



→ WORKPLACE HEALTH AND SAFETY STRATEGY

**Outcome monitoring framework –  
document for consultation**



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## **Purpose**

This document describes and explains a proposed framework for monitoring outcomes relating to the improvement of workplace health and safety through the Workplace Health and Safety Strategy (WHSS).

## **Background**

The Workplace Health and Safety Strategy was launched in June 2005. As part of the implementation of the Strategy, the Department of Labour was tasked with "... facilitat[ing] the identification of a set of valid and reliable indicators for measuring progress towards the Strategy's vision and outcomes." (Workplace Health and Safety Strategy, p 25).

It was envisaged that these indicators would align with indicators developed for the New Zealand Injury Prevention Strategy, and that they would include work-related disease and injury statistics, and also 'positive' performance indicators relating to workplace practices.

Development of these indicators within a monitoring framework began in June 2008. The intention is to seek feedback on the framework from key stakeholders as part of the review of the Strategy that will take place in 2008-09. Once the indicators are finalised and agreed, regular monitoring and reporting will occur as part of the progress snapshots produced annually by the Department. This information will also feed into the overall evaluation of the strategy.

## **Selection of Indicators and Measures**

The process for developing the outcomes monitoring framework for the WHSS included:

- The construction of an outcome hierarchy for the strategy (based on the WHSS's existing Framework for Action and Roadmap) – this is attached as Appendix E.
- The identification of indicators for each of the outcomes
- Identifying available or potential measures for each of the indicators
- Assessment and selection of a set of indicators that could be used for monitoring.

The proposed monitoring framework has two phases, described in detail below. The first phase involves collating data from a variety of existing sources. The second phase would require additional data collection to provide more complete coverage of the Strategy outcomes

## **Phase One: Measures based on current available information**

Phase One consists of indicators where measurement information is currently available, or can be collected/analysed at minimal cost. There are a total of 25 measures proposed, monitoring against 15 of the 37 strategy outcomes. These measures cover most of the 'high level' outcomes identified in the outcomes hierarchy reasonably well (with work-related illness data being the notable exception, as discussed below).

These measures are drawn from a number of key data sources maintained by a range of government agencies (detailed in Appendix F). Phase One of the monitoring framework could be implemented immediately and continued until 2015 (assuming that the responsible agencies continue to collect the data).

Each outcome has one or more indicators and related measures. Using more than one indicator or measure (where available) may allow different aspects of the outcome to be monitored, or provide information from different perspectives or sources. Some of the indicators are positive – that is, if the Strategy is successful, we would generally expect to see an increase in the measure (for example, in the number of trained health and safety representatives). Other indicators, such as workplace fatality and injury rates, are negative, with a decrease in the measure indicating an improvement in workplace health and safety.

The monitoring framework is intended to provide high level monitoring of overall outcomes against the strategy. This will enable stakeholders to have a general sense of whether health and safety outcomes are tracking in the right direction. However, the Department also intends to undertake further analyses (where possible) of the available sources of data (including Statistics NZ data, and our own administrative records) to help identify trends at the industry, occupation, vulnerable group and/or hazard level.

## Proposed outcome monitoring framework Phase 1: measures based on current information

### Preventive Workplace Cultures

| Outcome   | Indicator  | Measure   | Why this measure?   |
|---|--|---|---|
| Practical information, guidance and support on health and safety is available to employers/employees    | Information, support and guidance is provided through proactive engagements [increase]                             | Rate of forums and information visits provided by the Department of Labour per 1000 NZ workplaces                               | The Department of Labour has a primary role in providing health and safety information to workplaces. The availability of health and safety information is increased when the Department makes proactive visits to workplaces or presents at forums.  |
|   | Employers and employees have access to information, guidance and support from the Department on request [increase] | Rate of health and safety information requests to Department of Labour via phone, email or website per 1000 employers/employees | The Department of Labour makes a range of health and safety information available to the public via their website and contact centre. The number of calls, emails or website hits requesting health and safety indicates that this information is being accessed by employers/employees.  |
| Increased participation in health and safety representative training                                    | Employee participation in H&S training [increase]  | Training providers report cumulative number of people completing health and safety representative training funded by government | Training providers keep administrative records of attendance, and are accountable to their funders. These records are likely to be the most accurate indication of the actual number of people who have been trained. Because some of the people trained may no longer be employed, this measure cannot be used to accurately derive a rate for trained representatives in the workplace. |
| Employees have increased awareness of the impact of workplace illness and injury, and legal obligations | Employees' awareness of the incidence and impact of illness/injury [increase]                                      | People's self-reported awareness of personal risk of injury at work   | This measure, from the NZIPS Safety Culture Survey, gives an indication of how aware people are of their own risk of workplace injury.  |
| Employees have increased knowledge of effective health and safety systems and processes                 | Employees' knowledge of health and safety [increase]   | Percentage of employers who report that employees participated in health and safety training in the last financial year         | The Business Operations Survey (Employment Practices Module) asks employers whether any of their staff recently participated in health and safety training. It is expected that as a result of attending training, employee knowledge of health and safety systems/process will increase.   |

| <b>Outcome</b>   | <b>Indicator</b>  | <b>Measure</b>   | <b>Why this measure?</b>  |
|--|---|--|---|
| Employees have increased capability to develop health and safety systems and processes   | Employees capability to participate in developing health and safety systems and processes [increase]                        | Percentage of earners who believe that they can personally make a difference to their own and others workplace health and safety | The NZIPS Safety Culture Survey asks respondents if they believe they can personally make a difference in their own and others safety in the workplace. This question gives an indication of employees' perceived capability to contribute to health and safety in their workplace. However, it should be noted that the answer to this question may be affected factors other than capability (e.g. perception of employer responsiveness)   |
| Employees have increased and more effective participation in development/ improvement of 'preventive workplace cultures'           | Amount and quality of employee participation in health and safety activities in the workplace [increase]                    | Employer report of whether business has formal practices for employee participation in health and safety                         | Employees' ability to participate effectively in developing health and safety systems and practices in their workplace are likely to be increased if the workplace has formal processes for participation in place. The Business Operations Survey (Employment Practices Module) asks employers whether they have such formal processes in place.   |
| Employers/ managers have increased and more effective participation in development/ improvement of 'preventive workplace cultures' | Amount and quality of employer participation in health and safety activities [increase]                                     | Employer report of whether business has formal practices for employee participation in health and safety                         | Such formal processes usually also involve commitment and input from the employer, so having these processes in place is an indicator of employer involvement in developing a culture of health and safety in the workplace.  |
| Workplaces (government and private sector) adopt and improve health and safety systems and practices                               | Level of good health and safety systems and practices (including reduction/ management of hazards) in workplaces [increase] | Employers self report of whether business has selected health and safety systems/practices in place [increase]                   | Business with a commitment to health and safety are more likely to have implemented a range of health and safety systems/practices. The Business Operations Survey (Employment Practices Module) asks employers whether their business has a limited range of systems/practices in place. Although the question is not comprehensive, it does cover practices relating to two of the WHSS priority areas (airborne substances and psychosocial work factors), and occupational health monitoring. |

| <b>Outcome</b>   | <b>Indicator</b>  | <b>Measure</b>  | <b>Why this measure?</b>   |
|--|---|---|--|
| <p><i>Workplaces (government and private sector) adopt and improve health and safety systems and practices</i></p> <p><i>(Continued)</i></p> | <p><i>Level of good health and safety systems and practices (including reduction/ management of hazards) in workplaces</i></p> <p><i>[increase]</i></p> | <p>Employees perception of how well health and safety risks are managed in their workplace [increase]</p>   | <p>Another source of information about the quality of a workplace's of health and safety systems is employee perception. The 2008 Survey of Working Life supplement to the Household Labour Force Survey asked employees to rate how well they thought that health and safety risks were managed in their workplace. If better systems and processes are adopted, this should result in more positive employee perception.</p>   |
|  |   | <p>Proportion of eligible businesses participating in ACC discount programmes [increase]</p>  | <p>Participation in ACC programmes requires businesses to meet a minimum standard of health and safety practice in their workplace. An increase in the proportion of eligible businesses participating would therefore indicate an increase in participation in activities that contribute to the development of preventive workplace cultures.</p>  |
|  |   | <p>Proportion of eligible central government agencies participating in the ACC Partnership Programme or ACC Workplace Safety Management Practices programme. [increase]</p> | <p>Participation in these ACC programmes requires government agencies to meet an audited minimum standard of health and safety practice in their workplace. An increase in the proportion of central government agencies in these programmes would therefore indicate an increase in participation in activities that contribute to the development of preventive workplace cultures.</p>  |
| <p>Workplaces are safer</p>  | <p>Risk of a NZ employee/ employer experiencing a workplace injury or illness [decrease]</p>  | <p>Rate of notified incidents/complaints about workplace health and safety received by the Department of Labour per 1000 NZ workplaces</p>                                  | <p>The Department of Labour is the agency responsible for investigating most workplace health and safety incidents in New Zealand. A reduction in the rate of notified health and safety incidents and complaints received by the Department may indicate that workplaces have become safer. However, because notification of incidents is voluntary this indicator should be interpreted with caution.</p> <p>Note that the Civil Aviation Authority and Maritime Safety Authority also have a role in investigating incidents and accidents at sea and in the air. Data from these agencies could also be reported against this indicator.</p> |

