Contractors Handbook

July 2023 Edition

Department:	Corporate Business Services
Section:	Facilities and Maintenance
Responsibility:	Facilities and Maintenance Manager
Authority:	Director Corporate Business Services

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Contents

SECTION A: INTRODUCTION 5
i. Background 5
ii. Duties of Employers and Employees (including Contractors & their employees). 5
iii. Quality System - Health and Safety Elements to Consider in a Contract 5
iv: WorkCover: Policy for Engagement of Contractors 6
SECTION B: CONDITIONS 8
1. Accreditation 8
2. Asbestos and Other Hazardous Material 8
3. Communication 9
4. Completion of Contract 9
5. Compressed Air 9
6. Conduct 9
7. Confined Space Entry 9
8. Contractors Equipment 9
9. Dangerous Goods and Hazardous Substances 9
10. Electrical Hazards 9
11. Electrical Safety 10
12. Emergency Procedures 10
13. Entries & Exits 10
14. Explosives 10
15. Fire Fighting Equipment – Access 10
16. Fire Hazards 10
17. First Aid 10
18. Gas Cylinders 10
19. Government Regulations 11
20. Hazards/Incidents/Accidents 11
21. Hot Work Permit 11
22. Identification 11
23. Isolation of Services 11
24. Infection Control 11
25. Insurances 11
26. Licensing 12
27. Manual Handling 12
28. Mobile Phones 12
29. Operating Equipment 12

30. Performance 12
31. Pets 12
32. Plant & Machinery 12
33. Personal Protective Equipment (PPE) 13
34. Prevention of Falls 13
35. Risk Management 13
36. Security 13
37. Signage 13
38. Bullying and Harassment 13
39. Smoking on Site 13
40. Subcontracting 14
41. Tidiness 14
42. Tools and Loose Equipment 14
43. Use of Amenities 14
44. Use of Services 14
45. Vehicles 14
46. Walkways 14
47. Welding & Cutting 14
48. Work Performed Out of Hours 15
49. Work Sites 15
50. Workshop Facilities 15
51. Dispute Resolution 15
52. High Risk Construction Works 16
References 16
SECTION C: CONTRACTORS REGISTRATION FORM 17

SECTION A: INTRODUCTION

i. Background

The Occupational Health and Safety Act 2004 imposes a duty on Kerang District Health, as an employer, to protect employees from risks to their health and safety. This duty extends to any sub-contractors and their employees, engaged to carry out works on the site.

Kerang District Health is committed to ensuring that the workplace is a safe as possible for all people visiting or working on the site.

This Contractor's Handbook has been produced to outline the health and safety requirements and obligations of the health service and its sub-contractors. Sub-contractors are required to comply with Kerang District Health's health and safety requirements at all times.

This Handbook is a guide for health and safety matters pertaining to sub-contractors. For further information or to discuss workplace health and safety issues please consult with Kerang District Health's Maintenance Manager, or his delegate, or the Occupational Health and Safety Officer.

ii. Duties of Employers and Employees (including Contractors & their employees).

Kerang District Health acknowledges its responsibilities under the Occupational Health and Safety Act 2004 in particular that, "An employer must, so far as is reasonably practicable, provide and maintain for employees of the employer a working environment that is safe and without risks to health". This requirement extends to independent contractors and employees of independent contractors [OHS Act 2004 Cl. 21 (3)]

A Contractor and their employees must –

a) Take reasonable care for their own health and safety;

b) Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions at a workplace; and

c) Co-operate with his or her employer with respect to any action taken by the employer to comply with a requirement imposed by or under this Act or the regulations.

iii. Quality System - Health and Safety Elements to Consider in a Contract

Before commencing work at KDH contractors will be required to submit a management system for health and safety elements. The system to be effective needs to identify responsibilities and procedures.

The following elements should be covered as a minimum in a contract for an organisation and its management to comply with duty of care and statutory requirements. (Reference should be made to ASI1470 –"Health and Safety at Work – Principles and Practices" for more detail).

