

Guide

West Moreton Health Contractor Induction Handbook

Part A – General Requirements of the Induction Handbook

**Part B – Site Requirements for Medium and High-Risk
Building or Maintenance work**

**Part C - Working in West Moreton Health Mental Health
Service (WMHMHS) and/or Secure Medical Wards at
Ipswich Hospital and The Park**

West Moreton Health Facilities

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West Moreton Health Contractors Induction Handbook

1. Purpose

This handbook is designed to provide contractors, sub-contractors and their workers with an overview of the West Moreton Health's (WMH) contractor requirements with respect to work health and safety (WHS). The material included is not exhaustive and is not intended to replace the requirement for contractors to have in place their own health and safety systems and associated policies and procedures.

The key purpose of the handbook is to advise contractors of:

- health and safety duties under the *Work Health and Safety Act 2011 and the Electrical Safety Act 2002 (WHS Act, ESA)*
- WMH's policies and procedures
- responsibilities as a contractor to WMH
- site security and emergency response procedures
- potential hazards present in WMH Facilities
- how to respond to incidents, injuries and emergencies.

By reading and understanding this handbook, you will help to make the WMH work environment a healthy and safe work environment.

2. Scope

The handbook is an adjunct to the Qld Health online induction program for contractors. If you have completed the online induction you will need to review the induction handbook to gain an understanding of the operational environment particular to WMH.

This Contractor Induction Handbook is to be read and understood by every worker, self-employed contractor or a contractor's worker undertaking project or maintenance work before commencing work at any WMH facility.

Contractors are defined as a person or business that undertakes a contract or task to provide materials and/or labour to perform a service or do a job (contract for services). Examples of contractors are maintenance contractors, professionals such as architects, engineers or consultants, information technology contractors such as cabling vendors and medical equipment technicians.

3. Statement

West Moreton Health is committed to providing the highest standards of work health and safety for all staff, patients and visitors within our hospital and health service. Our people come first as we strive to create a workplace where staff and others are safe, valued and supported, as we deliver the best healthcare for the community.

West Moreton Health is committed to:

Embedding work health, safety and wellbeing practices to enable best practice management of risk and legal compliance. We will actively promote health, safety and wellbeing principles and demonstrate leadership in fostering a positive safety culture in our workplace.

Delivering positive work health and safety outcomes through an innovative, integrated and continually improving safety management system with clear responsibilities and accountabilities. This includes a supportive workplace health and injury management program that promotes stay at work, and early and safe return to work.

Promoting a supportive and collaborative culture involving staff consultation and participation to improve health, safety and wellbeing outcomes. WMH will empower staff to proactively eliminate hazards,

prevent injury and control risks. Capable leaders will integrate health, safety and wellbeing practices into how we do business.

Working with business partners such as research partners, unions, contractors, educational institutions and tenants to ensure shared health and safety duties are discharged effectively.

4. Health and Safety Risk

Contractors working for WMH are classified under four categories according to the health and safety risks associated with their work/activities. These are:

Category 1 - Consultant, Professional Contractor i.e. provide expert advice on technical and professional matters; conducting feasibility studies; develop and design a benchmarking framework/process and/or standard.

Category 2 - Low/medium Risk Work Contractor i.e. key note speakers, workshop facilitators, presenters; workers involved in testing, maintenance or repair work of a minor nature (e.g. pan sanitizer, fire pump testing), office furniture removal; ICT work.

Category 3 - High Risk Work Contractor i.e. High-risk construction work' or work requiring a 'high risk work licence' as defined in Work Health and Safety and Electrical Safety legislation. Work requiring a high-risk permit to work (e.g. hot work, energy isolation, working in confined spaces, working at heights, working with asbestos). Other contracted work which when evaluated through a risk assessment process poses a significant risk of serious injury or illness or environmental harm.

Category 4 - Construction Project Principal Contractor i.e. Contracted work on a project that involves 'construction work' where the capital cost of the construction work is \$250,000 or more. Examples include: Capital Works Projects, large maintenance or renovation projects.

5. Induction Requirements

West Moreton Health (WMH) employs contractors to perform specific tasks or services under the direction of WMH staff. A contractor (and their workers) may be engaged to perform operational services or consultancy services.

Contractor you required to:

- be inducted onto all WMH facilities/site before they can commence work
- renew their induction every two years
- sign into WMH facilities/sites and receive an identification card before starting work.

All contractor and their workers must complete [Part A](#) - General Requirements of the Induction Handbook.

Category 3 and 4 contractors and workers undertaking building and maintenance work must also complete [Part B](#) – Site Requirements for Medium and High-Risk Building or Maintenance work

If the work requires entry to a WMH Mental Health Service (WMHMHS) and/or Secure Medical Wards at Ipswich Hospital and The Park the contractor and their workers must also complete [Part C](#) of the handbook.

This induction is required to be completed the first time you undertake work for WMH and two yearly thereafter. This will be facilitated by the Contractor Co-Ordinator, a Project Manager or a designated manager/officer at each WMH facility.

Site specific emergency evacuation information will also be provided by the contact person at each facility.

6. Duties and Obligations of WMH and Contractors

WMH as a person conducting a business or undertaking has a duty to ensure health and safety of:

- workers who are engaged to carry out work; and
- workers whose activities while carrying out work are directed or influenced by WMH

The duty requires WMH to manage risks by:

- eliminating health and safety risks so far as is reasonably practicable to the extent that they have control over that activity; and
- If it is not reasonably practicable to do so, to minimise those risks so far as is reasonably practicable

Officers, such as company directors, Executive Officers, have a duty to exercise due diligence to ensure that WMH complies with the WHS Act and WHS Regulation.

Contractors, as a person conducting a business or undertaking, have shared or concurrent duties with WMH to ensure the health and safety of their own workers. This includes the activities of the contractor's workers that could affect the health and safety of WMH workers and vice versa.

Workers engaged by a contractor or WMH to undertake work for WMH must:

- take reasonable care of their own health and safety
- take care that their acts and omissions do not adversely affect the health and safety of others
- comply with any reasonable instruction given by the facility where they are carrying out work to ensure compliance with the Work Health and Safety Act 2011
- co-operate with any reasonable health and safety policy or procedure for WMH that has been notified to you
- report all hazards, near misses and incidents
- be fit for work and not attend work while affected by drugs, alcohol or fatigue

7. Safety in Design

The *Work Health and Safety Act 2011* places duties of care on persons who design, manufacture, import or supply plant, substances or structures including the duties of persons who install, construct or commission plant or structures

The *Electrical Safety Act 2002* places duties of care on persons who designs, installs or repair electrical equipment or an electrical installation. The Act also places duties of care on persons who manufacture, import, or supply electrical equipment.

WMH undertakes its building and maintenance work in accordance with this legislation and all work undertaken by workers and contractors are expected to comply with the relevant provisions of the *Work Health and Safety Act 2011* and the *Electrical Safety Act 2002*.

8. Contractors Presenting for Work

PRIOR TO ARRIVAL ON-SITE	INITIAL ARRIVAL ON-SITE	BEFORE COMMENCING WORK
<ul style="list-style-type: none"> • Complete the West Moreton Health, Work Health and Safety Contractor Induction • Request copies of engineering drawings • Complete a Notice of Impacting Activity application form where permits are required or where the work will impact on facility operations • Organise a site visit with WMH site representative • Review security escort requirements (where applicable) • Be aware of dress standards and minimum PPE requirements 	<ul style="list-style-type: none"> • Report to site facility • Sign into the contractor register • Provide evidence of completed WMH induction. • Undertake the General Evacuation Instruction • Obtain access pass i.e. badge or EAC. • Obtain keys where required. 	<ul style="list-style-type: none"> • Provide a copy of the work order to the site representative • Provide copies of licences/ certificates / authorisations • Provide copies of work permits /Risk assessments /SWMS /JHA / rescue plans (if required) • Provide Safe Work Instructions /SOPs for use with high risk plant and equipment • Safety Data Sheets (SDS) • Plant and equipment register.

