**Health**

**And**

**Safety**



**This document is a template that the user will need to contextualise to fit their specific organisation.**

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| Introduction | |
| **Purpose** | The purpose of this manual is to provide a guide to employer and workers in order to ensure the systematic management of health and safety at work. |
| **Scope** | Our governance, workers, [volunteers](https://worksafe.govt.nz/managing-health-and-safety/getting-started/understanding-the-law/volunteers/), visitors and contractors. |
| **Policy** | * We implement systems that promote a safe working environment for all who access our work places. Responsibilities for health and safety at work are defined and carried out in line with legislation and WorkSafe guidelines. Adherence to the processes described in this document is monitored. * We provide health and safety information in te reo Māori for workers, contractors, tāngata whai ora/tāngata whaikaha and visitors. * We collate and analyse Māori incident and accident data to improve our work environment for Māori. |
| **References** | |
| **Legislation** | Health and Safety at Work (Health and Safety Representatives and Committees) Amendment Act 2023 Accident Compensation Act 2001  Health and Safety at Work Act 2015  Health and Safety at Work (Worker Engagement, Participation and Representation) Regulations 2016 |
| **Guidelines** | [Bullying](https://www.worksafe.govt.nz/topic-and-industry/bullying/)  [Health and Safety Guide: Good Governance for Directors.](http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/hswa-good-practice-guides/health-and-safety-guide-good-governance-for-directors/directors-guidelines-on-their-responsibilities)  [Health and Safety at Work Act 2015 Guides](http://www.business.govt.nz/worksafe/hswa)  [Health and Safety at Work Act Presentation](https://worksafe.govt.nz/the-toolshed/tools/hswa-presentation/)  [HSR training WorkSafe](https://www.worksafe.govt.nz/managing-health-and-safety/health-and-safety-representatives/hsr-training/)  [First Aid at Work](https://worksafe.govt.nz/managing-health-and-safety/businesses/general-requirements-for-workplaces/first-aid/)  [Health and safety guide. Institute of Directors.](https://www.iod.org.nz/resources-and-insights/guides-and-resources/health-and-safety-governance-guide/)  [Preventing Injury - ACC](https://www.acc.co.nz/preventing-injury/)  [Property Management](https://worksafe.govt.nz/managing-health-and-safety/getting-started/mythbusting-and-faqs/property-management-faqs/)  Violence in the health and disability sector. Guidance for PCBU’s. (2020)  [Worker engagement guideline](http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/hswa-good-practice-guides/worker-engagement-guide/worker-engagement-guide.pdf) |
| **Training** | Health and Safety Training - WorkSafe  [Creating positive workplaces](https://worksafereps.co.nz/health-and-safety-courses/creating-positive-workplaces/#Course6) – WorkSafe |
| **Websites** | [Accident Compensation Cooperation](http://www.acc.co.nz/)  [Employment NZ](https://www.employment.govt.nz/workplace-policies/health-and-safety-at-work/)  [WorkSafe NZ](http://www.business.govt.nz/worksafe/) |
| [**Definitions (WORKSAFE NZ)**](https://worksafe.govt.nz/the-toolshed/definitions-and-acronyms/) | |
| **Duty** | A legal obligation to act responsibly according to the law. |
| **Duty holders** | A person who has a duty under HSWA. There are four types of duty holders – PCBUs, officers, workers and other persons at workplaces. |
| **Hazard** | Anything that can cause harm. Under HSWA, hazard is defined as “includes a person’s behaviour where that behaviour has the potential to cause death, injury, or illness to a person (whether or not that behaviour results from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person’s behaviour)”. |
| **Health and Safety Committee** | A committee of PCBU representatives, workers and other members that meets regularly and works co-operatively to ensure worker health and safety. |

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| **PCBU** | Person Conducting a Business or Undertaking. In most cases a PCBU will be a business entity, such as a company. However, an individual carrying out business as a sole trader or self-employed person is also a PCBU.  A PCBU does not include workers or officers of a PCBU, volunteer associations with no employees, or home occupiers that employ or engage a tradesperson to carry out residential work. |
| **Workplace** | Any place where a worker goes or is likely to be while at work, or where work is being carried out or is customarily carried out.  Most duties under HSWA relate to the conduct of work. However some duties are linked to workplaces. |
| **Worker** | An individual who carries out work in any capacity for a PCBU. A worker may be an employee (staff member), a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labour hire company, an outworker (including a homeworker), an apprentice or a trainee, a person gaining work experience or on a work trial, or a volunteer worker.  Workers can be at any level (e.g. managers are workers too).  PCBU is also a worker if the PCBU is an individual who carries out work in that business or undertaking. |
| Free Stock Photo of Blue Exclamation Point | Download Free Images and Free  Illustrations | Core health and safety values and principles |
| All health and safety at work responsibilities and activities are informed by the following principles: |

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| **Whakawhanaungatanga** | **Kaitiakitanga** |
| Only by building and maintaining relationships between workers, PCBU’s and other stakeholders are we able to keep the work environments safe. | It is everyone’s business to guard and protect our work environment. |
| **Rangatiratanga** | **Manaakitanga** |
| Everyone is committed to the stewardship of others in the work place and to advocate for the right of a safe work place. PCBU’s and workers are doing the right thing for workers and ensure wellbeing and generosity of spirit. | We contribute to a healthy work environment by caring about each other's wellbeing and the environments we work in. |

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| Overview: Key elements for health and safety at work |
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| *Health and Safety Strategy 2018-2028. (New Zealand Government. 2018).* |

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| Responsibilities - [Person conducting a business or undertaking](https://worksafe.govt.nz/managing-health-and-safety/getting-started/understanding-the-law/primary-duty-of-care/who-or-what-is-a-pcbu/) (PCBU) | |
| **Definitions** | |
| **Business** | Are usually conducted with a view to making a profit and have a degree of organisation, system and continuity. Includes sole traders or self-employed. |
| **Undertaking** | Have elements of organisation, systems, and possible continuity, but are usually not profit-making or commercial in nature. |
| **Responsibilities** | **Effective practices we have in place** |
| **Equity** | We ensure Māori representation on governance (PCBU) level to ensure out health and safety processes reduce workplace incidents, accidents and wellbeing issues for our Māori workforce. |
| **Primary duty of care for the health and safety of workers and others influenced by its work.** | We ensure, so far as is reasonably practicable, the health and safety of:   * Our workers. * Any other workers who are influenced or directed by the organisation. * Other people who could be at risk by the work of the organisation, for example   + Customers   + Visitors   + Children and young people   + The general public |
| **Provide and maintain a work environment that is without risks to health and safety.** | We ensure the safety of the physical work environment. Including:   * + Lighting   + Ventilation   + Dust   + Heat   + Noise   The psychological work environment such as:   * Overcrowding   + Deadlines   + Work arrangements (e.g. the effects of shift-work and overtime arrangements).   + Impairments that affect a person’s behaviour, such as work-related stress and fatigue, and drugs and alcohol. |
| **Provide and maintain safe plant and structures** | So far as is [reasonably practicable](https://worksafe.govt.nz/dmsdocument/848-reasonably-practicable), we provide a safe plant and structures, and maintain them in good condition. ‘Plant’ includes:   * Machinery * Vehicles * Equipment – including personal protective equipment * Appliances * Implements * Tools   ‘Structure’ means anything that is constructed. Whether it can be fixed, movable, temporary or permanent, and includes any component or part of a structure. The following are examples of structures:   * Buildings * Masts * Pipelines |
| **Providing healthy and safe worker accommodation** | In some situations, we may provide our workers with accommodation that we own, or manage, or control.  If this is the case, we are responsible for ensuring that the accommodation is fit for purpose and does not expose the worker to any health and safety risks. |