| Outcome                                    | Indicator   | Measure   | Why this measure?   |
|--|---|---|---|
| People (employees/employers) are healthier | Work toll - incidence rate, and severity of injury and illness [decrease] | Rate of work-related fatalities /100,000 FTEs [decrease]                      | Statistics NZ uses ACC data to calculate the annual rate of work related fatality. Information about the rate (rather than number) of fatalities is important, as it takes into account changes in the size of the workforce to give a more accurate picture of New Zealand's health and safety performance.  |
|  |   | Rate of work-related fatal injuries/100,000 person years at risk [decrease]   | NZIPS uses ACC data to calculate this fatality figure annually. It differs from the Statistics NZ figure by being 'age standardised' – that is the rate takes into account changes in the age composition, as well as the size, of the workforce, and by being expressed as a three year moving average.  |
|  |   | Rate of work-related serious non-fatal injury/100,000 person years at risk    | NZIPS uses ACC and Ministry of Health data to calculate this serious injury figure annually. It is also 'age standardised', and focuses only on serious injury.   |
|  |   | Rate of ACC claims for work related injuries/1000 FTEs [decrease]             | Statistics NZ uses ACC data to calculate the annual rate of all work-related injury claims. Information about the rate (rather than number) of injuries is important, as it takes into account changes in the size of the workforce to give a more accurate picture of New Zealand's health and safety performance. Note that this figure includes claims for work-related illnesses compensated by ACC.                                    |
|  |   | Rate of ACC entitlement claims for work related injuries/1000 FTEs [decrease] | Entitlement claims include payments for death, weekly compensation and rehabilitation. These claims are a sub-set of claims which are at the more serious end of the injury scale. Monitoring this information, in conjunction with the NZIPS serious non-fatal injury rate will provide further information about changes to the rate of severe injuries in the workplace.   |
|  |   | Proportion of ACC work-related claims for work related illness or disease     | ACC provides cover work-related gradual process injuries and infections or diseases caused at work. Statistics NZ figures indicate the number and proportion of ACC work-related ACC claims that fall into these categories. While the information this provides about workplace illness is limited, it is currently the only detailed, annual data which is available (see discussion of workplace illness monitoring in Phase Two below). |

| <b>Outcome</b>                 | <b>Indicator</b>   | <b>Measure</b>  | <b>Why this measure?</b>   |
|--------------------------------|--|---|--|
| Workplaces are more productive | Workdays lost due to work related injury or illness [decrease] | Rate of ACC compensated lost work days due to work-related illnesses and injuries /100,000 workers [decrease] | The WHSS explicitly links health, safety and productivity in its vision statement. One indicator of the impact of health and safety on productivity is the rate of compensated absences from work (sick leave or ACC payments). While there are no statistics available on the amount of sick leave taken in NZ (except for the public service), information on the number of days of weekly compensation paid by ACC can be sourced from Statistics NZ. |

### **Government Leadership and Practices**

| <b>Outcome</b>  | <b>Indicator</b>   | <b>Measure</b>   | <b>Why this measure?</b>   |
|---|--|--|--|
| Inspection and enforcement activities are efficient and effective | Effectiveness of inspection and enforcement activities. [increase] | Proportion of Department of Labour inspection and enforcement activities that result in positive changes in workplace health and safety practices. | The Department of Labour is responsible for ensuring that workplace health and safety legislation and regulations are adhered to in NZ workplaces, through its inspection and enforcement activities. If these activities are effective, then we would expect to see a high (and increasing) proportion of workplaces making positive changes as a result of the Department's interventions. The Department monitors the effectiveness of its inspection and enforcement activities by following up with workplaces 6 months later to ascertain if the compliance or enforcement requirements identified have been satisfactorily addressed. |

## Industry Leadership and Community Engagement

| Outcome  | Indicator   | Measure  | Why this measure?   |
|--|---|--|---|
| Communities have increased awareness of workplace illness and injury   | Community members' awareness of workplace illness and injury [increase]         | Community members' belief that 'everyone is at risk of injury in the workplace'  | The NZIPS Safety Culture survey is designed to provide information about the general public's attitudes and beliefs towards injury in NZ. The design of this survey makes it a useful source of information about 'the community'. One of the questions in the survey asks people whether they believe that 'everyone is at risk of injury in the workplace'. An increase in positive responses to this question is likely to indicate a higher level of community awareness of workplace illness and injury. |
| Communities have increased knowledge about workplace health and safety | Community members' knowledge about health and safety [increase]                 | Community members believe that workplace accidents and injuries are preventable  | Again, this measure is drawn from the NZIPS Safety Culture survey. While the survey does not specifically ask about workplace health and safety knowledge, it does ask whether respondents believe that workplace accidents and injuries are preventable. Positive answers to this question indicate that community members have some understanding that the causal factors of workplace accidents can be addressed (presumably through better health and safety practices)                                   |
| Community support for improving workplace health and safety increases  | Community members' support for improved health and safety practices [increases] | Community members believe that keeping people safe from injury at work is something we must all take responsibility for as a society | The NZIPS Safety Culture asks whether 'society' is responsible for preventing injury at work. A positive response to this question suggests that community members see workplace health and safety as important, and something that needs to be addressed.  |
|  |   | Community members who identify the workplace as an area where they would most like to see reduction in injury                        | Another NZIPS Safety Culture question asks people to say where they would 'most like to see a reduction in injury'. An increase in the number of people identifying the workplace as one of these areas suggests both heightened awareness of workplace injury and greater support for improving workplace health and safety.   |

## **Phase Two: additional data collection**

Phase 2 relates to the collection of additional data to provide measures of indicators that relate to lower level outcomes. These measures are not currently available and will have to be identified and developed further.

Phase 1 of the monitoring framework consists of indicators where measurement information is currently available, or can be collected/analysed at minimal cost. These indicators cover most of the 'high level' outcomes reasonably well (with work-related illness data being the notable exception). With only this information, it should be possible to determine the extent to which the overall vision of the Strategy, of 'healthy people in safe and productive workplaces', is being achieved. However, it would be difficult to determine if the existence of the Strategy had actually contributed to achieving these goals (which would make it impossible to evaluate the effectiveness of the Strategy as an intervention).

Therefore, it is suggested that collection of this information could be considered as part of a second phase of monitoring. However, Phase 2 monitoring would require investing significant resources, and could involve a time lag of up to two years before new data could be collected and reported. In addition, baseline data (e.g. pre-2005) for most of the Phase 2 measures would not be available. These factors would need to be taken into account in making a decision about whether to proceed with this phase.

A broad outline of the proposed Phase 2 monitoring activities is provided below. In addition, the outcome matrices show more specifically which outcomes would require additional collection of information, and what form this collection could take. If it is decided to proceed with Phase Two monitoring, more detailed planning would be required – for example, to determine for which outcomes additional information is most needed, and whether all, or only some, of the suggested monitoring activities should be undertaken.

### **Preventive Workplace Cultures**

To assess the levels of health and safety awareness, knowledge, capability and practice of employers and employees (in both public and private sectors), surveys could be undertaken. These surveys could also include questions about industry leadership, availability of support and guidance, and standards (as appropriate).

Accessing accurate information about workplace illness is dependent on the development of a functioning occupational disease surveillance system. The absence of this information has been noted for some time.<sup>1</sup> The Department of Labour is intending to move forward with this project in 2009.

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<sup>1</sup> Most recently in the reports authored by Pearce et al for NOHSAC in 2004, 2005 and 2007.

### **Government Leadership and Practices**

The employer and employee surveys described above would also provide information about the health and safety practice within government agencies. In addition, a stock take and/or key stakeholder questionnaire could be carried out to assess progress around data sharing, and alignment of roles, responsibilities, work programmes and standards.

### **Industry Leadership and Community Engagement**

A key stakeholder questionnaire could be used to assess health and safety awareness and knowledge amongst industry organisations, and a stock take could be used to assess development of and participation in industry level initiatives and training.

## Appendix A – Creating the Outcome Monitoring Framework

### Outcome Hierarchy

The Strategy contains a “Framework for Action” which outlines a simplified intervention logic, showing how actions are intended to lead to the achievement of objectives and outcomes that support the Strategy vision. As an adjunct to the framework for action, the Workplace Health and Safety policy team also developed the ‘Roadmap’. The Roadmap model shows that achievement of some of the objectives/outcomes in the Strategy is contingent on the achievement of others. That is, developing safe workplaces consists of a series of phases – the building blocks have to be in place, before performance improves and better outcomes are achieved.

The Framework for Action and the Roadmap were used as the basis for developing an outcome hierarchy. The Framework for Action identifies three key outcome areas, and these are used as a way of organising the hierarchy vertically. The Roadmap indicates that some outcomes are dependent on others, and this concept is used to organise the hierarchy horizontally. For example, building blocks (immediate outcomes) are at the base of the hierarchy.

Commonly, the term ‘health’ is used in relation to workplace illness and ‘safety’ in relation to workplace injury. However, in this hierarchy, the concepts of ‘health’ and ‘safety’ are conceptualised in a different way, to align with the Strategy vision statement - “Healthy people in safe and productive workplaces”. That is, ‘health’ is considered to be an attribute of the person (being free from illness or injury caused in or by their workplace). On the other hand, ‘safety’ is considered to be an attribute of the workplace (where systems and practices are in place to eliminate or minimise injury or illness to workers).

### Identifying Indicators

For each outcome in the hierarchy, further work was done to identify:

- the Strategy activities that should contribute to the outcome (*what* needs to be done to achieve this outcome?)
- a theory of change (*why* or *how* do we expect the activities to contribute to the outcomes)
- one or more indicators (*what* would we see if this outcome was achieved?)
- one or more measures (*how* can we monitor changes in this indicator?).

The process for identifying indicators and measures involved developing indicator statements based upon the outcomes and contributing activities, by answering the question “what would we expect to see if this outcome was achieved”. Availability of appropriate data against which to measure the indicator was not one of the criteria considered during indicator selection. This was to avoid the risk of initially selecting indicators based on ease of reporting, rather than choosing those that best reflect performance against the outcomes. However, indicator development was also an iterative process, so at times the existence of a measure led to the development of additional indicators.

## Identifying Measures

Once indicators were identified, an extensive literature and data review was conducted to identify what, if any, measures against these indicators were currently available. Where measures were available, the source was noted. Where measures were not available, this was noted along with a suggestion about what would be required in order to collect the necessary information.

All of the above information is presented in a matrix format, with separate tables for the three major outcome areas.

