

Health and Safety Due Diligence Deep Dive

Makino Aquatic Centre



Today

- Due Diligence Requirements
- Site Visit
- Nature of Operations
- Key Statistics
- Worker Representation (Health and Safety Representatives)
- Overview of Risk Process
- Key Risks for the MAC
- 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 – 23 July 2020



Makino Aquatic Centre Operations

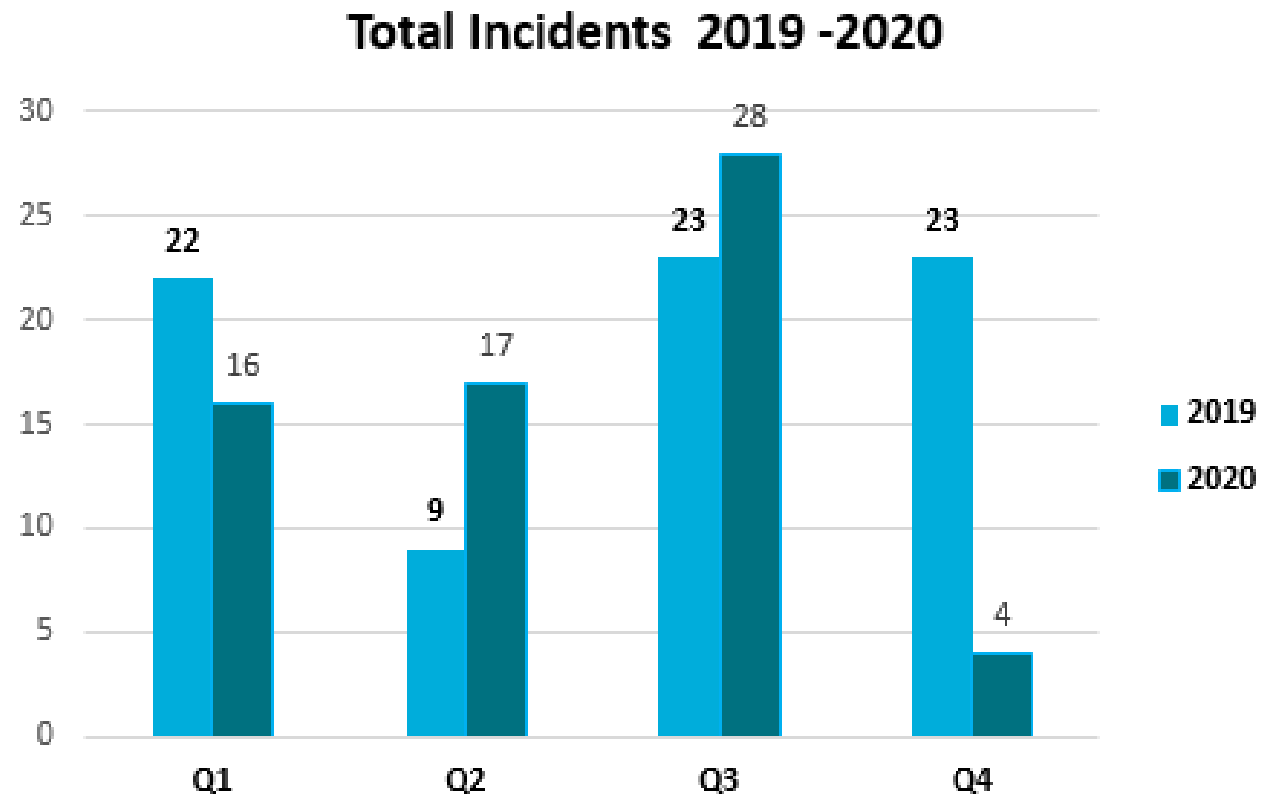
The screenshot displays the Makino Aquatic Centre website. At the top, there is a blue header with the 'makino aquatic centre' logo on the left. To the right of the logo is a search bar with the text 'Site search: Enter Keywords...' and a magnifying glass icon. Further right is a Facebook social media icon. Below the header is a dark blue navigation bar with the following menu items: Home, Programmes, Swim School, What's On, About Us, and Contact Us.

The main content area features a large promotional banner for 'WATER PLAY'. The banner includes the Makino Aquatic Centre logo, the text 'WATER PLAY' in large blue letters, and a photograph of a woman holding a baby in a pool. The text on the banner reads: '9am - 12pm during term time Monday, Wednesday and Friday. Come and explore the water and build confidence with your baby or pre-schooler. Every Monday, Wednesday, Friday from 9am-12pm during term time. Toddlers \$2.70, adults FREE. Read More... Adults: FREE'. The banner is flanked by vertical green bars with the text 'Lane Swimming' on the left and 'Aqua Spin' on the right.