Responsibility and Accountability

- Specific Management OH&S/WorkCover responsibility and accountability
- Responsibility for and of sub-contractors
- Company Health and Safety Policy and Procedures

Documented Job Procedures

- Standard Operating procedures e.g. permit to enter & work in a confined space, working near overhead power or gas pipe lines, roadwork's signing, etc.
- Site Specific Procedures

Health and Safety Training

- Familiarisation program for employees and sub – contractors
- Program of skills training including health and safety specific to task, e.g. plant operators

Incident Reporting and Investigation

- Reporting and Investigation of all incidents (Corruption and Fraud)
- Notification of reportable incidents to KDH management
- System for reporting and Investigation sub-contractor incidents
- Notification procedures for emergency procedures

Hazard Identification and Control – Plant

- System of Plant Maintenance, recording of operator licensing, certificates of competency and endorsements
- System for ensuring sub-contractor plant safety

Chemicals – Dangerous Goods

- Availability of Material Safety Data Sheets and register of all chemicals stored, used or transported
- Records of employees training & emergency equipment provision

Emergency Procedures

- Workplace emergency plan
- Emergency Procedures Instruction and Training

Consultative Arrangements

- System of management/employee health and safety representation
- Issue resolution procedures & Site Briefings

iv: WorkCover: Policy for Engagement of Contractors

In the assessment and awarding of contracts for work to be undertaken of behalf of Kerang District Health, managers are to ensure that any individual contractor or a company who is a provider of on-site services (including labour) complies with the requirements outlined below:

1. Provide current evidence of WorkCover registration pursuant to the provisions of the Accident Compensation WorkCover Act Victoria.

2. Subject to the provision of the above details, contracts should be only awarded to the following:
   a) Contractors who will be engaged to perform work for less than 90 days in aggregate in any one financial year, or where this is impractical;
   b) Contractors who conduct an independent trade or business and provide the same services to the general public as those being provided to Kerang District Health; or
   c) **Known contractors at KDH may include but are not limited to:**

- Trades including electrician, plumber, and air-conditioning.
- Specialist maintenance services medical equipment, medical gases
- Gas Suppliers
- Electricity Suppliers
- Food Suppliers
- Clinical waste disposal
- General waste disposal
- Linen
- Fire Services Maintenance
- Financial Services Provider
- Allied Health Services Providers
- Health Information Management Service Provider
- Information Technology Service Providers
- Information Technology Software Suppliers
- Elevator Maintenance
- Pharmacy Service Provider
- Security Service Provider
- Emergency Generator Maintenance Provider

SECTION B: CONDITIONS

1. Accreditation

Kerang District Health is committed to the Australian Council of Healthcare Standards accreditation program. Contractors may be required to participate in accreditation and quality improvement programs.

2. Asbestos and Other Hazardous Material

Any person who comes across or finds asbestos or any other hazardous material or suspects any material to be hazardous within the buildings or grounds of the Hospital is to notify the Maintenance Manager or Director of Corporate Business immediately. Work is to cease immediately.

An Asbestos Audits was undertaken in October 2017 and areas where asbestos is located have been identified. During recent building redevelopment works conducted between 2012–2017 almost all identified asbestos has been removed. The two remaining locations for asbestos materials are (a) the sub-floor of the original two storey portion of the building and (b) the ceiling space above the first-floor Conference Room. These areas are identified in the 2017 Asbestos Audit/Asbestos Register.

Contractors may have access to the Asbestos Audit / Register. Copies are available from the Hospital's Director of Corporate Business and the Maintenance Manager.

Where contractors are required to work in these locations, discussion should be held with relevant KDH personnel prior to commencement.

In the event that asbestos removal work is required or undertaken appropriate written advice is to be provided to any employers, employees or other persons occupying or working in the immediate or adjacent areas, about the work.

Any contractor or employee of a contractor must ensure that appropriate safety systems are enlisted if work is necessary in areas where asbestos materials are present. Worksafe or other industry guidelines for working with asbestos materials must be followed at all times. Only approved and appropriately licensed asbestos removalist are permitted to undertake asbestos removal works.

Address	Usage
98 Nolan Street, Kerang	Doris Hargrave House - Nurses Home
24 Burgoyne Street, Kerang	Residential Property
87 Fitzroy Street, Kerang	Residential Property
78 Victoria Street, Kerang	KDH Consulting Rooms

Additional properties under ownership of KDH whereby asbestos has been identified are listed below – additional detail can be obtained and viewed on our Asbestos Audit and Register.

3. Communication

Routine contract management communication should be directed to the Director Corporate Business.

All contracts must be signed by the Chief Executive Officer or Director Corporate Business to be valid.

4. Completion of Contract

It is the contractor's responsibility to remove equipment, materials, tools and all litter on the completion of the job.

5. Compressed Air

Do not use compressed air for any other purpose other than for which it is provided. Do not direct a stream of air towards any person. Compressed air is dangerous and can cause injury.

6. Conduct

Whilst on any KDH premises, all persons must be treated courteously – including patients, visitors and Hospital Staff. Practical joking and pranks on the job can be dangerous and is prohibited. KDH Management and the Maintenance Manager are responsible for the safety of persons and equipment on site. Removal of offenders from the site will be enforced if necessary.