View Government Leadership Matrix – see Appendix B

View Industry Leadership and Community Engagement Matrix – see Appendix C

View Preventive Workplace Cultures Matrix – see Appendix D

## Selecting Indicators for the Outcome Monitoring Framework

The outcome framework currently contains 37 expected outcomes for the WHSS. Each outcome has one or more associated indicators, and each indicator has one or more actual or potential measures. In order to maximise efficiency and minimise cost, a subset of the indicators/measures needs to be chosen for ongoing monitoring.

This paper presents a proposed monitoring framework with two phases: Phase One consists of indicators where measurement information is currently available, or can be collected/reported at minimal cost. Phase Two consists of indicators that are necessary to fully assess if the WHSS has been successful, but that would require significant extra cost to collect/report.

Selection criteria for the indicators and measures in the proposed monitoring framework included:

**Validity** Often it is possible to measure indicators in a variety of different ways. The differences in measures may depend on who collects the data, where it is collected from or how the indicator is defined. Some measures are more valid than others - because the definition used maps more closely to the indicator, or because the data collection method is more reliable, accurate or thorough. In cases where there are a number of different measures available, the measure(s) with greatest validity are suggested for the monitoring framework. Other measures which have been considered and discarded are noted.

**Alignment** As noted in the WHSS, where possible indicators have been aligned with the NZIPS or other relevant government work programmes

**Availability** For Phase One of the monitoring programme, measures which are currently available (and are likely to be repeated in future) have been selected. Using only these measures, progress in workplace safety could be monitored at

minimal expense. However, the extent to which the WHSS has contributed to these outcomes would be difficult to assess. Also, the lack of any current measures of workplace health mean that this aspect of the Strategy cannot be monitored.

Phase Two of the monitoring programme suggests additional measures that will provide a fuller picture of outcomes (including health outcomes), and may provide a better sense of the extent to which WHSS has contributed to these outcomes. However, collection of this information is likely to involve significant extra expenditure.

## Appendix B – Government Leadership Matrix

### Government Leadership Stream

| Outcome   | Strategy Activities | Theory of Change (how/why do we expect the Strategy to achieve this outcome?)   | Indicators   | Suggested Measures. Red text indicates suggested KPI in WHHS                                      | Currently collected & available to DoL? | If Yes, source, If No, what would be required or what are alternatives?         |
|---|---------------------|---|--|---|---|---|
| Government agencies have increased knowledge of H&S systems and processes (as employers/ purchasers)  | 1B-5                | Activities such as promoting performance expectations and contracting guidelines increases government agencies' H&S knowledge                                   | ▲ Govt agency knowledge of H&S   | ▲ Govt agencies self-report of H&S knowledge.   | No                                      | Survey of government agency employers   |
| Government agencies have increased awareness of their leadership role in H&S (as employers/ purchasers)   | 1B-1, 1B-3, 1B-4    | Activities such as promoting performance expectations and contracting guidelines increases govt agencies awareness of leadership role                           | ▲ Govt agency awareness of leadership role   | ▲ Govt agencies self-report of awareness of leadership role.                                      | No                                      | Survey of government agency employers   |
| Government agencies have increased capability to manage/ develop H&S systems and processes (as employers/ purchasers)   | 1B-5                | Increased H&S knowledge results in increased capability   | ▲ Govt agency capability to manage H&S   | ▲ Govt agencies self-report of agency capability to manage H&S.                                   | No                                      | Survey of government agency employers   |
| Government agencies have increased commitment to attitudes and values that support H&S (as employers/ purchasers)   | 1A-6,               | Effective regulation of H&S, plus recognition of leadership role increases government agency commitment to H&S  | ▲ Govt agency attitudes to H&S   | ▲ Govt agency self-report of positive attitudes to H&S.   | No                                      | Survey of government agency employers   |
| Government agencies (as employers/ purchasers) have increased and more effective participation in the development/ improvement of 'preventive workplace cultures' | 1B-2                | Increased capability and commitment (resourcing) result in increased government agency participation in developing or improving 'preventive workplace cultures' | ▲ Govt agency participation in workplace H&S activities                            | ▲ Proportion of government agencies who require contractors to have adequate H&S systems in place | No                                      | Survey of government agency employers or stock take sent to government agencies |
|   |                     |   |  | ▲ Proportion of govt agencies with H&S committees   | No                                      | Survey of government agency employers or stock take sent to government agencies |
|   |                     |   |  | ▲ Proportion of trained H&S reps in govt agencies   | No                                      | Should be able to source from ERE reporting                                     |
| Effective processes for collecting and sharing information about H&S statistics between agencies.   | 1B-3, 1A-3, 1C-6    | Processes for sharing data are reviewed/developed by relevant agencies  | ▲ Existence and quality of data collection processes                               | ▲ data collection occurring where needs identified  | No                                      | Stock take of data collection & sharing processes sent to government agencies   |
|   |                     |   | ▲ Existence of processes for data sharing  | ▲ data collection processes occurring where needs identified                                      | No                                      | Stock take of data collection and sharing processes sent to govt agencies.      |
|   |                     |   | ▲ Use of data sharing processes  | ▲ Govt agencies self-report on use of data sharing processes.                                     | No                                      | Stock take of data collection and sharing processes sent to govt agencies.      |
| Government agency roles and responsibilities are clearer and better aligned   | 1C-1                | Agency roles and responsibilities are clarified and realigned where necessary   | ▲ Degree of alignment and clarity of government agency roles and responsibilities. | ▲ Key stakeholders' perceptions on clarity & alignment.   | No                                      | Key stakeholder survey – sent to government agencies and other key stakeholders |
|   |                     |   |  | ▲ Employer perception of clarity & alignment.   | No                                      | Survey of employers   |

| Outcome   | Strategy Activities    | Theory of Change (how/why do we expect the Strategy to achieve this outcome?)   | Indicators  | Suggested Measures. Red text indicates suggested KPI in WHHS  | Currently collected & available to DoL?  | If Yes, source, If No, what would be required or what are alternatives?  |   |
|---|------------------------|---|---|---|--|--|---|
| Government agency work programmes are better co-ordinated and aligned   | 1C-2, 1C-3, 1C-4, 1C-5 | Clarifying roles and sharing data more effectively will lead increased joint planning to better co-ordinate and align work programmes | ▲ Degree of co-ordination evident in government agency activities                 | ▲ Number of programmes/activities conducted jointly by government agencies  | No   | Stock take of joint agency activities – sent to government agencies  |   |
|   |                        |   |   | ▲ Key stakeholders perception of alignment of activities  | No   | Key stakeholder survey – sent to government agencies and other key stakeholders  |   |
|   |                        |   |   | ▲ Employer perception of alignment.   | No   | Survey of employers  |   |
| H&S standards and legislation are clear, relevant, effective and aligned  | 1A-4, 1C-3, 1C-4       | Better co-ordination across government assists alignment and development of clear, relevant, effective standards and legislation      | ▲ Standards exist and are clear, relevant, effective and aligned.                 | ▲ Number of standards broken down into following sub-categories: regulations, approved codes of practice, guidance endorsed by DoL and industry guidance. | No   | Stock take of standards – sent to government agencies and industry organisations   |   |
|   |                        |   |   | ▲ Number of standards developed or revised broken down into subcategories and timescales – in last year, in last 3 years, since 2005.                     | No   | Stock take of standards – sent to government agencies and industry organisations   |   |
|   |                        |   |   | ▲ Number of activities to align regulations/standards/legislation/guidelines which have been completed.   | No   | Stock take of activities – sent to government agencies and industry organisations  |   |
|   |                        |   |   | ▲ Employers/ industry groups perception of standards  | No   | Survey of employers  |   |
| Inspection and enforcement activities are more efficient and effective. OR 'rigorous fair and adequately resourced' | 1A-6, 1A-7             | DoL ensures that its enforcement activities are efficient and effective OR rigorous, fair and adequately resourced.                   | ▲ Effectiveness of Inspection and enforcement activities.                         | ▲ Proportion of Department of Labour inspection and enforcement activities that result in positive changes in workplace health and safety practices.      | Yes  | DoL Output Plan 4.2.7 % of workplaces that, after 6 mths, have satisfactorily addressed the issues identified and/or 4.2.8 |   |
|   |                        |   |   | Activities are adequately resourced   | No of HS inspectors/no of employees or work places   | No   | Possible to source as in NOHSAC 'National Profile' 2005 page 11 |
|   |                        |   |   |   | Funding for H&S (DoL& ACC IP activities)/workplaces or workers   | No   | Possible to source as in NOHSAC 'National Profile' 2005 page 8  |
|   |                        | ▲ employee/ employer perception of enforcement activities   | ▲ positive employer/employee self-reports on perception of enforcement activities | No  | Baseline data is available – 2003 Colmar Brunton research. Survey of employers and employees involved in enforcement activity. |  |   |