Specific information relating to pre commencement requirements is contained in Appendix 2 - WMH *Guide for Contractors Working at West Moreton Health Facilities/Sites*

Part A – General Requirements of the Induction Handbook

1. COVID 19 Safe Workplace Plan

WMH operates under a COVID -19 Safe Workplace Plan which establishes the following principles for reducing the transmission of infectious diseases including the COVID-19 virus:

- Always utilise the principles of social distancing. This includes:
 - ensuring people remain 1.5 metres apart where reasonably practicable;
 - applying limits to persons occupying work areas/rooms and clinical spaces (2 sqm metres per person for work areas less than 200 sqm metres and 4 sqm metres per person for work areas greater than 200 sqm metres);
 - Ensuring hand hygiene is attended regularly – this can be with alcohol-based hand rub (ABHR) or soap and water;
- Taking additional measures to ensure workers and visitors are protected by:
 - providing protective screens at access points and visitor counters across WMH facilities, where remaining 1.5 metres apart is not reasonably practicable.
- Providing clear and appropriate information and signage that:
 - explains personal health and hand hygiene requirements on entry to WMH facilities.
 - establishes physical distancing protocols using barricades, floor markers and other directional information.
 - outlines the physical occupancy capacity of work areas and clinical spaces.

Contractors are to:

- Provide a COVID-19 risk assessment for the work that they are to undertake as part of required documentation prior to entering the work site.
- Ensure workers undertake “COVID-19 Safe” survey before commencing work at any WMH Facility. Where the survey indicates that the worker may be at risk from COVID-19, the worker must;
 - Immediately apply a surgical mask
 - leave workplace.
 - attend a fever clinic for testing.
 - remain absent from work until COVID test negative and/or all respiratory symptoms are resolved
- Maintain physical distancing of 1.5 metres where reasonably practicable for the requirements of the work.
- Observe hand wash protocols and make use of the amenities near to the work areas on arrival and prior to leaving site, on every visit.
- Liaise with departments and areas before accessing the location for any additional requirements.
- Refer to signage at entry points to work areas and observe the occupancy requirements of the particular departments and/or areas.
- Clean and wipe hard surfaces with appropriate detergent/disinfectant before and after working on plant and equipment.
- Take work breaks at suitable locations in staggered intervals to minimise contact with other workers.

If you are required to undertake work in work areas requiring transmission-based precautions:

- Follow the direction of your WMH site representative/supervisor.

- Prior to commencing work as part of your Take 5 and/or Risk Assessment, speak to the clinical staff in each location and seek guidance if PPE or other infectious diseases safety measures are required.
- Confirm from the area supervisor/manager the location has been appropriately cleaned prior to entry.
- Only take in tools that are required for the task. Leave trolleys/tool bags etc. outside of the location.
- Prior to entry, consult with clinical staff and confirm procedure of decontaminating tools and equipment.
- If PPE is required, utilise clinical staff to ensure appropriate PPE is used as per WMH guideline.
- Clean hands as required, including before applying and after removing PPE.
- Clean all tools and equipment used for the maintenance work thoroughly.

2. Communication

WHS consultation protocols and procedures between the contractor and the accountability area shall be as per the contract agreement. Consultation between the relevant parties involved should be undertaken throughout the lifetime of the work and should include health and safety representatives. All relevant information shall be shared and the parties be given reasonable opportunity to express their views, raise issues and contribute to decision making processes

3. Site Security and Emergency Response

You must comply with all instructions given during an emergency evacuation of the site/facility.

During your site-specific induction, you will be advised of the nearest exits and the procedures to follow. You are responsible for ensuring any persons working for you are made aware of the emergency response procedures.

If you are ordered to evacuate the building by a warden or a member of staff you must:

- leave the building immediately by the nearest exit
- proceed to the assembly area indicated on the evacuation sign or by a warden or member of staff
- remain in the assembly area until advised the emergency is over
- do not re-enter the building until advised it is safe to do so by a warden or other authorised person.

The WMH Fire Safety and Security Officers work on a continuous shift basis at Ipswich Hospital and The Park. During business hours the Security Coordinator operates from The Park and the Security Manager from Ipswich Hospital. One manager will be on call outside of business hours.

Emergency contact numbers:

- Ipswich Hospital – 3810 1361 (internal)
- The Park – 3271 8204 (internal)

4. Emergency Response Management:

Each WMH Facility will have their own requirements when it comes to Emergency Response Management (this will be outlined in your General Evacuation Instruction).

Emergency codes: All contractors and their workers should be familiar with the seven emergency response codes,



5. Fire Safety:

Fire exits, evacuation routes and firefighting equipment must always be kept clear and unobstructed. Evacuation routes include any doorways, corridors, stairways, landings or passageways forming the path of travel to an exit from any place within the building and through a final exit door to a place of safety outside the building.

Where works are likely to obstruct or impair any fire safety feature of the building i.e. fire wall penetrations, you must discuss this with the facilities responsible officer and the fire safety advisor, prior to conducting the work.

You must conduct work in a manner that prevents the risk of fire. You are also responsible for ensuring that flammable liquids and potential ignition sources used in their activities are appropriately managed.

6. Fire alarm system isolation:

All areas are protected by smoke detectors. Any fire isolation requirements are to be provided through the *Notice of Impacting Activity* application prior to arrival on site (for planned work).

Fire systems must be re-activated at the end of the work or when the contractor leaves the site. Advise the Infrastructure and Assets contact person when you have re-activated the fire protection system.

The contractor shall be held liable for the cost of any false alarms and Fire Services responses resulting from their lack of fire system isolation.

7. Access to fire equipment:

Access to any fire extinguisher, firefighting equipment or fire egress route shall not be obstructed by any vehicle or property of a contractor. Contractors are not to deactivate any West Moreton Health's firefighting equipment unless a permit has been obtained.

8. Hazard and incident reporting

All incidents involving injury (including potential injury), illness or dangerous incidents occurring in the workplace shall be reported immediately to the WMH officer supervising the contract.

The contractor shall take whatever steps are necessary to control the hazard and seek first aid or emergency assistance. The contractor is to undertake an investigation of the injury or incident and provide a report to WMH within 24 hours.

If WMH becomes aware of any immediate hazard and/or serious risk to health and safety relating to the contracted work that is likely to impact on the operational environment of WMH, the contractor will be directed to immediately control the risk or suspend the work until the risk is rectified.

The contractor must report all Notifiable Incidents to the WMH officer supervising the contract (within 2 hours) and in writing within 24 hours. The contractor is also responsible for reporting a notifiable incident to the required Regulatory body (i.e. Workplace Health and Safety Queensland, Electrical Safety Office) as soon as they become aware that the incident has occurred.

Note: All hazards and incidents are to be recorded in RiskMan, the WMH Incident Management System.

Workplace injuries: The contractor is responsible for obtaining medical attention for any workplace injury to their workers. The contractor must call Queensland Ambulance Service (QAS) if an injured worker requires transport to the Emergency Department.

First aid equipment and supplies: Contractors must supply their own first aid equipment.

Note: Costs associated with medical treatment or absence from work as a result of an injury or illness sustained in the workplace, are the responsibility of the contracted person or business.

9. Risk management

You must adopt a risk management approach for all tasks. You will be responsible for the management of hazards associated with your work tasks. Evidence of risk management must be supplied with any work method statement for the activity. Consultation with relevant stakeholders and continuous monitoring and review shall form part of the risk management process. Risk control means taking action to eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Specific information relating to the Work Order Risk Assessment Procedure is attached in Appendix 1.