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| **PCBU responsibilities** *cont***.** | |
| **Responsibilities** | **Effective practices we have in place** |
| **Provide and maintain safe systems of work** | So far as is [reasonably practicable](https://worksafe.govt.nz/dmsdocument/848-reasonably-practicable), we provide and maintain safe systems of work (e.g. work processes).  We develop safe systems of work (a formal procedure carried out by a person with sufficient knowledge and experience). It involves:   * The systematic examination of a task to identify risks that may arise from carrying it out. * The identification of safe methods including control measures to eliminate or minimise the identified risks. * The methods to safely carry out the task.   We develop safe systems of work that can involve:   * Physical layout of the workplace and its access and egress * Tools * Work environment * Procedures and people (e.g. instruction, information, training). |
| **Ensure the safe use, handling and storage** | So far as is [reasonably practicable](https://worksafe.govt.nz/dmsdocument/848-reasonably-practicable), we make sure that plant, structures, and substances are safely used, handled and stored. |
| **Provide adequate and access to facilities** | So far as is [reasonably practicable](https://worksafe.govt.nz/dmsdocument/848-reasonably-practicable), we provide adequate and culturally safe facilities (that are clean, safe, accessible, in good working order, and maintained to stay that way) for the welfare of workers. For example:   * Toilets * Showers * Kitchen * workers’ room * Sleeping room for workers who are rostered for sleep-over. |
| **Provide information, training, instruction, or supervision** | * The type of training, instruction or supervision required depends on the nature of the work carried out, the experience of the workers, and the risk that workers and others are exposed to. * We make sure that the way training, information, instruction or supervision occurs matches the workers style and language of learning. * Health and safety training is allocated for in the annual budget. |
| **Monitor** | Assessing the effectiveness of control measures designed to minimise potential harm to worker health/wellbeing on an ongoing basis.  We use results from monitoring to improve control measures where needed. |
| **Monitoring is not** | * A control measure to manage risk. * A replacement of the need for control measures to reduce exposure. |
| **Monitor workplace hazards** | Exposure to certain hazards can injure workers or make them ill. Our monitoring includes:   * Airborne contaminants such as dusts, fibres, fumes. * Chemicals that can make people ill after breathing in, getting on their skin, or eating or drinking them. * Biological hazards such as bacteria, viruses or fungi. * Physical hazards such as noise, vibrations, UV radiation, heat. * Ergonomic hazards such as repetitive motions, eye strain. |
| **Monitor health and wellbeing** | We monitor our workers’ health and wellbeing. This involves specific and targeted testing and checking of the health/wellbeing of workers to identify potential signs of potential harm to their health/wellbeing and any changes on an ongoing basis. |

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| **PCBU responsibilities *cont*.** | |
| **Responsibilities** | **Effective practices we have in place** |
| **Monitor** | * [Bullying](http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/bullying-guidelines/01) * Workers health and wellbeing: [fatigue](https://worksafe.govt.nz/topic-and-industry/work-related-health/fatigue/fatigue-quick-guide/), [shift work](https://www.healthnavigator.org.nz/healthy-living/s/sleep-shift-work/). * Health and safety action plans * Health and safety to be on each workers’ meeting agenda. * [Work risks](https://worksafe.govt.nz/managing-health-and-safety/managing-risks/how-to-manage-work-risks/) * [Stress](https://worksafe.govt.nz/topic-and-industry/work-related-health/work-related-stress/) * Institutional and structural racism * [Work related incidents/accidents](https://worksafe.govt.nz/notifications/notifiable-event/what-is-a-notifiable-event/) |
| **Monitor mechanisms** | * Each board/director meeting a report on health and safety issues are tabled. * Moderate and high risk events are notified to the chairperson of the board or director within 24 hours. * A yearly summary and analysis on health and safety matters to be tabled at the board/director meeting. * It is recommended that a yearly health and safety plan is developed and approved by the board/director. |
| **Involving workers** | * We engage with our workers on health and safety matters that may directly affect them, so far as is [reasonably practicable](https://worksafe.govt.nz/dmsdocument/848-reasonably-practicable). * Worker engagement can be direct, or through representation if that is what workers prefer. Engagement includes:   + Sharing information about health and safety matters so that workers are well-informed and know what is going on.   + Giving workers reasonable opportunities to have a say about health and safety matters.   + Finding out how health and safety issues affect how workers organise, manage and carry out their work.   + Listening to and considering what workers have to say.   + Giving workers opportunities to contribute to decision-making about health and safety matters.   + Keeping workers informed about the results of the engagement process and what will happen next. * Have worker participation practices that give our workers reasonable opportunities to participate effectively in improving health and safety on an ongoing basis. * If workers are represented by a Health and Safety Representative (HSR), engagement must involve that representative. HSRs can ask for information on behalf of workers. If workers are represented by a union, the union can ask for information on behalf of workers. |
| **Policies** | Approve and review the following documents:   * Emergency and security management * Facility specifications * Health and safety * Hazard register * Health and safety plan * Home and community visiting guidelines * Using company vehicles |