## Appendix C – Industry Leadership and Community Engagement Matrix

### Industry Leadership and Community Engagement

| Outcome  | Strategy Activities    | Theory of Change (how/why do we expect the Strategy to achieve this outcome?)                     | Indicators  | Suggested Measures. <b>Red text indicates suggested KPI in WHHS</b> | Currently collected & available to DoL? | If Yes, source, <b>If No, what would be required or what are alternatives?</b>  |
|--|------------------------|---|---|---|---|---|
| Industry leaders & organisations have increased awareness of the business benefits of H&S  | 2A-1, 2A-2, 2A-3, 3B-1 | Co-ordinated government activity with industry results in increased awareness                     | ▲ Industry leaders awareness of business benefits of H&S.   | ▲ Industry leaders self-report of level of awareness                | No                                      | Key stakeholder questionnaire   |
| Industry leaders & organisations have increased knowledge of H&S systems and processes     | 3B-2                   | Co-ordinated government activity with industry results in increased knowledge                     | ▲ Industry leaders' knowledge of H&S systems and processes. | ▲ Industry leaders self-report of level of knowledge                | No                                      | Key stakeholder questionnaire   |
| More industry led initiatives to improve WHS   | 3A-1, 3A-2, 3A-7,      | Increased knowledge and awareness results in creation of more industry led initiatives            | ▲ Number of industry lead initiatives                       | ▲ Number of new industry initiatives annually                       | No                                      | Stock take of new initiatives – sent to industry associations.  |
|  |                        |   |   | ▲ Number of new industry initiatives (cumulative)                   | No                                      | Stock take of new initiatives – sent to industry associations.  |
| Increased availability of industry accreditation and training programmes with focus on H&S | 3A-6??                 |   | ▲ Number of industry training programmes with focus on H&S  | ▲ Number of new industry training programmes annually               | No                                      | Stock take of new training programmes – sent to ITOs  |
|  |                        |   |   | ▲ Number of new industry training programmes (cumulative)           | No                                      | Stock take of new training programmes – sent to ITOs  |
| Community leaders have increased awareness of the impact of workplace illness and injury   | 3C-1                   | Co-ordinated government activity with communities results in increased awareness                  | ▲ Community leaders awareness of impact                     | ▲ Community leaders self-report awareness of impact                 | No                                      | To collect would first need to identify 'community leaders'. If this could be done, could collect via key stakeholder questionnaire.  |
| Community leaders have increased knowledge of workplace H&S                                | 3C-2                   | Co-ordinated government activity with communities results in increased knowledge                  | ▲ Community leaders knowledge of H&S                        | ▲ Community leaders self-report knowledge of H&S                    | No                                      | To collect would first need to identify 'community leaders'. If this could be done, could collect via key stakeholder questionnaire.  |
| Communities have increased awareness of workplace H&S issues                               |                        | Community leaders spread WHS messages to their networks, increasing awareness in communities      | ▲ Community members awareness of workplace H&S              | ▲ Communities awareness of workplace H&S                            | No                                      | NZIPS Safety Culture Survey Q3. % of respondents who believe that everyone is at risk of injury in the workplace.   |
| Communities have increased knowledge of workplace H&S                                      |                        | Community leaders spread WHS knowledge to their networks, increasing understanding in communities | ▲ Community members knowledge of H&S                        | ▲ Community members knowledge of H&S                                | No                                      | NZIPS Safety Culture Survey Q 29. % of respondents who believe that workplace accidents and injuries are preventable.   |
| community support for improving workplace H&S increases                                    |                        | Awareness and understanding lead to support for WHS in wider community                            | ▲ Community members support for good H&S practices.         | ▲ Community members self-report of support for good H&S practices.  | No                                      | NZIPS Safety Culture Survey Q 32. % of respondents who believe that keeping pple safe from injury at work is something we must all take responsibility for as a society. Q36-38 % respondents who cite workplace as area where they would most like to see reduction in injury. |

## Appendix D – Preventive Workplace Cultures Matrix

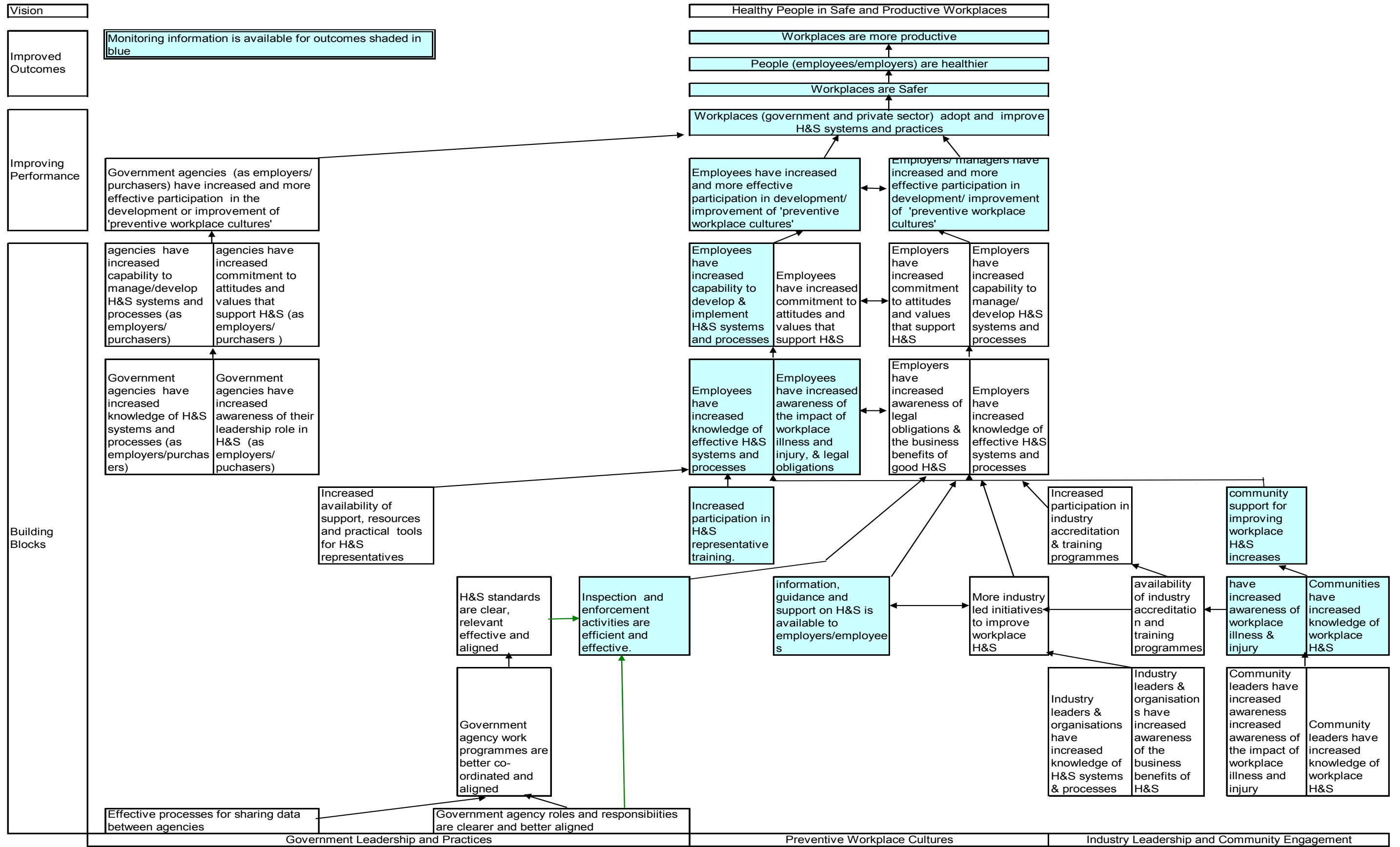
### Preventive Workplace Cultures Stream

| Outcome   | Strategy Activities    | Theory of Change (how/why do we expect the Strategy to achieve this outcome?)   | Indicators  | Suggested Measures. Red text indicates suggested KPI in WHHS  | Currently collected & available to DoL? | If Yes, source, If No, what would be required or what are alternatives?  |
|---|------------------------|---|---|---|---|--|
| Increased availability of support, resources and practical tools for H&S representatives      | 2C-3                   | Recognition of importance of H&S representative role leads to provision of more support, resources and practical tools                                      | ▲ availability of support resources and practical tools for H&S representatives.                      | ▲ H&S representatives perception of availability of support resources and practical tools   | No                                      | Survey of H&S reps. Or stock take of tools, resources and support sent to government agencies and key stakeholders                           |
| Increased participation in H&S representative training  | 2C-4                   | increased availability of training leads to increased participation in training   | ▲ Employee participation in H&S training.   | ▲ Number of trained health and safety reps<br><br>▲ Cumulative number of people completing H&S rep training – Stage 1, 2, 3                                     | Yes                                     | Would need to be sourced from DoL ERE and ACC ( who both provide funding) and then collated  |
| Practical H&S information, guidance and support is available to employers/employees           | 1A-4, 1A-5, 2B-1, 3A-4 | co-ordination across government supports the development of aligned and integrated H&S information, guidance & support                                      | ▲ Information, support and guidance is provided through proactive engagements                         | ▲ Number of forums and information visits provided by DoL per 1000 NZ workplaces Alternative: simply count number of visits as below                            | Yes                                     | DoL output plan 4.18 The number of forums and workplace information visits annually provided by the Department to engage, inform and promote |
|   |                        |   | ▲ Employers/employees have access to information, guidance and support from the Department on request | ▲ Proportion of NZ workforce accessing DoL information, guidance and support via phone, email or website Alternative: simply count number of enquiries as below | Yes                                     | DoL output plan 4.1.1 Report on no of website its, no of e-enquires received and no of phone calls answered                                  |
| Increased participation in industry accreditation and training programmes                     | 2B-5                   | Increased availability of programmes and increased awareness of H&S leads to increased participation  | ▲ Level of participation in industry accreditation programmes   | ▲ No. and proportion of participants completing industry training and accreditation programmes  | No                                      | Stock take sent to ITOs and industry organisations   |
| Employers have increased knowledge of effective H&S systems and processes                     | 2B-1, 2C-2, 3A-5       | Information provided by government, industry led initiatives & H&S reps increases knowledge   | ▲ Employers knowledge of H&S  | ▲ Employers self-report of H&S knowledge  | No                                      | Employer Survey  |
| Employers have increased awareness of legal obligations and the business benefits of good H&S | 2A-1, 2A-2, 2B-3, 2C-1 | Information provided by government, industry led initiatives & H&S reps increases awareness   | ▲ Employers awareness of H&S obligations and benefits *   | ▲ Employers self-report of awareness of H&S obligations and business benefits   | No                                      | Employer Survey  |
| Employers have increased capability to manage/ develop H&S systems and processes              | 2B-2                   | Increased knowledge results in increased capability   | ▲ Employers capability to manage H&S  | ▲ Employers self-report of capability to manage H&S   | No                                      | Employer Survey  |
| Employers have increased commitment to attitudes and values that support H&S                  | 2B-6                   | Effective regulation of H&S, plus recognition that H&S good for business and community/industry influence increases commitment to developing safety culture | ▲ *WHS related awareness and attitudes of business owners and senior managers.                        | ▲ Employers self- report of positive attitudes to H&S   | No                                      | Employer Survey  |
|   |                        |   |   | ▲ Employees report of employers attitudes to H&S  | No                                      | Employee Survey  |
|   |                        |   |   | ▲ orgs with adequate H&S reporting in annual report   | No                                      | Stock take of annual reporting (done 2003 2005, but would need to be repeated  |

