

# Health & Safety Representative (HSR) Handbook

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# Welcome Message



On behalf of Health NZ | Te Whatu Ora, I would like to express my gratitude for your decision to become a Health and Safety Representative (HSR).



**Fepulea'i Margie Apa**

CEO OF  
HEALTH NZ | TE WHATU ORA

As an HSR, you play a crucial role in advocating for our teams and creating a healthier and safer work environment. You will be a pivotal part in representing the views and concerns of your colleagues and, working with management to address any health and safety issues that arise. You will also have the opportunity to participate in training and development programs to enhance your skills and knowledge in this area. Your familiarity with our workplace will enable you to identify and address health and safety concerns that are important to our people.

Your role is vital in ensuring that our workplace remains a safe and healthy environment for all team members.

Together, we are committed to the wellbeing and value of our team members.



## Your handbook

To be a great HSR, you need to have the courage to speak up. It's easy to say, but not always easy to do.

This handbook is a guide on how our HSRs and Managers can support and manage health, safety and wellbeing (HSW) at Health NZ | Te Whatu Ora, it explains the role and functions of an HSR, what manager's responsibilities are, and will introduce a range of opportunities to collaborate and work effectively together for better HSW outcomes. Keep it handy.

If you need advice about anything Health, Safety and Wellbeing, you can reach out to relevant subject matter experts, and/or your Health and Safety Delivery Teams or Union Reps. You'll often see them out and about in the business, so don't be shy, say "hi". They're here to help!



When you see this icon throughout the handbook, it means that supporting resources and further information can be found in the HSR Hub, including a list of elected HSRs across the motu for you to connect with.

# What do HSRs do?

As a HSR, you act as a bridge between workers and management, offering a **proactive, fresh perspective** and ensuring the **voices of workers are heard** in Health, Safety and Wellbeing (HSW) matters.

You should act with **authenticity**, behave with **integrity** and use your **intuition** and learnt skills to affect and **influence positive change**.

Remember, you're not alone - your Health and Safety Delivery Team is here to support you.

## IN A NUTSHELL

- HSR's are able to support, represent, advise and advocate for the health, safety and wellbeing of everyone who works in their workgroup
- HSR's are approachable, attentive, lend a listening ear, and operate with empathy
- Through effective communication, HSR's can share information and facilitate open conversation
- HSR's are a reliable advocate who are trusted with ensuring that concerns are heard and considered in decision making
- HSR's understand how to engage with and represent workers and deserve to be respected for their contribution.
- HSR's can be a safe pathway to connect a worker with employee assistance programs for further support

## CORE FUNCTIONS

- Provide leadership in representing and advocating for workers on HSW matters
- Support workplace investigations to achieve good HSW outcomes
- Develop and maintain positive relationships with workers, people leaders, senior leadership and union representatives
- Effectively convey the voice of workers, including all diverse views
- Work with workers and management to help identify hazards and risks and seek solutions that eliminate, or if not able, minimise harm
- Champion health, safety and wellbeing initiatives
- Engage with the organisation and promote transparency
- Understand and correctly enact provisions of the Health and Safety at Work Act (2015)
- Actively encourage positive resolution for all parties
- Support Health NZ | Te Whatu Ora with H&S audits, inspections and incident review.
- Nurture a workplace culture that is physically, mentally and culturally safe.

As an HSR your contact information will be shared on Health NZ noticeboards, newsletters, and the intranet. Our Union Partners may also request your contact information to further support you in your role. You will need to advise Health NZ if you do not consent to this.



Want more details? Check out "What HSRs do?" in the Worker Engagement, Participation, and Representation resources.

# Te Mauri o Rongo – The NZ Health Charter



Te Mauri o Rongo - The New Zealand Health Charter provides us with values, principles and behaviours that we want our health workers and organisations to demonstrate. Our commitments within this empower us to provide safe workplaces to be able to meet the needs of the people, whanau and communities they serve, and are guided by the four pou of Te Mauri o Rongo.

**Wairuatanga** Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

**Rangitiratanga** As organisations, we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

**Whanaungatanga** We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangata” - we will weave our people together.

**Te Korowai Ahuru** A cloak which seeks to provide safety and comfort to the workforce.

## Leadership and Engagement

**Leadership** is demonstrated when we all acknowledge the role we play in health, safety and wellbeing, to ‘lead’, to listen/whakarongo, to guide, and to support each other to meet our responsibilities, and realise opportunities.