10. Notice of Impacting Activity

An impacting activity is any action that may disrupt the normal operation of the hospital or neighbouring sites or cause discomfort to patients, staff members or the general public. Examples of impacting activities include Infrastructure projects, significant maintenance activities in an operational area, isolation of hospital infrastructure services and environmental issues such as fumes, dusty and noisy work. This notice is to be completed and communicated to the relevant clients/stakeholders when activities are likely to interrupt or disrupt the normal operation of the hospital /facility

A notice of impacting activity form should be requested, authorised and approved a minimum of 48 hours prior to commencing works. This includes but is not limited to quoting, building, engineering, maintenance, repairs, and Information Technology work (both on-site and remote access).

Note: Where emergency work is required the 48-hour period will be waived, however a Notice of Impacting Activity must still be submitted and authorised before the work is undertaken.

11. Permit to Work

A Permit to Work system is in place at WMH. The Permit to work system procedure is an administrative process to record and authorise high risk work conducted at West Moreton Health where there is potential to impact on business continuity. It provides formal authorisation to ensure all elements of a safe work system have been considered and applies to works including infrastructure projects, installations, maintenance, alterations or repairs to assets.

Approved original permits are to remain with the person completing the works. It must be sighted by the supervisor for where the work is being undertaken before work commences. It must also be sighted by Fire Safety and Security Officers before access will be granted to secure areas. A copy of the permit is to be retained at the Infrastructure and Assets office while work is being undertaken. Permit documents shall be presented on request to WMH workers.

Permit information and resources are located on Contractor Resources Internet page for West Moreton Health <https://www.westmoreton.health.qld.gov.au/patients-and-visitors/contractor-resources>.

- Hot works permit
- Energised (Live) works permit
- Excavation permit
- Fire service isolations permit
- Fire penetration permit
- Asbestos work area access permit
- Confined space permit
- Working at heights permit
- Communications room access permit
- Electrical and mechanical isolations permit
- Environmental Disturbance Control Permit

12. Dress standards and minimum PPE requirements.

All workers involved in maintenance, building and contracted service activities for WMH are required to comply with the Service Support Dress Standards procedure. The minimum requirement is to wear long sleeves, long pants and safety footwear. These standards also require sun safe practices including the wearing of a wide brimmed hat or safety helmet with a wide brim along with sunscreen when working outdoors. Long sleeves are not to be rolled up at any time unless a task specific risk assessment indicates sleeves rolled up is required for the safety of the task.

Footwear must be safe and appropriate to the work performed. Safety footwear should comply with *AS 2210.1:2010 Safety, protective and occupational footwear – Guide to selection, care and use*.

West Moreton Health's Personal Protective Equipment matrix (safety non-negotiables) establish the PPE standards for the site.

Additional PPE requirements will be based on a risk assessment and may include:

- respiratory protection
- eye protection
- hand protection
- hearing protection
- protective clothing
- safety helmet
- communication protection
- high visibility clothing
- fall protection (*Harness or Fall Arrest Equipment*).

Note: Non-compliance with these requirements may result in the person being asked to leave the site and return when they are compliant. These PPE/Dress standards apply at all West Moreton Health sites.

13. Personal Behaviour

All contractors and their workers must be mindful of proximity of patients/visitors and staff regarding language and behaviour. While on site the contractor is expected to demonstrate a high standard of workplace behaviour and personal conduct. This includes:

- treating co-workers, clients and members of the public with courtesy and respect, being appropriate in your relationships with them, and recognise that others have the right to hold views which may differ from our own;
- ensure your conduct reflects our commitment to a workplace that is inclusive and free from workplace bullying and harassment;
- ensure your fitness for duty, and the safety, health and welfare of yourselves and others in the workplace, whether co-workers or clients.

14. Confidentiality and Privacy

Contractors are required to respect the privacy of patients and must not disclose any confidential information pertaining to Queensland Health, visitors and patients.

Mobile phones and photographs

The use of mobile phones is restricted if entering critical care areas as they may interfere with clinical monitors and other electronic equipment. The use of mobile phones to take photographs is prohibited unless prior written approval has been given from the WMH officer supervising the contract. All photos remain the property of WMH and must not be distributed outside of the written agreement.

Any contractor taking photos without the written consent from the WMH officer supervising the contract may have their onsite access suspended until any photos of the facility or sensitive consumer areas have been removed from the storage device of the phone/camera.

15. Smoke Free Environment:

Smoking is prohibited within any of the WMH facilities and for five (5) metres beyond the boundary in accordance with the:

- Tobacco and Other Smoking Products Act 1998; and
- Hospital and Health Boards Act 2011

These smoking restrictions apply at all times, and to all staff and patient areas on health facility land (i.e. hospitals, community health centres, clinics, rehabilitation centres, on-site staff accommodation), and include the use of all smoking products including electronic cigarettes.

16. Drugs and alcohol

During the execution of the contract you are not permitted to:

- use or possess illegal drugs at the workplace
- consume alcohol at the workplace
- attend work while under the influence of alcohol or drugs.

If you are under the influence of, or reasonably suspected to be under the influence of, or in possession of such substances, you will be requested to immediately cease work and leave the site.

If you are taking prescribed medication that may affect work performance, the facility's officer supervising the contract must be informed prior to commencement of work.

17. Fatigue:

All contractors must present to work 'fit for duty'. If your contract requires you to work shifts or extended hours, you must, in consultation with the facility's site representative, develop and implement

a fatigue management plan. The plan shall aim to eliminate or adequately control fatigue associated risks. If fatigue becomes a factor during works, the site should be made safe and works cease until appropriate measures to relieve the fatigue or replace the affected worker can be put in place.

18. Infection control

Where infection control policies and procedures are in place to prevent or minimise the risk of disease transmission, these shall be advised to you. All infection control policies and procedures shall be strictly adhered to.

19. Traffic management

Provide notification to the facility's responsible officer of any work that may impact on traffic, (vehicular or pedestrian), prior to commencement of work.

The *Traffic management for construction or maintenance work Code of Practice 2008* must be adhered to. If you are working as a traffic controller you must have your traffic controller accreditation scheme accreditation identity card issued by the Department of Transport and Main Roads on you at all times

20. Parking on site

Parking is controlled at all WMH facilities

Ipswich Hospital

Contractors vehicles can park on site when undertaking maintenance work for Infrastructure and Assets.

- Contractors may park only in spaces allocated for contractors
- Contractors must obtain written authorisation from the facility maintenance manager
- Vehicles parked on site are required to display the authorisation on the dash of vehicle

21. Occupational/trade licensing:

Where work is required to be carried out by licensed tradespersons, all current licences must be sighted by the WMH officer supervising the contract prior to commencing work and upon request while on site.

22. Supply and security of tools and loose equipment:

Contractors are to supply their own tools, ladders etc. Tools and loose equipment are to be secured at the cessation of work each day. Plant, equipment and tools must be suitable for the work performed, well maintained, tested and/or calibrated and be safe to use. Additional security requirements apply in high secure areas.

23. Housekeeping and Waste:

Maintain all areas in a safe and tidy condition. Make sure all means of access and egress (i.e. exits) are safe and clear. Erect general safety signs as necessary and ensure these are legible. Store materials and plant safely and securely. Ensure protruding objects do not pose a hazard.

Waste

All debris and waste resulting from your contracted activities must be collected and stored prior to leaving the site each day to minimise risks to health and safety. You shall ensure debris and waste is removed and appropriately disposed of. The facility's disposal systems shall not be used unless the waste is created while conducting the facility's business or by arrangement with the Facility

Maintenance Manager or representative. Waste categorised as regulated waste shall be disposed of in accordance with the requirements of the Environmental Protection (Waste Management) Regulation 2000.

24. Erosion and sediment control (ESC) on construction sites

Erosion and sediment control on WMH sites should be managed in accordance with the Department of Environment and Science “Procedural Guide - Standard work method for the assessment of the lawfulness of releases to waters from construction sites—South-East Queensland”

https://environment.des.qld.gov.au/data/assets/pdf_file/0026/90575/lawful-water-release-construction-sites-em1135.pdf

25. Use of workshop facilities:

The facility’s workshops and equipment are for West Moreton Infrastructure and Assets staff use only.

