

TRUST HOUSE

CASE STUDY

SECTOR: HOSPITALITY

INDUSTRY: RESIDENTIAL PROPERTY MANAGEMENT, UTILITIES ENERGY, HOSPITALITY

BACKGROUND:

Trust House Limited is based in the Wairarapa and operates across multiple sectors. Its portfolio includes hospitality businesses, nearly 500 rental homes, and a hydro-electric dam.

The team includes a wide range of employees, from young hospitality workers to experienced property managers, all exposed to different workplace risks. With such a wide range of responsibilities, the company employs a varied workforce, including young hospitality staff and experienced property managers.

These roles come with very different risks and challenges – from workplace behaviour in fast-paced hospitality settings to complex social issues encountered during property visits.



THE CHALLENGE

Operating as a PCBU (Person Conducting a Business or Undertaking) under the Health and Safety at Work Act 2015, Trust House faced increasing expectations and compliance requirements. The General Manager recognised that their health and safety systems needed to evolve.

Staff across all levels of the organisation needed a way to report incidents quickly and easily, especially when dealing with sensitive issues like workplace harassment or customer violence. Traditional reporting methods were slow and inconsistent. Real-time visibility and follow-up were difficult to achieve. In a multi-site, multi-industry organisation, that kind of gap posed a serious risk.

THE SOLUTION

To build a more proactive and accessible system, Trust House partnered with Working Wise and implemented GOSH, an online health and safety management platform.

With GOSH, staff can instantly report incidents, hazards, near misses, and “good catches” from their phone or device. They can upload images and submit reports anonymously if needed, especially important when reporting bullying or inappropriate workplace behaviour.

For managers, GOSH delivers oversight and structure. It allows the team to track reports, identify trends, and stay ahead of compliance obligations. It also improves contractor safety. Site visitors and suppliers must meet certain requirements, and features like vaccination verification ensure that everyone coming onto site is accounted for.

THE RESULTS

Trust House now operates with a level of health and safety confidence that simply wasn't possible before.

Increased Staff support
Staff feel supported and are more likely to report issues, thanks to the simple and secure system

Faster Response
Managers have real-time visibility across all sites and incidents, helping them respond quickly and make informed decisions

Improved compliance
Contractors and suppliers are held to consistent safety standards, reducing liability and improving compliance



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“GOSH has been amazing and the investment has been very worthwhile,” says General Manager, Trust House.

“We are now very confident that we have a proactive health and safety management system that enables us to manage the full array of our health and safety legal obligations.

“ That’s a massive benefit. And you can’t put a value on that kind of confidence.”

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Get in touch with Working Wise for Health and safety solutions

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