| Outcome  | Strategy Activities | Theory of Change (how/why do we expect the Strategy to achieve this outcome?)   | Indicators   | Suggested Measures. Red text indicates suggested KPI in WHHS   | Currently collected & available to DoL? | If Yes, source, If No, what would be required or what are alternatives?  |
|--|---------------------|---|--|--|---|--|
| Employers/ managers have increased and more effective participation in development/ improvement of preventive workplace cultures | 2A-4, 2B-4          | Increased capability and commitment (resourcing) result in increased employer participation in developing or improving their safety culture | ▲ Amount and quality of employer participation in H&S activities.                                  | ▲ Proportion of workplaces with H&S committees   | Yes                                     | BOS 2006 employ practices module Q 19. businesses with formal practices for H&S employee participation   |
|  |                     |   |  | ▲ Employer self report of participation.   | No                                      | Employer Survey  |
|  |                     |   |  | ▲ Employee report of employer participation  | No                                      | Employee Survey  |
| Employees have increased knowledge of effective H&S systems and processes  |                     | Information provided by H&S reps, government & employers increases knowledge  | ▲ Employees knowledge of H&S   | ▲ Employees self-report of H&S knowledge   | No                                      | Employee Survey  |
|  |                     |   |  | ▲ Employer report of employee participation in H&S training  | Yes                                     | BOS 2006 Employment Practices. Business report prop. of employees attend H&S training from training providers                                  |
| Employees have increased awareness of the incidence & impact of workplace illness and injury, & legal obligations                | 2C-1, 2C-5          | Information provided by H&S reps, government & employers increases awareness  | ▲ Employees' awareness of incidence and impact of illness/injury.                                  | ▲ Employees' self-report awareness of personal risk (compared with actual risk for industry the employee works in )            | Yes                                     | NZIPS Safety Culture Survey Q25/26 % current employees who believe they are personally at risk in workplace vs. actual claims in that industry |
|  |                     |   |  | ▲ Employees self-report of awareness of legal obligations  | No                                      | Employee Survey  |
| Employees have increased capability to develop H&S systems and processes   |                     | Increased knowledge results in increased capability   | ▲ Employees' capability to participate in developing H&S systems and processes.                    | ▲ Employees self-report of capability to participate in developing H&S systems and processes                                   | No                                      | NZIPS Safety Culture Survey, Q 30. Extent to which earners agree that they can personally make a difference to their own and others WP safety. |
| Employees have increased commitment to values and attitudes that support H&S   |                     | Community influence increases commitment to developing safety culture   | ▲ Employees attitudes to H&S.  | ▲ Employees self- report of positive attitudes to H&S  | No                                      | Employee survey  |
|  |                     |   |  | ▲ Employers report of employees attitudes to H&S   | No                                      | Employer survey  |
| Employees have increased and more effective participation in development/ improvement of 'preventive workplace culture'          | 2C-2, 2C-5          | Increased capability and commitment result in increased participation in developing safety culture  | ▲ Amount and quality of employee participation in H&S activities.                                  | ▲ Employee self-report of participation in H&S activities  | No                                      | Employee survey  |
|  |                     |   |  | ▲ Rate of employee participation in H&S committees   | Yes                                     | BOS 2006 employ practices module Q 19. businesses with formal practices for H&S employee participation   |
| Workplaces (government and private sector) adopt improved H&S systems and practices  |                     | Working together, employers and employees have established values, attitudes, systems and practices that prevent harm to people at work     | ▲ Level of good H&S practices & systems (including reduction/ management of hazards) in workplaces | ▲ Employers self report of H&S practices   | Yes                                     | BOS 2006 employ practices module Q21, report on H&S practices  |
|  |                     |   |  | ▲ Employees self report of H&S practices   | Yes                                     | HLFS 2008 SWL supplement: Q 80 How well are H&S risks managed  |
|  |                     |   |  | ▲ Proportion of eligible businesses participating in ACC programmes  | Yes                                     | Available on request from ACC.   |
|  |                     |   |  | ▲ Proportion of central govt agencies participating in ACC Partnership Prog or ACC Workplace Safety Management Practices prog. | Yes                                     | Available on request from ACC.   |

| Outcome   | Strategy Activities | Theory of Change (how/why do we expect the Strategy to achieve this outcome?)   | Indicators  | Suggested Measures. Red text indicates suggested KPI in WHHS  | Currently collected & available to DoL? | If Yes, source, If No, what would be required or what are alternatives?   |
|---|---------------------|---|---|---|---|---|
| Workplaces are Safer  |                     | Workers and employers have safer practices and systems that result in reduced risk of workplace injury of illness.        | ▼ Level of risk in workplaces.  | Proportion of people who claim to have done something to reduce risk of workplace injury in previous 12 months  | Yes                                     | NZIPS Safety Culture Survey Q 'have you personally done anything in last 12 months to reduce chance of injury   |
|   |                     |   |   | ▼ Number of notified incidents/complaints received by DoL   | Yes                                     | DoL output plan – sum of outputs 4.2.4 & 4.2.5  |
| People (employee/ employers) are healthier                                      |                     | Workers injury rate/severity and illness rate/severity reduced because hazards are reduced or better managed              | ▼ Work toll is reduced – incidence rate, and severity of injury and illness | Note Prefer rate but if frequency of fatalities is also desired, could use a chart showing ACC fatalities and DoL fatalities as in Workplace Outcome framework. | Yes                                     | Stats NZ Table 23 Fatal by Sex (incidence rate/100,000 workers  |
|   |                     |   |   | ▼ rate of work-related deaths/ 100 000 workers.   | Yes                                     | NZIPS chart book: fatal injury rate/100k person years (W14) 3 year moving averages, *excl MVTC  |
|   |                     |   |   | Rate of work-related injuries resulting in hospitalisation/ 100,000 workers.  | No                                      | NZIPS chart book: serious injury hospitalisation frequency & rate/100k person years (W01,W02) Validity probs, *   |
|   |                     |   |   | ▼ Rate of work-related illnesses requiring hospitalisation/100,000 workers.   | No                                      | Would require collection in association with MoH  |
|   |                     |   |   | ▼ Rate of ACC work-related claims   | Yes                                     | Statistics NZ Injury Statistics Work-related claims, Table 9  |
|   |                     |   |   | Statistics NZ Injury Statistics Work-related claims, Table 29 incidence rate of ACC claims/1000FTE for 2002-2007  | Yes                                     | Statistics NZ Injury Statistics Work-related claims, Table 9  |
|   |                     |   |   | Other option here is cost distribution of claims (as in Dave's outcome framework). Entitlement claims probably better proxy as simpler                          | Yes                                     | Statistics NZ Injury Statistics Work-related claims Table 17 Entitlement by Age/Sex   |
| ▼ Rate of ACC entitlement claims for work related injuries (proxy for severity) |                     |   |   |   |   |   |
| Workplaces are more productive  |                     | workplaces are more productive because they lose less time to injury or illness, and staff are more engaged and committed | ▼ Workplaces lose less workdays due to work related injury or illness.      | ▼ rate of work days lost due to work-related illnesses and injuries /100,000 workers  | Partial                                 | Only for injury and illness where ACC covers. Info on days lost due to work related injury was published in tables in 2006. Stats NZ no longer publishing this data but will provide to DoL as special, annually. |

# Appendix E – Outcomes hierarchy



## Appendix F – sources of data

| <b>Injury Statistics – Work Related Claims (Statistics NZ)</b> |  |
|--|--|
| Description  | This report is published annually by Statistics NZ, based on data received from ACC. It provides information on claims to ACC for work related injury, and those work related illnesses compensated by ACC.  |
| Time Series  | First report produced in 2005, but this contained data from 2002 onwards.  |
| Limitations  | ACC data, while providing the most comprehensive statistics currently available for workplace injury, has some limitations. For example, the work-related claims data only includes claims with costs recorded against them. Consequently, any claims where the only treatment was provided at a hospital accident and emergency department (A&E) are not included, as the costs of treatment provided are not recorded against individual claims, and are instead bulk funded by ACC directly to the district health boards (DHBs). For this, and other reasons, ACC data is likely to under-report the extent of work-related harm. This is supported by a study conducted by Langley et al (2000), which found that ACC only had records for 63% of work related fatal injuries identified in the NZ Health Information Service and coronial files. |
| Obtain   | From Statistics NZ website <a href="http://www.stats.govt.nz/additional-information/injury-statistics/releases-reports.htm#work">http://www.stats.govt.nz/additional-information/injury-statistics/releases-reports.htm#work</a><br><a href="http://www.stats.govt.nz/store/2008/10/injury-statistics-work-related-claims-2007-mr.htm">http://www.stats.govt.nz/store/2008/10/injury-statistics-work-related-claims-2007-mr.htm</a>  |

