

HOW TO HAVE A...

PROACTIVE HEALTH, SAFETY & WELLBEING (HSW) KŌRERO

A HEALTH, SAFETY AND WELLBEING (HSW) QUICKGUIDE

ENGAGEMENT AND PARTICIPATION

Everyone has a role to play in making sure New Zealand Red Cross (NZRC) is a healthy and safe place to work and participate in volunteering activities. Health, safety and wellbeing is everyone's responsibility, so everyone should have a say, and everyone's views and contributions should be considered and valued!

We can achieve this by having good worker engagement and participation practices, which involves having meaningful discussions as a team about HSW. This includes the ways in which workers (including volunteers) can raise health and safety concerns, suggest improvements, and be involved in the HSW decision-making process.

OUTCOMES OF POSITIVE HSW DISCUSSIONS

HSW outcomes

The best outcomes are achieved when NZRC people work together on health safety and wellbeing matters. Strong worker engagement, and participation leads to healthier and safer work. It can also support work performance and productivity – because worker input will help inform better decisions. Workers who help shape safer work systems can often suggest practical, cost-effective solutions as they are the ones carrying out the job or activities every day.

Meeting legislative requirements

We have a legislative duty under the Health and Safety at Work Act (HSWA) 2015 to have systems in place for worker engagement and participation, which means mechanisms in place for workers to raise health and safety issues and ideas.

Improved morale

At NZRC, when we are all engaged in work HSW, then everyone benefits. NZRC will be a healthier and safer place for everyone, and there will be a positive impact on the way we work.

Positive HSW Culture

A positive culture around HSW means that everyone at work or volunteering activities:

- feels respected and included, and has equal access to opportunities and support, regardless of individual differences
- is valued for their ideas and skills, and has their positive contributions recognised and celebrated
- feels safe to ask for help, or raise challenging questions about their work – or other things happening at work – without fear of negative reaction
- has a safe way to raise matters or give feedback. A positive workplace culture improves job satisfaction, teamwork, and work performance

WHAT DOES THIS MEAN FOR ME

WORKERS ARE ENCOURAGED TO:

- **Ask Questions**
- **Share Information**
- **Identify Risks**
- **Suggest Ideas**

Ways to do this are:

- Talk to your people leader about any HSW concerns, ideas/suggestions for improvements, incidents hazards, and near misses
- Discuss and raise ideas in team meetings and hui's. This can be concerns as well as ideas for positive improvements or shared learnings from things that have gone well
- Discuss HSW information, concerns or ideas with colleagues
- Report incidents, hazards and near misses to the HSW team via the link on our Health, Safety & Wellbeing Intranet Page
- Discuss with your people leader in the first instance, then contact hsw@redcross.org.nz if further guidance is needed

Ways people leaders can support worker engagement and participation are to:

- Provide workers with the opportunity to put forward ideas and raise concerns
- Check in on wellbeing at one-on-ones with your team members
- Put HSW on the agenda at team and any site meetings
- Invite worker feedback and listen without judgement
- Follow up any actions and communicate outcomes on matters that have been raised
- Ensure any hazards incident & near miss reports are reported for your team, and participate in incident investigations as required (refer to [HSW incident reporting and investigation](#) for more information)
- Encourage workers to be involved in decision making on matters that impact their health, safety & wellbeing



Escalation of HSW risks, incidents/near misses

Any issues at a local level (such as facilities related issues) should be addressed with local people leaders, with the assistance of the Area Support Teams to find the best solution.

Any HSW risk or other HSW issue that can't be resolved locally should be escalated to the relevant GM or Senior Leader. If you are unsure, you can also contact the HSW Team. For property related issues, contact property@redcross.org.nz. For fleet related issues contact fleet@redcross.org.nz

Refer to [HSW incident reporting and investigation](#) for more information on escalating incidents and near misses.

Future of worker engagement & participation at NZRC

The HSW team is continuing to develop our approach to worker engagement and participation which will include more ways for workers to become involved in HSW matters.

If you have any questions, please email hsw@redcross.org.nz