT DETAILS			
Date of accident: / /			
Time:			
Location:			
Date reported:			
INJURED/INVOLVED PERSON DETAILS			
Name:			
Date of birth / /			
Contact number:		Describe what happened:	
Length of employment:		Description of damage	
Hours worked before accident:			
TYPE OF INJURY			
<input type="checkbox"/> Amputation	<input type="checkbox"/> Bruising	<input type="checkbox"/> Object/substance causing damage:	What caused the accident?
<input type="checkbox"/> Chemical Reaction	<input type="checkbox"/> Dislocation	<input type="checkbox"/> Scratch	
<input type="checkbox"/> Fracture	<input type="checkbox"/> Internal	<input type="checkbox"/> Property Damage	
<input type="checkbox"/> Other (specify):			
Injured part of the body:		ACCIDENT DETAILS	
		Could this accident happen again? (Yes/No)	
		What actions could be taken to prevent another accident occurring?	
Comments:		TREATMENT & INVESTIGATION	
		Type of treatment given:	
		Name of involved First Aider(s):	
		Investigated by:	
		Worksafe advised (Yes/No):	

Accident Investigation Form

As part of the PCBU's due diligence responsibilities, officers must take all reasonable steps to respond/investigate in a timely manner an incident or accident reported to them.

You can include your organisation's Health and Safety Representative or work committee in your investigation.

Event Number: _____ Date: _____

Investigator Name: _____

Who the Investigation included (Worker/Other persons): _____

INFORMATION DETAILS:

(Interview notes from injured person, witnesses, observations, photos, notes, current procedures)

Describe what information you have collected about this event: _____

DESCRIBE WHAT NEEDS TO BE INVESTIGATED

(Summarise the event)

ANALYSIS

Describe what key factor(s) contributed to the event:

(Consider tasks, people factors, system, environmental factors, equipment, culture (how we do things here), weather conditions etc.)



WHAT ARE THE HAZARDS AND RISKS?

Does our hazard and risk register need to be updated/changed? ☐ Yes ☐ No

Updated on: _____

ACTION DETAILS

Describe what needs to be actioned to fix the situation:

(What changes are required (think about training documents/instructions, procedures), who approves them, who needs to be informed about them).

Action plan assigned to: _____

Date action due: _____

Date action completed: _____

SIGNED OFF BY

Has this event triggered an HSWA 'Notifiable event/death/injury/illness or incident'? ☐ Yes ☐ No

If so, has WorkSafe been informed? ☐ Yes ☐ No _ Date advised: _____

Time of call or email sent: _____

Name of job title of person at WorkSafe: _____

Incident/Accident Number _____

Signature: _____ Date _____

Title: _____ Contact number: _____

FACT SHEET

INFORMATION FOR VOLUNTEERS

The obligations, duties and rights contained in the Health and Safety at Work Act 2015 (HSWA) make it clear that everyone has a role to play in ensuring health and safety at work. This fact sheet explains how HSWA applies to volunteers.

VOLUNTEER ASSOCIATION OR PCBU

WHAT IS A PCBU?

A PCBU is a 'person conducting a business or undertaking'. A PCBU may be an individual person or an organisation. A 'business' is a profit making entity, whereas an 'undertaking' may not be commercial in nature. HSWA places duties on all PCBUs (see below).

WHAT IS A VOLUNTEER ASSOCIATION?

A volunteer association is a group of volunteers working together for a community purpose who do not employ any person under a contract of service. Purposes could include the promotion of art, culture, science, religion, education, medicine, or to support a charity, sport or recreation activity.

Volunteer associations do not have health and safety duties under HSWA, as they are not PCBUs.

Other volunteer organisations are recognised as PCBUs and have the same duties as other PCBUs