26. Entry to buildings:

Do not enter buildings on the facility’s premises without authorisation. Use only authorised entrances and exits to enter or exit the area of work. Contractors should contact the facility representative in charge of the area to be worked in and advise them of the authorisation they have received to be working in that area and the type of work that is to be performed, prior to entry.

27. Use of amenities:

Contractors are required to use the public amenities. Location of these amenities will be given by the facility contact.

28. Energy and water efficiency:

Contractors are expected to use both electricity and water efficiently. This includes switching off lights when leaving plant rooms.

29. Security:

The facility accepts no liability for loss or theft of any equipment belonging to contractors whilst in use or stored at the facility. The contractor is to ensure that plant rooms and other secure areas always remain locked.

30. Children:

If a child needs to be brought to the workplace, a request for approval shall first be made to the WMH officer supervising the contract. The risks associated with bringing the child into the workplace will be assessed by the manager prior to granting approval. The following details shall be provided when making the request:

- the name of the child entering the workplace
- the age of the child
- the date and time the child is expected to be present in the workplace
- the length of time the child is expected to be present in the workplace
- if the child is a young worker, the activities the child is expected to undertake
- any special arrangements required.

You shall be responsible for ensuring children who are workers under your supervision undertake any mandatory induction training.

Children in the workplace shall be managed in accordance with the *Children and young workers Code of Practice 2006*.

31. Animals:

Animals are prohibited from Queensland Health facilities unless the animal is an assistance animal or guide dog.

32. Discrimination

Discrimination is unlawful in work, or work-related areas, and in the provision of services to patients and clients.

Offensive behaviour by any party will not be tolerated at WMH facilities. Offensive behaviour includes all behaviour and language that reinforces inappropriate, demeaning or discriminatory attitudes or assumptions about persons based on:

- Sex
- Relationship status
- Pregnancy
- Parental status
- Breastfeeding
- Age
- Race
- Impairment
- Religious belief or religious activity
- Political belief or activity
- Trade union activity
- Lawful sexual activity
- Gender identity
- Sexuality
- Family responsibilities
- Association with, or relation to, a person identified on the basis of any of the above grounds.

This completes your **Part A**- General Induction Requirements.

For Category 1 and 2 contractors you should now verify your induction by acknowledging this on the digital record form or sign the completion statement hosted on the [Contractor resources | West Moreton Health](#) internet site. You should provide a copy of the statement to the WMH officer supervising the contract.

If your contracted activities involve building or maintenance work, you must also complete **Part B** of the handbook.

If your work will involve entry to a WMH Mental Health Service (WMHMHS) and/or Secure Medical Wards at Ipswich Hospital and The Park you must also complete **Part C** of the handbook.

Part B – Site Requirements for Medium and High Risk Building or Maintenance work

1. Asbestos:

All work involving asbestos must be performed in accordance with Chapter 8 of the Work Health and Safety Regulation 2011 and the “How to manage and control asbestos in the workplace” code of practice 2011, and, where applicable, the “How to safely remove asbestos” code of practice 2011

A copy of the facility’s asbestos register shall be obtained prior to commencement of work.

A work area access permit (WAAP) shall be approved by the Maintenance Supervisor or Contractor Co-Ordinator. The WAAP is only valid for the work and persons that are designated on the permit. The conditions of the WAAP must always be adhered to.

Where work involves asbestos-related work the work area shall be separated from other work areas. Signs alerting persons to the presence of asbestos must be erected to indicate that asbestos-related work is being carried out. The area shall be barricaded to delineate the asbestos-related work area.

If there is uncertainty whether the exposure standard for asbestos is likely to be exceeded, air monitoring shall be undertaken by a competent person (engagement of a Hygienist will be required). If the air monitoring determines that the exposure standard has been exceeded in the work area, you must determine the works and other persons who were in the work area and advise those persons about the possible exposure to respirable fibres.

Information about respirable asbestos and the results of the air monitoring must be made readily accessible to workers and others.

All plant, workers and the work area must be decontaminated upon completion of the work. Items that cannot be decontaminated shall be sealed and labelled before removal from the work area.

Asbestos removal work

Contractors undertaking asbestos removal work shall be appropriately licensed to carry out the work as follows:

- Class A asbestos removal licence for friable asbestos or asbestos contaminated dust or debris (ACD)
- Class B (or Class A) asbestos removal licence for more than 10 square metres of non-friable asbestos or asbestos containing material (ACM) or ACD associated with the removal of more than 10 square metres of non-friable asbestos or ACM.

Workers of the contracted asbestos removal must hold relevant Vocational Education & Training (VET) certification for the class of asbestos removal work to be undertaken.

2. Confined space:

All work requiring entry into confined spaces must be performed in accordance with Chapter 3, Part 4.3, Work Health and Safety Regulation 2011 and the Confined Spaces Code of Practice 2011.

Access to areas that have been determined to be a confined space must only be undertaken if you have successfully completed confined space entry training and have a confined space entry permit.

A pre-entry risk assessment shall be undertaken prior to entering the confined space.

A confined space means an enclosed or partially enclosed space that:

- is not designed or intended primarily to be occupied by a person

- is designed or intended to be, at normal atmospheric pressure while any person is in the space
- is or is likely to be a risk to health and safety from
- an atmosphere that does not have a safe oxygen level
- contaminants, including airborne gases, vapours and dusts, that may cause injury from fire or explosion
- harmful concentrations of any airborne contaminants

A 'confined space entry permit' shall be obtained from the Maintenance Supervisor or Contractor Co-Ordinator. The entry permit is only valid for the allocated period and must be displayed near the entry to the confined space. Entry will only be permitted if the requirements of the permit are fully understood and complied with.

Contractors must ensure that a risk assessment is conducted by a competent person, recorded in writing and that has regard to all relevant matters:

- Whether the work can be carried out without the need to enter the confined space;
- The nature of the confined space;
- If the hazard is associated with the concentration of oxygen or the concentration of airborne contaminants in the confined space – any change that may occur in that concentration;
- The work required to be carried out in the confined space;
- The range of methods by which the work can be carried out and the proposed method of working;
- The type of emergency procedures, including rescue procedures, required.

Flammable Gases and Vapours

Atmospheric concentrations of flammable gases, vapours or mists must be limited, as far as is reasonably practicable, to less than 5% of the LEL.

Where the concentration in a confined space is between 5% and 10% of the LEL workers can only remain in the confined space if a calibrated, continuous, monitoring flammable gas detector is used in the space. Any flammable concentration equal to or greater than 10% must trigger the immediate evacuation from the space.

Fire and Explosion

Any potential ignition sources are prohibited in confined spaces unless a hot work permit has been issued.

3. Electrical safety:

All electrical work shall be undertaken in accordance with the Electrical Safety Act 2002, Electrical Safety Regulation 2013, codes of practice and standards including AS/NZS 3000:2018 - Electrical Installations (known as the Australian/New Zealand Wiring Rules).

The facility's maintenance manager or their site representative must be notified of the scope and limits of all work involving electrical equipment.

A risk assessment shall be undertaken for all electrical work. Work activities that require the isolation of low voltage equipment and other energies include, but are not limited to, the inspection, testing, cleaning, maintenance, installation and repair of equipment. Each work activity shall have a corresponding safe work method statement (SWMS) that shall indicate whether 'lockout-tagout' (LOTO) is to be applied.

Persons who do not hold an appropriate electrical work licence must not perform electrical work.

Lockout-Tagout (LOTO)

Lockout-Tagout (LOTO) procedures must be observed where the activity involves the isolation of electrical equipment. Appropriate safety tags and locks are to be provided by the contractor. The tags will only be removed by the person affixing the tag or by another person under the written

direction of the LOTO Administrator provided all checks have been completed prior and the request is received in writing.