| <b>Business Operations Survey – Employment Practices Module (Statistics NZ)</b> |  |
|---|--|
| Description   | The main objective of the Business Operations Survey is to collect information on the operations of New Zealand businesses in order to quantify business behaviour, capacity and performance. The objective of the Employment Practices Module is to provide information on the characteristics of business and management practice. The survey covers economically significant enterprises with six or more employees.  |
| Time Series   | Employment Practices Module data is available for 2006 only.   |
| Limitations   | The Business Operations survey is run annually, with both standard and 'contestable' modules. The Employment Practices Module is 'contestable' and thus far has been run in 2006 only. To ensure this information is collected on an ongoing basis (every three or four years), the Department of Labour will need to lodge an expression of interest with Statistics NZ in April of the year prior to collection. <a href="http://www2.stats.govt.nz/domino/external/omni/omni.nsf/d9168e3797342cd64c25683a0000d5d0/0a9be49a50a9fac4cc2571550011a91b?OpenDocument">http://www2.stats.govt.nz/domino/external/omni/omni.nsf/d9168e3797342cd64c25683a0000d5d0/0a9be49a50a9fac4cc2571550011a91b?OpenDocument</a> |
| Obtain  | From Statistics NZ website <a href="http://www.stats.govt.nz/store/2007/04/business-operations-survey-2006-hotp.htm?page=para021Master">http://www.stats.govt.nz/store/2007/04/business-operations-survey-2006-hotp.htm?page=para021Master</a>   |

| <b>Household Labour Force Survey - Survey of Working Life Supplement (Statistics NZ)</b> |  |
|--|--|
| Description  | The Survey of Working Life in New Zealand (SoWL) is run as a supplement to the Household Labour Force Survey (HLFS). All employed HLFS respondents were asked to take part in the SoWL. The objective of the survey is to provide reliable statistical data to monitor changes in the employment conditions, working arrangements and job quality of employed people in New Zealand, and to better understand the reasons for and implications of these employment patterns. |
| Time Series  | Currently results are only available from the March 2008 quarter. It is intended the SoWL be repeated every three years.   |
| Obtain   | From Statistics NZ website <a href="http://www.stats.govt.nz/products-and-services/hot-off-the-press/survey-of-working-life/survey-of-working-life-mar08qtr-hotp-revised.htm?page=para002Master">http://www.stats.govt.nz/products-and-services/hot-off-the-press/survey-of-working-life/survey-of-working-life-mar08qtr-hotp-revised.htm?page=para002Master</a>   |

| <b>Business Demography Statistics (Statistics NZ)</b> |   |
|---|---|
| Description   | <p>Business demography statistics provide an annual snapshot (as at February each year) of the structure and characteristics of New Zealand businesses. The series covers economically significant individual, private sector and public sector enterprises that are engaged in the production of goods and services in New Zealand.</p> <p>The WHSS monitoring framework uses business demography statistics to provide contextualisation for some measures (for example, to convert frequencies into a rate per 1000 businesses). The data set provides statistics on the number of enterprises (roughly, companies) and the number of geographic units (roughly, workplaces). For the purposes of this monitoring, geographic units are used, on the assumption that, on a practical day-to-day level, health and safety is managed at the level of the workplace.</p> |
| Time Series   | 2001 onwards  |
| Obtain  | From Statistics NZ website <a href="http://www.stats.govt.nz/products-and-services/info-releases/nz-bus-demo-stats.htm">http://www.stats.govt.nz/products-and-services/info-releases/nz-bus-demo-stats.htm</a>  |

| <b>Household Labour Force Survey (Statistics NZ)</b> |   |
|--|---|
| Description  | New Zealand's official employment and unemployment statistics, reported quarterly. The WHSS monitoring framework uses Household Labour Force Survey statistics to provide contextualisation for some measures, for example to calculate rates per 1000 workers. |
| Time Series  | 1986 onwards.   |
| Obtain   | From Statistics NZ website <a href="http://www.stats.govt.nz/products-and-services/info-releases/hlfs-info-releases.htm">http://www.stats.govt.nz/products-and-services/info-releases/hlfs-info-releases.htm</a>  |

| <b>Chartbook of the NZIPS Serious Injury Outcome Indicators (NZ Injury Prevention Strategy/ACC)</b> |   |
|---|---|
| Description   | <p>The purpose of this chartbook is to present trends for the NZIPS fatal serious non-fatal injury indicators, for each of the NZIPS priority areas, in order to judge progress in the prevention of serious injury during the lifetime of the NZIPS. One of the priority areas is work related injury.</p> <p>NZIPS work-related statistics differ from Statistics NZ data in a number of ways. Firstly, they provide age standardised rates which take into account the change in the age profile of the workforce over time. Secondly, they use hospital admission data (in addition to ACC data) to construct a measure of serious non-fatal injury (also age standardised). NZIPS data also presents fatality rates as 3-year moving averages. This helps to 'smooth' the variation due to chance that may be evident in statistics for relatively rare events, and give a clearer picture of the overall trend.</p> |
| Time Series   | Work-related fatal injury data is provided from 1995 onward, work-related serious non-fatal injury from 2001 onward.  |
| Limitations   | The Chartbook authors regard the work-related indicators as provisional (rather than validated) due to possible threats to validity as discussed in Cryer et al (2004).   |
| Obtain  | From NZIPS website <a href="http://www.nzips.co.nz/resources/publications.php">http://www.nzips.co.nz/resources/publications.php</a>  |

| <b>NZ Safety Culture Survey (NZ Injury Prevention Strategy/ACC)</b> |   |
|---|---|
| Description   | The Safety Culture Survey is an initiative of NZIPS, and is designed to provide benchmarking of New Zealanders attitudes to safety, and regular monitoring over time to gauge changes in these attitudes. |
| Time Series   | The benchmark survey was run in 2007, and it is planned to repeat the survey every two years.   |
| Obtain  | From NZIPS website <a href="http://www.nzips.co.nz/resources/news_2007-10_4.php">http://www.nzips.co.nz/resources/news_2007-10_4.php</a>  |

| <b>Workplace Group Output Performance Statistics (Department of Labour)</b> |   |
|---|---|
| Description   | This data set aggregates information drawn from Workplace Group administrative databases which are used by Department of Labour staff (including health and safety inspectors) to record and support their client interactions. The primary use of the Output Performance Statistics by the Department is for accountability reporting and business planning. |
| Time Series   | The data set is available in a standardised format from July 2006 (monthly statistics are provided).  |
| Limitations   | Because this is an administrative data set there may be issues with reliability due to data entry issues.   |
| Obtain  | By requesting information on relevant performance measures from the Performance team, Group Performance, Workplace, Department of Labour.   |

## Appendix G - Technical Notes

These technical notes provide a guide for sourcing information for the measures. In some cases, manipulation of the original data source is required (e.g. in order to calculate a rate per 1000 workplaces). Where this is the case, sources for both the numerator and denominator are provided, along with instructions for the manipulation required.

### Preventive Workplace Cultures

|                 |  |
|-----------------|--|
| Outcome         | Practical information, guidance and support on health and safety is available to employers/employees   |
| Indicator       | Information, support and guidance is provided through proactive engagements [increase]   |
| Measure         | Rate of forums and information visits provided by the Department of Labour per 1000 NZ workplaces  |
| Technical Notes |  |
| Numerator       | Number of forums and information visits provided by the Department of Labour (calendar year)   |
| Source          | <a href="#">Workplace Group Output Performance Statistics</a><br>Total <b>H&amp;S</b> and <b>HSNO (WI)</b> and <b>HSNO (contractors)</b><br>Ref# 5.1.4 Forums and Information Visits   |
| Denominator     | Number of geographic units in New Zealand (as at February of each year).   |
| Source          | Statistics NZ<br><a href="#">Business Demography Statistics</a> Tables<br>Table 1 (continued 3)<br>Total <b>Geographic Units</b>   |
| Manipulation    | Number of forums and visits/Number of geographic units x 1000  |
| Interpretation  | DoL performance statistics are generally reported per financial year, but figures are available month by month, so calendar year totals should be available on request.<br><br>Business Demographic statistics provide an annual snapshot of businesses as at February each year. The correct year's snapshot figure should be used for the denominator. For example, Department of Labour statistics for 1 January to 31 December 2007 should be matched to Business Demography snapshot as at February 2007. Note that there are a significant number of geographic units with no employees. |

|                 |  |
|-----------------|--|
| Indicator       | Employers and employees have access to information, guidance and support from the Department on request [increase]   |
| Measure         | Rate of health and safety information requests to Department of Labour via phone, email or website per 1000 employers/employees [increase]   |
| Technical Notes |  |
| Numerator 1     | Number of contact centre enquiries relating to H&S from employees (calendar year).   |
| Numerator 2     | Number of contact centre enquiries relating to H&S from employers (calendar year).   |
| Numerator 3     | Number of email enquiries relating to H&S from employees (calendar year).  |
| Numerator 4     | Number of email enquiries relating to H&S from employers (calendar year).  |
| Numerator 5     | Number of website hits on Department of Labour OSH website (calendar year).  |
| Source          | Available on request from Department of Labour Workplace Information and Promotion GM Office   |
| Denominator 1&3 | Number of employees in NZ (calendar year average = Total March, June, September, December quarters/4)  |
| Source          | Statistics NZ<br><a href="#">Household Labour Force Survey</a> Tables<br>Table 1 (series ref HLFQ S1A3S)   |
| Denominator 2&4 | Number of geographic units in New Zealand (as at February of each previous year).  |
| Source          | Statistics NZ<br><a href="#">Business Demography Statistics</a> Tables<br>Table 1 (continued 3)<br>Total <b>Geographic Units</b>   |
| Manipulation    | Contact centre enquires employees/number of employees x 1000<br><br>Contact centre enquiries from employers/number of geographic units x 1000<br><br>Email enquiries from employees/number of employees x 1000<br><br>Email enquiries from employers/number of geographic units x 1000 |

|                |  |
|----------------|--|
| Interpretation | <p>Hits on DoL OSH website/(number of employees + number of geographic units) x 1000</p> <p>As these are demand driven measures, some caution is required in interpreting the figures. For example, an increase in information access is likely to indicate a higher degree of awareness and interest in managing health and safety issues, but other explanations are possible and should be considered if other indicators show that health and safety in workplaces is not improving.</p> |
|----------------|--|