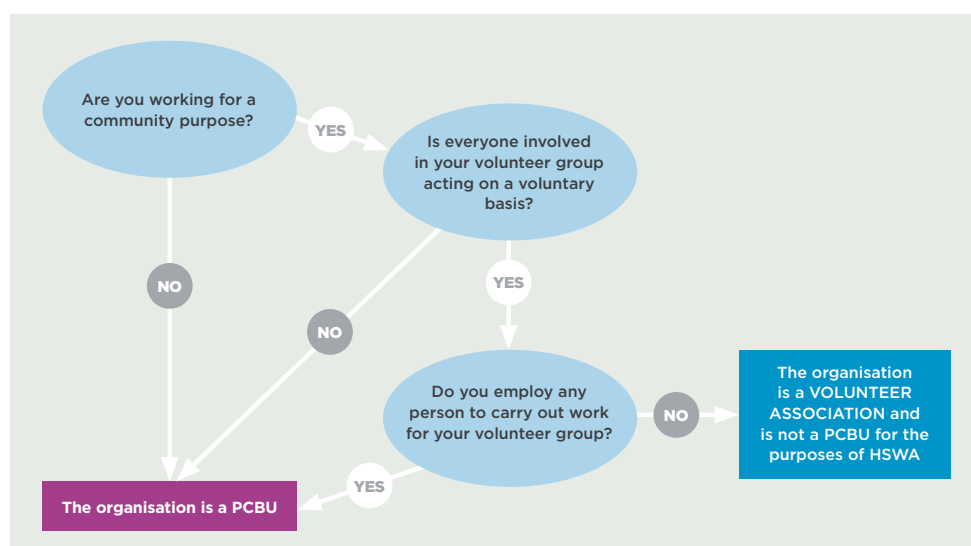


Figure 1: PCBU or volunteer association?

ARE YOU A VOLUNTEER?

You are a volunteer if you do work that you don't receive payment or reward for. You may be reimbursed for out-of-pocket expenses, for example you may be reimbursed for your petrol expenses if your volunteer work requires you to drive.

ARE YOU A VOLUNTEER WORKER FOR A PCBU?

Some volunteers are classified as volunteer workers and are treated as 'workers' under HSWA (except for worker engagement, participation and representation purposes).

You are a volunteer worker if:

- > you are doing work for a PCBU that has knowledge you are doing the work or has given consent for you to do the work
- > you work for the PCBU on an ongoing and regular basis
- > the work is an integral part of the business or undertaking
- > the work is not:
 - participating in fund raising
 - assisting with sports or recreation for an educational institute sports club or recreation club
 - assisting with activities for an educational institute outside its premises or
 - providing care for another person in the volunteers home.

WHAT IS REQUIRED OF THE PCBU YOU VOLUNTEER FOR?

A PCBU must ensure, so far as is reasonably practicable, ensure the health and safety of:

- > workers who work for the PCBU, while the workers are at work in the business or undertaking
- > workers whose activities in carrying out work are influenced or directed by the PCBU, while the workers are carrying out the work.

A PCBU must also ensure, so far as is reasonably practicable, that the health and safety of other people is not put at risk from work carried out as part of the business or undertaking. This duty is owed to volunteers who are not volunteer workers.

A PCBU must ensure, so far as is reasonably practicable, that volunteer workers have:

- > A work environment that is free from risks to health and safety. This can include risks of physical harm such as injuries and ill health and risks to your psychological health.
- > Safe equipment, structures and systems of work.
- > Safe use, handling, and storage of plant, substances and structures.
- > Adequate and accessible welfare facilities such as toilets, drinking water, washing and eating facilities.
- > The necessary information, training, instruction, or supervision to do the work safely. For example it may be necessary for you to receive an induction, personal protective equipment, emergency plans, support dealing with clients who may have challenging behaviours.
- > The monitoring of worker health (where relevant) and the exposures at the workplace, for the purpose of assessing the effectiveness of controls.

WHAT ARE YOUR RESPONSIBILITIES?

If you're a volunteer you must take reasonable care of your own safety and take care not to do anything which could harm another person. You should follow all reasonable safety instructions given to you by the PCBU, so that they can comply with their obligations under HSWA and its regulations (these are the duties of other persons at workplaces).

If you're a volunteer worker, you have the same health and safety duties as paid workers. In addition to the duties above you must also co-operate with any reasonable health and safety policy or procedure of the PCBU, as long as this has been notified to you.

Reasonable care means that you should do what a reasonable person would do in the same circumstances. This is for you to determine, however the following considerations may be helpful:

- > the skills and knowledge you have
- > what the risks and outcomes are
- > the resources you have available.

Some steps you can take include:

- > only doing tasks that have been assigned to you
- > only doing tasks that you have been trained to do or are familiar with
- > not doing tasks that you think are unsafe
- > reporting new hazards and risks to the PCBU
- > being familiar with the PCBU's health and safety policies and rules
- > providing feedback on health and safety issues
- > using any personal protection equipment that is provided, and storing and maintaining it as instructed
- > participating in health monitoring programmes.

CAN YOU BE PROSECUTED?

You could be prosecuted if you fail to meet a duty as a volunteer or volunteer worker.

WHAT ABOUT VOLUNTEER OFFICERS?

For information about volunteer officers, see the fact sheet *Information for officers who are volunteers*.

FURTHER INFORMATION

For information about what a PCBU's duty to volunteers is, see the fact sheet *Information for PCBUs that engage volunteers*.

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FACT SHEET

INFORMATION FOR PCBU_s THAT ENGAGE VOLUNTEERS

The primary piece of legislation that governs health and safety in New Zealand is the Health and Safety at Work Act 2015 (HSWA). This fact sheet explains the health and safety duties of a person conducting a business or undertaking (PCBU) that engages volunteers.

PCBU OR VOLUNTEER ASSOCIATION

WHAT IS A PCBU?

