

## Introduction

Within this Health, Safety and Wellbeing report:

- Employee Counselling service (OCP).
- Event data (injury, incident)
- Safety due diligence
- Critical risks

## TCC Counselling Service (OCP)

- Uptake of OCP services is above national average
- Community Services, council's largest division, leads the usage of OCP services
- Personal issues significantly outweigh work issues
- Workload remains the top work issue

## OCP Annual Report: 1 Sep 23 - 31 Aug 24

Anonymised data gathered from TCC's counselling and advisory services.

**Service Uptake: 14.67%**  
(based on 1200 employees)

**National Average: 8-10%**

Top three divisions utilising counselling services.

	Community Services	Infrastructure	Strategy & Growth
People	62	33	28
%	35%	19%	16%

Top four categories across work and personal issues.

Work Issues	Visits	TCC %	Personal Issues	Visits	TCC %
Workload	18	22%	Anxiety	65	23%
Relationship with Co-worker	13	16%	Relationship Issues	59	21%
Career	11	13%	Grief	32	11%
Relationship with Manager	10	12%	Family / Children	23	8%

Across total of 83 visits for work issues

Across total of 279 visits for personal issues



Tauranga City

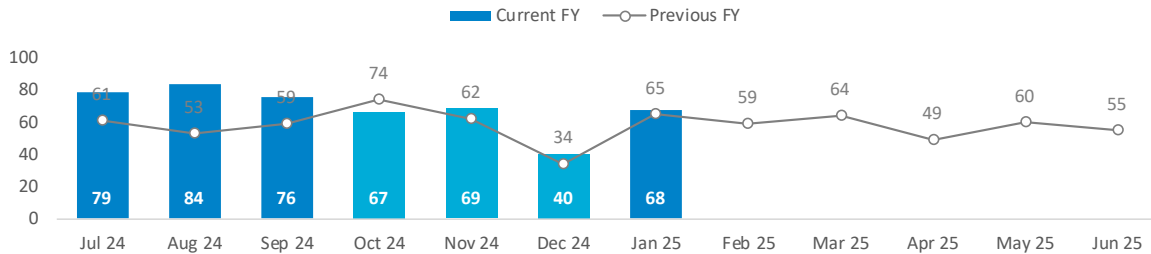
# Health, Safety & Wellbeing

Q2 October - December



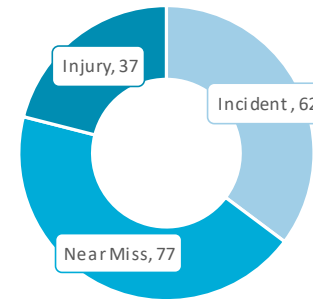
Safe + well every day

## ALL EVENTS BY MONTH

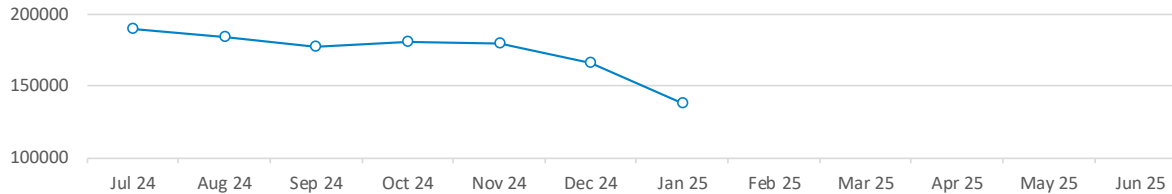


## Q2 EVENT DATA (OCT - DEC)

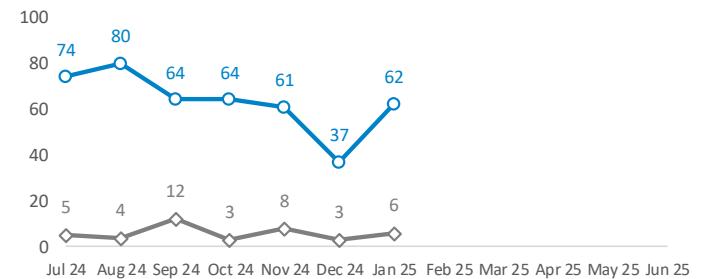
### EVENT TYPE - Q2



## HOURS WORKED BY MONTH



### EVENTS BY PERSON TYPE



## TOP EVENT CATEGORIES - Q2

CATEGORY	Q2	Q1	TRENDING
Assault (verbal/ physical) or antisocial behaviour	58	80	▼
Security/ trespass/ criminal activity/ terrorism/ damage...	21	18	▲
Hit into stationary object	11	11	—
Hit by moving object	10	13	▼
Power tools/ hand tools/ equipment	10	14	▼