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| Overview: How to manage work risks | | | |
| **1** | **PLAN** | **2** | **DO** |
| **Assess risks and identify control measures.** | **Implement control measures.** |
| * Identify hazards that could give rise to work-related health and safety risks. * Assess work risks to decide which risk to deal with, and in what order. * Eliminate or minimise risks so far as is reasonably practicable. * Engage with our workers and their representatives when identifying and assessing risk, and when making decisions about the ways to eliminate or minimise the risks. | | * Implement control measures that effectively eliminate or minimise the risk. * Give preference to control measures that protect multiple at - risk workers at the same time. | |
| * Organisational hazard identification and management document = hazard register are completed. * Each building/service has specific hazard identification and management documentation = hazard register. * Worker meetings have health and safety on their routine agenda. | | * Control measures are identified on each hazard register and effectiveness is discussed during workers’, management and Board meetings. * Update the register as required. | |
| **3** | **CHECK** | **4** | **ACT** |
| **Monitor performance of control measures.** | **Take action on lessons learnt.** |
| * Implement means for workers to report incidents, near misses or health and safety concerns. * Monitor workplace conditions and worker health so far as reasonably practicable. * Engage our workers and their representatives when making decisions about procedures for monitoring. | | * Regularly review the effectiveness of the control measures at scheduled periods. * Review incidents or near misses and talk to the workers to check that the control measures are effectively eliminating/minimising work risks. * Use the results of the reviews, investigations into incidents or near misses, and monitoring results to continuously improve control measures. | |
| * Easy accessible incident reporting processes. * Workers are oriented/inducted/on-boarded on those processes. * Wellbeing of workers is a routine agenda during regular meetings with the person the worker reports to. * Workers are actively involved in monitoring processes. | | * Routinely review our hazard register three -monthly and more often if this is indicated. * Investigate incidents and near misses and seek the views of workers during this process. * Internal audits are included in our quality plan and include assessment of the effectiveness of service improvement measures | |

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| Responsibilities of people in leadership positions/duty holders **(Leader examples: CEO, manager, team leader)** | |
| **Responsibilities** | **Effective activities include** |
| **Equity** | We ensure Māori representation in health and safety policy development, planning and monitoring health and safety activities. |
| **Understanding your duties** | * Ensure that workers’ views on health and safety matters are asked for and taken into account. * Have clear, effective, and on-going ways for workers to suggest improvements or raise concerns on a day-to-day basis. (For example: workers’ meetings, shift hand-over.) |
| **Policy and planning** | Health and safety related policies and procedures are documented and approved:   * Health and safety * Incident/accident management * Emergency management * Facility specifications * Risk analysis – hazards and their consequences for the health and disability sector * Emergency and Security management * Smoke-free environment * Use of company vehicles * Health and safety action plans   In line with legislation and best practice. |
| **Monitor** | * [Bullying](http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/bullying-guidelines/01) does not occur and is managed if it does. * Worker health and wellbeing: [fatigue](https://worksafe.govt.nz/topic-and-industry/work-related-health/fatigue/fatigue-quick-guide/), [shift work](https://www.worksafe.govt.nz/topic-and-industry/fatigue/managing-the-risks-of-shift-work/). * Health and safety action plans are completed and discussed during workers’ meetings. * Health and safety to be on each meeting agenda. * [Work risks](https://worksafe.govt.nz/managing-health-and-safety/managing-risks/how-to-manage-work-risks/) are identified and discussed in workers’ meetings. * [Stress](https://worksafe.govt.nz/topic-and-industry/work-related-health/work-related-stress/) is managed. * Work related incidents/accidents are documented and processed and [notified](https://www.worksafe.govt.nz/notifications/what-events-need-to-be-notified). Outcome of investigations will be discussed in workers’ meetings.   Report to the Board/Director(s) on:   * Accidents/incidents * Near misses * Work-related ill health * Compliance with health and safety monitoring * ACC claims * Absence through illness * Trends * Progress to improve and resolve issues * Progress with the health and safety plan |
| **Initiate - Provide** | * Maintain an incident/accident register. * [Report](https://www.acc.co.nz/for-providers/report-health-safety-incidents/) and [investigate](https://worksafe.govt.nz/laws-and-regulations/operational-policy-framework/regulatory-function-policies/investigations-policy/) work related incidents/accidents. * Support family/whānau of people injured at the workplace. * [Work place injury management](https://www.acc.co.nz/for-business/managing-employee-injuries/what-to-do-when-an-employee-is-injured/) – [ACC](https://www.acc.co.nz/for-business/managing-employee-injuries/what-to-do-when-an-employee-is-injured/). * Support workers to attend health and safety committee meetings. * Work with other organisations as per health and safety plan. * Health and safety clause to be in position descriptions and contracts. * [Contractor management.](https://www.worksafe.govt.nz/managing-health-and-safety/getting-started/understanding-the-law/overlapping-duties/pcbus-working-together-advice-when-contracting/) * [Notify WorkSafe](https://worksafe.govt.nz/notify-worksafe/) – use the link to report electronically to WorkSafe. |

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| **Worker engagement and participation** | ***Engagement:***   1. **Share information** on matters relating to health and safety (this includes specific issues that we need to engage with workers on). 2. Give workers **time** to consider the issues. 3. Give workers a **reasonable opportunity** to **express** their views and raise work health or safety concerns. 4. **Let them contribute** to the decision-making process about health and safety matters. 5. Take into account the views of workers. 6. Advise workers of the **outcomes** of health and safety related issues in a timely way. 7. Engage and consult with workers who are directly affected by a matter relating to health and safety. This includes when:  * Hazards are identified and assessed * Decisions are made about addressing risks * The adequacy of workers’ welfare facilities is assessed * Monitoring worker health and work conditions * Providing training to workers * Developing procedures for resolving work related health or safety issues * Determining work groups * Proposing changes which may affect the health and safety of workers * Developing ways for workers to participate in improving work health or safety on a day to day basis.   ***Participation***  Ensure worker participation through: Choose an item. |
| **Review** | * Incidents/accidents * Identify incident/accident trends * Effectiveness of hazard management (yearly). * Continuous improvement processes. * Participate in yearly health and safety review with the workers and the Board. * Health and safety training is up to date for health and safety representatives, workers and duty holders. * Worker’s first aid certificates are up to date. |