|                 |   |
|-----------------|---|
| Outcome         | Increased participation in health and safety representative training  |
| Indicator       | Employee participation in H&S training [increase]   |
| Measure         | Training providers report cumulative number of people completing health and safety representative training funded by government   |
| Technical Notes |   |
| Figure          | Annual number and total cumulative number of people that have completed health and safety representative training run by Business NZ, CTU or Impac, broken down by level of training.   |
| Source          | Health and Safety Representative Training Steering Group (co-ordinated by ACC).   |
| Interpretation  | <p>Note: This measure is expressed as a figure rather than a rate. This is because some of the people who have completed training may no longer be employed, so a rate for trained representatives in the workplace cannot be accurately derived.</p> <p>The Health and Safety Representative Training Steering Group are collecting delivery data on training funded by both DoL and ACC. The delivery data will include gender, ethnicity, industry sector, location, and level of training.</p> <p>The first useful data from this collection is likely to be available in May 2009.</p> |

|                 |   |
|-----------------|---|
| Outcome         | Employees have increased knowledge of effective health and safety systems and processes                                 |
| Indicator       | Employees' knowledge of health and safety [increase]  |
| Measure         | Percentage of employers who report that employees participated in health and safety training in the last financial year |
| Technical Notes |   |
| Figure          | Percentage of employers who report that employees participated in health and safety training in the last financial year |

|                |  |
|----------------|--|
| Source         | Statistics NZ<br><a href="#">Business Operations Survey 2006 Tables</a><br>Table 8<br>Total Health and Safety training (K33)   |
| Manipulation   | Note that % figure for Health and Safety training is a subset of those who trained staff overall. I.e. 86% of employers reported that staff had attended training, and of those employers 77% reported that the training was in health and safety. Therefore % of <b>all</b> employers who trained in health & safety will need to be calculated from this data. |
| Interpretation | This information available for 2006 only at this stage. Data for future years available if Department of Labour requests Employment Practices module to be run again.<br><br>Comparisons can be made by business size and industry (ANSIC Level 1) if desired.   |

|                 |  |
|-----------------|--|
| Outcome         | Employees have increased awareness of the impact of workplace illness and injury, and their legal obligations  |
| Indicator       | Employees' awareness of the incidence and impact of illness/injury [increase]  |
| Measure         | People's self-reported awareness of personal risk of injury at work  |
| Technical Notes |  |
| Figure          | % of respondents who felt personally at risk at work   |
| Source          | NZIPS<br><a href="#">Safety Culture Survey</a><br>Section 4.2, Table 4 (July 2007 report)<br>Q25/26 in survey  |
| Interpretation  | Information only available for 2007 to date. The intention is to repeat this survey every two years as a monitoring tool for the NZ Injury Prevention Strategy |

|                 |   |
|-----------------|---|
| Outcome         | Employees have increased and more effective participation in development/ improvement of 'preventive workplace cultures'                              |
| Indicator       | Amount and quality of employee participation in health and safety activities in the workplace [increase]  |
| Measure         | Employer report of whether business has formal practices for employee participation in health and safety  |
| Technical Notes |   |
| Figure          | % of businesses with formal processes for employee participation in health and safety   |
| Source          | Statistics NZ<br><a href="#">Business Operations Survey 2006 Tables</a><br>Table 10<br><b>Total</b> employee participation in health and safety (H32) |

|                |   |
|----------------|---|
| Interpretation | <p>This information available for 2006 only at this stage. Data for future years available if Department of Labour requests Employment Practices module to be run again.</p> <p>Comparisons can be made by business size and industry (ANSIC Level 1) if desired.</p> |
|----------------|---|

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| Outcome         | Employers/ managers have increased and more effective participation in development/ improvement of 'preventive workplace cultures'  |
| Indicator       | Amount and quality of employer participation in health and safety activities [increase]   |
| Measure         | Employer report of whether business has formal practices for employee participation in health and safety  |
| Technical Notes |   |
| Figure          | % of businesses with formal processes for employee participation in health and safety   |
| Source          | <p>Statistics NZ</p> <p><a href="#">Business Operations Survey 2006 Tables</a></p> <p>Table 10</p> <p><b>Total</b> employee participation in health and safety (H32)</p>  |
| Interpretation  | <p>This information available for 2006 only at this stage. Data for future years available if Department of Labour requests Employment Practices module to be run again.</p> <p>Comparisons can be made by business size and industry (ANSIC Level 1) if desired.</p> |

|                 |  |
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| Outcome         | Workplaces (government and private sector) adopt and improve health and safety systems and practices   |
| Indicator       | Level of good health and safety systems and practices (including reduction/ management of hazards) in workplaces [increase]  |
| Measure         | Employers self report of whether business has selected health and safety systems/practices in place [increase]   |
| Technical Notes |  |
| Figure          | <p>% of businesses with following practices in place</p> <ul style="list-style-type: none"> <li>• occupational health monitoring</li> <li>• measurement of noise levels</li> <li>• measurement of indoor air quality</li> <li>• stress and fatigue management programmes</li> <li>• health promotion programmes</li> </ul> |
| Source          | <p>Statistics NZ</p> <p><a href="#">Business Operations Survey 2006</a></p> <p>Section C: Employment Practices Module</p>  |

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|                 | <p><b>Q 21</b> ref C2101, C2102, C2103, C2104, C2105</p> <p>These results not published in report or tables on the Statistics NZ website. However, the Department of Labour, as a sponsoring agency for the Employment Practices module, has a copy of the data set. Request from Work Directions.</p> |
| Interpretation  | Overall figures should be reported, and contextualised by industry.  |
|                 |  |
| Measure         | Employees perception of how well health and safety risks are managed in their workplace [increase]   |
| Technical Notes |  |
| Numerator       | <p>Number of employees who think that health and safety risks are managed in their workplace</p> <ul style="list-style-type: none"> <li>• Very well</li> <li>• Well</li> <li>• Neither well nor poorly</li> <li>• Poorly</li> <li>• Very Poorly</li> </ul>   |
| Source          | <p>Statistics NZ</p> <p><a href="#">Survey of Working Life tables</a></p> <p>Table 15 (J35-39)</p>   |
| Denominator     | Total number of employees  |
| Source          | <p>Statistics NZ</p> <p><a href="#">Survey of Working Life tables</a></p> <p>Table 15 (J40)</p>  |
| Manipulation    | Table gives number of employees, convert to percentages for reporting (see commentary in SOWL report).   |
|                 |  |
| Measure         | Percentage of eligible businesses participating in ACC discount programmes [increase]  |
| Technical Notes |  |
| Numerator       | <p>Number of businesses participating in</p> <ul style="list-style-type: none"> <li>• ACC Partnership Programme</li> <li>• Workplace Safety Management Programme</li> <li>• Workplace Safety Discount Programme (small businesses)</li> </ul>  |
| Source          | Available on request from ACC Scheme and Product manager responsible for these programmes.   |
| Denominator     | Number of businesses eligible for programmes (as per eligibility criteria available from ACC, which include FTEs, earnings and payable levies)   |
| Source          | Likely to be available on request from Statistics NZ Linked Employer Employee Data set. ACC may already have already requested this information for their own monitoring/evaluation.   |
| Manipulation    | Number of businesses in programmes/number of eligible businesses x 100   |

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| Interpretation  | It may be difficult to source accurate figures for eligible businesses. ACC Evaluation team are currently working on accessing these figures, and early indications are that these can be sourced from Statistics NZ LEED. If accurate information is unable to be obtained for denominator, numerator information only could be reported. This could be contextualised against business size from Business Demography Statistics (though this information should not be used to derive rate – just to give a general idea of the number of businesses that are <i>likely</i> to be eligible) |
| Measure         | Percentage of central government agencies participating in the ACC Partnership Programme or ACC Workplace Safety Management Practices programme.  |
| Technical Notes |   |
| Numerator       | Number of public service departments and non-public service departments (as defined by the State Services Commission) participating in <ul style="list-style-type: none"> <li>• ACC Partnership Programme</li> <li>• Workplace Safety Management Programme</li> </ul>   |
| Source          | Available on request from ACC Scheme and Product manager responsible for these programmes.  |
| Denominator     | Number of central government agencies = number of Public Service departments and non-public service departments as defined by the State Services Commission.  |
| Source          | <a href="#">State Services Commission list of Public Service Departments</a> (Include only public service departments and non-public service departments. Do not include crown entities, or wider public sector)  |
| Manipulation    | Number of participating central government agencies/Number of central government agencies x 100   |
| Interpretation  | Note that only the larger government agencies will be eligible to participate in ACC PP or WSMP. Some of the public service and non-public service departments making up the denominator may be too small to be eligible – therefore, 100% participation from these agencies is unlikely to be achievable. However, because the number of agencies in these categories is likely to remain relatively stable over time, the % figure is still useful to monitor changes in the participation rates.   |
| Measure         | Percentage of earners who believe that they can personally make a difference to their own and others workplace health and safety  |
| Technical Notes |   |
| Figure          | % of earners who believe that they can personally make a difference to their own safety and that of others at work  |
| Source          | NZIPS<br><a href="#">Safety Culture Survey</a> report (July 2007)<br>Section 9.1.2<br>Q 30d   |

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| Interpretation | <p>Note that report gives total figure that agree, and then breaks down the answer for earners and non-earners. Use <b>earners</b> figure.</p> <p>Note that the answer to this question may be affected factors other than capability (e.g. perception of employer responsiveness)</p> |
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| Outcome         | Workplaces are safer  |
| Indicator       | Risk of a NZ employee/ employer experiencing a workplace injury or illness [decrease]   |
| Measure         | Rate of notified incidents/complaints about workplace health and safety received by the Department of Labour per 1000 NZ workplaces   |
| Technical Notes |   |
| Numerator       | Number of health and safety incidents and complaints received by the Department (calendar year)   |
| Source          | <a href="#">Workplace Group Output Performance Statistics</a><br>Ref# 4.2.3   |
| Denominator     | Number of geographic units in New Zealand (as at February of each year).  |
| Source          | Statistics NZ<br><a href="#">Business Demography Statistics</a> Tables<br>Table 1 (continued 3)<br>Total <b>Geographic Units</b>  |
| Manipulation    | Number of incidents & complaints received/number of geographic units x 1000   |
| Interpretation  | <p>Because notification of incidents is voluntary this indicator should be interpreted with caution.</p> <p>DoL performance statistics generally reported per financial year, but figures are available month by month, so calendar year totals should be available on request.</p> <p>Business Demographic statistics provide an annual snapshot of businesses as at February each year. The correct year's snapshot figure should be used for the denominator. For example, Department of Labour statistics for 1 January to 31 December 2007 should be matched to Business Demography snapshot as at February 2007. Note that there are a significant number of geographic units with no employees.</p> <p>Most of New Zealand's health and safety complaints/incidents will be received by the Department of Labour. However, the Civil Aviation Authority and Maritime Safety Authority also have a role in investing incidents and accidents at sea and in the air. Data from these agencies could also be reported against this indicator.</p> <p>Note that the data for each agency should be reported as separate measures, and not amalgamated to provide an overall incidence total.</p> |