Application of LOTO is mandatory where the activation or energisation of plant will risk injury to personnel or damage to equipment. Risk assessments for work activities will identify hazards such as electricity, stored energy as found in capacitors or variable speed drives, compressed air, hydraulics and steam.

Particular attention shall be given to the identification of isolation points to ensure multiple sources of supply, such as generators, uninterruptible power supplies (UPS) and feeds from multiple switchboards are included in the isolation and application of LOTO. Care must be taken to identify not only the power circuits but also any 240V control circuits that may be present. Tests for isolation shall confirm there is no back feed from the line side of potentially faulty UPS or incorrect circuit connections and neutrals.

All workers, including contractors required to isolate equipment shall be trained / inducted in LOTO giving particular regard to hazards identification, isolation procedures and the control of stored energies. Training or induction records must be maintained by the contractor and made available to the Maintenance Supervisor or Contractor Co-Ordinator on request.

Contractors are required to tag faulty electrical equipment as "Out of Service" and disconnect the equipment from its power source if it has a plug, to prevent the equipment being used, until it has been repaired or replaced.

Portable electrical equipment

Electrical leads and plugs shall be connected to the nearest electrical point and must be protected from damage, including damage by liquids. All electrical plugs should also be either the moulded type (integral part of the cord) or transparent. Electrical leads must not create a trip hazard and should be taped down or placed in covers in high traffic areas and walkways.

All power tools and leads must be tested and tagged by a competent person and testing must be in date. Any tools or leads that are out of date or not tested and tagged are prohibited to be used at any WMH Facility.

Piggyback plugs and double adapters are prohibited from being used at any WMH Facility.

Multi-outlet power boards [inclusive of a 10 Amp overload cut out circuit breaker (RCD), minimum IP44 rating and individual outlet switches] which have been tested and tagged in accordance with the Queensland Electrical Safety Regulation 2013 within the last twelve 12 months are permitted to be used.

Energised (live) work

Energised (live) electrical work, other than low risk testing, can only be authorised on each separate occasion. Authorisation shall be by the electrical worker's manager and the person in control of the equipment. The electrical worker's manager shall consult with the person in control of the equipment to investigate the opportunity for isolating and working on the equipment de-energised. This can also be the relevant manager occupying the premises where the electrical equipment is located.

An Energised (Live) Work Permit shall be obtained and approved by the Facility Maintenance Manager or representative. The permit is only valid for the allocated period of time and workers must fully understand and comply with the requirements of the permit. The permit shall be authorised by the Facility Maintenance Manager acting as the representative of the "person with management or control of the workplace". The permit shall be supported by a written risk assessment and a SWMS for the work to be undertaken.

Work near energised (live) electrical parts

Electrical work on any installation, equipment, machinery, plant or appliance may pose a risk of direct or indirect contact with nearby exposed energised electrical parts (e.g. installing or testing circuits on a switchboard adjacent to exposed live electrical parts).

Contractors are required to complete a written risk assessment when working near energised electrical parts. In some circumstances the risks associated with undertaking electrical work near exposed live parts can be equivalent to those associated with live electrical work. Risks to be considered, but not limited to, are those arising from:

- energised parts
- exposed high temperature parts
- moisture entering the electrical equipment.

If there is a safety risk associated with working near energised electrical parts a written risk assessment should then be made to help determine the risk level and decide on appropriate risk control measures.

(Reference: Part 8 - Electrical safety code of practice 2013 - Managing electrical risks in the workplace)

4. Work in ceiling spaces:

Work undertaken within ceiling spaces at WMH may present a risk to workers and contractors enter this space. Hazard include, electricity, isolated work, falls, contact with sharp objects, heat stress, hot and pressurized equipment, infectious material (e.g. vermin waste), hazardous dust (e.g. asbestos, fibreglass insulation), hazardous manual tasks.

Contractors must complete a risk assessment prior to entry to ceiling spaces. The risk assessment must include an inspection by an electrical worker and the conditions of entry are to be authorised by WMH officer supervising the contract before work commences.

5. Infection Prevention during Construction, Renovation, Repairs and Maintenance:

Infection prevention is a priority for West Moreton Health and is an integral part of construction, renovation and maintenance activities to prevent contamination of health care facilities. Construction practices can impact on patient wellbeing by disseminating bacteria and filamentous fungi that can cause nosocomial infections. Good planning, risk identification and risk control practices to abate airborne contaminants during construction can minimise the risk of serious environmental contamination within a health care facility.

A construction, renovation and maintenance activities risk assessment should be undertaken at the start of infrastructure works to determine potential hazards to susceptible patients, and prevent unnecessary exposures of patients, visitors and staff to infections agents. The risk assessment and action plan comprise five key steps including:

- Identification of the construction activity type.
- Selecting the appropriate patient risk group.
- Determining the construction classification class.
- Implementation of the infection prevention and control construction guidelines (Action Plan)
- Issuing a permit for all class III and class IV work undertaken

Construction Dust

Requirements to prevent contamination of the HVAC system must be considered in the risk assessment and Action Plan. The impact of dust on the fire systems must also be considered in

the risk assessment as dust can damage devices and set off alarms. Refer to *Appendix 2 –Work Instruction for Infection prevention during construction, renovation and maintenance works*.

6. Information Technology and Communications Cabling:

A permit to work is needed before IT and Communications Cabling work can be undertaken to ensure a consideration of any impact on other infrastructure systems.

7. Excavation trenching and ground penetration:

All excavation and trenching work must be performed in accordance with Chapter 6, Division 3 of the Work Health and Safety Regulation 2011 and the Excavation Work Code of Practice 2013.

Excavation, trenching or ground penetration work shall only be undertaken after a completed risk assessment has been undertaken to locate and isolate potentially hazardous energy sources such as gas, power lines and telephone / data cabling. Verification of underground services must be included in the hazard identification process and shall include:

- a dial before you dig application (DBYD);
- obtain information from the relevant authorities on the location of underground services;
- the review of any documents, including drawings, relating to present or previous infrastructure;
- consultation with local workers or supervisors who may have knowledge of underground services;

Where excavation, trenching on either a greenfield or brownfield site will be greater than 1.5m in depth, or where there is a risk of engulfment due to poor ground conditions, an 'Excavation Permit' shall be obtained and approved by the WMH Contractor Co-ordinator. The permit is only valid for the allocated period and workers must fully understand and comply with the requirements of the permit.

Ground penetration work is any work that may occur on a brownfield site that is greater than 600mm in depth. An excavation permit shall be issued where there is an identified high risk from the planned ground penetration work.

Note: Physical entry, by any person, into excavations and trenches greater than 1.5 metres in depth, or in poor ground conditions, must only be undertaken if the excavation or trench is either shored, battered back, benched, or the worker is protected by a trench box.

8. Falls (Work at Height):

Hazards that may give rise to a fall from one level to another shall be identified and controlled in accordance with Work Health and Safety Regulation 2011 (Chapter 4, Part 4.4 and applicable sections of Chapter 6) and the Managing the risk of falls at the workplace Code of Practice 2011.

Where the work has been identified as construction work and where there is a risk of a fall from a height of 2 metres or above or where there is work on a roof with a slope over 26 degrees a *Working at Heights Permit* shall be obtained and approved by the Maintenance Supervisor or Contractor Co-Ordinator.

Where they are implemented, the following control measures must conform to the requirements of the Work Health and Safety Regulation 2011:

- Edge protection measures
- Fall protection cover
- Travel restraint system
- Fall arresting platform
- Fall arrest harness system
- Safety net

A pre-work risk assessment shall be undertaken prior to conducting work at height. A SWMS shall

be written and provided to workers undertaking the work.

Where a *falls arrest system* is implemented, emergency and rescue procedures must be established and tested for effectiveness.

A trained safety observer shall be used where a *falls arrest system* is implemented.

Relevant workers must be provided with training and information in relation to the emergency and rescue procedures.