7. Confined Space Entry

Entry into enclosed (confined) spaces or vessels is prohibited without firstly notifying the Maintenance Manager.

Any activities involving confined spaces are to be conducted in accordance with WorkSafe guidelines.

8. Contractors Equipment

Ensure all equipment, such as tackle, ladders and electrical equipment (annually tested and tagged) comply with the law. The Maintenance Manager will prohibit the use of equipment, including hand tools, which he considers dangerous.

9. Dangerous Goods and Hazardous Substances

Material Safety data sheets to be provided for any Dangerous Goods or Hazardous Substances used within KDH.

10. Electrical Hazards

Electrical wiring or equipment belonging to KDH should not be interfered with tampered with or removed unless by an appropriately trade qualified tradesperson and not without permission from the Maintenance Manager. HOT WORK precautions explained under "Welding and Cutting" (Clause 47) must be observed.

11. Electrical Safety

Contractors must use Residual Current Devices (RCD) on all electrical leads and keep electrical leads above ground level where possible.

12. Emergency Procedures

All contractors are to be aware of Emergency Procedures and relevant Emergency Codes in the event of an emergency situation.

13. Entries & Exits

KDH Premises & buildings are not to be entered without permission. Permission is be granted by the Maintenance Manager, OHS Officer, Director Corporate Business or Chief Executive Officer depending on circumstances. Use only recognised entrances and exits. **NB:** All contractors must report to KDH Reception on arrival, show identification and sign in prior to reporting to Maintenance Department.

14. Explosives

Permission must be obtained from the Maintenance Manager before bringing explosives onto any KDH site. No explosives should ever be stored on KDH property.

15. Fire Fighting Equipment – Access

Under no circumstances can free access to any hose reel or firefighting equipment be blocked or obstructed by any vehicle or other property. FFE must not be used for any purpose other than fire safety, unless specifically authorized by KDH Maintenance Manager.

16. Fire Hazards

Before using naked flames and other fire hazards including welding equipment, a hot work permit must be obtained from the Maintenance Manager. This will enable the isolation of automatic fire alarms and other safety procedures to be initiated. (See Clause 47. Welding & Cutting).

Contractors are to undertake a risk assessment if they intend to conduct works on the KDH site which are likely to impact on the effectiveness of fire safety systems. Results must be provided to the Maintenance Manager.

17. First Aid

The Nurse Unit Manager (NUM) of the Acute Ward may be contacted if first aid is required as a result of an accident on site. All accidents are to be reported to the Maintenance Manager, and are to be recorded in accordance with the KDH Adverse Events reporting system.

18. Gas Cylinders

Ensure oxygen and acetylene cylinders are stored in a safe place and in a secure upright position away from heat.

19. Government Regulations

Contractors and their workers are expected to be familiar with Government regulations and abide by them, e.g. Building Code of Australia, Occupational Health & Safety Act, WorkSafe Victoria Codes of Practice and Guidelines, and any relevant Australian Standards.

20. Hazards/Incidents/Accidents

Any Hazards, Incidents or Accidents are to be reported to the Maintenance Manager. Hazards, Incidents and Accidents are to be reported in writing on the appropriate KDH Forms available from the Maintenance Manager and in accordance with the KDH Adverse Events reporting system.

21. Hot Work Permit

Before carrying out **ANY** work with the hospital, including welding, cutting, grinding, oxy-acetylene work, a hot work permit **MUST** be obtained from the Maintenance Department.

22. Identification

Contractors must register with the Maintenance Manager and will be issued with a Visitors Identification (ID) badge prior to commencing work. ID Badges must be worn at all times whilst on site.

23. Isolation of Services

Services including fire services or alarms, medical and LP gases, water, electricity, information technology or communications shall not be interfered with or disconnected without the express permission of the Maintenance Manager.

A Fire Protection System Impairment Notice is to be used when fire services are required to be shut down for any extended periods of time. The Notice / Form is available from the Maintenance Manager.

24. Infection Control

KDH has an Infection Control Policy that adopts strict universal precautions regarding the chain of infection. Should any work be undertaken in sensitive areas Contractors will be advised of infection control protocols and expected to comply with these. Requirements may include Standard Precautions, Handwashing and Personal Protective Equipment.

Vaccination requirements (influenza and COVID19) are in place for Contractors (Healthcare worker: A person employed or engaged by a healthcare setting including all employees, contractors, visiting medical officers (VMOs) and locums performing clinical and non-clinical roles) working on KDH properties (inclusive of private housing) in line with the Vaccination requirements for healthcare workers 2023 – ref 4.1.2 Vaccination requirement and 4.2.2 Vaccination requirement (Vaccination for healthcare workers https://www.health.vic.gov.au/immunisation/vaccination-for-healthcare-workers).