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| [Workers’ rights and obligations](https://www.worksafe.govt.nz/managing-health-and-safety/workers/your-rights-and-obligations/) | |
| **Workers are entitled to:**  Related image | 1. Work in environments where the risks to health and safety are properly controlled. 2. Access adequate facilities, such as toilets, washing facilities and first aid. 3. Have sufficient training, information and support on how to do the job safely. 4. Contribute to health and safety decisions at the workplace. 5. Have personal protective equipment (PPE). 6. [Ask to have a Health and Safety Representative (HSR) or a Health and Safety Committee (HSC)](https://worksafe.govt.nz/managing-health-and-safety/health-and-safety-representatives/). 7. Stop work if it is unhealthy or unsafe. |
| **The right to stop or refuse to carry out work:**  Related image | Workers have the right to stop work or refuse to carry out work if they believe that doing the work would expose them, or anyone else, to a serious risk to health or safety from an immediate or upcoming hazard.   * If the worker has stopped work, they need to let the PCBU know as soon as they can. * Once the worker tried to resolve the issue with the PCBU, they don’t have to start work again if they reasonably believe that they or another person would be in danger. * If the worker and the PCBU have made reasonable efforts but still haven't been able to resolve the issue, the worker can [ask WorkSafe for help.](https://worksafe.govt.nz/managing-health-and-safety/resolving-workplace-health-and-safety-issues/) |
| **Obligations**  Related image | * Take reasonable care of their own health and safety and ensure that their actions don’t cause harm to themselves or others. * Comply with any reasonable instructions, policies or procedures on how to work in a safe and healthy way * Let someone at their workplace (such as a supervisor, or a Health and Safety Representative) know if they have a health and safety concern, or want to suggest an improvement, even though this is not a legal requirement.   If the worker has a suggestion or concern but is not comfortable raising it the worker can:   * Talk to the HSR, if the workplace has one. * Ask a workmate to raise an issue. * Contact the union (union delegates can act as advocates for and negotiators about work health and safety). |
| **Fact sheets on rights and obligations:** | [Fact sheets](https://www.worksafe.govt.nz/managing-health-and-safety/workers/your-rights-and-obligations/) are available on the WorkSafe website in a variety of languages. |

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| [Health and safety committee (HSC)](https://www.worksafe.govt.nz/managing-health-and-safety/health-and-safety-committees/) | | | | | | | | | |
| **Equity** | | We support the HSC to have Māori representation and/or consultation to ensure our core health and safety values and principles are embedded in the activities of the HSC. | | | | | | | |
| **Purpose** | | HSCs bring together workers and management in the development and review of health and safety policies and procedures for the workplace. HSCs enable us and our worker representatives to meet regularly and work cooperatively to improve work health and safety. | | | | | | | |
| **Establishing a HSC** | | * If a health and safety representative or 5 or more workers ask for a health and safety committee, we must establish one. * We can voluntarily establish an HSC. | | | | | | | |
| **HSC functions** | | 1. Make it easy for us and workers to cooperate on ways to ensure workers’ health and safety at work. 2. Assist in developing standards, rules, and policies or procedures for work health and safety. 3. Make recommendations relating to work health and safety. 4. Carry out other tasks that are agreed between us and the committee. | | | | | | | |
| **HSC meetings** | | An HSC **must** meet:   * Regularly, at the times agreed by the members of the committee, but at least once every three months, and * At any other reasonable time, on the request of a simple majority of members of the committee. | | | | | | | |
| **Our organisation** | | * Consult with the HCS about health and safety matters. * Allow each member of the HSC to spend as much time as necessary to attend meetings or carry out functions as a member of the committee. * Provide the HSC with the necessary information to perform its functions, including information relating to hazards and the health and safety of workers at the workplace. * If the HSC makes a recommendation regarding work health and safety, we must either adopt the recommendation, or provide a written statement advising the HSC of the reasons for not adopting the recommendation. | | | | | | | |
| Health and safety representative (HSR) | | | | | | | | | |
| **Equity** | | | Our HSR will be supported by Māori to ensure our core health and safety values and principles are embedded in the HSR’s activities. | | | | | | |
| **Legislative requirement** | | | If a worker asks for a health and safety representative, we must initiate an election. | | | | | | |
| **Becoming a health and safety representative** | | | Must be a worker who has been formally elected by the members of a work group to represent them on health and safety matters. The election process must follow the steps required by law. | | | | | | |
| **Who can stand for election?** | | | Any worker who:   * Is a member of the work group electing an HSR. * Is willing to act as an HSR, and. * Works regularly and for enough hours to act effectively as an HSR.   To represent workers’ interests well, HSRs need to be familiar with the health and safety issues arising from a work group and be readily accessible. | | | | | | |
| **Who can vote in an election?** | | | * Anyone who is a worker and is a member of the work group having the election can vote. * Election candidates cannot be involved in organising or running an election. | | | | | | |
| **When should an election be held?** | | | The PCBU must initiate the election within two months of receiving a request for an HSR. | | | | | | |
| **The election process** | | | * An election can take any form that is agreed with the workers (e.g. a show of hands), unless the PCBU, a candidate, or a member of the work group requests a secret ballot. * The election process is flexible and will depend on what works best for us. * The election can be run by the PCBU, a worker or groups of workers, a worker representative like a union representative, or any combination of these people. The only restriction is that the election candidates cannot be involved. * The PCBU must provide any resources, facilities and assistance reasonably necessary for the election to be conducted.  This includes costs associated with the election (e.g. to provide candidate information and to work out the results). * The PCBU must also let workers know about the work groups being formed and how many HSRs are going to be elected. | | | | | | |
| **Post-election** | | | The PCBU must ensure that the names and contact details of HSRs for each work group are made available to workers. This must be done in a way that is easy for workers to access (e.g. using posters or intranet pages in languages reflecting our workers). | | | | | | |
| **Term of office** | | | * An HSR's term of office is for a maximum of three years, or for less time if agreed between the PCBU and members of the HSR’s work group. * HSRs can be re-elected multiple times. * An HSR ceases to hold office if they are not re-elected. | | | | | | |
| **PCBU/duty holder obligations** | | | HSWA requires businesses to support HSRs by:   * Facilitating elections. * Consulting with the HSR. * Giving feedback on any recommendations made by HSRs. * Providing information (not personal information unless consent is given). * Providing time and resources for the HSR role. * Providing paid leave to attend training, and pay training fees and costs of attending training. | | | | | | |
| [**Provisional improvement notice**](https://www.worksafe.govt.nz/managing-health-and-safety/health-and-safety-representatives/provisional-improvement-notices/) **(PIN)** | | | * Is a written notice issued by a HSR to a person or a PCBU asking them to address a health and safety concern in the workplace. * A PIN can only be issued by an HSR who has completed initial or additional HSR health and safety training specified in the [Regulations for Worker Engagement, Participation and Representation (external link)](http://www.legislation.govt.nz/regulation/public/2016/0016/latest/DLM6314002.html). * HSRs can issue a PIN to a person or PCBU if they reasonably believe they are breaking the law, or are likely to break the law, a provision of HSWA, or the Regulations. * The PIN identifies the health and safety issue and can include recommendations to resolve it (for example, by fixing or preventing a problem) by a certain date. The HSR must consult with the person or PCBU first before issuing a PIN. * A [PIN template](https://www.worksafe.govt.nz/managing-health-and-safety/health-and-safety-representatives/provisional-improvement-notices/) is available on the WorkSafe website. | | | | | | |
| **PIN review** | | | The person or PCBU who receives the PIN can, within seven days, ask WorkSafe to review the PIN by completing a ‘[Request to review a PIN’](https://www.worksafe.govt.nz/managing-health-and-safety/health-and-safety-representatives/provisional-improvement-notices/) form. | | | | | | |
| **Function of the HSR** | | | * Representing workers on health and safety matters. * Making recommendations on health and safety. * Investigating complaints and risks to worker health and safety. * Monitoring health and safety measures taken by the PCBU. * Giving feedback to the PCBU about how it is meeting its duties. | | | | | | |
| **Power of the HSR** | | | * Requesting relevant information from the PCBU. * Entering and inspecting a workplace. * Attending interviews. | | | | | | |
| Work-related health risks and health-related safety risks To be included in our hazard identification and management | | | | | | | | | |
| **Effects of work on health** | | | | | | | | | |
| ***ergonomic risks*** | ***chemical risks*** | | | | ***biological risks*** | | ***psychosocial risks*** | | ***physical risks*** |
| manual handling | asbestos | | | | viruses | | bullying | | noise |
| shift work | exposure to chemicals used to manufacture illicit substances | | | | bacteria | | lack of autonomy | | poor light |
| work design | cleaning and disinfection products | | | | fungi | | excessive workload | | sun exposure |
|  | tobacco/vape smoke | | | | unhygienic work environment | | violence | | violence |
|  |  | | | |  | | racism | |  |
| **Effects of health on work** | | | | | | | | | |
| ***impairment risks*** | | ***incapacity risks*** | | | | ***mobility risks*** | | ***sensory risks*** | |
| fatigue | | poorly controlled diabetes | | | | physical frailty | | colour vision deficiency | |
| stress | | poorly controlled blood pressure | | | | severe obesity | | reduced visual acuity | |
| substance use | | poorly controlled asthma | | | | bone/joint condition | | reduced hearing capability | |
| **WorkSafe: ‘If you can't afford decent protection methods for a particular work activity, you shouldn't be doing that activity in the first place.’** | | | | | | | | | |
| Health and social services risk and safety issues | | | | | | | | | |
| People working in the health and social services sector are exposed to many health and safety hazards and risks on a daily basis.  They have the same right to a healthy and safe work environment as the people using their services. | | | | | | | | | |
| **Scope**  [Reasonably practicable](https://worksafe.govt.nz/dmsdocument/848-reasonably-practicable) | | | | We have a responsibility to ensure, as far as is reasonably practicable, the health and safety of workers and any others who could be who could be put at risk by the work of our business/service, such as customers, visitors, children and young people, or the general public. | | | | | |
| **Managing the risk** | | | | * First, we must always **eliminate** the risk where we are reasonably able to. * Where we are not reasonably able to, then we need to consider what we can do to **minimise** the risk. * We need to select the most effective control measures that are proportionate to the risk, and appropriate to the work situation. | | | | | |
| Common risks in health and social services | | | | | | | | | |
| **Infections** | | | | Refer to our ‘Infection prevention and Antimicrobial Stewardship’ policy/procedure | | | | | |
| **Trip, slip or fall injuries** | | | | The cause of such injuries can be :   |  |  |  |  | | --- | --- | --- | --- | | poor lighting | liquid spills | uneven floor surfaces | cluttered work areas | | inappropriate foot wear | confined work areas | high storage places | unsafe steps | | | | | | |