9. Hazardous chemicals

Hazardous Chemical shall be managed in accordance with Chapter 7 of the Work Health and Safety Regulation 2011 and the Managing risks of hazardous chemicals in the workplace Code of Practice 2013.

Contractors are responsible for managing risks associated with any hazardous chemicals brought on site. Contractors must:

- maintain a register of hazardous chemicals
- make accessible a current, Australian compliant safety data sheet (SDS) for each hazardous chemical
- ensure all chemicals are appropriately labelled in accordance with legislative provisions
- store chemicals in a secure and safe manner. This includes the provision of storage facilities if required
- ensure spill kits appropriate to the chemicals used are available and workers know of their location
- notify the WMH officer supervising the contract of quantities of any chemical brought on site that may impact on the site's placard or manifest quantities of chemicals and the associated site emergency plan.

Hazardous chemicals must not be discharged or allowed to be discharged to stormwater drains or other sensitive environments. In the event of a spill, the Facility Maintenance Manager or representative must be immediately notified. Contain the spill if it is safe to do so. If the spill constitutes a major risk, contact Queensland Fire and Emergency Services. The Department of Environment and Heritage Protection shall be notified in writing where the spill has the potential to cause serious or material environmental harm.

Contractors and their workers must be trained in the appropriate storage and handling of the hazardous chemicals used for the work being undertaken.

Where hazardous chemicals are present in the work area where work is being undertaken, WMH will provide the contractor with relevant details including access to SDS and the location of the chemicals.

10. Lead-based paint:

WMH Facilities/sites have older buildings that contain materials previously coated with lead-based paint. Paints containing as much as 50 per cent lead were used on the inside and outside of homes and commercial building built before 1950. Until the late 1960s, paint with more than 1 per cent lead was still being used on buildings. Extensive work has occurred to remove lead-based paint at WMH sites however lead-based paint will be present in some of the buildings within WMH.

Contractors will be advised of locations where lead-based paint has been identified. Contractors who suspect their work area contains lead-based paint that may be disturbed by their work are to request clarification from the Facility Maintenance Manager or their site facility representative before proceeding with the work.

Lead shall be managed in accordance with Part 7.1 and 7.2 of the Work Health and Safety Regulation 2011 and the Managing risks of hazardous chemicals in the workplace Code of Practice 2013.

Work involving machine sanding or buffing surfaces coated with paint containing more than 1% by dry weight of lead is a lead process.

Before work of this nature is undertaken in areas known, or suspected to contain lead-based paint, a risk assessment shall be undertaken to determine if *lead risk work* is carried out in the *lead process*.

The assessment will establish controls that will eliminate or minimise the risk of releasing paint dust or paint particles into the breathing zone of a worker. The risk controls will include instructions about containing the lead contamination within the work area and to establish cleaning methods to ensure that the work area is kept clean of contaminated dust. The risk controls shall also contain instruction about the way to remove contaminated clothing and PPE, and the process for washing exposed area such as the upper body and hands prior to eating or drinking.

The contractor shall ensure that procedures are in place to manage the capture and control of waste material generated during the paint preparation process.

In addition, the contractor shall ensure that workers;

- are provided with PPE and disposable protective clothing when undertaking a lead process.
- will be provided with information about the health risks and toxic effects associated with exposure to lead
- will be instructed in personal hygiene requirements prior to eating or drinking at the workplace.

11. Crystalline Silica

Crystalline silica (quartz) is a common mineral found in

- most rocks, sands, and clays
- products such as concrete, mortar, brick, blocks, pavers, tiles, natural and composite stone benchtops
- cement-based materials such as fibre-cement sheeting and autoclaved-aerated concrete.

Dust containing respirable crystalline silica (RCS) is generated by high-energy processes such as cutting, sawing, grinding, drilling, polishing, scabbling and crushing of silica-containing materials.

Certain work processes can also add to RCS exposure risks. This includes housekeeping activities involving dry sweeping, compressed air or blowers on silica-containing dusts.

RCS particles are very small and cannot be seen under ordinary lighting. The small particles stay airborne long after larger particles have settled to the ground – the small particle size means it is easily inhaled deep into the lungs.

Health effects

RCS is a hazardous chemical. Inhaling RCS can lead to silicosis, an incurable lung disease that can lead to disability and death. RCS can also contribute to lung cancer, renal cancer and chronic obstructive pulmonary disease (COPD)

Risk management

Where RCS has been identified in work process the contractor is required to undertake a risk assessment and establish safe systems of work to manage exposure to RCS. This should include

- the identification of tasks that use or generate RCS.
- Establishing controls that eliminate or minimise the risk of airborne exposure.
- Support the controls with the use of RPE i.e. respirators.

Induction, information, training and supervision

The contractor must provide induction, and training about silica hazards and must supervise the safe use of silica hazards in the workplace.

Information provided should cover:

- the health risks from inhaling RCS

- where to gain information about RCS (e.g. safety data sheet or labels)
- how the work operations will expose workers
- how the control processes are intended to operate
- any use of respiratory protection and worker respirator fit and check processes
- what air monitoring results indicate
- the health monitoring process and the health monitoring report
- accessing all appropriate records on their work with and exposure to RCS.

The training given should consider the level of risk posed by the RCS exposure. The contractor must keep a record of who was trained, who conducted the training, when it was given, and the topics covered.

Health monitoring:

Health monitoring should be provided to workers who are carrying out ongoing work using, handling, generating or storing RCS and where there is a *significant risk* to the worker's health because of exposure.

Note: Further guidance on determining significant risk can be found in Safe Work Australia's [Health Monitoring for Exposure to Hazardous Chemicals - Guide for persons conducting a business or undertaking](#)

12. Hot work:

Prior to the commencement of hot work, a 'Hot Work Permit' shall be obtained and approved by the Maintenance Supervisor or Contractor Co-Ordinator. A Hot Works Permit must be obtained a minimum of 48 hours prior to the commencement of work. The hot work permit will detail the control measures that need to be implemented and be appropriate to the hazard requiring control. The permit is only valid for the allocated period and workers must fully understand and comply with the requirements of the permit. A copy of the permit shall be displayed at the site where the work is to take place. Any changes or extensions to the permit is to be notified immediately.

A Fire System Isolation permit may also be required.

Hot work areas shall be isolated from combustible materials and adequately ventilated to prevent build-up of fumes and gases. Hazardous areas surrounding the hot work area shall be isolated or otherwise controlled to prevent the ignition of any materials that may be harmful to people, property or the environment.

If at any time there is a risk that a spark could cause an unintended fire, work is to be stopped immediately.

All welding equipment brought on site for hot work shall have:

- on oxygen/acetylene cylinders—flashback arresters at both the hand piece and regulator
- a hazard reduction device (HRD) on all alternating current welding equipment and be subjected to regular testing.

If you are undertaking hot work, you must be fully trained in the use of fire extinguishers. A record of training shall be maintained and provided to the Contracts Co-Ordinator upon request.

Note: Contractors are to provide a trained safety observer and shall supply two by 9 kg dry chemical fire extinguishers.

13. Laboratories

Entry to laboratories shall require permission from the laboratory manager or delegate. Equipment, chemicals and other materials shall only be handled or moved under the instruction or supervision of the laboratory manager or delegate.

Fume cabinet or chemical stores ventilation shall only be isolated by arrangement with the laboratory manager and the Facility Maintenance Manager or representative. Fume cabinet

extraction fans shall not be isolated before tagging out all affected laboratory fume cabinets to prevent their use. Laboratory staff shall be advised of any work to be undertaken on a fume cabinet

14. Cladding

At Ipswich Hospital, insulated cladding has been identified as part of the East Street building fabric. Work will only occur in this location following consultation with the Facility Maintenance Manager. Where a risk assessment has identified hot work as part of the process, work will not commence until there is an approved hot work permit in place.