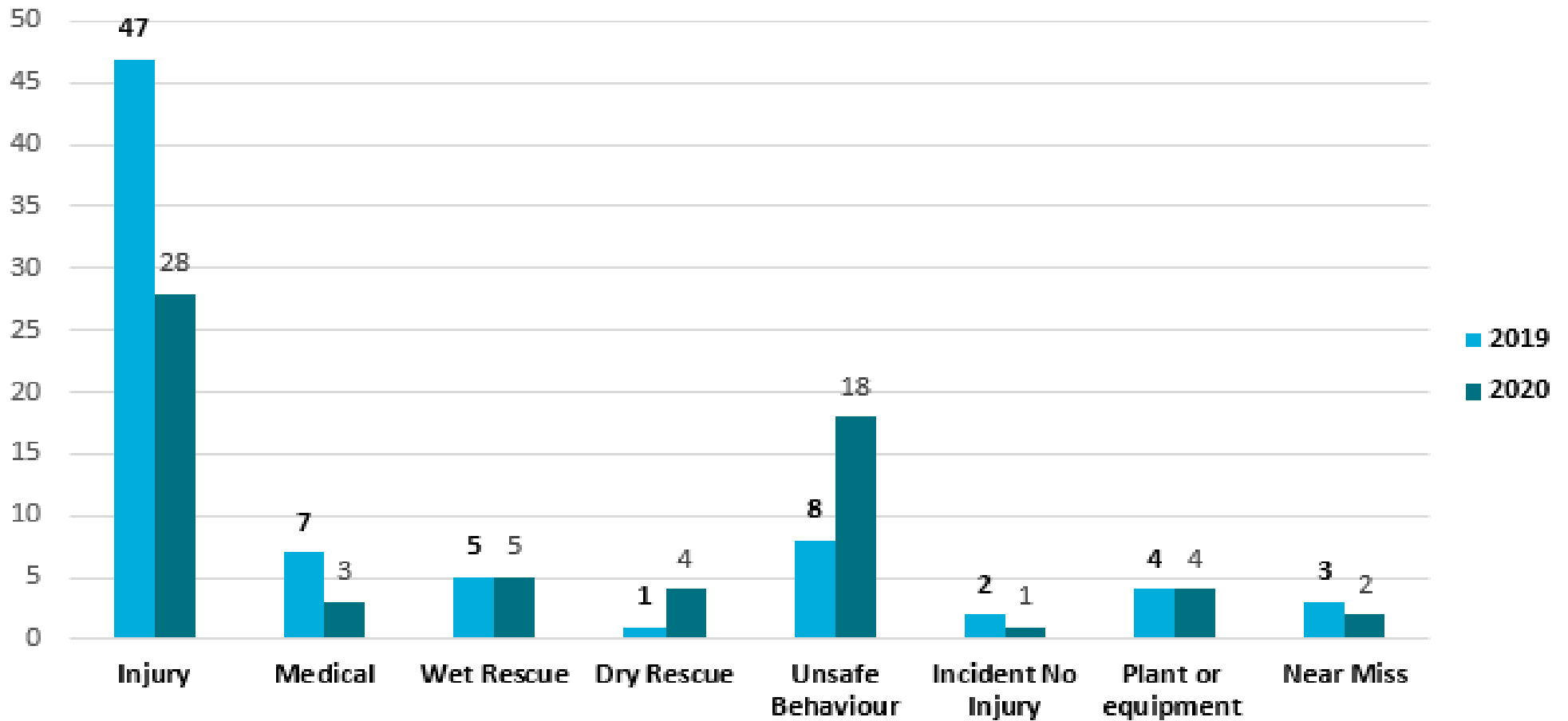
To the right of the banner is a white box titled 'Our Pool Status' with a blue checkmark icon. It lists the following information:

Pool Name	Status
Indoor 25m Pool	Open
Open/Canoe Polo	7.30pm-8.30pm
Learn To Swim Pool Lessons	Open
Play Pool/Wet Deck	Open
Outdoor Pools	Closed
Closed for the season	