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| **Prevention** | We educate workers about the importance of identifying and reporting hazards, and involve them in identifying issues and solutions. |
| Look for slip and trip hazards as part of regular workplace inspections. |
| Ensure floor or ground surfaces in work areas, car parks and entrances are clean, well lit, clear of obstacles, and in good condition. |
| Practice good housekeeping - keep rooms tidy and remove unnecessary items and clutter (for example, by providing sufficient storage and ensuring things are put away). |
| Ensure floors throughout work areas are level. |
| Ensure all steps and stairs have appropriate handrails. |
| Educate on how to safely carry objects (for example, no unstable or unbalanced loads), particularly on stairs. |
| Provide height access equipment (for example, mobile steps with handrails) for reaching objects or performing work above shoulder height. |
| **Muscle, ligament, back and soft tissues injuries, abdominal hernias, chronic pain.** | Incorrectly lifting and moving people and objects can cause such injuries resulting in:   * Repetitive strain injury (RSI) * Occupational overuse syndrome (OOS) * Cumulative trauma disorder (CTD) * Work-related musculoskeletal disorder (WRMSD). |
| **Prevention** | * Eliminate manually lifting of tangata whai ora/tangata whaikaha, heavy equipment, and objects. * Provide appropriate mechanical lifting aids and equipment, and ensure they are used properly and maintained in accordance with manufacturer specifications. * Train workers on safe handling/lifting methods. * Document processes on lifting and equipment, including the numbers of workers participating in the activity. |
| **Violence at work** See [violence at work](https://worksafe.govt.nz/topic-and-industry/work-related-health/violence-at-work/) for more information. | Violence or threats of violence can come from:   * Co-workers * Visitors * Intruders * Tāngata whai ora/tāngata whaikaha |
| **Types of violence** | For example attempted or:   |  |  |  |  | | --- | --- | --- | --- | | actual physical assault | verbal abuse | intimidation | threatening behaviour | |
| **Prevention** | Workplace layout (for example, a workplace layout must, so far as is reasonably practicable, allow people to enter, exit and move about without risks to health and safety – both under normal working conditions and in an emergency). |
| Workplace policies and procedures (for example, how to respond to distressed or hostile people including what unacceptable behaviour is and what to do about it).  Refer also to ‘Maintaining a restraint free environment’ and to ‘Ka kitea ngā whakawhitiwhitinga whai hua – Effective communication occurs’(Ō Tātou Motika). |
| Access back up through the on-call person. |
| All workers know where the first aid kit is and what to do in an emergency. Each shift will include a first aider. Refer also to ‘Emergency and Security Management’. |