25. Insurances

Verification of Public Liability and Workers Compensation Insurances held by contractors is required prior to any works commencing.

The Public Liability Insurance Policy shall include but not be limited to the following: Minimum indemnity $10 million; extended to include:

- Subcontractors
- Property in the physical or legal control of the contractor.
- Any equipment used by the contractors whether owned by the contractor or not.

With regard to Workers Compensation Insurance a current Certificate of Currency from the Contractor's Insurers is the minimum evidence required.

26. Licensing

All works must be carried out by a licensed tradesperson. Verification of certificates of competency may be required.

27. Manual Handling

All contractors and employees to be aware of and trained in Manual Handling Procedures. Copies of the WorkCover Manual Handling Code of Practice are available on the Worksafe Website.

28. Mobile Phones

Mobile phones must not be used within close proximity to areas in which medical equipment is in use.

29. Operating Equipment

KDH owned equipment should not be used without the permission of the Maintenance Manager. It may be necessary for instruction in the safe and correct operation of any such equipment to be provided before doing so.

30. Performance

Should a contractor's performance not be satisfactory an initial verbal warning will be given. Continued failure to perform within the contract requirements will result in a formal letter of complaint that may lead to termination of the contract. (See also Clause 51. Dispute Resolution)

Ongoing contract arrangements will be formally reviewed on a regular basis.

31. Pets

Pets are not permitted on KDH premises.

32. Plant & Machinery

Locks should be used to isolate plant and machinery where possible. Where the use of locks is not practical, danger tags are to be placed on machinery and electrical equipment. These tags are to warn others not to start plant, because work is being carried out on this equipment.

DO NOT REMOVE ANY DANGER TAGS

33. Personal Protective Equipment (PPE)

Hazardous Substances and Dangerous Goods may exist on site, and the Maintenance Manager must be consulted regarding such items. Personal Protective Equipment (PPE) must be worn when working with a potential contamination risk.

Eye protection, safety spectacles, goggles or face shields must be worn where there is a possibility of eye injuries.

Suitable footwear must be worn and it is recommended that safety shoes be used. Specific protective equipment must be worn i.e. glasses, helmet, hearing protection etc.

Hearing protection must be used when operating power tools and noise generating equipment which exceeds 85 dBA. Care should be taken to ensure that noise will not affect other personnel working in the area and patients will not be unnecessarily disturbed.

34. Prevention of Falls

Because Kerang District Health is a two-storey building and from time to time work may be required at heights of more than two metres it is essential that tasks involving potential fall hazards are appropriately considered and assessed.

All works must comply with the Victorian Occupational Health and Safety (Prevention of Falls) Regulations 2003 and Worksafe Victoria's Code of Practice for the Prevention of Falls in General Construction (No. 28, 31 March 2004). Copies of these documents are available from WorkSafe Victoria.

35. Risk Management

Kerang District Health is committed to the managing of any identified risks within the workplace. The Risk Management program enables risks to be minimized in all activities. Contractors are required to complete and provide a Job Safety Analysis and or Risk Assessment for any tasks that may have associated safety or risk potential.

36. Security

KDH accepts no liability for the loss or theft of any equipment belonging to Contractors, whilst in use or stored on KDH property. All KDH employees, contractors and employees of contractors, have a responsibility to ensure that reasonable steps are taken to protect the security of people, property and equipment of KDH at all times.

37. Signage

Suitable warning / hazard signs and barriers shall be used to protect staff and the public from potential hazards. These shall be displayed at suitable locations.

38. Bullying and Harassment

Contractors and their employees must abide by KDH's Bullying and Harassment Policies. Any Bullying and Harassment activities will not be tolerated and will be dealt with in accordance with the relevant KDH Policies. Copies are available on request.

39. Smoking on Site

KDH has a NO SMOKING Policy prohibiting smoking within its buildings and grounds.

Smoking on site is therefore **NOT PERMITTED under any circumstances**.

40. Subcontracting

The contractor shall not assign or sub-contract the works or any part thereof without the approval of the Maintenance Manager.

41. Tidiness

Contractors are required to keep their work area tidy at all times. Corridors, roads and paths are to be kept clear of materials, tools and equipment. Waste materials are to be cleaned up thoroughly after completion and disposed of appropriately in accordance with KDH Waste Management procedures.

42. Tools and Loose Equipment

Contractors are to supply their own equipment, tools, ladder etc. Any tools and equipment are to be appropriately stored at the end of each day.