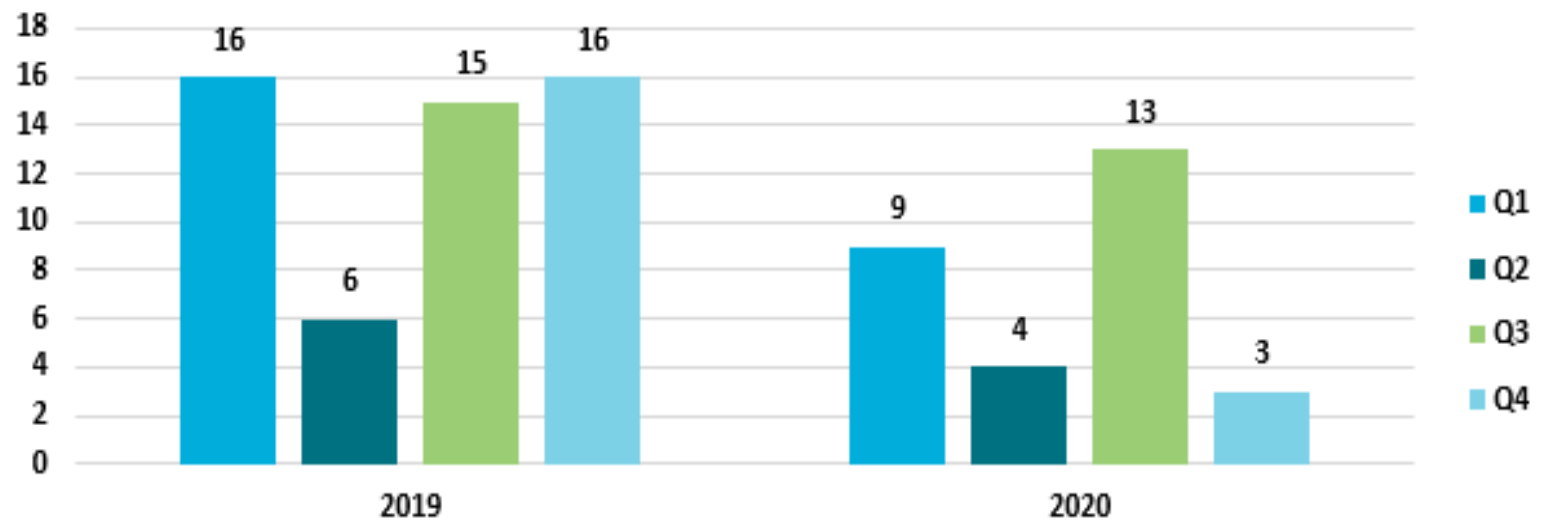
Key Statistics



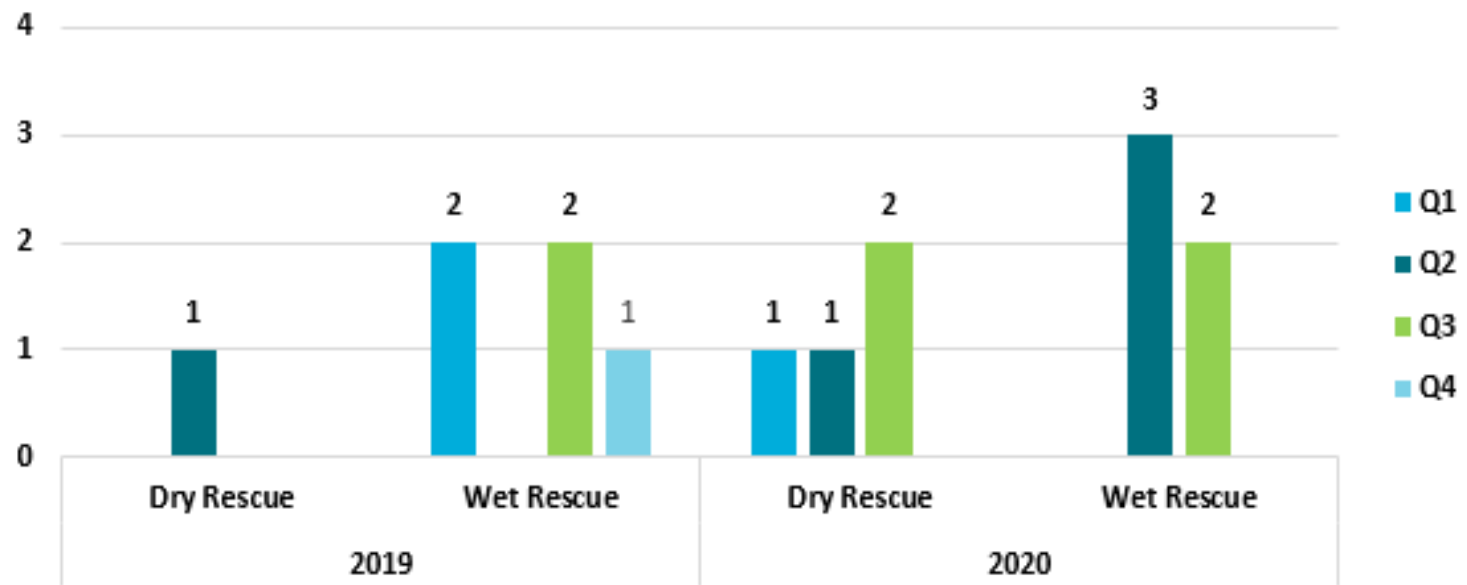
Types of incidents



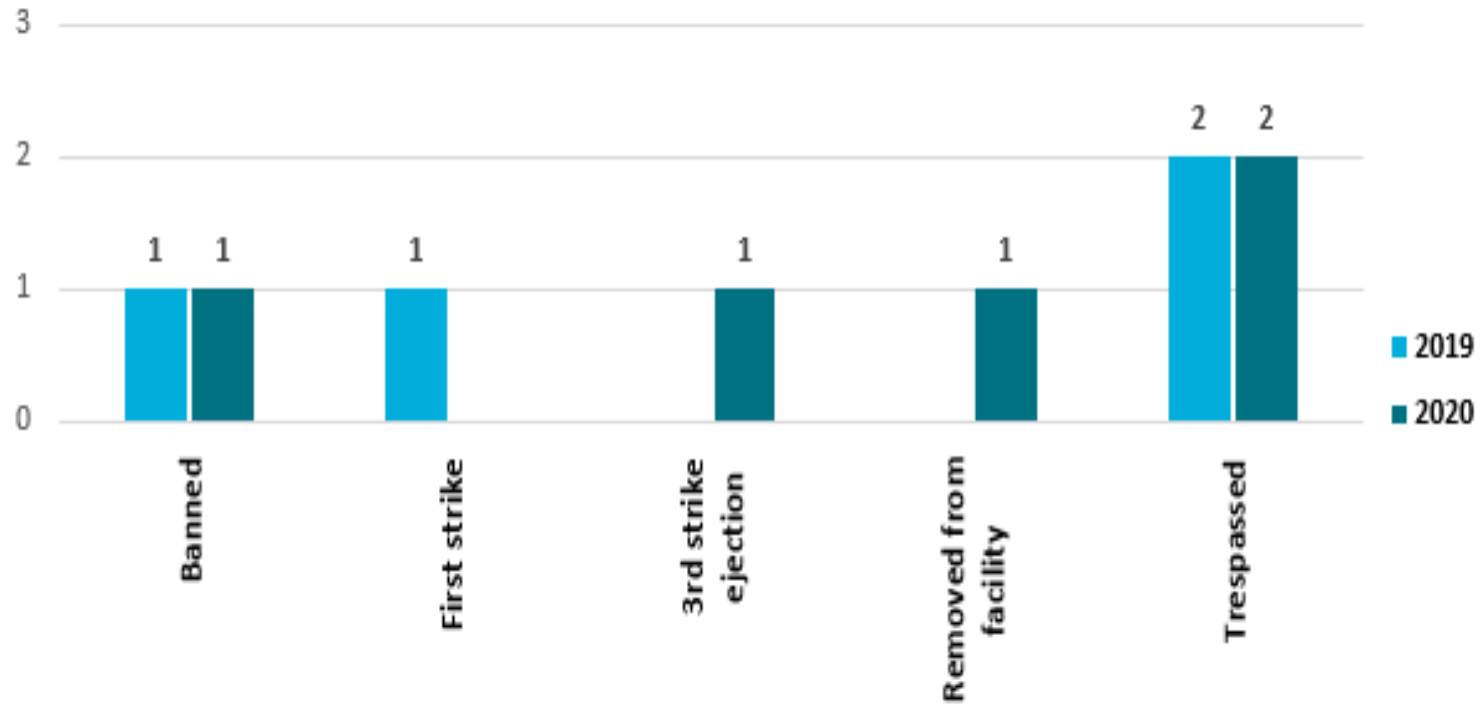
First Aid



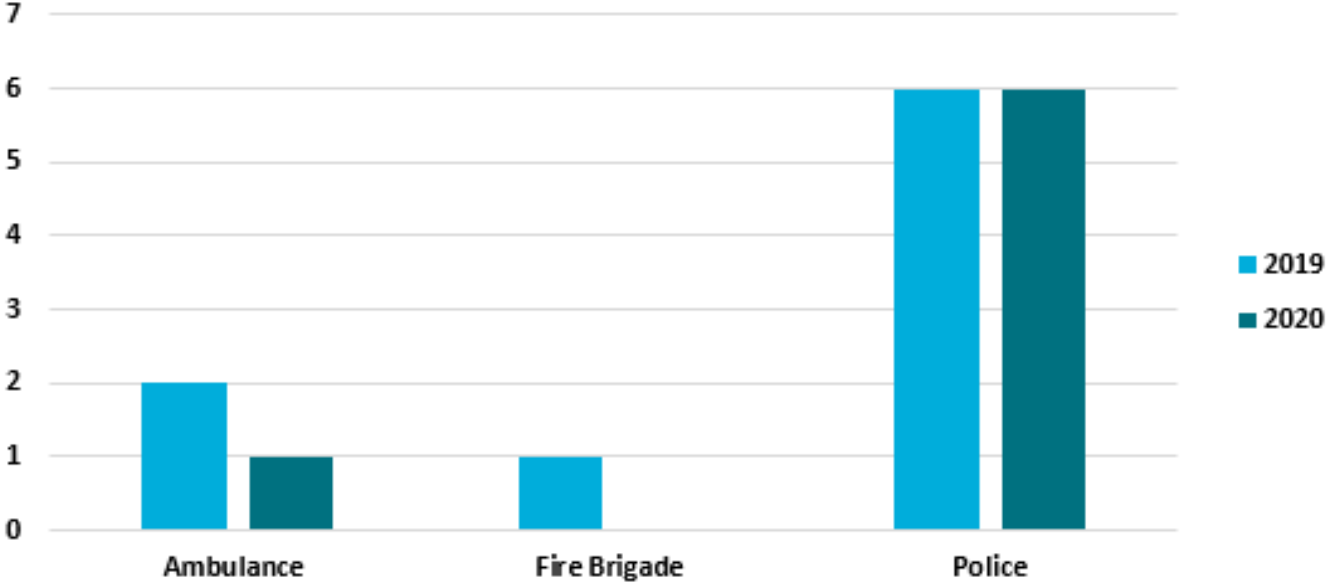
Rescues



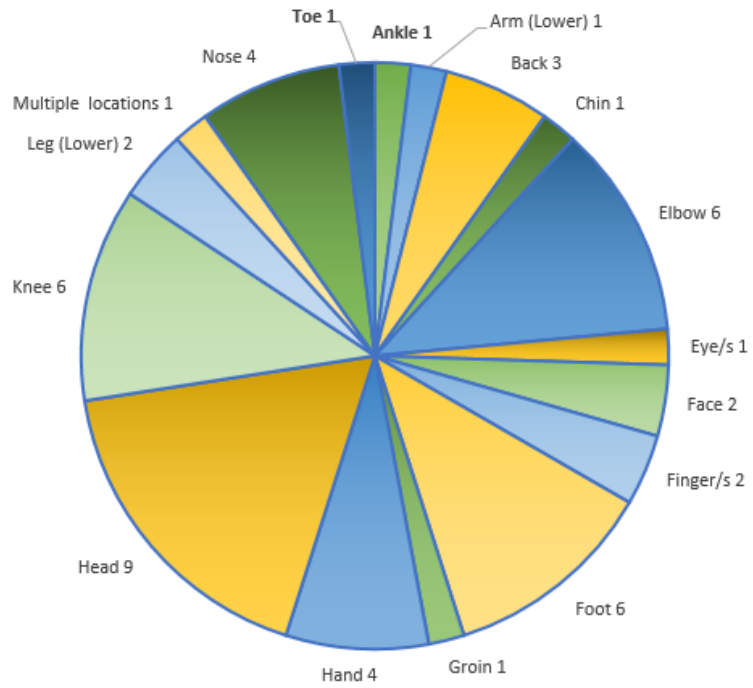