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| **Prevention** *cont.* | Training, (We provide our workers with the training/supervision they need to work safely, such as procedures for working and interacting safely). |
| * Panic buttons/duress alarms to seek help and alert other workers to potential danger. * CCTV with display/warning signs. * Signs that set out clear expectations of the behaviour of co-workers/ tāngata whai ora/tāngata whaikaha/visitors (e.g. no bad language, no verbal abuse, no physical intimidation) and the consequences of such behaviour. |
| [**Work related stress**](https://www.worksafe.govt.nz/topic-and-industry/work-related-health/mental-health/work-related-stress/) | We are aware about the impact of work-related stress. We know the difference between challenge and stress. While challenge at work can have positive effects on people, work-related stress is a work-related health issue that can pose risks to psychological and physical health. |
| **Causes of stress** | |  |  |  |  |  | | --- | --- | --- | --- | --- | | long working  hours | racism | heavy workload | work that does not match the skills of the worker | vague work expectations | | conflict with others at the workplace | | unclear instructions | no feed-back about work performance | demand and control leadership | |
| **Prevention** | We set achievable expectations with our workers in relation to agreed hours of work. |
| We match worker’s skills and abilities to job demands. |
| We support workers to have a level of control over their pace of work. |
| We engage with our workers to share ideas and perspectives on ways to address situations. |
| We make sure workers know how to make suggestions, raise questions or concerns. |
| We ensure managers and supervisors have the capability and knowledge to identify, understand and support workers who may be feeling stressed. |
| We have agreed policies and procedures to prevent or resolve unacceptable behaviour. |
| We engage and consult with workers before implementing change processes, and ensure they genuinely have the ability to influence the decisions we make. |
| We provide workers with access to independent counselling services. |
| We train new workers on what the risks are and how to keep healthy and safe. |
| **Posture and ergonomic injuries** | Administrative workers can spend a lot of their work day seated at a desk, using a computer or taking phone calls. As a result they are prone to strains and other injuries related to posture and repetitive movement.  Poor ergonomics can contribute to people getting harmed. Examples: Incorrect chair height, inadequate equipment, spacing or incorrect desk or monitor height. |
| **Prevention** | We provide adjustable furniture and equipment – one size does not fit all when it comes to chairs and work surfaces. |
| We educate workers about their head position; try to keep the weight of the head directly above its base of support (neck). |
| We encourage workers not to slouch when sitting at a desk. People should use the lumbar support of their chair and avoid sitting in a way that places body weight more on one side than the other. |

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| **Prevention *cont*.** | We encourage workers move their chairs as close to their work as possible to avoid leaning and reaching. Monitors are placed directly in front of workers, with the top of the monitor no higher than eye level. Keyboards should be directly in front of the monitor so people don’t have to frequently turn their head and neck. | | |
| We make sure workers’ arms are supported. If arms are not supported, the muscles of people’s neck and shoulders are likely to be fatigued by the end of the day. | | |
| If possible, we provide people with a hands free phone. | | |
| We ensure monitors are not too close to avoid eye strain close. It should be at least an arm’s length away. | | |
| We take steps to control screen glare, and make sure that the monitor is not placed in front of a window or a bright background. | | |
| We encourage workers to take breaks and move around where possible. | | |
| **Bullying** [Advice for businesses](https://worksafe.govt.nz/topic-and-industry/bullying/bullying-at-work-advice-for-small-businesses/)  [Reporting and assessment templates](https://worksafe.govt.nz/topic-and-industry/bullying/bullying-reporting-and-assessment-forms/) | * Bullying is defined as unreasonable and repeated behaviour towards a person or group that can lead to physical or psychological harm. * Repeated behaviour is persistent and can include a range of actions. * Unreasonable behaviour covers actions which a reasonable person wouldn’t do in similar circumstances, including victimising, humiliating, intimidating or threatening a person. * A single incident isn’t considered bullying but can escalate if ignored. * Managing performance in line with business policies and processes is not bullying. * Our organisation does not tolerate any form of bullying. | | |
| Minimising and responding to bullying  [Bullying prevention toolbox](https://worksafe.govt.nz/topic-and-industry/bullying/) | We:   * Establish respect for the broad range of human values and character strengths required for our organisation to survive. * Actively look for ways to create a positive workplace that workers experience as pleasant, fair, rewarding and positively challenging. * Monitor the effectiveness of our core values and principles as they prevent bullying behaviours. * Encourage positive leadership styles and investing in our managers/leaders to achieve this. * Train workers in leadership roles to receive bullying reports and give support and advice. * Direct attention towards behaviour rather than people, and aiming to promote harmonious relationships across our organisation. * Provide workers who have been bullied with a range of options to resolve the issue. * Promote low-key solutions before formal actions are appropriate. * Aim to repair the working relationship and promote positive work values. * Openly discuss bullying, in both formal and informal settings, and provide information and training about it. * Identify factors that contribute to bullying, and put effective control measures in place. * Ensure our processes and systems are fit for purpose and regularly reviewed. * Have two-yearly worker surveys on our work culture. | | |
| **Worker’s responsibilities**  [Advice for workers](https://worksafe.govt.nz/topic-and-industry/bullying/bullying-at-work-advice-for-workers/) | Workers agree to:   * Tell their managers if they experience or see any bullying behaviours – if the manager is the person behaving in a bullying manner then advise Click here to enter text. * Try low-key solutions (e.g. talking to the person initially (if safe to do so). * Follow the company’s informal or formal processes when making a complaint (use the organisations human resource complaint process). * Keep an eye out for other people, providing support when seeing a person being isolated or experiencing reprisals. * Accept that perceptions of bullying may need to be negotiated. | | |
| **Manager’s responsibilities** | * Ensure workers have clarity on what their roles entail. * Intervene early to call out and deal with any unreasonable behaviour before it escalates. * Record and investigate complaints fairly and in line with the organisation’s policies and processes. * Look for informal solutions before escalating an issue to higher levels (e.g. mediation or investigation) where appropriate. | | |
| **Organisation’s**  **responsibilities** | * Treat all matters seriously and investigate promptly and impartially. * Ensure neither the person who complained nor the alleged bully are victimised. * Support all parties involved. * Find appropriate remedies and consequences for confirmed bullying as well as false reports. * Communicate the process and its outcome. * Use the principles of natural justice. * Ensure confidentiality. * Keep thorough documentation. * Have specialist external advisors available to help. | | |
| **Bullying resources** | [Examples of bullying behaviour](https://worksafe.govt.nz/topic-and-industry/bullying/what-to-do-if-being-bullied/) | [WorkSafe role in regards to bullying](https://worksafe.govt.nz/topic-and-industry/bullying/dealing-with-a-bullying-concern-our-role/) | [WorkSafe bullying website](https://worksafe.govt.nz/topic-and-industry/bullying/) |
| [**Fatigue**](https://www.worksafe.govt.nz/topic-and-industry/fatigue/) | Fatigue is an acute and/or ongoing physiological state of tiredness that leads to mental or physical exhaustion. It can impair work performance, and endanger both the worker and the people they work with and work for. | | |
| **Prevention**  [fatigue posters](https://www.worksafe.govt.nz/topic-and-industry/fatigue/posters/) | We:   * Provide workers with regular, quality rest breaks and adequate facilities for rest breaks. * Ensure that the work schedule is reasonable for workers. This might mean limiting overtime, limiting the number of night shifts, providing minimum number of days off and/or limiting shift swaps. * Allocate resources and funds to cover unexpected absences. This allows workers to take time off if needed to manage stress or fatigue. | | |
| **Lone workers** | * Working alone is when work is done in a location where the worker can’t physically see or talk to other workers. * We assess the risks of working alone and minimise or eliminate it on a case-by case basis. | | |
| **Safety measures** | * The lone worker doing a home visit will complete the ‘home visit assessment and plan’ and make themselves familiar with the ‘Home visit safety guidelines’. | | |
| * The lone worker doing a home visit will ensure that the workplace knows the person and address visited and an estimated return to the office. | | |
| * The lone worker will take a phone that has a full battery. | | |
| **Lone worker**  **Safety measures *cont.*** | * The lone worker has a current first aid certificate. | | |
| * We have an on-call roster 24/7 the worker can contact. | | |
| * A list of emergency contact is placed at the office and/or quick dials on the person’s work phone. | | |
| * Extra workers will be rostered or two workers doing home visits if such a need has been identified. The request and need of the worker will be considered. | | |
| * We provide lone workers with a safe worker pendant/lone worker alarm. | | |
| * Lone workers will have training in crisis intervention, trauma informed care, effective communication and de-escalation methods. | | |
| * We work with the lone worker on how to manage any medical condition they have. | | |
| * Lone workers have the same opportunity for training and work force development like other workers. | | |
| * Permanent lone workers will need to attend the compulsory trainings required | | |
| * We invite lone workers for social and work related events. | | |
| * Lone workers have access to information they need to safely and effectively carry out work. | | |
| * We make sure that there are regular opportunities to keep in touch and to bring the person together with the rest of the team (even if this is by email, telephone conferences, video conferences etc.). | | |
| * If the lone worker is not fluent in English, we have arrangements in place to ensure clear communications in an emergency. For example the on-call manager will access the emergency services. | | |
| Health and wellbeing | | | |
| **Purpose** | We want our workplace to have a positive and healthy culture.  To achieve that our workplace policies, practices and environments are designed with workers wellbeing in mind. | | |
| **Scope** | This policy/procedure applies to all workers at our workplace, and to some extent, anyone who comes into our workplace. | | |
| Mental wellbeing | | | |
| * Our workplace has a role in promoting, protecting and supporting workers’ mental wellbeing. * We recognise the experience of mental distress is common and that anyone can be affected at any stage of their lives. * We are committed to supporting workers experiencing mental distress. * If a worker experiences distress, we will do as much as we can to help them to stay at work and/or support their return to work when they are ready. * Any health conditions or disabilities will be treated in confidence. We will never share any information about the worker unless they have agreed to it, and only to ensure their wellbeing and safety and that of those around them. | | | |

