



Te Kawa Mataaho

Public Service Commission

30 April 2024

9(2)(a) privacy

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Official Information Request Our Ref: 2024-0074

I refer to your official information request received on 30 March 2024 where you have asked:

“Can I please request a copy of the following internal documents that were current as of your operational reporting year 2023.

- *Health, Safety and Wellbeing Strategy*
- *Health, Safety and Wellbeing Policy*
- *Annual Health, Safety and Wellbeing Performance Reporting to your board for 2023.*

Can the documents please be emailed to be in PDF format”.

Information being released

Please find enclosed and outlined in the below table, Te Kawa Mataaho Public Service Commission’s (the Commission) documents that fall within scope of your request. As the Commission does not have a Board, we have provided documents that are provided to the Commission’s Executive Leadership team. Some information has been deleted in the documents, where it is not within the scope of your request.

Item	Document Description	Decision
1	Te Kawa Mataaho Public Service Commission Health and Management System	Released in full
2	Health, Safety and Wellbeing Policy: Employee Wellbeing Benefits	Released in full
3	Organisational Performance and Assurance Quarter 1 (July- Sep)	Released in full
4	Organisational Performance and Assurance Quarter 2 (Oct - Dec)	Released in full
5	Organisational Performance and Assurance Quarter 3 (Jan- March)	Released in full
6	Organisational Performance and Assurance Quarter 4 (April - June)	Released in full

If you wish to discuss this decision with us, please feel free to contact Ministerial.Services@publicservice.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that we intend to publish this letter (with your personal details removed) and enclosed documents on the Te Kawa Mataaho Public Service Commission's website.

Yours sincerely



Nicky Dirks
Manager – Ministerial and Executive Services
Te Kawa Mataaho Public Service Commission



Our Health & Safety System



ACTIVE PARTICIPANTS (Health & Safety Volunteers and staff)	PROGRAMME LEAD (Health & Safety Lead / Senior Advisor)	LEADERSHIP (PCBU and Te Mana Arataki as Officers of the PCBU; HSWC)
<ul style="list-style-type: none"> Practice health and safety self-responsibility Report or raise issues or incidents Participate in education opportunities Promote and participate in health safety and wellbeing awareness such as Mental Health Awareness Week <p>HSRs also:</p> <ul style="list-style-type: none"> Follow up issues or concerns raised by workers Observe and inspect workplaces Monitor and advise on hazard management Engage in health and safety system development 	<ul style="list-style-type: none"> Provide best practice expertise. Resource/manage: <ul style="list-style-type: none"> - HSR volunteers - Floor Wardens - First Aiders - Education, training - H&S hazard risk register - Incident response - First Aid & civil defence supplies H&S performance reporting and recommendations Review and update operational and guideline documentation Work with overlapping PCBUs 	<p>PCBU/Officers of the PCBU:</p> <ul style="list-style-type: none"> Provide and ensure as far as is reasonably practical a safe and healthy work environment, safe systems, and adequate facilities for the welfare of staff carrying out work Approve system/strategic decisions Focus on critical risks Engage on overlapping PCBU responsibilities Champion wellbeing Share expertise and experience <p>HSW Committee:</p> <ul style="list-style-type: none"> Reviews risks, controls, and other indicators Makes recommendations to support the health safety and wellbeing functions and processes



Updated 7 March 2024

Health Safety and Wellbeing Policy: Employee Wellbeing Benefits

Te Kawa Mataaho Public Service Commission (the Commission) provides services and activities to support and enhance the wellbeing of our people.

Employee Assistance Programme (EAP)

Confidential health and wellbeing services are provided free to employees by clinicians and coaches to help with problems including workplace relations, stress, depression, grief, drug/alcohol problems, change management, and employee seminars. EAP services are provided by Vitae.

Contact [Vitae online](#) or for urgent or emergency requests call 0508 664 981.

Eligibility: Available to all permanent and fixed-term employees.

Flu Vaccination Programme

Annual flu vaccinations are available at our workplace every year between March and May (dependent on vaccine and nurse availability). These are administered onsite by a qualified nurse over a 2-3 day period and are at no cost to employees. If you are not available for the onsite flu vaccinations, and you are not eligible for a free flu vaccination from your GP, healthcare provider or pharmacy you can pay for this yourself and be reimbursed. Flu vaccination reimbursements are not counted as part of your annual wellbeing payment benefit.

Eligibility: Available to all permanent and fixed-term employees.

Mental Health Awareness Training

[Mental Health First Aid Training](#) is offered by St John as an in-person or online course and teaches you the skills and knowledge to recognise and respond to someone experiencing mental health concerns, as well as building your own mental health fitness in order to be able to assist others.

Eligibility: Available to People Leaders, Health and Safety Representatives and any other permanent and fixed-term employees who are interested in health, safety and wellbeing (with their manager's approval).