**Engagement** is seeking the voices of many/kōrero ki te tangata, to listen to those who are closest to the matter, and to make collaborative decisions that ensure a healthy and safe workplace for all.

# Why we manage health and safety

As an HSR, you care deeply for your work and the people you work with at Health New Zealand |Te Whatu Ora, but why?

The most important reason is that we respect, care and value our workers, and others, and want them to return home safe, every day. Other reasons include:



## Moral Obligation

Preventing injuries and illnesses is simply the right thing to do. It keeps our people, their families, and our community safe and healthy.



## Socio-Legal Obligation

Our society expects workplaces to be safe and healthy, our laws reflect this expectation.



## Economic Obligation

Accidents and incidents can be costly. By actively preventing them, we save money and increase productivity, keeping our korowai strong and intact.

# Health and Safety at Work Act 2015



The Act provides a framework to ensure the health and safety of workers and workplaces. It breaks down the health, safety, and well-being responsibilities at all levels of the organisation to keep people safe.

It also provides a set of guidelines and requirements designed to ensure workers have a meaningful role and a strong voice on health and safety matters.

These regulations mandate that employers **must** engage with workers regarding health and safety issues, involve them in decision-making processes and provide mechanisms for their participation.

# Worker Engagement Participation and Representation (WEPR) Regulations (2016)



Also referred to as the **WEPR regulations**, the Work Engagement Participation and Representation Regulations (2016) explain the importance of each role in minimising any risks related to health, safety, and wellbeing. The key aspects of the regulations include:

Role	What does the regulation say about WEPR?
PCBU (Person Conducting a Business or Undertaking)	<ul style="list-style-type: none"> <li>• Involve workers in health and safety matters.</li> <li>• Consult with workers on decisions affecting their health and safety.</li> <li>• Provide opportunities for workers to express their views and contribute to decision-making on health and safety issues.</li> <li>• Establish practices for effective worker participation.</li> <li>• Ensure workers can raise health and safety issues.</li> <li>• Provide mechanisms for workers to participate in improving workplace health and safety.</li> <li>• Support the election of Health and Safety Representatives (HSRs).</li> <li>• Consult with HSRs on health and safety matters.</li> <li>• Allow HSRs sufficient time and resources to perform their role effectively.</li> <li>• Ensure HSRs receive necessary training to carry out their functions.</li> <li>• Provide paid leave for HSRs to attend approved training courses</li> <li>• Provide workers and HSRs with relevant health and safety information.</li> <li>• Share information about hazards and risk controls in the workplace.</li> </ul>
Officers	<ul style="list-style-type: none"> <li>• Ensure the PCBU complies with its health and safety obligations.</li> <li>• Stay informed about health and safety matters within the organisation.</li> <li>• Understand the health and safety risks associated with the business's operations.</li> <li>• Ensure the PCBU has appropriate resources and processes to eliminate or minimise health and safety risks.</li> <li>• Verify the use of these resources and processes.</li> <li>• Monitor the PCBU's health and safety performance.</li> <li>• Ensure processes are in place for receiving and considering information on incidents, hazards, and risks.</li> </ul>
Health and Safety Representatives	<ul style="list-style-type: none"> <li>• Represent workers on health and safety matters.</li> <li>• Investigate complaints, concerns, and issues raised by workers relating to health and safety.</li> <li>• Consult with the PCBU on health and safety matters.</li> <li>• Participate in the development and review of health and safety policies and procedures.</li> <li>• Inspect the workplace regularly to identify hazards and risks.</li> <li>• Accompany inspectors from regulatory bodies during workplace inspections.</li> <li>• Report health and safety issues to the PCBU.</li> <li>• Facilitate communication between workers and the PCBU on health and safety matters.</li> <li>• Attend approved health and safety training.</li> <li>• Share health and safety information with workers.</li> <li>• Keep up to date with health and safety matters affecting the workplace.</li> <li>• Assist in the resolution of health and safety issues in emergencies.</li> <li>• Ensure that immediate actions are taken to address serious health and safety risks.</li> </ul>
Workers	<ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety.</li> <li>• Ensure their actions do not adversely affect the health and safety of others.</li> <li>• Comply with reasonable health and safety instructions from the PCBU.</li> <li>• Use and wear personal protective equipment (PPE) as required.</li> <li>• Follow workplace health and safety policies and procedures.</li> <li>• Engage in health and safety discussions and initiatives.</li> <li>• Report hazards, incidents, and near misses.</li> <li>• Participate in training and other activities designed to improve workplace health and safety.</li> </ul>

# Worker Participation Agreement

Health NZ | Te Whatu Ora acknowledges the essential part that workers and their representative unions play in developing, promoting and maintaining effective worker engagement and participation.