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| **We promote mental wellbeing** | * Encourage a culture of openness – workers can speak up about any concerns at any time and know they will be heard. * Make sure workers feel supported to seek help for any issues or distress, including using our conflict resolution processes using a relational approach or houhou te rongo. Refer also to our health and safety [values and principles](#_Core_health_and). * Make sure workers understand what is expected of them at work: work tasks and acceptable behaviour. * Check in with workers at agreed times to ensure their workload is manageable, and to discuss any issues. * Offer flexible work practices wherever possible and/or legally required. * Support opportunities for professional skills development and growth. * Employ and promote workers based on their abilities, rather than any perceived disabilities. * Not tolerate bullying, racism, harassment, or discriminatory behaviour. |
| **Workers promoting their mental wellbeing** | We expect workers to:   * Treat everyone with respect and civility. * Speak up if they need help or support. * Speak up about any bullying, harassment, racism, or discriminatory behaviour they notice happening in their workplace. * Take steps to stay mentally healthy at work (e.g. taking rest breaks, speaking up if stressed). * Support workmates to speak up if they need help for anything affecting their mental health. * Access support if needed:   + Employment Assistance Program   + Counselling   + Mental Health Foundation   + [access mental health and wellbeing apps](https://www.healthnavigator.org.nz/apps/m/mental-health-and-wellbeing-apps/) * Ask about options (e.g. flexible working arrangements, special leave) if they feel they need time away from work to manage their mental health. |
| **Positive actions** | To maintain a mentally healthy workplace we:   * Consult with workers about what workplace wellbeing means to them, and what initiatives they might like. * Provide contact details for support services workers can access easily and discreetly. * Encourage workers to take breaks, rest, and connect with others. * Regularly support mental health and wellbeing initiatives, such as Mental Health Awareness Week. * Encourage workers to get outside during breaks, which is good for their physical and mental wellbeing. |

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| Overview of types of control measures | | | | | |
| **Action** | | | **Hierarchy of controls** | **What is this?** | **Example** |
| Eliminating | | | Most effective  Least effective | Removing the sources of harm. | Removing a trip risk.  Getting faulty equipment repaired. |
| Minimise | Substituting | | Substituting wholly or partly the hazard giving rise to the risk with something that is a lesser risk. | Using natural" pesticides such as pyrethrins for fly control. |
| Isolating/preventing contact | | Isolating the hazard giving rise to the risk to prevent any person coming into contact with it (e.g. by separating people from the hazard/preventing people being exposed to it). | Keeping cleaning products safely locked up. |
| Using engineering control measures | | Using physical control measures including mechanical devices or processes. | Ergonomically sound work stations. |
| Using administrative control measures | | Using safe methods of work, processes or procedures designed to minimise risk. | Having emergency plans and evacuation procedures in place. |
| Using personal protective equipment | | Using safety equipment to protect against harm. PPE acts by reducing exposure to, or contact with, the hazard. | As documented in the ‘infection prevention and antimicrobial stewardship’ policy/procedure |
| Workplace risk records – Hazard register | | | | | |
| **Record keeping** | | * We ensure each building and each service maintains a hazard register. * The routine review of the register will not exceed three month. * Workers need to record hazards they identified at their workplace and process the record to Click here to enter text. * The hazard register is discussed at workers’, HSC and management meetings. * The hazard register is displayed in workers’ areas and at the visitor book. * Contractors will need to be informed of the hazards in the areas they work. | | | |