Ergonomic workstation assessments

Ergonomic workstation assessments for our RBNZ workplace are available to employees when a health or injury issue has been raised and an occupational health and safety workstation assessment has been identified as a pathway to health. An assessment is carried out by a qualified Occupational Health Physiotherapist and requires manager approval. Ergonomic assessments for working from home environments may be available in exceptional cases and must first be discussed with the Chief People Officer. Employees can also refer to the [Healthy Workstation Checklist](#) for tips on self-setting an ergonomic workstation setup.

Eligibility: Available to all permanent and fixed-term employees.



Southern Cross Health Insurance Scheme

The Commission as part of the Central Agencies group, is a member of the [Southern Cross work scheme](#) which entitles our employees to reduced insurance premiums from Southern Cross for themselves and immediate family. Employees will need to discuss their own insurance requirements with Southern Cross to determine what the reduced insurance premium figure is, dependent on the policy they choose. The Commission does not make any direct payments to Southern Cross on behalf of employees, employees pay their own insurance premiums.

To find out more information about the Southern Cross work scheme contact Lynnda Barry on (021) 625 615 or email lynnda.barry@southerncross.co.nz.

Eligibility: Available to all permanent and fixed-term employees.

Wellbeing Payment

The Commission offers a wellbeing payment to access health and hauora services.

Eligibility: All permanent and fixed term employees (over 12 months). Eligible people may claim up to a maximum of \$600 (including GST) annually, with the claim period being the financial year (1 July to 30 June). There is no stand-down period for new starters who are eligible and should a fixed term employee's agreement be extended beyond 12-months, they will also be eligible to make a wellbeing claim.

Health and hauora service categories that may be claimed under a wellbeing payment

• General practitioner, including annual health checks and nursing services	• Dietician or nutritionist
• Mental health support, including counselling, psychologist, psychiatrist, psychotherapists, and other therapists – EAP services are still available to employees if they choose to use their wellbeing payment for this purpose.	• Gym membership, personal trainer
• Optician services (eye check) and vision wear (e.g. glasses or contact lenses)	• Swimming pool passes
• Dentist, dental hygienist or orthodontist including cosmetic dentistry	• Physical fitness classes (e.g. yoga or pilates),
• Audiologist including hearing aids	• Individual membership for a sports group (e.g. tramping or harriers subscriptions, indoor football membership fees)
• Podiatrist	• Health related screening e.g. mammograms or skin checks
• Massage, mirimiri, and milimili	• Kaupapa Māori hauora provider services
• Physiotherapist, chiropractor, or osteopath	• Gender affirming healthcare services
• Acupuncturist	• Prescriptions or treatment service costs as prescribed by health care services and providers on the above list may also be claimed



Acceptable goods or items for claiming a wellbeing payment

- Eligible items related to setting up a working from home environment are:
 - Chair
 - Desk
 - IT equipment not part of standard issue e.g keyboard and mouse, monitor
 - Footstool
 - Monitor riser

Standard issue Commission IT equipment provided whilst an employee: Laptop, mobile phone, headset.

Claim processes

Flu Vaccination Claims

Claims for flu vaccination costs are processed as an expense claim. The Expense Claim Form template is now available in your excel application by clicking New, Shared or Custom.

1. Complete the form and attach a copy of the GST receipt (an EFTPOS receipt is not acceptable).
2. Scan both documents as single pdf and send this to invoices@cass.govt.nz with the email header: Expense claim (add your team cost centre).

The invoice is approved by your manager through the FinanceOne system.

Claims for flu vaccinations are not subject to tax.

Wellbeing Payment Claims

Claims for the wellbeing payment is processed through Āwhina.

1. Access the Āwhina portal tile from the front page of DORIS and go to 'Forms'
2. Select Wellbeing Claim and complete including attaching a pdf copy of your GST tax receipt and submit it for approval. Optometrists will usually provide an additional optician form to support your claim for glasses or visual aids.
3. A Wellbeing Claim can only be cancelled prior to being approved in the Āwhina system. Once it is approved if an employee wishes to change or cancel the request they need to contact the [People Team](#) to have the change actioned.

Claims for wellbeing payments are a personal benefit to employees and are subject to tax. The net value may vary based on your KiwiSaver contribution rate and your tax code. Refer to [Health Safety and Wellbeing Policy: Transition Guidance](#) for an explanation of how this is calculated in your pay.

Our Performance and Assurance

Quarter 1 ending September 2023



Te Kawa Mataaho
Public Service Commission

Health, Safety and Wellbeing

out of scope

Health, Safety & Wellbeing Committee

- The Health, Safety and Wellbeing Committee (HSWC) met on 20 May.
- The HSWC meeting draft minutes from [May 2023](#). The committee meeting scheduled during the quarter was replaced with risk workshops for identifying and managing our wellbeing risks.
- Discussion at the next meeting will focus on the work undertaken by a subgroup of the committee involved with considering the Commission's approach to identifying managing wellbeing and risks. This includes endorsement of the HSWC terms of reference (ToR).
- The refreshed health and safety risk register, integrating wellbeing, including the HSWC ToR will be provided to TMA for sign-off at the next OCP governance session in February 2024.
- Next meeting HSW committee meeting scheduled for **1 November 2023**

Health & Safety BAU Activity

- **Health and safety equipment.** RBNZ carried out routine testing on our emergency radios held on the building floors occupied by the Commission. No major issues were identified.
- **Health and safety evacuations.** A trial evacuation was conducted on 28 August. No major issues were identified.
- **Health and safety site inspections.** Health and safety representatives carried out site inspections of the building floors occupied by the Commission. No major issues were identified.
- **Health and safety incident notification forms.** A DORIS story announcing the release of workplace maintenance, health and safety and security notification forms will be released to our people in November. These forms have been redesigned to simplify reporting and streamline data gathering.

