

Case Study
Auckland Council



HSI Donesafe Simplifies EHS Management for Oceania's Largest Council



Leveraging the robust capabilities of HSI Donesafe, Auckland Council expertly manages the complexities of Environmental, Health, and Safety (EHS) across its vast and diverse jurisdiction. The state-of-the-art HSI Donesafe platform streamlines data capture and enhances decision-making, enabling The Council to significantly improve safety incident reporting and gain deeper insights into safety trends and risks.

With its commitment to integrating both internal team members and extensive networks of contractors, Auckland Council ensures comprehensive safety oversight and proactive risk management, supporting a safer, more connected community.

Solution
HSI Donesafe

Industry
Councils

Number of Workers
10,000+

Location
New Zealand

The Organisation: Auckland City Council

Auckland Council, formed from the merger of nine local government entities, is the largest council in Oceania and serves approximately 1.7 million people, about one-third of New Zealand's population. It oversees an extensive area of about 5,600 square kilometres, encompassing urban centres, beaches, rural landscapes, and forested regions.

The Council employs 7,000 team members and works with a network of 10,000 contractors, including 3,500 active contractors, to provide a wide range of services including Public Transport, Water Management, Waste Management, Parks and Recreation, and more.

It has experienced some of the growing pains typical of a large, complex organisation but continues to evolve, aiming to enhance the health and safety of its community through effective EHS programs and governance.

The Challenge: Overcoming Health and Safety Fragmentation

Like so many larger organisations, Auckland Council initially struggled with decentralised and siloed health and safety systems, which resulted in inadequate incident reporting and a fragmented view of safety and wellbeing across the organisation.

“Because we’re large, because we’re complex, we had a lot of different departments perhaps doing things really well, but doing things a little bit in isolation, so we didn’t always have a good shared view of risks, of hotspots, of mitigations, and sometimes we had a bit of a risk of reinventing wheels that had already been created, or perhaps not following the most modern applications of health, safety, wellbeing.”

- Claudia Wyss, Director Customer and community Services, Auckland Council



This lack of cohesive information flow and unified systems hindered the council’s ability to effectively manage risks and ensure the wellbeing of its employees, contractors, and the public they serve.

“We saw our need for improved tools. Because when I joined the Council, we had a number of disparate tools. Things were siloed. There wasn’t real information getting to either our people or our decision makers.”

- John Lee, Risk and Assurance manager, Auckland Council

The Response:

Auckland Council's EHS Vision Realised Through Rigorous Review

"At council, from a health, safety, wellbeing standpoint, we take it very, very seriously. Some of our focus was even more enhanced a few years ago when we had some terrible situations happen with staff members. It was a tough wake-up call and what it did is it really encouraged us to think not only about health, safety, but also health, safety, wellbeing in a much more unified way."

- Claudia Wyss, Director Customer and community Services, Auckland Council

In response to these challenges and unfortunate incidents involving staff, Auckland Council embarked on a comprehensive journey of internal review. This intensive process included conducting more than 45 workshops, engaging stakeholders from across the council to delve deeply into existing practices and pinpoint areas for improvement. These discussions helped to develop a detailed and robust vision for Environmental, Health, and Safety (EHS) excellence, identifying the necessary support required from data and technology solutions.

"It was refreshing in that we went to our people and said, 'Okay, the last time we did this, we said, here's a great piece of software, and we'll show you how to use it'. This time we said, 'What do you need to be able to accomplish these things?' We took our time, and we listened to them, and we fed it back to our vendor to HSI Donesafe. So, to me, that is how this project became successful."

- John Lee, Risk and Assurance manager, Auckland Council

As a result of the review, the council decided to adopt HSI Donesafe, an EHS software solution that consolidates disparate tools and provides a real-time, holistic view of the council's operational health and safety status. This decision was part of a strategic initiative to align with the council's newly articulated vision for EHS excellence, ensuring effective and cohesive safety practices throughout the organisation.

"One of the primary decision-making criteria that we used was the flexibility and the ability to grow with a large, complex, and constantly changing organisation, because to think that this organisation is the same as it was 12 months ago would be a grave error in judgment.

That was very high up in our decision-making criteria, was a partner who was able to have the scale and the depth of resources to work with this long-term, and to have the ability to understand how a large organisation works."

