

31 January 2025

File Ref: 241037

Rodney Parsons
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Dear Rodney

Thank you for your Official Information Act request, which was transferred to WorkSafe on 14 November 2024. You requested:

- *Furthermore, we seek information on any actions taken by ACC or WorkSafe to mitigate these occupational risks in emergency dispatch centers. Specifically, we would like to understand the advice, policies, and monitoring processes both agencies have implemented to ensure that Persons Conducting a Business or Undertaking (PCBUs) are actively safeguarding workers in the high-risk environments of police, fire, ambulance, and central dispatch centers (such as Spark).*
- *Lastly, please provide minutes or records of any executive or board-level discussions that pertain to decisions regarding the funding of these conditions, the implementation (or lack thereof) of preventative or monitoring programs, and claims related to injuries sustained by emergency dispatch operators.*

On 12 December 2024, we extended the time limit for deciding on your request to 31 January 2025.

WorkSafe does not have any advice, policies or monitoring processes specifically implemented at central dispatch centers.

I am also informed that we found there were no minutes or records of any Executive or Board level discussion pertaining to the funding, implementation, or monitoring programs related to emergency dispatch centers.

As the primary regulator for health and safety at work in New Zealand, our role is to influence businesses and workers to ensure work is healthy and safe. We do this by engaging with businesses and workers to ensure they understand their responsibilities under the Health and Safety at Work Act (HSWA) 2015, by taking enforcement action when persons conducting a business or undertaking (PCBUs) fail to meet their responsibilities under HSWA, and by allowing businesses and individuals to carry out high-risk work activities that require permission to do so. More information about our role and strategy can be found on our website: [WorkSafe Strategy | WorkSafe](#).

Every PCBU has a primary duty of care under section 36 of HSWA which requires them to ensure, as far as reasonably practicable, the health and safety of workers and others influenced by its work. This means that it is the responsibility of the PCBU to ensure that the work is safe. More information about the primary duty of care can be found on our website: [What is the primary duty of care? | WorkSafe](#).

It is not the role of WorkSafe to implement or constantly monitor the activities of a PCBU. While WorkSafe does conduct proactive assessments or inspections, these are driven by our strategic priorities and are typically conducted in high-risk areas of work. Further information regarding how to notify WorkSafe, and when and how WorkSafe will intervene can be found on our website, alongside additional guidance on managing risks in health services, which can include emergency response workers.

Please see a few helpful links below:
[Notify WorkSafe | WorkSafe](#)

[When we intervene | WorkSafe](#)
[How we intervene | WorkSafe](#)
[Health services | WorkSafe](#)

This reply addresses the information you requested. You have the right to ask the Ombudsman to investigate and review my decision, and further information is available at www.ombudsman.parliament.nz.

If you require further assistance, please contact ministerial.services@worksafe.govt.nz.

Yours sincerely



Kate Morrison
Head of Authorisations and Advisory