Health and Safety Q1 training and education

- **Health and safety inductions.** As of 29 September, we have **12** New Starters enrolled into HSW Induction.
- **Health and safety volunteers.** We have a total of **7** qualified Floor Wardens who cover level 3, 10 and 11.
- **Health and safety representatives training.** As of 29 September 2023, we have a total of **9** HSW Reps. **8** (90%) qualified in stage 1 New Reps Training - NZQA Unit Standard 29315. Over the last 90 days **2** Kaimahi have completed New Reps Training.
- **First Aid Qualification.** As of 29 September 2023, we have a total of **9** qualified First Aiders, 1 of these qualifications will expire in the next 90 days. 3 kaimahi have expressed interest in becoming First Aiders, once qualified this will take our total up to 12. Over the last 90 days no training courses have been completed.
- **Mental Health First Aid training.** As of September 2023, **5** out of the 9 (56%) HSW Reps are qualified in Mental Health First Aid. 1 First Aider has expressed interest in completing this qualification.

out of scope

Our Performance and Assurance

Quarter 3 ending March 2023



Te Kawa Mataaho
Public Service Commission

Health, Safety and Wellbeing

WELLBEING

We are developing a wellbeing approach using [Mahere Tāngata | People Plan](#) as a key lever (specifically the focus area – Whakatipu i te ahurea | Build Culture) that leverages the Government Health and Safety Lead’s Mentally Healthy Work programme as a pathway to prioritising interventions that support wellbeing for our kaimahi.

KAIMAHI PARTICIPATION

- HSRs reviewed our workplace risks and carried out site inspections.
- Wardens managed our building evacuation in March – evacuation time 10 min, 50 sec.
- Refresher training scheduled for 6 First Aiders

BAU PROGRAMME ACTIVITY

- Attending Government Health and Safety Lead (GHSL) Mentally Healthy Work Community of Practice. This is an ongoing series and will inform our wellbeing approach.
- BAU site inspections, first aid kit stocktakes and evacuation management checks.
- Review of H&S volunteer training and certification.

HEALTH SAFETY & WELLBEING COMMITTEE

- The committee has focussed on the update of our Health Safety and Wellbeing Risk Register, specifically our physical workplace risks.
- The HSW Risk Register and assessments have been a test model for the Commission’s risk management maturity and journey towards being a ‘risk intelligent’ organisation.
- A separate paper to Te Mana Arataki includes the HSW Risk Register and committee terms of reference for approval.
- HSW Committee Minutes: [24 November 2022](#); [24 February 2023](#); [30 March 2023](#)
- Next meeting date: **8 May 2023**



out of scope

out of scope

Our Performance and Assurance

Quarter 4 ending June 2023



Te Kawa Mataaho
Public Service Commission

Health, Safety and Wellbeing

Health, Safety & Wellbeing Committee

- A subgroup of the Committee have started workshops to consider how we will approach identifying our wellbeing risks. Early thinking is focussed on workloads, interpersonal relationships, remote working and external factors.
- The Committee discussed the role of HSRs in the Commission and what development opportunities are available. HSRs are encouraged to include their H&S contribution in their individual development plans. OPA will develop an internal risk management session for HSRs relative to their role and H&S risks. This will be one of the first groups to engage in the Enterprise Risk Management process to lift risk intelligence for the Commission.
- HSW Committee Minutes: [29 May 2023](#)

BAU Programme Activity

- Attendance at Government Health and Safety Lead (GHSL) Mentally Healthy Work Community of Practice. This is an ongoing series and will inform our wellbeing approach.
- Attendance at annual GHSL HSR Conference. Speakers from New Zealand and Australia – focus on mentally health work and where wellbeing hazards arise from in the workplace.
- Workplace maintenance and H&S Incident notification forms have been redesigned as Microsoft Forms documents to simplify reporting and streamline data gathering.
- AEDs have been tested and calibrated.

Health and Safety Incidents Q4

1. Near-hit collision with lift doors due to over-capacity. No injuries sustained.
2. Mild burn from making coffee. First Aid applied with no lasting injury.
3. Individual feeling unwell due to personal health, escorted to offsite medical centre by their manager who undertook ongoing welfare checks. No follow up issues reported.
4. Ventilation from above workstation affecting individual's eyes. Personal medical aid applied and relocation to another area. No follow up issues reported.

out of scope

out of scope