A PCBU is a 'person conducting a business or undertaking'. A PCBU may be an individual person or an organisation. A 'business' is a profit making entity, whereas an 'undertaking' may not be commercial in nature.

It does not include workers or officers of PCBUs, volunteer associations with no employees, or home occupiers that employ or engage a tradesperson to carry out residential work.

HSWA places duties on all PCBUs.

WHAT IS A VOLUNTEER ASSOCIATION?

A volunteer association is a group of volunteers working together for a community purpose who do not employ any person. Purposes could include the promotion of art, culture, science, religion, education, medicine, or to support a charity, sport or recreation activity.

Volunteer associations do not have health and safety duties under HSWA, as they are not PCBUs.

Other volunteer organisations are recognised as PCBUs and have the same duties as other PCBUs.

IF YOU ARE A PCBU, DO YOU HAVE VOLUNTEER WORKERS OR OTHER VOLUNTEERS?

Some volunteers are classified as **volunteer workers** and are treated as 'workers' under HSWA except for worker engagement, participation and representation purposes.

A volunteer is a volunteer worker when:

- > they work for a PCBU who knows they are doing the work or has given consent for the work to be done
- > the volunteer does the work on an ongoing and regular basis
- > the work is an integral part of the business or undertaking and
- > the work is not:
 - participating in fundraising
 - assisting with sports or recreation for an educational institute, sports club or recreation club
 - assisting with activities for an educational institute outside its premises or
 - providing care for another person in the volunteer's home eg foster care.

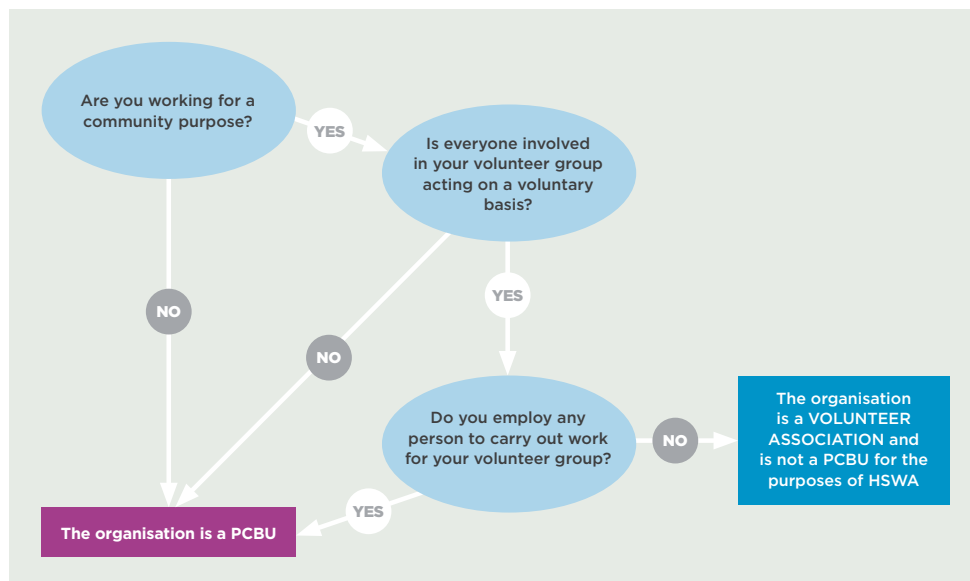


Figure 1: PCBU or volunteer association?

THE PRIMARY DUTY OF CARE OF A PCBU TOWARDS VOLUNTEER WORKERS AND OTHER VOLUNTEERS

A PCBU must 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
- > workers whose activities in carrying out work are influenced or directed by the PCBU, while the workers are carrying out the work.

A PCBU must also ensure, so far as is reasonably practicable, that the health and safety of other people is not put at risk from work carried out as part of the business or undertaking. This duty is owed to **volunteers who are not volunteer workers**.

The primary duty of care is a broad overarching duty. It includes but is not limited to providing:

- > a work environment that is free from risks to health and safety
- > safe equipment, structures and systems of work
- > provision for safe use, handling, and storage of plant, substances, and structures
- > adequate and accessible welfare facilities
- > the necessary information, training, instruction, or supervision to do the work safely
- > monitoring of worker health and workplace exposures to assess effectiveness of controls.

The same level of protection required by the primary duty of care must be given to volunteer workers as paid workers (except for worker engagement, participation and representation purposes).

WHAT IS REASONABLY PRACTICABLE?

The primary duty of care to ensure health and safety is limited by what is reasonably practicable. PCBUs are not expected to guarantee the health or safety of their workers (or others who may be affected by work carried out as part of the business or undertaking), but they must do what can reasonably be done to ensure health and safety.