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|  | <a href="#">Maritime Safety Authority accident reports and statistics</a><br><a href="#">Civil Aviation Authority safety reports</a> |
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| Outcome         | People (employees/employers) are healthier   |
| Indicator       | Work toll - incidence rate, and severity of injury and illness [decrease]  |
| Measure         | Rate of work-related fatalities/100,000 workers  |
| Technical Notes |  |
| Figure          | Rate of work-related fatalities/100,000 workers  |
| Source          | Statistics NZ<br><a href="#">Injury Statistics: Work-related Claims</a> tables<br>Table 23 (Fatal by sex)  |
| Interpretation  | Note that for all figures in the Work-related claims report, the most recent year's figures are provisional only and likely to change significantly. Therefore <b>only</b> final figures, from the year two years prior to the report date, should be used for monitoring (e.g. the 2008 report provides provisional figures for 2007 and final figures for 2006). |
| Measure         | Rate of work-related fatal injuries/100,000 person years at risk   |
| Technical Notes |  |
| Figure          | Rate of work-related fatal injuries/100,000 person years at risk   |
| Source          | NZIPS<br><a href="#">Chartbook of the NZIPS Serious Injury Outcome Indicators</a><br>Work-related fatal injury – Age-standardised rate: ACC (W14)  |
| Interpretation  | The Chartbook uses ACC data only to calculate fatality rate. Rate is age standardised using 2003 working population age profile as baseline.<br><br>Note that the Chartbook authors regard the work-related indicators as provisional (rather than validated) due to possible threats to validity as discussed in Cryer et al (2004).                              |
| Measure         | Rate of work-related serious non-fatal injury/100,000 person years at risk   |
| Technical Notes |  |
| Figure          | Rate of work-related serious non-fatal injury/100,000 person years at risk   |
| Source          | NZIPS<br><a href="#">Chartbook of the NZIPS Serious Injury Outcome Indicators</a><br>Work-related serious non-fatal injury – Age-standardised rate: ACC (W02)  |

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| Interpretation  | <p>Rate is age standardised using 2003 working population age profile as baseline.</p> <p>Note that the Chartbook authors regard the work-related indicators as provisional (rather than validated) due to possible threats to validity as discussed in Cryer et al (2004).</p>   |
| Measure         | Rate of ACC claims for work related injuries/1000 FTEs  |
| Technical Notes |   |
| Figure          | Rate of ACC claims for work related injuries/1000 FTEs  |
| Source          | <p>Statistics NZ</p> <p><a href="#">Injury Statistics: Work-related Claims</a> tables</p> <p>Table 29 (Trends)</p> <p>Incidence rate – number of claims per 1,000 FTEs</p>  |
| Interpretation  | <p>Note that for all figures in the Work-related claims report, the most recent year's figures are provisional only and likely to change significantly. Therefore <b>only</b> final figures, from the year two years prior to the report date, should be used for monitoring (e.g. the 2008 report provides provisional figures for 2007 and final figures for 2006).</p> <p>Note that this figure also includes claims for work-related illness claims compensated by ACC.</p> |
| Measure         | Rate of ACC entitlement claims for work related injuries/1000 FTEs  |
| Technical Notes |   |
| Figure          | Rate of ACC entitlement claims for work related injuries/1000 FTEs  |
| Source          | <p>Statistics NZ</p> <p><a href="#">Injury Statistics: Work-related Claims</a> tables</p> <p>Table 17 (Entitlement by age/sex)</p>  |
| Interpretation  | <p>Entitlement payments include death, weekly compensation and rehabilitation payments.</p> <p>Note that for all figures in the Work-related claims report, the most recent year's figures are provisional only and likely to change significantly. Therefore <b>only</b> final figures, from the year two years prior to the report date, should be used for monitoring (e.g. the 2008 report provides provisional figures for 2007 and final figures for 2006).</p>           |
| Measure         | Proportion of ACC claims for work related illnesses   |
| Technical Notes |   |
| Figure          | Percentage of ACC work-related claims for illness/disease   |
| Source          | <p>Statistics NZ</p> <p><a href="#">Injury Statistics: Work-related Claims</a> tables</p> <p>Table 9 (type/sex)</p> <p>Subtotal illness/disease – percentage of all claims</p>  |

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| Interpretation | Note that for all figures in the Work-related claims report, the most recent year's figures are provisional only and likely to change significantly. Therefore <b>only</b> final figures, from the year two years prior to the report date, should be used for monitoring (e.g. the 2008 report provides provisional figures for 2007 and final figures for 2006). |
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| Outcome         | Workplaces are more productive   |
| Indicator       | Workdays lost due to work related injury or illness [decrease]   |
| Measure         | Rate of ACC compensated lost work days due to work-related illnesses and injuries /100,000 workers   |
| Technical Notes |  |
| Figure          | Days of weekly compensation payment made   |
| Source          | <p>Statistics NZ<br/>Table 13 (and trend data)<br/>This information was included in Statistics NZ release until 2006. Statistics NZ are no longer including this table in their public release, but have agreed to prepare and provide this annually to the Department for the WHSS monitoring.<br/>Contact Statistics NZ in September to confirm.</p>   |
| Interpretation  | <p>Compensation payments are only made after an individual has spent one week off work. So adding 5 days to the number of compensated days give actual work days lost for those receiving compensation. Those not receiving compensation may have had anywhere from 0-5 days lost due to injury.</p> <p>Note that for all figures in the Work-related claims report, the most recent year's figures are provisional only and likely to change significantly. Therefore <b>only</b> final figures, from the year two years prior to the report date, should be used for monitoring (e.g. the 2008 report provides provisional figures for 2007 and final figures for 2006).</p> |

## Government Leadership and Practices

|                 |   |
|-----------------|---|
| Outcome         | Inspection and enforcement activities are efficient and effective.  |
| Indicator       | Effectiveness of inspection and enforcement activities. [Increase]  |
| Measure         | Proportion of Department of Labour inspection and enforcement activities that result in positive changes in workplace health and safety practices.      |
| Technical Notes |   |
| Figure          | The percentage of workplaces that, after six month, have satisfactorily addressed the compliance or enforcement requirements identified.                |
| Source          | <a href="#">Workplace Group Output Performance Statistics</a><br>Ref# 4.2.7   |
| Manipulation    | Sum Jan-Dec %/12  |
| Interpretation  | DoL performance statistics generally reported per financial year, but figures are available month by month, so calendar year average can be calculated. |

## Industry Leadership and Community Engagement

|                 |   |
|-----------------|---|
| Outcome         | Communities have increased awareness of workplace illness and injury  |
| Indicator       | Community members awareness of workplace illness and injury [increase]  |
| Measure         | Community members belief that 'everyone is at risk of injury in the workplace'  |
| Technical Notes |   |
| Figure          | % of survey respondents who agree that everyone is at risk of injury in the workplace   |
| Source          | NZIPS<br><a href="#">Safety Culture Survey</a> report (July 2007)<br>Section 9.1.2<br>Q 30d   |
| Interpretation  | Information only available for 2007 to date. The intention is to repeat this survey every two years as a monitoring tool for the NZ Injury Prevention Strategy. |

|           |  |
|-----------|--|
| Outcome   | Communities have increased knowledge about workplace health and safety         |
| Indicator | Community knowledge about health and safety [increase]                         |
| Measure   | Community members belief that workplace accidents and injuries are preventable |

|                 |   |
|-----------------|---|
| Technical Notes |   |
| Figure          | % of survey respondents who agree that injuries in the workplace are preventable  |
| Source          | NZIPS<br><a href="#">Safety Culture Survey</a> report (July 2007)<br>Section 8.1 Table 7<br>Q 29d   |
| Interpretation  | Information only available for 2007 to date. The intention is to repeat this survey every two years as a monitoring tool for the NZ Injury Prevention Strategy. |

|                 |   |
|-----------------|---|
| Outcome         | Community support for improving workplace health and safety increases   |
| Indicator       | Community members' support for improved health and safety practices [increases]   |
| Measure         | Community members belief that keeping people safe from injury at work is something we must all take responsibility for as a society                                 |
| Technical Notes |   |
| Figure          | % of survey respondents who agree that helping people keep safe from injury and harm in the workplace is something we must all take responsibility for as a society |
| Source          | NZIPS<br><a href="#">Safety Culture Survey</a> report (July 2007)<br>Section 9.1.2<br>Q 32d   |
| Interpretation  | Information only available for 2007 to date. The intention is to repeat this survey every two years as a monitoring tool for the NZ Injury Prevention Strategy.     |
| Measure         | Community members who identify the workplace as an area where they would like to see a reduction in injury  |
| Technical Notes |   |
| Figure          | % of survey respondents who would like to see a reduction in the number and severity of accidents in the workplace  |
| Source          | NZIPS<br><a href="#">Safety Culture Survey</a> report (July 2007)<br>Section 9.1<br>Q 36/37/38  |
| Interpretation  | Information only available for 2007 to date. The intention is to repeat this survey every two years as a monitoring tool for the NZ Injury Prevention Strategy.     |

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