▲ Trending Up ▼ Trending Down — No Change



WORKER



THIRD PARTY



176

TOTAL EVENTS IN Q2



63↓

LESS THAN Q1



37

INJURY EVENTS



0

NOTIFIABLE EVENTS



7

DUE DILIGENCE



Tauranga City

# Health, Safety & Wellbeing

Q2 October - December



Safe + well every day

## Why is safety due diligence important?

Tauranga City Council (TCC) is a large organisation with widespread operations that impact not only staff, but also our community and the diverse group of people within it. TCC's Officers, including Elected Members, have an ability to influence the outcomes of the organisation and the Health, Safety and Wellbeing of these people.

The Health and Safety at Work Act 2015 sets out six areas of due diligence that an officer must meet. While an officer doesn't have to be an expert in health and safety, they must seek enough information and evidence to give assurance that the organisation is meeting its duties to keep people healthy & safe, every day. This includes understanding the work of the organisation, ensuring the organisation has appropriate systems of work and staying informed about relevant health and safety issues.

## Safety due diligence site-visit

Chief Executive, Marty Grenfell, and Councillors visited various operational sites over the October to December quarter. These due diligence visits provided them with valuable opportunities to observe operations firsthand and engage directly with the workers. Enabling practical insights into day-to-day activities and further understanding of the risks our workers are exposed to. The visits over this quarter included:

- 10 October to Waiari Water Treatment Plant
- 17 October to Chapel Street Water Treatment Plant
- 25 October to City Operations site
- 22 November to TTOC and the Contact Centre

### KNOW



#### Keep up to date on HSW matters:

- Familiarise yourself with the Institute of Directors Good Governance Guidelines.
- Familiarise yourself with the information available at the Business Leaders Health and Safety Forum.
- Subscribe to the weekly Safeguard Updates.

UNDERSTAND

RESOURCE

MONITOR

COMPLY

VALIDATE



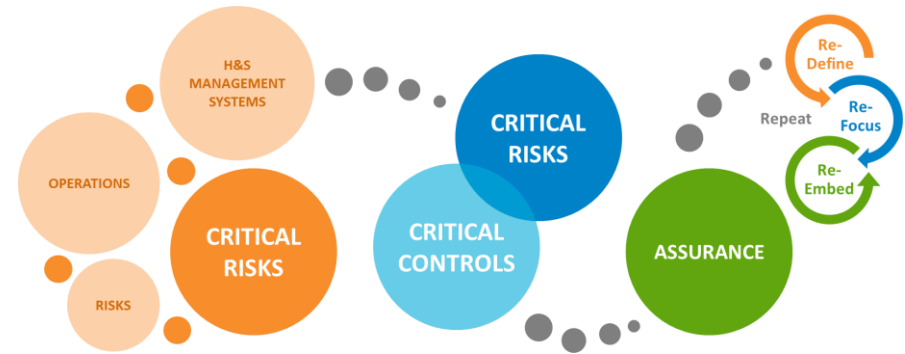
## Critical risk

Not all risks are equal in terms of the potential for causing significant injury, illness, or loss of life. Focusing on risks that could cause the greatest harm, even if they are less likely to occur, provides a safer work environment for everyone.

A critical risk is any risk that can or has the potential to seriously injure or cause a loss of life in the workplace.

TCC has adopted the following to critical risk management.

- Defining – identification of critical risks at TCC and assessment of the critical risk
- Focusing - development of controls by each business unit with worker participation and where appropriate expert input
- Embedding critical risk controls and effectiveness will be monitored, reviewed, and reported on to enable visibility.



## Defining critical risks

TCC’s Risk Management Standard guides how we identify and manage critical risks. As an organisation, TCC has identified 13 critical risks, each with a list of controls for consideration in risk mitigation.

Each business unit agrees on the critical risks that exist within their area and the controls needed to mitigate these risks. Not all critical risks will be present in all business units, and some units may face critical risks that are not on the TCC critical risk list below.

CRITICAL RISKS FOR EVERYONE

- ASSAULT & VIOLENCE AT WORK
- DRIVING FOR WORK
- FIRE
- MENTAL ILLNESS

CRITICAL RISKS FOR SPECIFIC ROLES

- ASBESTOS EXPOSURE
- CONFINED SPACE
- FALL FROM HEIGHT
- INADEQUATE CONTRACT MANAGEMENT
- INTERACTION BETWEEN PEOPLE & MOBILE POWERED EQUIPMENT
- PATHOGENS
- STRUCTURE FAILURE
- SUBSTANCES HAZARDOUS TO HEALTH
- WORKING NEAR WATER