A worker participation agreement (WPA) has been developed and agreed between Health NZ | Te Whatu Ora and representatives of the unions to set out structures and processes that enable us to meet our duties under the Health and Safety at Work Act (HSWA) 2015 to:

- **engage** with our workers and their representatives about health and safety matters, and
- enable workers and their representatives to **participate** effectively in improving work health and safety.

## The WEPR System

Worker participation can be **direct** participation, where leaders directly engage with workers (in meetings, in toolbox talks, by walking the floor etc) and **indirect** or representative participation where the workers choose a person to act on their behalf (often with training and status, like a Union Rep or HSR). Evidence shows us that indirect participation has a much greater impact!

In the next few pages, you'll see how the WEPR system works. As a HSR, you are at the heart of it. We will show you how you can represent our workers in your work groups. These are groups of workers that need to be set up in a way that enables workers to:



- **be represented effectively**



- **have access to a HSR**

We encourage you to engage with the workers you represent, your management team, and the Health and Safety Delivery team to review health, safety and wellbeing matters.

If issues cannot be solved, or new initiatives need to be shared, the HSR representing that work group will ensure the information flows up to the Health, Safety and Wellbeing Committees (HSWCs), ensuring that every concern is addressed at the right level.

Health NZ | Te Whatu Ora recognises the value and importance of Health, Safety and Wellbeing Committees (HSWCs) to facilitate, assist, make recommendations, and make decisions that are necessary for a healthy and safe workplace.



# Work Groups

We have a huge team with over 100,000 workers, who are represented by HSRs, and due to the large size and multiple locations, sites and work activities, Health NZ | Te Whatu Ora must determine which groups of workers (work groups) each HSR will represent.

We understand that one size doesn't fit all, so we've developed multiple ways that work groups can be identified. HSR's are encouraged to understand and choose the best option that fits the workers they represent. Here are the options:

## Option 1

### Health NZ | Te Whatu Ora Area/Service/Department

A HSR can represent their area, service or department.

*Work Group Example: Pacific Health (Entity), Kotuku House (Area), Data & Digital (Service), Emergency Services (Department)*

## Option 2

### Health NZ | Te Whatu Ora Role Type

A HSR can represent a group of workers by role type, role sub-group, or all Health NZ | Te Whatu Ora role types.

*Work Group Example: Nurses or Radiologists (Role Type), Neonatal Nurse (Sub-Group), or all roles within a small location/site*

## Option 3

### Health NZ | Te Whatu Ora Combination

A HSR can represent a combination of options 1 or 2, representing a role type or group within an entity, area, service or department.

*Work Group Example: Community Mental Health Nurses within the Mental Health & Addictions Service, or Business Analysts within the Data & Digital Team*

Two or more PCBU's may also identify the need for a multiple PCBU work group arrangement. This would support the identification and management of shared risks and overlapping duties.

**Remember** - Work groups are a way to ensure EVERY worker's voice is heard. See page 12 for some examples to help demonstrate the work group options.

# Health, Safety and Wellbeing Committees

Health, Safety and Wellbeing Committees (HSWC) enable Health NZ - Te Whatu Ora and its worker representatives to meet regularly and work cooperatively to improve health and safety. These meetings are a chance for you to make a real impact on our workplace. So, bring your ideas, your concerns, and your enthusiasm.