15. Hazardous Manual Tasks

Hazardous manual tasks shall be managed in accordance with Part 4.2 of the Work Health and Safety Regulation 2011 and the Hazardous Manual Tasks Code of Practice 2011. Hazardous manual tasks are tasks that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing that involves one or more of the following:

- repetitive or sustained force;
- high or sudden force;
- repetitive movement;
- sustained or awkward posture;
- exposure to vibration.

Prior to the commencement of work, contractors must undertake a risk assessment of hazardous manual tasks and establish a safe system of work. Contractors and their workers shall have had appropriate training in the system of work and the use of any equipment designed to minimise the risk associated with a hazardous manual task.

16. Noise:

Occupational noise

Occupational noise relating to exposure to workers shall be managed in accordance with Part 4.1 of the Work Health and Safety Regulation 2011 and the Managing noise and preventing hearing loss at work Code of Practice 2011. Equipment brought on-site shall have noise emission levels identified. Where the emission levels exceed the legislated exposure standard for noise, the equipment must be identified as a noise hazard and steps taken to adequately control exposure to workers and others. This may include the provision of appropriate hearing protection.

Note: The use of devices with headphones shall not be used where it is assessed that the use of these items may pose a risk to your safety

Environmental Noise

Environmental noise shall be managed in accordance with the Environmental Protection (Noise) Policy 2019. To facilitate the health and wellbeing of patients in a hospital, surgery or other medical institution the ambient noise level (measured indoors) should be maintained at an average noise level of 35 dB(A) over 1 hour.

Where work is likely to produce noise that will impact on the health and wellbeing of patients the contractor will advise the Facility Maintenance Manager or their site facility representative of the identified noise hazard to determine the impact on the operational environment within the facility.

The manager will consult with the contractor to develop a plan to minimise the impact on the operational environment of the facility. Contractors may be required to develop a noise impact assessment where the nature of the work is likely to significantly impact on the operation of the facility.

Note: All hammer drilling is classed as producing excessive environmental noise. Immediately before commencement of work all affected areas must be notified.

17. Explosives:

Explosives and explosive powered tools are prohibited from use on WMH sites.

18. Plant

Plant installed or used on site shall be managed in accordance with Chapter 5 of the Work Health and Safety Regulation 2011 and the Managing risk of plant in the workplace Code of Practice 2013. Other codes of practice and standards relevant to specific types of plant shall also be observed. Additional control measures for particular plant outlined within the regulation shall be adopted. This may include, but not limited to:

- industrial lift trucks
- lasers
- remotely energised plant
- powered mobile plant
- pressure equipment
- scaffolds
- plant that lifts or suspends loads

The contractor shall ensure that the risks arising from installation or commissioning of plant have been assessed and controls established to manage those risks. This include ensuring that subcontractor and workers who install, assemble, construct, commission or decommission, or dismantles the plant are competent to undertake the task. This also includes providing information about the plant to the contractors and workers and undertaking inspections of the plant during the process to monitor the risks.

The contractor shall ensure that the maintenance, inspection and testing of the plant is carried out by a competent person. Inspections must be undertaken in accordance with the manufacturers recommendation and should be completed at least annually. Records of maintenance undertaken must be available for inspection by the Contractor Co-Ordinator upon request

Plant used or operated on site

Plant used on site must be guarded where there is a risk of workers being caught in or between moving plant or parts, or from exposure to heat or cold. Fixed guards must be solidly constructed, properly maintained and cannot be removed easily.

Where plant is required to be registered, evidence of the current registration shall be provided.

Contractor and their workers must have been trained to operate the plant and provide evidence of competency as required.

Workers must hold the appropriate licence for “High Risk Work” relating to the plant.

Plant must be used in a manner that does not introduce additional risk to the workplace.

Plant must be secured when not in use.

A daily prestart inspection is required for all mobile plant operating on site.

A register of plant being used on site shall be provided to the Contractor Co-Ordinator before the work commences.

LOTO and Out of Service

Where plant is identified as faulty, unserviceable, requires repairs or maintenance or requires isolation for an extended period, the plant shall be locked out and an ‘out of service’ tag fixed to the plant.

Where work is being undertaken on plant, the plant shall be isolated, locked out and tagged out prior

to, and for the duration of the work being undertaken.

All personal locks and tags, and their removal are the responsibility of the contractor. Where more than one person is working on the plant, then a site representative is responsible for controlling the master isolation. Each person will be responsible for placing their lock on the isolation. The tags must only be removed by the person placing the tag.

Always consult with the Contracts Co-Ordinator prior to commencing LOTO activities on any item of plant.

19. Magnetic Resonance Imaging (MRI)

Work undertaken in and around locations adjacent to the MRI unit that involve vibration or use of large ferrous objects (e.g. plant) must be notified to the Facility Maintenance Manager or their site facility representative before work commences.

20. Sun exposure and heat stress

Sun exposure and heat stress shall be managed in accordance with the Managing the work environment and facilities Code of Practice 2011.

Protection against solar ultraviolet (UV) exposure should be provided for outdoor workers, for example:

- reorganising outdoor work where possible so that workers can carry out alternative tasks, or work in shade, when the sun is most intense i.e. between 10.00am and 2.00pm.
- providing sun protective clothing (UPF 45+) i.e. wide brim hat, long-sleeved collared shirt, long pants, sunglasses and sunscreen (SPF 30).

Where the working environment is likely to expose workers to elevated temperatures for prolonged periods, this shall be identified as a hazard and control measures to manage the heat stress shall be implemented and advised to the Facility Maintenance Manager or representative.

Consider the following control measure:

- slow down the pace of work if possible
- provide a supply of cool drinking water
- provide a cool, well-ventilated area where workers can take rest breaks
- provide opportunities for workers who are not used to working in hot conditions to acclimatise, for example job rotation and regular rest breaks
- ensure light clothing is worn (if practicable) to allow free movement of air and sweat evaporation.

Immediate medical assistance should be provided if any worker experiences any of the following symptoms of heat related illness; dizziness, fatigue, headache, nausea, breathlessness, clammy skin or difficulty remaining alert.

21. Sharps safety

Sharps are objects or devices with sharp points or cutting edges capable of cutting or piercing the skin. Within the health care environment, sharps such as hypodermic needles and scalpel blades are sharps which may carry an additional biological risk.

If discarded sharps are found, the Facility Maintenance Manager, representative or other facility member should be notified immediately. Do not touch the sharp.

If a sharps injury occurs, seek first aid immediately and follow the incident reporting protocol.

If you use sharps, (for example, to treat diabetes), you must dispose of the used sharps in an approved sharps container.

Contractor Performance Monitoring

Your WH&S / Quality performance shall be monitored by a WMH contract manager (or delegate) to ensure that legislative requirements are met, and that work is being undertaken to ensure:

- Compliance is being achieved in accordance with National Construction code and accepted trade practice
- Safe work practices outlined in contract WHS plans or SWMS are being adhered to,
- Any new hazards that may be identified and are being appropriately controlled,
- Consultative and reporting mechanisms have been implemented,
- Work is not adversely impacting on the accountability area's workers, patients or others in the workplace.

Monitoring may be undertaken through such measures as:

- Site inspections
- A review of hazards and risks
- Follow-up on corrective actions where non-conformances have been identified
- Review of incident or third-party reports
- Regular meetings.

Non-conformance should be noted by the officer supervising the contract and brought to the contractor's attention for rectification within 24 hrs.

Work will be suspended if high risk health and safety issues or serious quality defects are identified until the issues are adequately addressed.

Completion of work

It is the contractor's responsibility to remove equipment, materials, and tools immediately on completion of their work.

Prior to leaving site at completion of work, report to the site office and return any issued:

- Identification badge,
- Keys or proximity cards,
- Contractor Work Order Commencement (completion) Advice
- Surrender all signed off work or entry permits,
- Infection control inspection and sign off (clinical areas),
- Signed work orders/job request,
- Provide a written report identifying contractor personnel, work undertaken.