Factors that will affect what is reasonably able to be done include:

- > the hazards and risks associated with the work and the likelihood of the hazard or risk occurring
- > the severity of the injury or harm to health that could result from the hazard or risk
- > what the person knows or reasonably should know about the hazard or risk and the ways of eliminating or minimising it
- > what can be done to eliminate or minimise the risks and how available and suitable these risk controls may be
- > as a final consideration, the cost associated with eliminating or minimising the risk, including whether it is grossly disproportionate to the risk.

WHAT ABOUT NATIONAL NOT-FOR-PROFIT ORGANISATIONS WITH REGIONAL BRANCHES OR CHAPTERS?

A PCBU has a primary duty of care for all its workers (including volunteer workers) as set out above, regardless of the location of the work. For example, a PCBU with workers in a national office and volunteer workers at a regional office owes duties to their workers at both locations.

Depending on the structure of the organisation the regional office may be a PCBU, which would owe workers at that office a duty of care. If this is the case, the PCBU operating the national office and the PCBU operating the regional office would each have duties to, so far as is reasonably practicable, consult, cooperate with, and coordinate their activities. This ensures that workers (and others) are being properly protected, and nothing 'falls through the gaps'.

If there is only one PCBU, the steps a national office PCBU could take to make sure that health and safety is managed throughout the organisation include:

- > providing the regional groups with health and safety procedures
- > providing information about risks and tools such as risk assessment templates

- > training volunteers to work safely
- > sending health and safety updates
- > sharing information about health and safety incidents
- > ensuring all regional offices have emergency procedures in place
- > having a designated health and safety contact person at the national office.

The PCBU must make their own assessment of what they can reasonably do to ensure health and safety, as they are best placed to assess their own organisation.

WHAT ARE SOME RISKS THAT VOLUNTEERS MIGHT FACE WHILE AT WORK?

Volunteers may face a range of risks that could cause them harm while at work. Harm can be physical or psychological.

Physical injury can be caused by work equipment or the work environment such as from:

- > electric shock
- > falls from height
- > contact with moving machinery parts
- > exposure to hazardous substances
- > slips, trips and falls
- > non-ergonomic work stations.

Acute or chronic ill-health can result from work. Examples include:

- > melanoma from UV exposure
- > hearing loss from excessive noise
- > neurological damage from solvent exposure
- > legionnaires disease from exposure to contaminated soil.

Psychological harm such as anxiety, stress and depression can be caused by the demands of the work such as:

- > workload
- > challenging client behaviour
- > bullying
- > organisational change
- > lack of control over the work.

PCBUs need to think about how their workers' health and safety (including volunteer workers) could be put at risk while doing their work and do what is reasonably practicable to eliminate or minimise the risk.

WHAT ARE THE DUTIES OF VOLUNTEER OFFICERS, VOLUNTEER WORKERS AND OTHER VOLUNTEERS?

DUTY OF VOLUNTEER OFFICERS

Officers of a PCBU, including officers who are volunteers, have a duty to exercise due diligence to ensure that the PCBU complies with its duties and obligations under HSWA. They are only required to exercise the care, diligence, and skill that a reasonable officer would exercise, taking into account the nature of the business or undertaking and their position and responsibilities.

In exercising due diligence, officers must take reasonable steps to:

- > know about work health and safety matters and keep up-to-date
- > gain an understanding of the operations of the PCBU and the hazards and risks generally associated with those operations
- > ensure the PCBU has appropriate resources and processes to eliminate or minimise those risks and uses those resources and processes
- > ensure the PCBU has appropriate processes for receiving information about incidents, hazards and risks, and for responding to that information
- > ensure the PCBU has processes for complying with any duty under HSWA, and that these are implemented
- > verify that these resources and processes are in place and being used.

While volunteer officers have this due diligence duty they cannot be prosecuted under HSWA for failing to meet it.

DUTIES OF VOLUNTEER WORKERS

Volunteer workers have the same duties as other workers.

These are to:

- > take reasonable care of their own health and safety
- > take reasonable care that their acts or omissions do not adversely affect the health and safety of others
- > comply, so far as they are reasonably able, with any reasonable instruction that is given to them by the PCBU to allow the PCBU to comply with HSWA and related regulations
- > cooperate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers.

DUTIES OF OTHER VOLUNTEERS

Volunteers who are not volunteer workers have the same duties that all other persons have at a workplace.

These are to:

- > take reasonable care for their own health and safety
- > take reasonable care that their acts or omissions do not adversely affect the health and safety of others
- > comply, so far as they are reasonably able, with any reasonable instruction that is given to them by the PCBU to allow the PCBU to comply with HSWA and related regulations.

FURTHER INFORMATION

For information about volunteer officers, see the fact sheet *Information for officers who are volunteers*.

For information about volunteers, see the fact sheet *Information for volunteers*.

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making this place home