



Health, Safety & Wellbeing Deep Dive – People and Culture, Governance and CE Office

14 March 2024

Today

- Due Diligence Requirements
- Site Visit
- Nature of Operations
- Worker Representation (Health and Safety Representative)
- Key Risks for the People and Culture, Governance, and CE Office
- Questions

Your Due Diligence Obligations

- 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 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

Site Visit – 7 March



Health and Safety Representative

Steph Skinner



Health, Safety & Wellbeing: Key Risks for People and Culture, Governance Office and CE's Office

November 2019



Ergonomics

- Schedule breaks into long meetings
- Get others outside the meeting to help during break times (so you don't spend your break working)
- Go for a walk and get some fresh air during breaks
- Consider if a sit/stand desk is appropriate
- Request an ergonomic assessment if you feel discomfort or if something has changed
- Use ACC's ergonomic support tool: www.habitatwork.co.nz



Late Night Meetings

- Wherever possible, consider rescheduling for daylight hours
- Keep meetings on track and progressing
- Arrange to start later when you have a night meeting that day, or come in later the following day
- Tell a colleague or family member of your travel movements and check in with them when you're safely home
- Manage your energy levels with good rest habits, diet and exercise



Confrontations

- Be aware of current open public access in the Council wing
- Call early for assistance if an interaction appears that it may become confrontational
- Use de-escalation techniques
- Undertake "dealing with difficult situations" training
- Access support (including Vitae) post-event



Stress

- Know your own stress levels and triggers
- Have good sleep, diet and exercise patterns
- Keep realistic hours of work
- Talk with manager, peers or family
- Take annual leave regularly throughout the year
- Build and rebuild mental resilience: go fishing, walk in the bush, do some gardening, hang out with your kids/pets
- Access independent, confidential counselling via Vitae (0508 664 981)



Driving at Night

- Arrange to travel with someone else wherever possible
- Keep the vehicle interior cool
- Arrange to start later on the day of an evening meeting or finish earlier and have a rest before the meeting
- Don't drive if you feel seriously fatigued – arrange a lift home with another meeting participant, or contact your manager, a colleague or family member to collect you

Ergonomics/Sedentary Work

Risk
Rating:

Moderate

Potential causes of something going wrong

- Musculo-skeletal issues
- Trips and Falls
- Eyestrain
- Headaches
- Cold and sickness

Current Controls

- Occupational Health/Ergonomic Assessments
- Micro pauses away from workstation
- Eye Exercises
- Ergonomic and adjustable furniture provided ie. standing desks, footrests
- Be active during breaks
- Staff to stay away from workplace when unwell.
- Flu vaccinations

Late night meetings

Risk
Rating:

Moderate

Potential causes of something going wrong

- Fatigue
- Accident
- Physical and mental wellbeing impacts

Current Controls

- Use Get Home Safe App
- Tell family/friends where you are going and approximate time you will be returning & who to call to report non return
- Keep mobile phone on person
- Limit the number of night meetings scheduled
- Take time off to counter additional hours
- Arrange to start later when you have a night meeting that day, or come in later the following day
- Manage your energy levels with good rest habits, diet and exercise

Confrontations

Risk
Rating:

Moderate

Potential causes of something going wrong

- Customer under the influence of mind-altering substances
- Customer mentally unwell
- Abusive verbally and physically
- Damage to council property
- Dislike of Council
- Misunderstanding
- Previous bad experience

Current Controls

- Discussion, listening and keeping calm
- Council conduct / conditions of entry
- Request customer leaves the building
- Use de-escalation techniques
- Undertake “dealing with difficult situations” training
- Compliance team on standby for assistance
- Trespass notices issued by NZ Police
- Team discussions/debriefs
- Access support (including Vitae) post event

Stress/Burnout/Psychological Harm

Risk
Rating:

Moderate

Potential causes of something going wrong

- Burnout
- Stress
- Fatigue
- Physical and mental health issues
- Staff turnover
- Finances
- Health issues
- Family life
- Work environment and
- Work systems
- Not taking breaks / leave

Current Controls

- Know your own stress levels and triggers
- Have good sleep, diet and exercise patterns
- Good work/life balance
- Self-management / awareness
- Communicate your workload issues early with your team and manager
- Take annual leave regularly throughout the year
- Access independent, confidential counselling via Vitae (0508 664 981)
- My Everyday Wellbeing resource

Driving

Risk
Rating:

Moderate

Potential causes of something going wrong

- Fatigue
- Carelessness
- Loss of concentration
- Unaware of surroundings
- Faulty machinery
- Untrained staff

Current Controls

- Leave in plenty of time
- Drive to the conditions and obey all road rules
- Know the location you're headed, and any risks associated with it
- Use Bluetooth/hands-free calling
- Undertake Advanced Driver Training

Next steps for People and Culture, Governance Office and CE's Office

- Key risks to be reviewed as part of the upcoming Risk Workshops and grouping of work groups due to structure change
- This will include reviewing the controls and the effectiveness of the control

Manawatū District Council
Health & Safety Committee
Work Safe, Home Happy - Manutai Ki Te Mahi, Manahau Ki Te Kainga

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Questions?