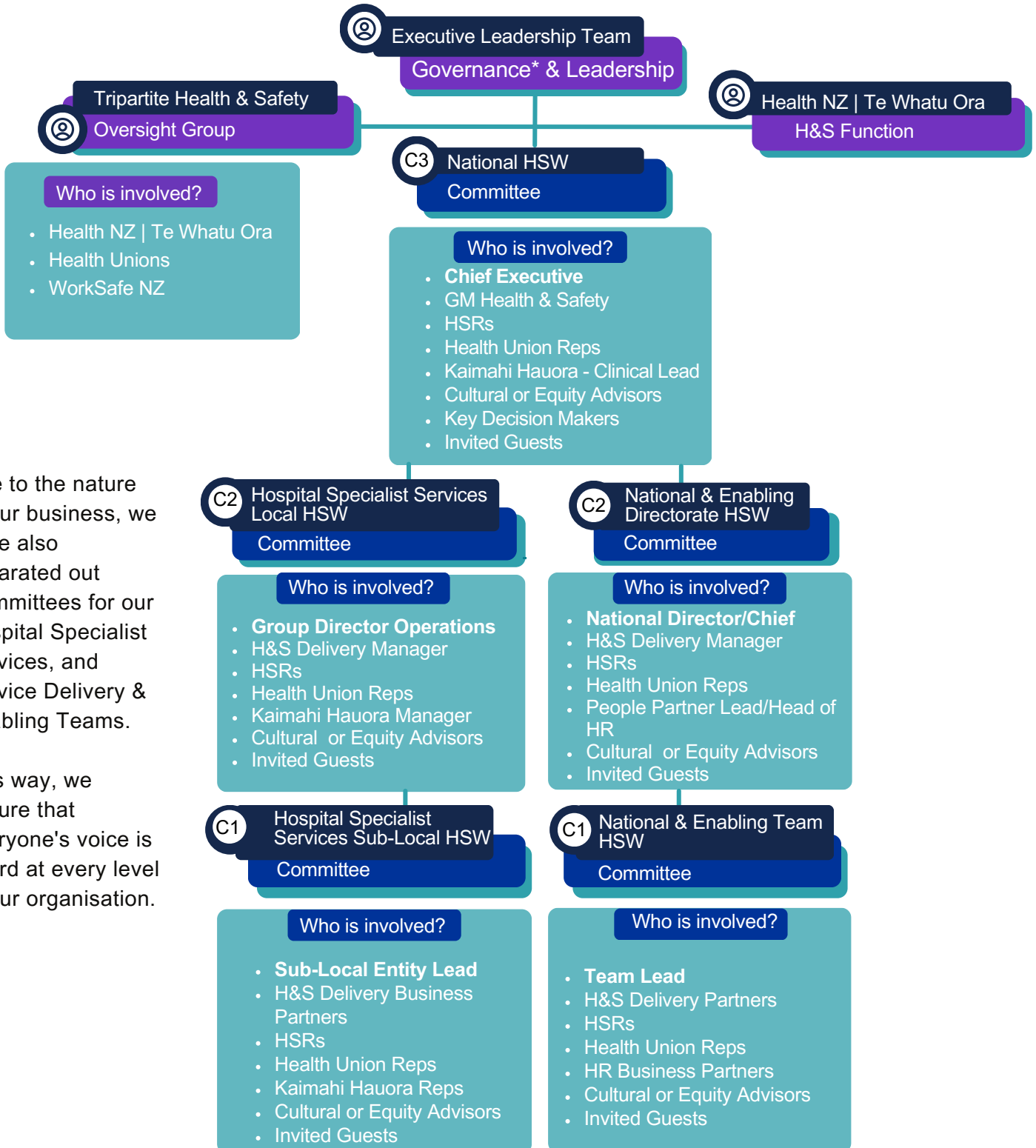
We have three tiers of Health, Safety, and Wellbeing Committees. Each with a key decision maker that will ensure the Committee meets at least every three months with 50% HSRs in attendance (as a minimum). The purpose of each committee level is below.



Curious about the nitty-gritty details? You can find everything you need to know about the functions, memberships, and Terms of Reference for each Committee in the Worker Engagement, Participation, and Representation Resources.

# Continued

But it doesn't stop there! Some HSRs from HSWC-1 Committees will be nominated to attend HSWC-2 Committees and HSWC-3 National Health, Safety, and Wellbeing Committee meetings.



\*For example - Board or Health and Safety Sub-Committee of the Board

## Your Role in These Meetings

As a HSR, you have the opportunity to raise H&S matters on behalf of your work group at Health, Safety, and Wellbeing Committee (HSWC) meetings.

# Examples

Let's take a look at some examples of work groups and committees that HSRs might attend:

Work  
group  
option  
1

*Jane* is a doctor within the Mental Health and Addictions Directorate/Division at Middlemore Hospital and is one of many HSRs that represent everyone in the Mental Health and Addiction **Service**.

*Work Group = Mental Health and Addiction Service*

*C1 HSS Sub-Local Committee = Mental Health and Addiction Service*

*C2 HSS Local Committee = Middlemore Hospital*

Work  
group  
option  
1

*Sione* works within the data and digital team as a business analyst. He is located at Level 3 at Kotuku House in Auckland, where he sits with HR, Pacific Health and other departments. Sione is a HSR that represents the workers that work inside Kotuku House **area**.