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| Contract management | |
| **We can’t contract out of our health and safety duties, or push risk onto others in a contracting chain.** | |
| **Contracting** | Contracting is when a **PCBU** (the contracting PCBU) hires someone else (**the contractor – also a PCBU**) to carry out temporary work under contract. |
| **Overlapping duties** | PCBUs that work together will often share health and safety duties in relation to the same matter. These are called overlapping duties. PCBUs have a duty to **consult**, **cooperate** with and **coordinate** activities with all other PCBUs they share overlapping duties with, so far as is reasonably practicable.  Overlapping duties include shared work spaces. |
| **PCBU obligation** | * We consult, cooperate with and coordinate activities with all other PCBUs we share overlapping duties with, so far as is reasonably practicable. * We   + Choose competent contractors   + Exchange information   + Plan and monitor carefully   + Do post-contract reviews * We have agreements with other PCBUs for example: plumber, electrician, builder, IT provider, to make sure that everyone’s health and safety duties are met by:   + Using the approved suppliers   + Contractors having to complete the contractor permit   + Identifying responsibilities for health and safety for each situation we share overlapping duties with. |
| Property management | |
| **Landlord**  **Property manager**  **Property owner** | Under HSWA, a commercial property owner/landlord is a Person Conducting a Business or Undertaking (PCBU). |
| **Obligations** | * Ensure the health and safety of everyone involved with or affected by work on or at our property. This includes work that we organise or are responsible for. * Those that could be affected include   + Tenants   + Contractors engaged by our organisation   + Members of the public visiting the property * Engage competent contractors to do any work on the property. * We must ensure any gas appliance or installation used in connection with our rental premises is safe and must not allow any person to use an unsafe gas appliance or installation. * We have a duty as landlords to ensure electrical installations are safe. |

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| Accident/incident management | |
| **Purpose** | The processes described directs us on how to manage work-related accidents/incidents. |
| **Scope** | Whether the accident/incident happens to a permanent worker, agency worker, contractor, visitor or tangata whai ora/tangata whaikaha, the accident/incident must be documented.  A notifiable accident/incident, illness, injury or death must arise out of the conduct of our business or undertaking. It could be due to the condition of the work site, the way the work activity is organised, or the way equipment or substances are used.  Notifiable events may occur inside or outside the actual work site. |
| **Policy** | * Accidents that pose a risk to people or property, or require medical attention and/or a police investigation, have be reported to WorkSafe and ACC. * We keep records of every workplace accident/incident that occurs, regardless of how serious. * We must maintain records for all work-related accidents/incidents and take reasonable steps to resolve the cause. |
| **Equity** | * When collating and analysing accidents/incidents we identify if Māori have a higher rate. * We review and investigate the higher accident/incident rate of Māori in order to improve their workplace safety. * We engage Māori to discuss and decide improvement of our processes to redress the situation. |
| **Legislation** | Health and Safety at Work Act 2015  Accident Compensation Act 2001 |
| **Resources** | * [ACC: What to do if an employee is injured](https://www.acc.co.nz/for-business/supporting-your-injured-employee-to-recover-at-work/what-to-do-when-an-employee-is-injured/) * [Community Toolkit](https://communitytoolkit.org.nz/health-and-safety/accd6061cce1130ca0480355667efcb0b5daae39e05023e23d571c20fcbf3f524eaefd6061cce1130ca0480355667efcb0b5daae39e05023e23d571c20fcbf3f524eabbd6061cce1130ca0480355667efcb0b5daae39e05023e23d571c20fcbf3f5/) * [Employment NZ: health and safety at work](https://www.employment.govt.nz/workplace-policies/health-and-safety-at-work/) |
| **Records** | * We store accident/incident records in a secure location that is accessible to PCBU’s at all times. * We get worker input into how the register should work. * We make sure all workers know where the register is kept and how to fill it in. |
| **Record requirements** | To ensure the accident report meets legislative requirements, it needs to include:   * The workers/person’s name and date of birth. * Position in the organisation or name of contractor company. * Extent of the injuries or illness. * Date and time of the accident/incident. * Brief description of what happened. * Where the accident occurred. * What caused the accident/incident. * What happened after the accident/incident. |
| **Definitions** | |
| **Accident** | An accident is an event that has unintentionally happened, that results in damage, injury or harm. |
| **Incident** | An incident is an event that has unintentionally happened, but this may not result in damage, harm or injury (near miss). |
| **Notifiable event:** We notify WorkSafe of any serious injury, illness, or incident that happens to a person or people carrying out work, or as a result of work that our organisation is responsible for.  [Notify WorkSafe](https://services.worksafe.govt.nz/notifications/triage/) will guide us through a series of questions to help us providing all the information WorkSafe needs. | |

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| [Accident/incident events that need to be notified](https://www.worksafe.govt.nz/notifications/what-events-need-to-be-notified/#lf-doc-39637): | |
| **Death** | If there has been a death, call WorkSafe immediately **0800 030 040.** |
| **Injury** | Notify WorkSafe if someone has been seriously injured as result of work. |
| **Illness** | Notify WorkSafe if someone has become seriously ill as a result of work. |
| Free Hospital Cliparts, Download Free Hospital Cliparts png images, Free  ClipArts on Clipart Library | * All injuries or illnesses that require (or would usually require) a person to be **admitted to hospital for immediate treatment** are notifiable. * Refer to the [WorkSafe website](https://www.worksafe.govt.nz/notifications/what-events-need-to-be-notified/#lf-doc-39637) for further details on reportable events. |
| **Incident** | Notify WorkSafe if someone has a serious or immediate risk to their health and safety because of an unplanned or uncontrolled work incident. |
| Notifiable accidents/incidents processes | |
| **Step 1** | We take all reasonable steps to ensure the site of a notifiable event is not disturbed until authorised by an Inspector (i.e. an Inspector gives permission for normal work to resume at the site of a notifiable event). |
| **Step 2** | * We must ensure WorkSafe is notified as soon as possible after we become aware of a notifiable event arising from the conduct of our business or undertaking. This notification must be done even if emergency services attend. * WorkSafe must be notified by the fastest means possible given the circumstances. * The person giving the notification must provide details about the notifiable event as requested by WorkSafe. * For phone notifications, WorkSafe will send an acknowledgement that the notification has been received. * If someone has been killed as a result of work, notify WorkSafe immediately by phone: 0800 030 040 (24/7). * In the case of emergency, phone 111. * For all other notifications use WorkSafe [online notifications system (external link)](https://services.worksafe.govt.nz/notifications/triage/). |
| **Step 3** | We keep records of notifiable events for at least five years from the date WorkSafe was notified about the event. |
| **Step 4** | We investigate what happened. |
| **Step 5** | We work out what can be changed to prevent it happening again. |
| **Step 6** | We implement the changes. |
| **Additional processes for all work and workplace related accidents/incidents** | * We discuss the accident/incident with the worker(s) involved in the accident/incident. * If possible we ask them about the injury or near miss and confirm how it happened. * We collaborate with the HSR/HSC during the accident/incident investigation. * We complete the accident/incident report/investigation template. * We ensure the worker gets treatment as soon as possible if needed (if they haven’t already). * We make sure the worker makes a claim for the accident/incident through their treatment provider. * Discuss how we and ACC might be able to help them (e.g., transport costs or paying income) while they're off work. * We work with [ACC to facilitate the worker’s recovery and return to work](https://www.acc.co.nz/im-injured/getting-back-to-work/). |