



Health, Safety & Wellbeing Deep Dive – Communications and Information Services

26 September 2024

Today

- Due Diligence Requirements
- Site Visit
- Worker Representation (Health and Safety Representative)
- Key Risks and Controls for the Parks and Property Team
- Next steps
- 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

Health and Safety Representative

Steph Skinner



Health, Safety & Wellbeing: Key Risks for Projects, Strategy and Communications

January 2020



Driving

- Leave in plenty of time
- Drive to the conditions
- Use hands-free calling
- Keep the vehicle in good condition
- Obey all road rules
- Keep your eyes on the road
- Let your family know when you're expected back, and if you're running late
- Share the driving where possible
- Undertake driver training



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
- Consider arranging for security to attend highly contentious topics



Confrontations

- Consider the likely contentiousness of issues and plan ahead with safety in mind
- Attend events that are presenting or discussing contentious issues in pairs or groups
- 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/Burnout

- Know your own stress levels and triggers
- Have good sleep, diet and exercise patterns
- Keep realistic hours of work
- Communicate your workload issues early with your team and manager
- Take annual leave regularly throughout the year
- Build and rebuild mental resilience: go fishing, walk in the bush, hang out with your kids
- Access independent, confidential counselling via Vitae (0508 664 981)



Sitting

- Know your body
- Recognise the signs of fatigue
- Include movement breaks in long meetings: stand up and stretch
- Go for a walk outside in the fresh air during breaks
- Eat lightly and go for healthy options
- Keep hydrated
- Strengthen and tone your body – do yoga, pilates, tai chi, swimming or any exercise that appeals
- Use technology that prompts regular breaks (eg smartwatch)



Health, Safety & Wellbeing: Key Risks for Information Technology

January 2020



Occupational Overuse Syndrome

- Get an ergonomic assessment done and follow the recommendations
- Take micro pauses, actions and exercises
- Use different equipment to see if it helps
- Take breaks
- Make others aware – don't suffer in silence!
- Use ACC's ergonomic support tool: www.habitatwork.co.nz



Electric Shock

- Encourage tidy and safe cable management
- Ensure any overloaded multi-boxes are replaced
- Ensure regular cord and portable equipment testing
- Keep drinks away from mains voltage
- Contract professionals to do complex work (eg electricians)
- Maintain tidy workspaces
- Use appropriate PPE to protect yourself



Back Strain

- Don't attempt to lift a heavy pile (eg of laptops)
- Use trolleys or ask a colleague for assistance
- Take regular breaks if working with hardware for long periods
- Take good care of your physical health
- Use good manual handling practices



The UPS

- Ensure that the sensors are doing their job (temperature sensor, smoke sensor)
- Undertake annual maintenance
- Regularly monitor performance
- Carry out regular visual checks
- Consider the relocation of the UPS to a remote site room



Eye Strain

- Ensure correct ergonomic set up
- Adjust the screen settings for various light situations
- Increase the font size if that's helpful
- Take regular breaks away from the screen; rest your eyes on a medium or far distance
- Use MDC's eye policy to undertake regular eye checks
- Get corrective glasses/contact lenses if necessary

Confrontations

Risk Rating: **High**

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 “situational safety” training
- Compliance team on standby for assistance
- Trespass notices issued by NZ Police
- Team discussions/debriefs
- Access support (including Vitae)
- Get Home safe app
- Risky situations register

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 device 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

Driving

Risk Rating: **Moderate**

Potential causes of something going wrong

- Fatigue
- Carelessness
- Loss of concentration
- Unaware of surroundings
- Poor maintenance
- Untrained or unlicensed staff
- Danger from other road users

Current Controls

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

Electrocution

Risk Rating: **Moderate**

Potential causes of something going wrong

- Damaged and exposed power leads
- Non-compliant to AS/NZS power leads and adapters
- Using incorrect power leads for appliances
- Power leads through walkways

Current Controls

- Only use Manufacturer approved leads or purchase from reputable suppliers
- Test tag appliances and power leads to AS/NZS 3760:2010
- Replace damaged leads
- Re-route or cover cords over walkways

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

- Critical and key risks will be reviewed as part of the upcoming risk workshops which involves staff from across Council within different work groups
- This will include reviewing current controls and the effectiveness of those controls



Questions?