*Work Group = Kotuku House, Auckland*

*C1 Delivery & Enabling Team Committee = Data & Digital, HR, Pacific Health or IIG*

*C2 Delivery & Enabling Directorate Committee = Data & Digital, HR, Pacific Health or IIG*

Work  
group  
option  
2

*Zainab* is a nurse that works in the Emergency Department within the Adult Medical Directorate/Division at Waikato Hospital. Zainab is a HSR that represents all of the **nurses** within the Emergency Department.

*Work Group = Emergency Department Nurses*

*C1 HSS Sub-Local Committee = Adult Medical Directorate/Division*

*C2 HSS Local Committee = Waikato Hospital*

Work  
group  
option  
3

*Bob* is a cleaner and is what we call a transient worker who moves through multiple Health NZ |Te Whatu Ora locations/sites. Bob is mostly based from the Children's Hospital in the Christchurch Hospital and therefore can represent workers at the children's **hospital** OR represent other **cleaners** through facilities management OR **both**.

*Work Group = Children's Hospital OR Cleaners*

*C1 HSS Sub-Local Committee = Childrens Hospital OR*

*C1 Delivery & Enabling Team Committee = Facilities Management (IIG)*

*C2 HSS Local Committee = Christchurch Hospital OR*

*C2 Delivery & Enabling Directorate Committee = Investment & Infrastructure Group*

**Don't worry!** Your priority as a HSR is to listen and support the workers. If you need help with which Committee to take your H&S matter to, please contact your H&S Delivery Team, Union Representatives, or another HSR.

# Management Support for you

It's important that Officers and Leaders at Health NZ | Te Whatu Ora work with our HSRs effectively and understand your needs and the actions they can take. The table below outlines what leaders will do to support you.

Area	Leaders Responsibility	Their Supportive Actions
Recognition and acknowledgement	Acknowledge the significance of the HSR role as a representative for workers on health and safety matter	<ul style="list-style-type: none"> <li>Clearly communicate (e.g. via notice boards, intranet, announcement in meetings) the importance of the HSR role in representing workers on health and safety matters.</li> <li>Recognise HSR authority and value in contributing to a safer workplace, which includes giving HSRs time to speak on the agenda.</li> </ul>
Facilitate training	Ensure HSRs are given the right training to fulfil their duties effectively.	<ul style="list-style-type: none"> <li>Ensure HSRs have the health and safety training they need.</li> <li>Give HSRs adequate paid time to attend, study and practice what they've learnt.</li> <li>Empower HSRs to identify and address workplace risks with the knowledge and skills necessary.</li> </ul>
Time allowance for HSRs	Allow HSRs reasonable time to perform their duties, during their rostered shifts, without loss of pay	<ul style="list-style-type: none"> <li>Establish a work environment that accommodates the time HSRs need to fulfil their responsibilities.</li> <li>Emphasise the importance of the HSRs role and Health NZ's commitment to supporting their efforts.</li> </ul>
Providing access to information	Give HSRs access to relevant health and safety information, at the right time, and in a way that they can easily understand.	<ul style="list-style-type: none"> <li>Ensure HSRs have timely access to information such as hazard reports, incident records, and health and safety policies and procedures.</li> <li>Foster transparency to empower them in their representative duties.</li> </ul>
Collaborative decision making	Engage in genuine consultation with HSRs on health and safety matters.	<ul style="list-style-type: none"> <li>Actively involve HSRs in reviews, assessments and decision-making processes related to health and safety matters.</li> <li>Seek HSR input and insights to benefit from their frontline perspective, fostering a culture of collaboration that assesses and seeks to understand the issues.</li> </ul>
Representation in committees	Include HSRs in health and safety committees (ensuring at least 50% of members are HSRs), and other relevant forums	<ul style="list-style-type: none"> <li>Bring HSRs into existing health and safety structures, ensuring they can actively participate in discussions and decision-making processes.</li> <li>Ensure HSRs are given time to raise health and safety matters at Health and Safety Committee meetings, by giving them a regular time slot on the agenda.</li> </ul>
Support during investigations	Provide support to HSRs during Workplace investigations into health and safety concerns.	<ul style="list-style-type: none"> <li>Offer resources and help to HSRs when addressing and resolving health and safety issues.</li> <li>Demonstrate a commitment to resolving concerns promptly and effectively.</li> </ul>

# Our Commitment to you



## Time

HSRs are entitled to a minimum of 8 hours of rostered work time per 6 weeks, plus time to attend committee meetings.



