

# HEALTH AND SAFETY TOOLKITS

## HOUSING NEW ZEALAND

Housing New Zealand (HNZ) has invested significant effort into developing tools for its people to make health and safety (H&S) easier, more effective and more accessible.

This case study focuses on one of the tools that have been developed for their H&S representatives.

### The challenge

H&S can, at times, seem overwhelming when considering what, how and when action is required to keep everyone healthy and safe at work. This is made more challenging by the variety in responsibilities between different individuals in the organisation.

HNZ identified three groups with particularly important roles with regard to H&S. They organisation created specific resources to make their roles in health and safety leadership easier.

These groups were: H&S representatives, people leaders and officers under the *Health and Safety at Work Act 2015* (HSWA).

The resources consist of:

- H&S Representatives' Toolkit
- People Leader's Guide to H&S
- Due Diligence Toolkit for Officers

## The solution – H&S representatives



*Housing New Zealand's range of resources for its people*

The Due Diligence Toolkit has been provided to HNZ Officers and walks them through the duties of an Officer as defined by the HSWA. HNZ produced a suite of questions that an Officer can ask themselves to check that they are receiving enough information in which to make well informed decisions and ask appropriate questions.

The People Leader's Guide (which has been given to all HNZ employees as they may lead people or processes) gives examples of scenarios in which health and safety decisions need to be made such as: lockdown procedures, incident reporting and investigation, engaging with teams, duress or emergency procedures and health and wellness information.

The third product is for H&S representatives, and describes the what, when and how to undertake their roles. As it can be overwhelming and potentially confusing at times, the toolkit provides an easy-to-follow and easy-to-

understand systematic set of activities for H&S representatives, while also functioning as a tool to enhance their capability. The Toolkit includes key information for H&S representatives, explaining simply:

- > What H&S representatives should know
- > What H&S representatives should do
- > When H&S representatives should do particular activities

Examples of other content covered in this toolkit include:

- > What training requirements H&S representatives should have
- > How H&S committees work
- > PPE Matrix for staff
- > Basic information relating to H&S, e.g. risk management and worker engagement principals
- > Key activities that should be undertaken on the following schedule:
  - Daily
  - Weekly
  - Monthly
  - Quarterly
  - Six-monthly
  - Annual
  - Ad-hoc

This simplistic design enables H&S representatives to gain key information in an engaging way.

The unique innovation in this work is the simplistic H&S representative work programme that has been created as part of this toolkit. This work programme has five key features for each month:

- > Business as usual (BAU) tasks for the month.
- > Any specific tools to aid H&S representatives with completing BAU tasks for that month, e.g. inspection checklists.
- > Theme for the month, in line with HNZ's key areas of focus and relevant information to enhance H&S representative capability in these areas.
- > Notes section for H&S representatives to record any notes from the month or at committee meetings.

## > Calendar.

### September 2018

#### **BAU Tasks this month:**

- 6 Monthly Emergency Management Drills including Fire and Duress
  - Are all workers on site prepared for an emergency?
  - Do all worker on site know what to do?
  - Are all Grab and go bags ready?
- HSRC Meeting
  - Any new hazards?
  - Any unresolved hazards to escalate?
  - Any incidents and learning to share?
- Share HSS Monthly Theme

**Work with your manager, fire warden and first aiders on site and get the whole team involved!**

### September Theme: Emergency Management

A priority for HNZC is to prevent accidents and incidents from occurring. However, when things do go wrong, good emergency management can limit the damage that can happen.

#### **Handy Tools:**

- "Play it Right" guide
- HNZC National Incident wallet card
- Emergency management Flip chart
- Red Cross Hazards App (Quiz scenarios)
- AED app
- Civil defence Website (make a plan template)

#### **What does being prepared look like?**

- Give your manager your number and make sure you have their number in your phone.
- Add Housing New Zealand's Incident Management number for staff 0800 469 222 to your phone. This plays recorded messages about a major incident and our response.
- Make sure you have a grab and go bag under your desk (containing sturdy walking shoes, a raincoat, food and water).
- Go into HR hub and update your personal contact details.
- Make a personal emergency plan for getting home. If you don't have one, follow the link as these are extremely important.

SEP

*Section of September resources available to H&S representatives*

## The results

Since the introduction of the toolkits in May 2016, officers, workers and H&S representatives have been able to use these products to assist them with their H&S duties.

“The H&S rep tools kit is my one-stop-shop and makes inducting staff, answering questions and remembering what to do significantly easier. I also find the monthly themes valuable in having more targeted and productive conversations with managers.”

**Claire Vincent**  
H&S representative at Housing New Zealand

For example, new H&S representatives have been able to use this guide as a tool to assist them in their upskilling. Existing H&S representatives have been able to use this guide to assist them with undertaking duties as an H&S representative, providing a consistent list of activities for that month across HNZ.

During committee meetings, H&S representatives have been seen to bring along their toolkit to record meeting notes in the monthly note section and have commented on the useful information provided in the ‘theme/tip’ of the month sections.

## Keys to success

HNZ found the keys to successfully implementing a toolkit for staff were to:

- > involve workers in the process (and annual reviews) as early as possible
- > make the content relevant to what the workers want and will find useful
- > develop content in a way that is interesting, easy and desirable to engage with.

## What was needed to achieve this?

Producing the toolkits required a significant effort from HNZ’s H&S team and project team members, as well as designers. The project was kicked off in 2015 in preparation for the HSWA changing. Support and resources were approved

by the Executive Team, and since the products have been made available, multiple government and non-government organisations have requested copies.

HNZ's philosophy is to make New Zealand safer, not just HNZ. They believe people are likely to take their skills to other organisations and also make safer decisions personally at home, when they have the skills and knowledge to do so.

Housing NZ has offered to make the electronic content of the H&S resources detailed above available to any government department or agency, non Government or not for profit organisation. This can be adapted and utilised as a tool to enhance H&S in other organisations.

### **More information**

For more information relating to this case study and Housing New Zealand's resources, please contact Tarniya Comrie, National Health, Safety, & Security Manager at Housing New Zealand:

[Tarniya.Comrie@hnzc.co.nz](mailto:Tarniya.Comrie@hnzc.co.nz)