Consequences of Unsafe Behaviour



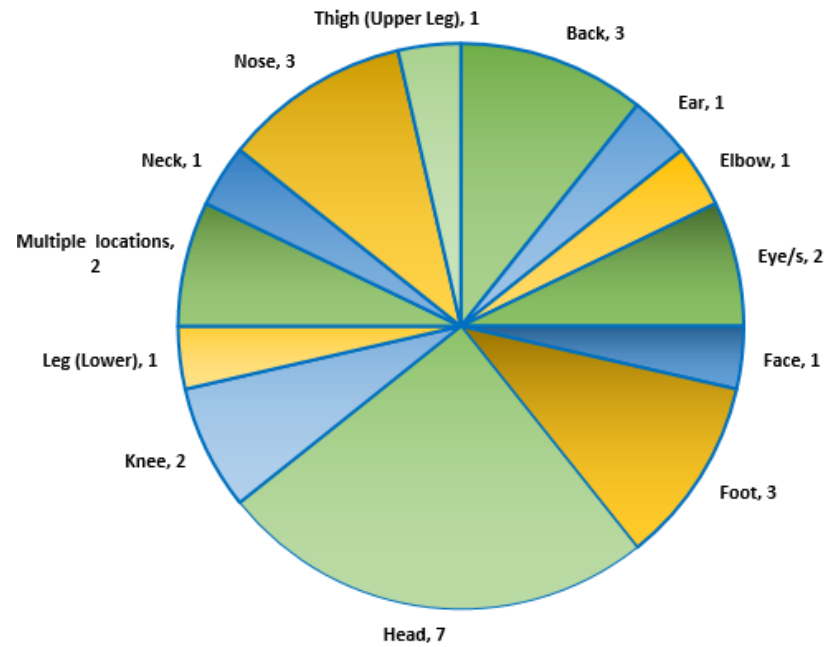
Emergency Services called



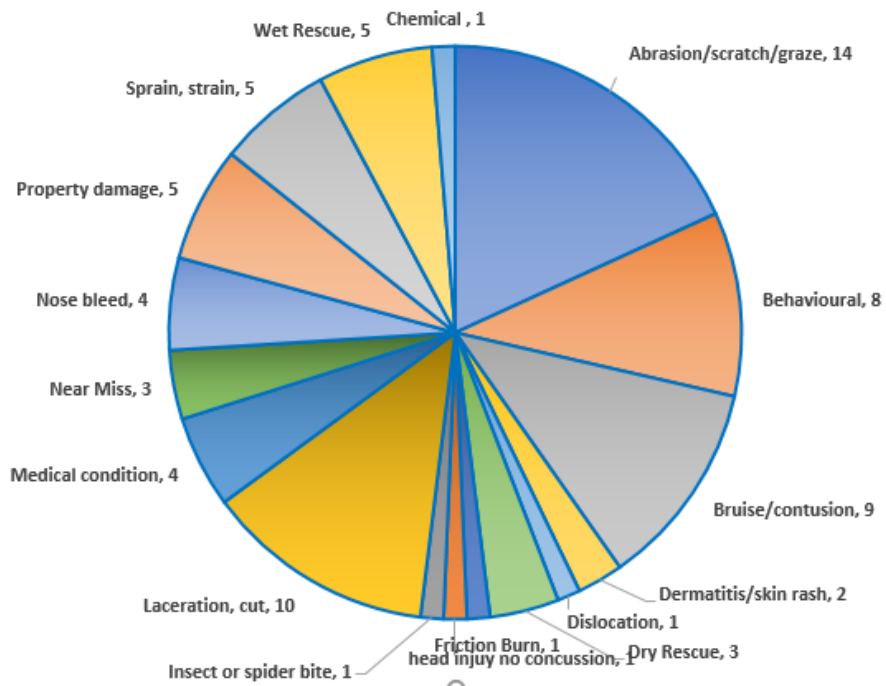
Location of injury 2019



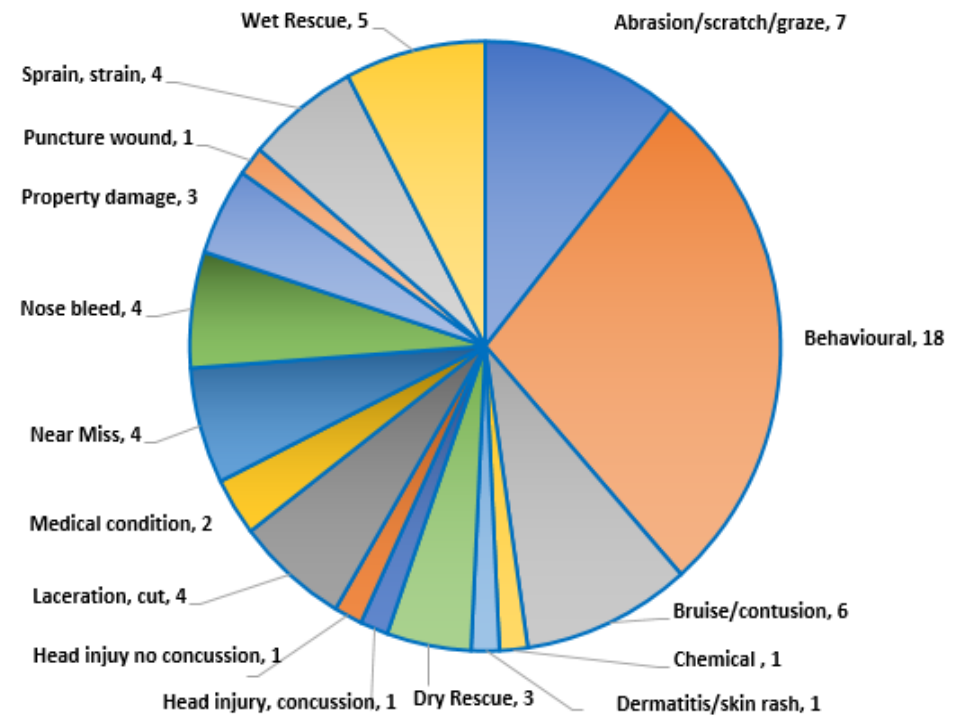
Location on Injury 2020



Types of injury or incident 2019