## Resources

HSRs will have access to appropriate tools, equipment, resources, facilities and assistance to allow them to perform their functions and exercise their powers under the HSWA 2015.



## Communication

HSRs will have the opportunity to engage in HSW forums, network and share information with other HSRs and HSWCs. Provision and use of HSW noticeboards and other effective communication tools will be available to allow timely and transparent delivery of HSW information. HSRs will have access to HSW information to perform their jobs effectively.



## Training

HSRs are entitled to two days (paid) leave for health and safety training each year to develop the skills and knowledge needed to be effective in your HSR role. As a minimum, you will complete NZQA Unit Standard 29315, with optional additional training.



## Leadership

Leaders will champion a positive HSW culture, lead by example and make a clear statement of expectations of their People Leaders and Management across Health NZ | Te Whatu Ora. They will ensure a clear and accessible escalation process, including in-confidence processes for sensitive situations.



## Support and Engage

Health NZ | Te Whatu Ora will proactively support HSRs to be successful in their role by empowering a culture of collaboration with senior leaders, the Health & Safety Delivery Team, and other HSRs.

# Your Development

Being a HSR will provide you with opportunities for learning and development.

As a HSR, you are entitled to two (2) days paid leave each year to attend training. Besides health and safety specific training, you will learn many transferable skills that will help you with your personal and professional development.

Initial HSR training is provided within the first two months of starting the role, in an e-learning module and/or local introduction. Health NZ - Te Whatu Ora will engage with you to agree an annual training plan.



## First Year

You'll kick start your journey by completing an initial induction, in an e-learning module and/or local introduction. As soon as possible after becoming a HSR, you'll undergo formal training with a qualified training provider to complete NZQA Unit Standard 29315.



## Subsequent years

Following your first year, the focus shifts to further developing your capabilities in areas that interest you.

Working in consultation with you, unions and other HSRs, the Health and Safety Delivery Team will identify effective training opportunities that build on your foundational knowledge, these could include:



H&S Conferences  
or Seminars



In-person  
training courses

# Recognition and Peer Support

It is important that we continue to support you as you progress through your HSR journey, we also acknowledge that other HSRs are on their journey and may need peer support. You can request to be a higher level HSR where further opportunities will be available.

- Level 1** Your first training program will be NZQA Unit Standard 29315. It is your entry role as a HSR and shows your commitment to health and safety.
- Level 2** As you advance in your training, you are growing your expertise with deeper involvement and awareness of H&S matters through H&S conferences, and forums, creating a safer workplace.
- Level 3** After completing the highest level of training, your advanced skills and leadership in H&S will be recognised through H&S industry membership, marking you as a highly knowledgeable and experienced HSR, to further support your peers.

## How are you protected?

As a HSR, the Health and Safety at Work Act 2015 ensures you are protected. It says that a PCBU (like Health NZ | Te Whatu Ora) cannot discriminate or take other negative steps against a person because of their involvement in workplace health and safety when:

- raising an issue or concern about health and safety
- ceasing work because it is believed to be unsafe or unhealthy
- taking part in resolving a health and safety issue
- acting as a HSR, a member of a HSWC, or in another role under the HSWA
- using the lawful powers as a HSR or member of a HSWC, for example directing a worker to cease unsafe work

These protections ensure that as a HSR, you can focus on your vital role in maintaining a safe and health workplace.

## What does this mean?

This means, as a HSR, Health NZ | Te Whatu Ora cannot:

- Dismiss you for undertaking your role as a HSR
- Terminate a contract with you
- Refuse or fail to offer work that is available, and working conditions that you are qualified for
- Subject you to negative conditions that other workers would not be subjected to
- Retire, cause you to retire or terminate your contract
- Terminate or avoid a commercial arrangement

Additionally, you are protected from civil or criminal liability for any actions taken or omitted in good faith while performing your HSR duties. This means you can confidently perform your role knowing you have legal protection.

These protections ensure that as a HSR, you can focus on your vital role in maintaining a safe and healthy workplace.



# Let's Work Together

If you feel you have a health and safety concern that is not being appropriately addressed, here are some people who can help you.

Our HSR structure, shown under “Recognition and Peer Support” allows HSRs to connect with their peers. So, if you're a level one HSR, you can seek help from a Level 2 HSR, and if you're a Level 2 HSR, you can call on a Level 3 HSR.

