



31 August 2020

██████████
Email: ██████████

Dear ██████████

Official Information Act Request for – Working at Heights Policy

I write in response to your Official Information Act request received by us **31st July 2020** requesting the following information:

- **I would like a copy of your Working at Heights policy in place as at April 2017**

For context Counties Manukau Health (CM Health) employs over 7,500 staff and provide health and support services to people living in the Counties Manukau region (approx. 569,400 people).

We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily. Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services, across a number of facilities. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

CM Health does not hold an organisation- specific document entitled *Working at Heights* policy. We are therefore unable to provide a copy to you, under section 18(e) of the Act – as this doesn't exist or could not be found.

CM Health adheres to the standards and guidance provided by Worksafe related to best practice related to working at heights – including their guidance (2019) that is also publicly available on their website:

- <https://worksafe.govt.nz/topic-and-industry/working-at-height/>
- https://worksafe.govt.nz/search/SearchForm/?Search=best+practice+height&action_results=Go

However, we can provide the following documents and information (**attached**) that relate to the Health and Safety of workers, including hazard identification, risk management and responsibilities.

- CM Health's Health and Safety policy
- CM Health's Contractor Safety Management - policy and procedure
- "Health and Safety Management" Manual – for all managers
- "Health and Safety Orientation Booklet" - for all employees receive at employment commencement, and is supported by on-line training session and H&S reps in services.

Additionally, in recent years, we completed a Height Safety Systems review related to Height safety, with the most recent stock take completed in 2017. We include this (attached) for your reference.

- Middlemore Hospital Height Safety Systems – completed 2017

In summary, the services that need to access areas in our facilities that involve working at height have systems and processes in place to support workers to do this safely.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Fepulea'i Margie Apa', written in a cursive style.

Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health