Types of injury or incident 2020



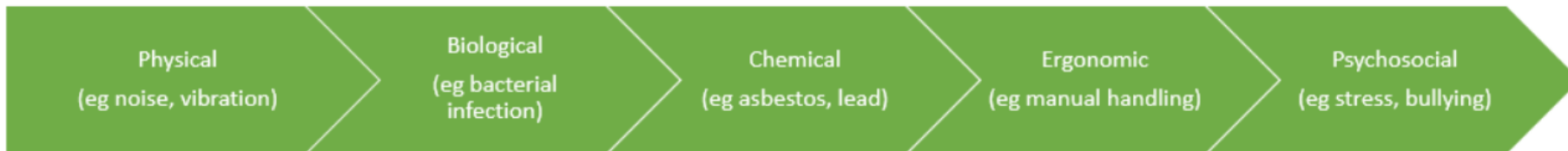
Health and Safety Representatives



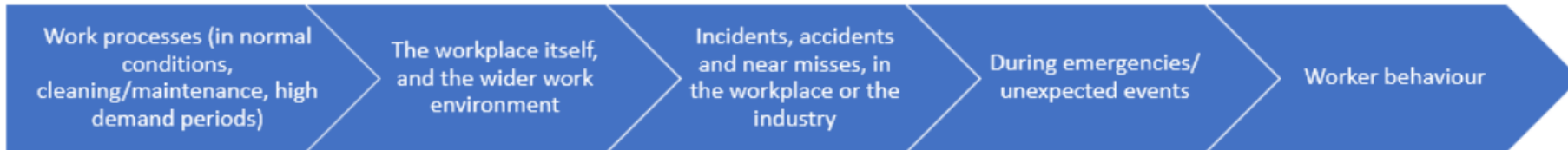
Risk Process – Step 1: Identify risks



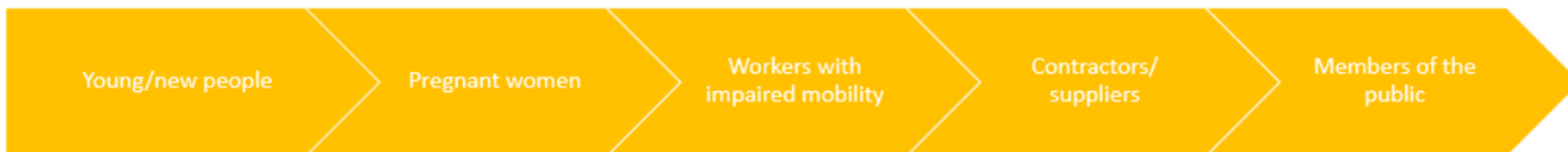
Categories:



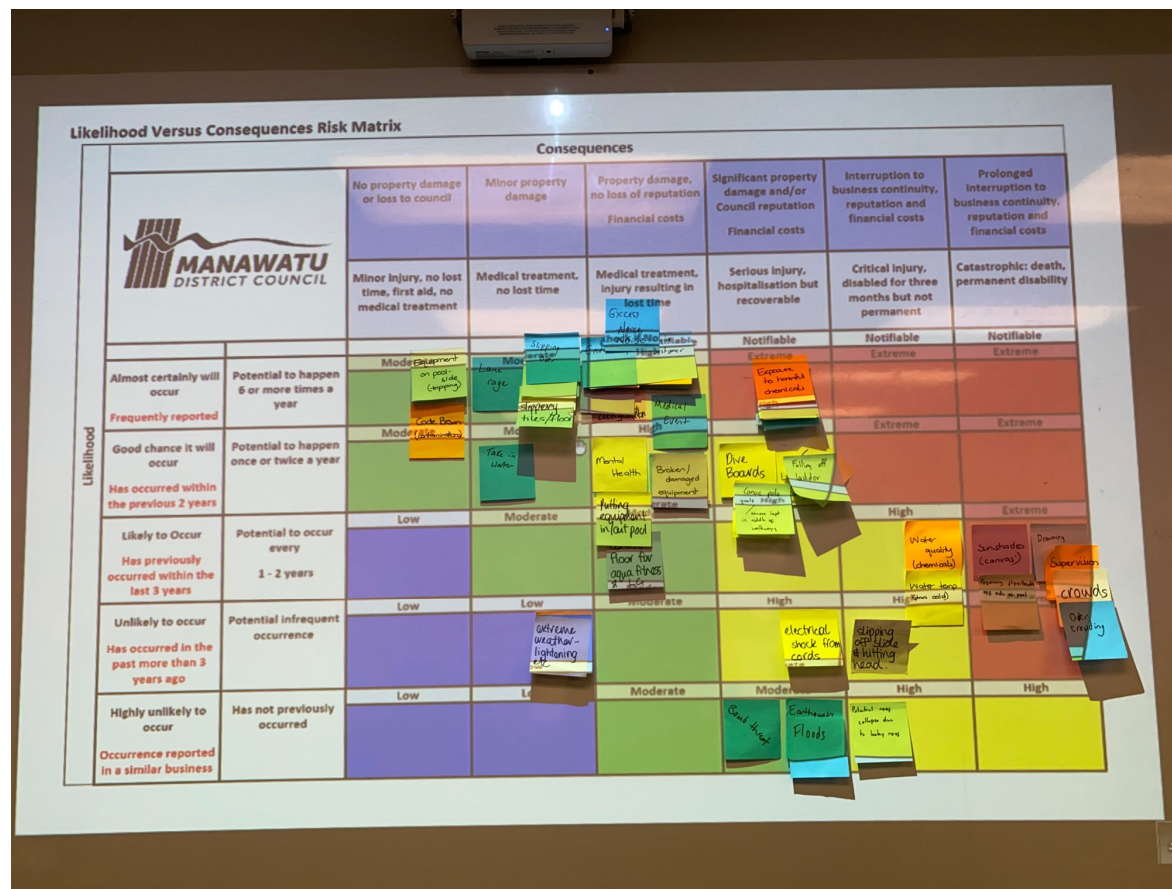
Sources:



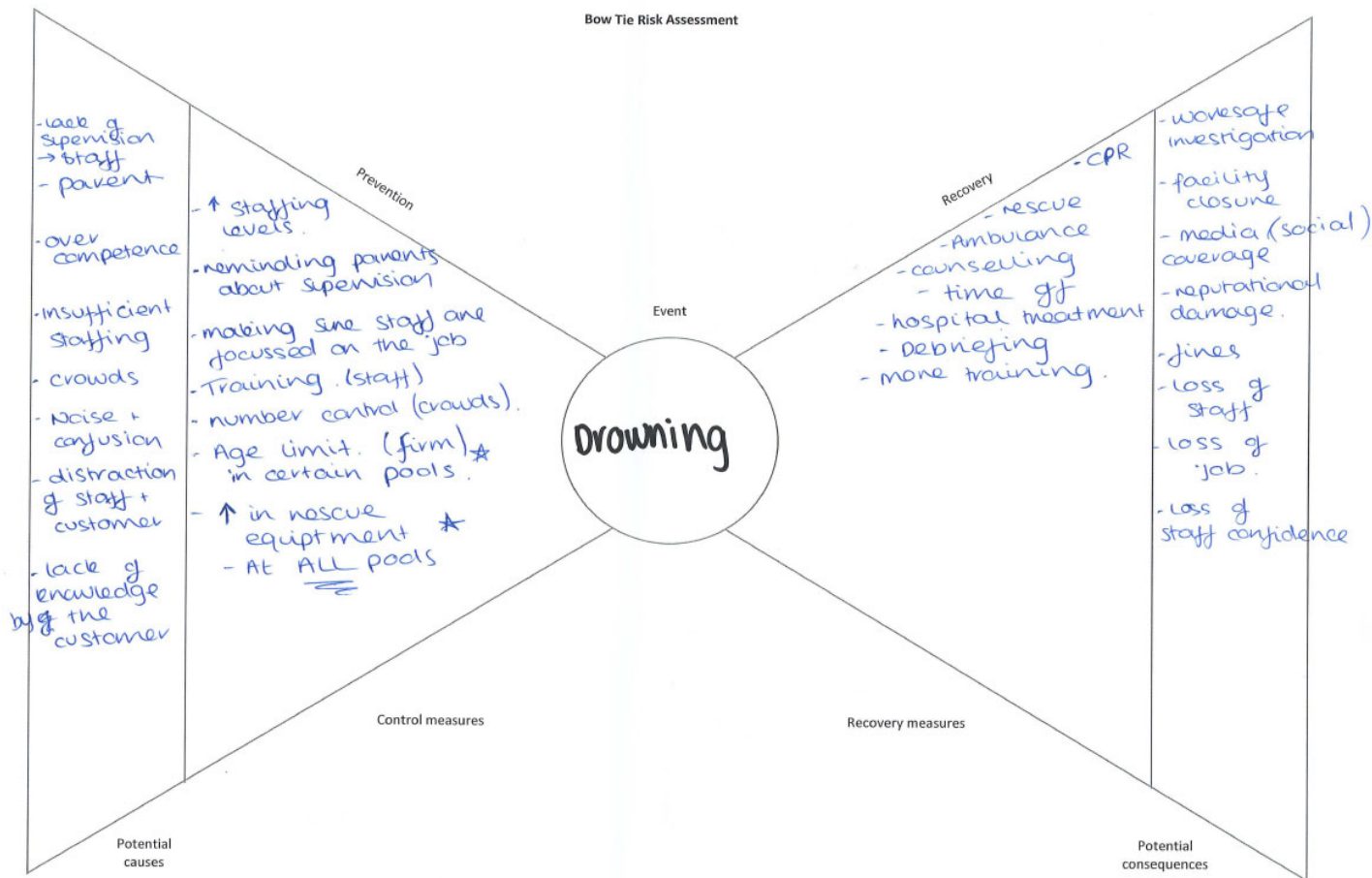
People-related:



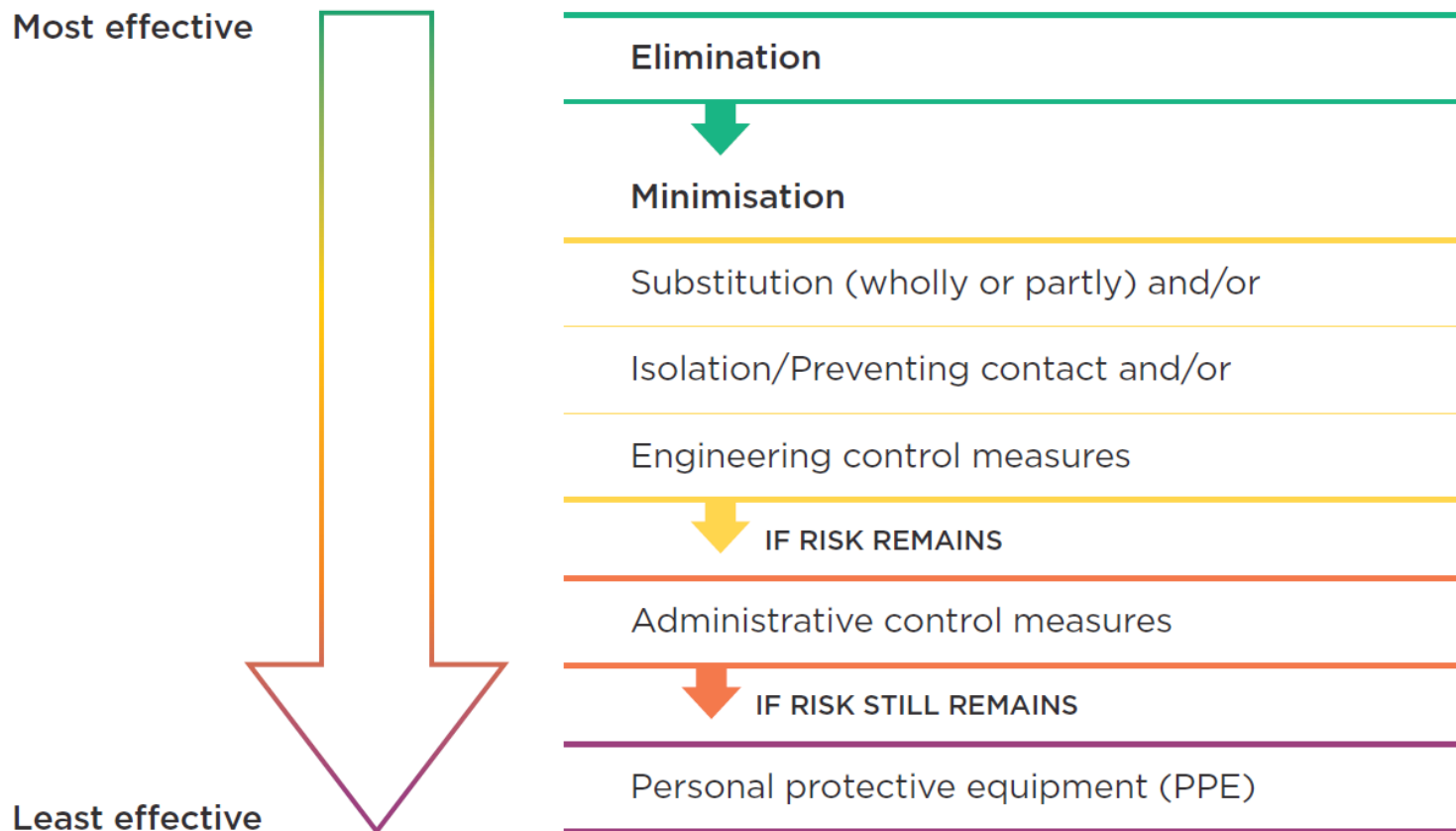
Risk Process – Step 2: Prioritise risks



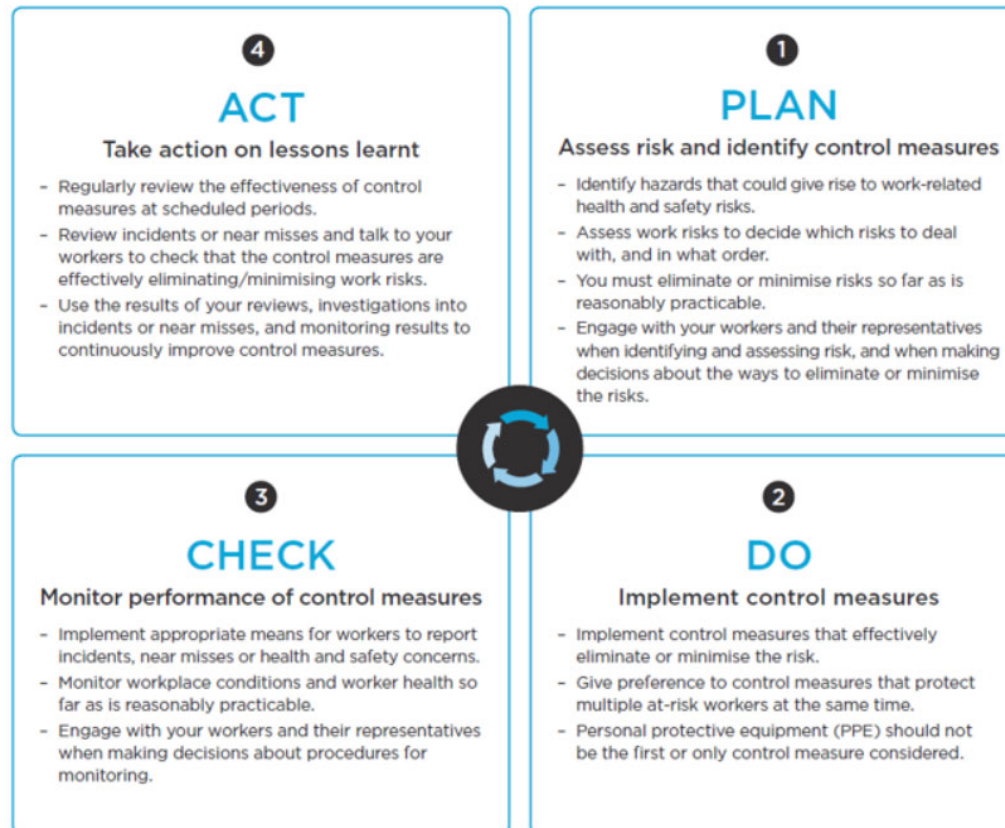
Risk Process – Step 3: Assess top 5 risks