Here is a list of other members of our team you can talk to if you have any concerns.

- Direct Manager
- Health and Safety Delivery Teams
- People and Communications
- Union Representatives

## Provisional Improvement Notice (PIN)

As a HSR, if you believe someone is breaking or about to break health and safety rules, you can issue a Provisional Improvement Notice (PIN) providing you have completed the Unit Standard 29315.

Before issuing a PIN, you must talk with the person involved, and explain the health and safety concern with them to ensure their understanding and provide them with reasonable time to fix it. If the issue has not been resolved, speak to a high level HSR, or the people mentioned above.

If the issue still hasn't been resolved, you can issue a Provisional Improvement Notice under the HSWA.

When you issue a PIN, it will ask the person in question to:

- Fix the violation
- Prevent a likely violation from happening
- Fix the activities causing the violation or likely to cause one

Once you issue a PIN to the PCBU, give a copy to your manager and the Health and Safety Delivery Team as soon as you can.



For more details, please see the Work Engagement, Participation and Representation resources

# Right to Refuse Unsafe Work

All workers have the right to refuse work if they believe it's unsafe and poses a serious risk to themselves or anyone else.

A worker can continue to refuse work if:

- They have tried to sort it out with Health NZ | Te Whatu Ora as soon as possible after refusing the work **and**
- The issue still isn't fixed **and**
- They believe **on reasonable grounds** that doing the work would still be a **serious risk**.

Health NZ | Te Whatu Ora must work with workers, and HSRs **in good faith** to resolve the issue.

## Serious Risk



The Act doesn't define this, but it's determined by a formal risk assessment.

## Reasonable grounds



A HSR can determine whether work is safe or not from an immediate or imminent exposure to a hazard

Remember, our workers safety and the safety of others is a priority. If anyone believes their work is too dangerous, we encourage them speak up and take the necessary steps to protect themselves and their colleagues.

## HSR Duties to Support Workers Refusing Unsafe Work

As a HSR, your role is vital in protecting your colleagues. Your training and actions help ensure everyone can work safely and confidently, knowing they have strong support in their corner.


If a worker refuses to do unsafe work and their manager insists on continuing without addressing the concerns, here's how HSRs can step in:

With the right training, HSRs have the authority to:

- Stand by the worker in exercising their right to refuse unsafe work.
- Instruct the worker to cease work immediately.

HSRs can only do this if:

- You have completed training in Unit Standard 29315.
- The worker is part of your workgroup, or is in another workgroup but facing immediate or imminent serious risk.
- You believe that continuing the work would expose workers or others to a serious hazard.

If all attempts to resolve the issue have failed, you can issue a Provisional Improvement Notice (PIN) 



For more information on how to support workers refusing unsafe work, see the "Refusal to Work Procedure".

# Nomination Process

HSRs can be nominated by their work groups, and if necessary an election is held to vote for who the work group wishes to represent them. If the number of candidates nominated is less than the required, an election is not necessary and a HSR can be automatically appointed.

	Additional Information
Who can nominate candidates?	Any member of a work group can nominate a candidate A worker may also nominate themselves
Who is eligible?	You need to: <ul style="list-style-type: none"> <li>• Be a worker</li> <li>• Be a member of that specific work group</li> <li>• Be willing to act as a Health and Safety Representative (HSR)</li> <li>• Be available to carry out the functions of a HSR</li> </ul>
Who can vote?	To vote, you must: <ul style="list-style-type: none"> <li>• Be a worker</li> <li>• Be a member of the workgroup seeking HSRs</li> </ul>

# Term of office

	Additional Information
Duration	<ul style="list-style-type: none"> <li>• A HSR can hold office for up to 3 years.</li> <li>• The term can be shorter if agreed upon.</li> </ul>
Re-Election	<ul style="list-style-type: none"> <li>• A HSR can be re-elected for an unlimited number of terms.</li> <li>• HSR elections should be held regularly to validate worker re-endorsement.</li> </ul>
Staying in Office	<ul style="list-style-type: none"> <li>• With PCBU's agreement, an HSR can remain in office after their term ends until a replacement is found.</li> </ul>

# Resignation and cease

	Additional Information
Resignation	<ul style="list-style-type: none"> <li>• HSRs can resign at any time by giving notice to the relevant PCBU (Health NZ   Te Whatu Ora)</li> </ul>
Ceasing to Hold Office	A HSR will stop holding office if: <ul style="list-style-type: none"> <li>• They are no longer a member of the workgroup they were elected to represent.</li> <li>• They are removed from office for performance reasons.</li> <li>• A simple majority of the workgroup members decide they should no longer represent the group (through an agreed process by WorkSafe or with Unions)</li> </ul>