43. Use of Amenities

Permission is required from the Maintenance Manager before using KDH amenities and facilities.

44. Use of Services

Permission is required for the use of any KDH services. Such permission may be limited to use of electricity, gas, and compressed air.

45. Vehicles

Vehicles are only allowed on site when used for the movement of tools and other equipment. When on KDH premises vehicles are to be:

- Parked properly in designated areas
- Observe speed limits in all traffic areas
- Take extra care when reversing

NB: Parking is strictly forbidden in the Ambulance Bay at all times.

46. Walkways

Use recognized thoroughfares and where possible limit traffic inside buildings.

47. Welding & Cutting

Welding and cutting with the use of arc and naked flames is prohibited in some areas.

The Maintenance Manager must be notified prior to works commencing and will issue HOT WORK PERMITS. These will generally be:

Flammable materials:
The area around and under the welding and cutting work must be cleared of flammable materials. Any structural flammable material, e.g. timber flooring etc. must be kept damp or protected from sparks and hot off-cuts by a non-inflammable material.

Screens:
Screens must be placed around the work area to protect other people from flash.

Danger signs:
Appropriate danger signs should be displayed at the passageway to the area, warning that welding is in progress. If working above ground level, sparks and hot slag may create a danger at other levels. Appropriate notices must be displayed at these levels. Alternately the area should be cordoned off. All work should cease one half hour prior to ceasing duties to enable monitoring of the area for possible outbreak of fire from smoldering or hot work.

Protective equipment:
Proper protective equipment such as masks, goggles, spats and gauntlets should be worn.

Faulty equipment:
Should not be used under any circumstances.

Walkways:
Welding cables and oxyacetylene hoses should not be trailed across walkways and work areas.

Fire standby:
In hazardous circumstances the Maintenance Manager may direct that a person stand-by with a fire-fighting appliance, to ensure that hot cut-offs and sparks do not penetrate protective guards. He may also direct that a fire watch be kept for thirty minutes after the cutting and welding work has finished.

48. Work Performed Out of Hours

When this is necessary, notification must be made with the Maintenance Manager who will then arrange for such contractor to enter and exit the hospital at the most appropriate entrance.

49. Work Sites

If protection around the work site is necessary, it should be in the form of securely fastened safety mesh fencing. All floor openings or excavations must be securely fenced. Appropriate warning signs must be erected, particularly to work above or below ground level.
When working above ground level ensure tools and materials are properly secured to prevent their falling.

50. Workshop Facilities

The KDH Maintenance Workshop and equipment is in principle for KDH use only. However, access to the Workshop or any equipment may be granted provided that permission is first obtained from the Maintenance Manager.

51. Dispute Resolution

If contractors have concerns at any stage they are invited to firstly take these up with the Maintenance Manager or Director Corporate Services. Serious matters may be referred to Chief Executive Officer, preferably in writing. KDH undertakes to deal with concerns, disputes or formal complaints in an expedient manner.

52. High Risk Construction Works

High risk construction work will be conducted with strict adherence to the regulations, and a safe work method statement is to be completed and provided to KDH prior to commencement of any high risk construction works. Refer to Worksafe website for 'Safe Work Methods Statement Template' for guidance and reference to the 19 activities classified as high risk construction work.

References

Occupational Health and Safety Act 2004

Occupational Health and Safety Regulations 2017 (Vic)

Kerang District Health Occupational Health and Safety Manual

Kerang District Health Executive Policy Manual

Vaccination Requirements for Healthcare Workers 2023

SECTION C: CONTRACTORS REGISTRATION FORM

Contractor Registration		
Business:		
Name of Sub-contractor:		
Address:		
A.B.N:		
Nature of Trade/Business:		
Contact Person:		
Contact Numbers:	Business:	Mobile:
Email:		Fax No:
Brief outline of business/experience:		

Details of any specific Occupational Health & Safety training or course/s completed. *Please attach copies of relevant documentation:*		
Please provide copies of:	1. Current WorkCover Insurance	☐
	2. Current Public Liability Insurance Cover	☐
	3. Current Professional Indemnity Insurance (where required)	☐
	4. Current Police Check (no more than 3 years old)	☐
	5. Annual Influenza Vaccination	☐
	6. Relevant Trade Certificate or Qualifications	☐

I acknowledge that,

I attended/received a Kerang District Health *Trades and Contractors briefing* on: …../……/…….

I have received a copy of the Kerang District Health - *Contractors Handbook*: ☐

Signed: **Date:**

Please return completed form to:

Director Corporate Business, Kerang District Health
PO Box 179, KERANG VIC 3579