Risk Process – Step 3: Assess top 5 risks



Risk Process – Step 4: Capture actions



Top 5 Risks

- Drowning
- Dive pool and dive boards
- Chemicals
- Aggressive or intoxicated customers
- Sunshades and umbrellas

Drowning

Risk Rating: **Extreme**

Potential causes	Current Controls	Actions underway or under consideration
<ul style="list-style-type: none">• Lack of parental supervision• Swimmer experiences a medical event• Inattention of lifeguards• Understaffing• Overcrowding• Noise• Overconfidence of swimmer• Inflatables	<ul style="list-style-type: none">• Signage• Staff reminders to parents• Age bands• Ongoing staff training• Management of numbers in different pools• Staff rotations• Minimum staff numbers• Rescue equipment• Pools closed unless supervised• PoolSafe accreditation	<ul style="list-style-type: none">• Change the bylaw that allows children over the age of 8 in the pool unaccompanied• Increase the rescue equipment around the pool

Dive pool and boards

Risk Rating: **Extreme**

Potential causes	Current Controls	Actions underway or under consideration
<ul style="list-style-type: none">• Old, worn out diving boards• Swimmers running across the boards• Swimmers not listening to lifeguards• Overconfidence (not appreciating the depth of the pool)• Overcrowding	<ul style="list-style-type: none">• Signage• Pool only open when directly supervised• One swimmer on the board at a time• Regular maintenance, repair and replacement of diving boards• First aid equipment, provision and follow-up• Annual engineer's inspection• PoolSafe accreditation	<ul style="list-style-type: none">• Resurface the boards with more grip• Resurface the metal steps

Chemicals (contact with)

Risk Rating: **High**

Potential causes	Current Controls	Actions underway or under consideration
<ul style="list-style-type: none">• Lack of training• Lack of knowledge• Lack of equipment• Chemicals not stored correctly• Not wearing PPE correctly	<ul style="list-style-type: none">• Staff training (internal chemical handling training)• Limited staff handling chemicals• Auto-dosing in place wherever possible• Safety Data Sheets• SOPs in place• PoolSafe accreditation	<ul style="list-style-type: none">• External chemical handling training

Aggressive customers

Risk Rating: **Moderate**

Potential causes	Current Controls	Actions underway or under consideration
<ul style="list-style-type: none">• Customer intoxicated before entering the complex• Customer not following the rules; approached by staff• Lane rage• Increased mental health/addiction issues in the community• Lack of confidence or competence of staff in dealing with issues	<ul style="list-style-type: none">• Adequate staff and management onsite• Ongoing staff training (de-escalation techniques)• Radio for help• Lockdown areas• SOPs• Call police, trespass• Incident investigation• CCTV coverage• EAP Vitae support• PoolSafe accreditation	<ul style="list-style-type: none">• Set up a panic button at reception• Reboot the lockdown training that was postponed due to Covid-19

Sunshades & umbrellas

Risk Rating: **Moderate**

Potential causes	Current Controls	Actions underway or under consideration
<ul style="list-style-type: none">• Materials become loose due to extreme weather• Broken/worn mechanics• Weak holding pins• Customer attempting to put up umbrellas themselves	<ul style="list-style-type: none">• Daily checking of sunshades and umbrellas (newly added to the daily task sheet for this summer)• Contractor to check quality and safety of shade umbrellas• Regular maintenance, repair and replacement• PoolSafe accreditation	<ul style="list-style-type: none">• Engage a new contractor for the checking and maintenance of sunshades and umbrellas (as the current contractor has refused to complete the H&S pre-qualification)• Create new signage to discourage customers from touching the sunshades/umbrellas before opening the outdoor pool

Strategic Activity Plan Updates

Goal	Status	Comments
1. Improve risk management processes	Good progress	Slight Covid delay, but team risk meetings are taking place with good feedback
2. Improve contractor management processes	Good progress	99% of contractors now pre-qualified; new announcement expected re CHASNZ; next action around better supporting contract managers
3. Create a mental health framework	Good progress	New Wellbeing Policy drafted; in consultation with staff/PSA
4. Create a H&S recognition process	Complete	New process working well, with good feedback
5. Establish remote worker policy and practices	Good progress	Almost ready to launch Get Home Safe app and InReach Remote Devices with PNCC afterhours call centre monitoring

Strategic Activity Plan Updates

Goal	Status	Comments
6. Establish a PPE register and process	Complete	Automated Jarvis register and process established.
7. Establish a training/competency matrix and process	Not yet started	For action in 2020-21.
8. Establish a health monitoring process	Not yet started	For action in 2020-21.
9. Build on the new H&S system	Good progress	The system is seeing good use; would like to add more video content.
10. Improve H&S communication with RDC shared services staff	Behind schedule	Some initial conversations with RDC managers; actions not fully progressed (on both sides), and now turn-over of key staff. Will re-engage when management roles are filled.

Questions?



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



This Deep Dive: Your feedback on the process