# Other Resources



## Other Resources

- Worker Engagement, Participation and Representation Resources
- Internal P&C and H&S policies, standards and procedures
- HSR HUB (Intranet page)
- WorkSafe NZ
  - HSR Voice: <https://www.worksafe.govt.nz/managing-health-and-safety/health-and-safety-representatives/hsr-voice/>
- NZISM
  - Rep Central: <https://www.nzism.org/hsr-repcentral/>
- Government Health & Safety Lead
  - HSR Hub: <https://www.healthandsafety.govt.nz/about-us-2/who-we-support/hsrhub/>



## Questions?

Remember, your voice is your most powerful tool. If you have questions about your role, responsibilities or functions as an HSR, we encourage you to discuss them with your manager, the H&S delivery team, a union representative, or you can email [wepr@tewhatuora.govt.nz](mailto:wepr@tewhatuora.govt.nz).

# Definitions

Term	Definitions
Health and Safety Representative (HSR)	An elected HSR is a worker who's been elected by the members of their workgroup to represent them on health and safety matters.
Officer	<p>An officer is a person who occupies a specified position or who occupies a position that allows them to exercise significant influence over the management of the business or undertaking. Organisations can have more than one officer.</p> <p>Officers are:</p> <ul style="list-style-type: none"> <li>• company directors (even if they do not have 'director' in the title)</li> <li>• any partner in a partnership (other than a limited partnership)</li> <li>• any general partner in a limited partnership</li> <li>• any person who holds a position comparable to a director in a body corporate or an unincorporated body</li> <li>• any person who occupies a position that allows them to exercise significant influence over the management of the business or undertaking (eg the Chief Executive).</li> </ul> <p>Each officer has a duty – it is not a joint duty. Officers have a duty to exercise due diligence because they make policy and investment decisions that can affect workers' health and safety.</p>
Other Persons	<p>People who are present at a workplace but are not workers. This includes:</p> <ul style="list-style-type: none"> <li>• visitors</li> <li>• customers, clients or patients</li> <li>• passers-by</li> <li>• children visiting a parent at their workplace</li> <li>• casual volunteers (volunteer workers have different rules)</li> </ul> <p>These people have their own health and safety duties to take reasonable care to keep themselves safe and to not harm others at a workplace.</p>
Person Conducting a Business or Undertaking (PCBU)	<p>A 'person conducting a business or undertaking'. While a PCBU may be an individual person (eg a sole trader) or an organisation, in most cases the PCBU will be an organisation (eg a business entity such as a company).</p> <p>While the terms 'business' and 'undertaking' are not defined in the HSWA, the usual meanings of these terms are:</p> <ul style="list-style-type: none"> <li>• 'business': an activity usually carried out with the intention of making a profit or gain</li> <li>• 'undertaking': an activity that is non-commercial in nature (eg certain activities of a local authority or a not-for-profit group).</li> </ul> <p>A legal entity best placed to influence and control hazards and risks. An organisation that does things to either make a profit or not. A PCBU includes:</p> <ul style="list-style-type: none"> <li>• Employers, the self-employed, franchisees, franchisors</li> <li>• Those who design, make, import, or supply plant, substances, and structures used at work</li> <li>• Those who control workplaces, fixtures, fittings, plant at workplaces</li> <li>• Contractors, subcontractors.</li> </ul>

# Continued

Term	Definitions
Work Group	A defined group of workers who work for the PCBU who are grouped by work areas, occupations, work sites or other arrangements.
Worker	<p>A worker means an individual who carries out work in any capacity for a PCBU, including work as:</p> <ul style="list-style-type: none"><li>• an employee; or a contractor or subcontractor; or</li><li>• an employee of a labour hire company who has been assigned to work in the business or undertaking; or</li><li>• an outworker (including a homemaker); or</li><li>• an apprentice or a trainee; or a person gaining work experience or undertaking a work trial;</li><li>• a volunteer worker; or</li><li>• a person of a prescribed class</li></ul>

# Acronyms

Acronym	Definitions
HSR	Health and Safety Representative
HSWA	Health and Safety at Work Act (2015)
HSWC	Health, Safety and Wellbeing Committees
PCBU	Person Conducting Business or Undertaking
PIN	Provisional Improvement Notice