- John Lee, Risk and Assurance manager, Auckland Council

The Solution:

Driving Significant Improvements in Health and Safety Practices

The implementation of HSI Donesafe has substantially improved the efficiency and effectiveness of Auckland Council's health and safety operations. The software was adopted to simplify data capture and enhance decision-making capabilities, allowing the council to **streamline reporting processes and significantly reduce the time needed to compile leadership reports from over a week to just a day.**

Additionally, **the council has doubled the number of safety incidents it is capturing**, thanks to the system's capability for real-time data reporting, accessible to frontline workers via mobile devices. This feature enables workers to record and report incidents immediately as they occur, greatly improving the timeliness and accuracy of the data collected.

"Instead of one of our people having to wait to come back to the office, for instance, a park ranger might be out in a park all day, it's probably that evening when the person would come back to their office and try to remember some of the details of an incident. So, even then, the information was becoming stale."

- John Lee, Risk and Assurance manager, Auckland Council

Furthermore, the council utilises **HSI Donesafe's dashboard capabilities to gain a comprehensive view of safety data**, allowing them to identify hotspots and correlate this information with other data and assets in the area. Rather than viewing incidents in isolation, this approach considers them as part of a broader pattern of insights across the city, leading to clearer and more actionable information storytelling.

"We're eyes wide open, we're looking at data, we're trying to get accuracy and pinpointing where specific things may happen."

- Becki Abbott, Health, Safety and Wellbeing Manager, Auckland Council

This holistic approach to data analysis enables Auckland Council to more effectively analyse trends, address safety issues promptly, and implement proactive measures to prevent future incidents, significantly enhancing overall safety management and operational transparency.

A key component of the council's health and safety strategy involves **its extensive work with contractors, who often undertake high-risk activities.** The council recognises the importance of maintaining a strong relationship with their contractors to foster cooperative work environments. By integrating contractors into the HSI Donesafe system, the council ensures that they can easily provide input, update data, and even perform basic reporting.

“With people at the heart of everything, from our frontline kaimahi to our contractors, to the masses and tens of thousands of volunteers that we have around the city, we’re enabling amazing things to happen. If they are well and they understand very clearly what their tasks are and what their jobs are and that we care about them, fundamentally that we care about them, then that’s what we’re hoping to achieve by pulling all of these people together”

- Becki Abbott, Health, Safety and Wellbeing Manager, Auckland Council

This inclusion not only empowers contractors but also integrates them more deeply into the council’s health and safety culture, ensuring they understand and align with the council’s objectives. With people at the heart of its operations—from frontline kaimahi to contractors and volunteers—the council is dedicated to ensuring everyone’s well-being and clear understanding of their roles, reinforcing a community-centric approach to health and safety.



Key Functionalities of HSI Donesafe at Auckland Council:

Easy user experience mobile data capture:

Enables immediate incident reporting via mobile devices, ensuring accuracy and timeliness.

Comprehensive Dashboards:

Provides a holistic view of safety data, identifying hotspots and correlating information for strategic management.

Streamlined Reporting Processes:

Reduces the time to compile safety reports from over a week to just one day.

Enhanced Contractor Integration:

Allows contractors to input data directly, fostering a cooperative and informed working environment.

The Future: Continuous Improvement Across Council Services

Auckland Council continues to refine and embed HSI Donesafe into its operations, with expectations for increased data visibility and enhanced discussions around health and safety. Currently, the council is implementing a new module to manage firearms, demonstrating the highly configurable and extensible nature of HSI Donesafe.

This adaptability allows the software to grow and support the evolving needs of a large council. The council's ongoing journey towards a more integrated and proactive health and safety environment highlights its commitment to not just compliance, but also to the wellbeing of its people and the effectiveness of its community services.

The Key Takeaway HSI Donesafe Helps You Keep Your People Safe

Auckland Council's case is a compelling example of how large, complex organisations can successfully manage health, safety, and wellbeing by embracing technology and fostering a culture of continuous improvement and proactive risk management.

This transformation has not only safeguarded the council's workforce but has also set a standard for other entities facing similar challenges.

"If we can go home at night knowing that we've prevented a serious injury, a death, and our teams feel well supported, that's the importance of doing this work. We're not doing it to tick box something from a regulatory standpoint. We're doing this for our people."

- Claudia Wyss, Director Customer and community Services,
Auckland Council