Payment will not be made if these requirements are not met.

Payment for services provided

Provide the following documentation on completion of work:

- Numbered Service Report compliant with legislation specifying:
 - the work performed,
 - any irregularities or corrective follow-up required,
 - details of the equipment worked on,
 - materials used,
 - time taken to complete work (hours).
- Tax invoice - provide a correctly rendered tax invoice:
 - per Purchase Order number unless instructed otherwise,

- with the item description on the invoice matching the item description listed on the Purchase Order.

Note: Payment for your service may be delayed if the above requirements are not met.

This completes your **Part B**- building or maintenance work.

For Category 3 and 4 contractors you should now verify your induction by acknowledging Part A and Part B on the digital verification form or fill out and sign the completion statement hosted on the [Contractor resources | West Moreton Health](#) internet site. You should provide a copy of the statement to the WMH officer supervising the contract.

If your work will involve entry to a WMH Mental Health Service (WMHMHS) and/or Secure Medical Wards at Ipswich Hospital and The Park you must also complete **Part C** of the handbook.

Part C - Working in West Moreton Health Mental Health Service (WMHMHS) and/or Secure Medical Wards at Ipswich Hospital and The Park

The contractor shall note that consumers/patients may not have a cognitive state which is congruent to logical or common-sense decision making. The cognitive state of patients can vary in astuteness, and accordingly patient behaviour can be unexpectedly unusual or inappropriate (by society's unwritten standards). This can present workplace hazards. It is the Contractors responsibility to consider these hazards and undertake a risk assessment when completing any WHS documentation.

Generic hazards in WMH Facilities which should be assessed include, but are not limited to:

- Interference and/or distraction in the workplace by a patient, such as;
 - Unusual conversation with, directed at, or around the Contractor;
 - The use of profanities or abusive language directed at, or around the Contractor.
- Disturbance or theft of tools, materials or equipment;
- Patient nudity in common areas;
- Assault of the contractor by patients, and/or
- Patient self-harm (some patients may have a tendency towards self-harm, and accordingly the Contractor is required to ensure their tools, materials and equipment (including waste) is not able to be accessed by patients for this purpose, or for the purpose of harming others).

Hazards of this nature are more common at inpatient High Secure Units, with community based facilities tending to be at a much lower risk. Regardless, WMHMHS can assist with the development of hazards lists and risk treatments if required.

The contractor shall note that WMHMHS have a legal obligation to prevent patients from entering or exiting inpatient wards without permission. Accordingly, where works are being undertaken on a locked door which compromises the security of the ward, it is the Contractors responsibility to ensure an approved system is in place to prevent the unauthorised thoroughfare through that door. Infrastructure and Assets and the WMHMHS Facility Representative are to be consulted in the development and approval of this system.

The contractor shall note that an alternative solution to the fire safety system is in place in all WMHMHS inpatient wards whereby a number of doors, including ward perimeter doors, do not unlock when the fire alarm activates; egress or ward occupants, including Contractors is managed by WMHMHS staff on site.

Contractors are responsible for providing Infrastructure and Assets and/or WMHMHS with any documentation deemed necessary for the approval of works prior to commencing work. This may include;

- A completed certificate of induction printed directly from the QH Contractor induction website;
- A written WMHMHS Take 5
- Safe Work Method Statement/s for the works
- Relevant licenses/competencies
- Copies of current insurances (professional indemnity, public liability and work-cover

- compliance)
- General Construction Industry Induction Training evidence
- A safety plan (where required; detailed to the satisfaction of Infrastructure and Assets and/or WMHMHS)
- A completed Request to Perform Works (RTPW) form, supplied to Infrastructure and Assets no less than 3 business-days prior to works commencing
- Relevant Work Permits
- Relevant Safety Data Sheets (SDS)
- A Works Schedule, and
- Any other information or documentation as requested by WMH

Whilst at a WMHMHS Location

The Contractor shall note that WMHMHS Patients may not have a cognitive state which is congruent to logical or common-sense decision making. The cognitive state of the patients can vary in astuteness, and accordingly patient behaviour can be unexpectedly unusual or inappropriate by society's unwritten standards.

Contractors must comply with facility Work Health and Safety Procedures, and in the event of an emergency, such as fire, report to the nearest WMH Representative for guidance.

The Contractor is not permitted to use their issued keys or swipe cards to enable any person to pass through a locked door at any time.

Contractor identification must be worn and visible at all times in accordance with WMHMHS procedure WMHMHS Procedure for [Employee Identification and Visitor/Contractor Sign in and Key Management](#)

Personal Protective Equipment must be worn by Contractors as required by Infrastructure and Assets, and as outlined in the Contractors safety documentation (e.g. JHA, Risk Assessments, SWMS, Safety Plan) or facility specific instructions.

If issued, a WMHMHS duress alarm must be worn and accessible to the Contractor at all times.

Contractors are required to ensure any persons entering their work area (i.e. the area their works are being undertaken) are compliant with the approved safety documentation for that work area.

Contractors are not to enter consumer/patient bedrooms or bathrooms without the permission of the WMHMHS staff on duty.

Contractors are responsible for their tools, material and equipment at all times whilst in an WMHMHS location; these items are not to be left unattended at any time. If additional labour is required to achieve the necessary supervision of these items, then Contractors are responsible for including these costs in tender responses/quotations. Facility Security personnel are not available for this purpose without prior arrangement and financial approval.

Contractors must comply immediately with any and all verbal and written instructions (including signage) issued by any representative of WMH. If unsure regarding instructions provided, Contractors are to seek clarification from the nearest WMH representative. The Contractor should note that only the Project Manager, Infrastructure and Assets Representative or the WMHMHS Facility Representative are authorised to change a Contractors Scope of Works; any unauthorised changes may incur losses attributable to the Contractor, and are irrecoverable from WMH.

Working in the High Security Precinct at the Park

When working in the High Security Precinct at The Park the following extra procedures must be adhered to: -

- An escort is required at all times for work being conducted by contractors. For all works, either the work area will be locked off, or a nurse, trades staff or security guard will provide security. All works must be carried out in pairs (minimum two people).
- A Mobile Security Officer can only escort for a 30-minute period. If an escort is required an Escort Security Officer needs to be organised prior to arriving. Costs for any escorts greater than 30 minutes will be charged to the requesting unit as additional staff will need to be rostered. Maintenance staff can escort contractors if available.
- Tools are to be recorded and checked by Security on a tool register before entering High Secure area. The tool register is checked and equipment accounted for by Security when contractor staff exits the facility.
- All vehicles are to be removed from High Secure before 9:30am. Vehicles entering after that time are for emergency situations only. All vehicles entering High Secure Areas after the agreed hours need to be authorised by the Nursing Director. Vehicles left unattended are to be locked at all times and keys to the vehicles are to be kept on the contractor's person.
- Mobile phones, cameras and portable electronic equipment are not permitted in secure areas.
- Photography is prohibited.
- No tools can be left unattended at the job site, within the High Secure Areas.
- Locked tool boxes will be used at all times to secure tools and equipment.

Contractor Departure from a WMHMHS Location

On Completion of works the Contractor must ensure any service isolations are either de-isolated, or reported to the Infrastructure and Assets Office and/or the WMHMHS Facility Representative.

The Contractor must provide a verbal brief to the Infrastructure and Assets Office and/or the WMHMHS Facility Representative regarding any unresolved defects, potential risks, unfinished work or abnormal conditions resultant from their works.

The WMHMHS Facility Representative may elect to inspect the work area to ensure it has been left in a satisfactory condition.

The Infrastructure and Assets and/or WMHMHS Facility Representative must be satisfied that any WHS hazards are adequately mitigated by the Contractor; any required rectification must be undertaken by the contractor under the instruction of the Infrastructure and Assets or WMHMHS Facility Representative as a priority.

Any remaining WHS Hazards are to be recorded and passed on to ALL WMHMHS staff members as soon as is practicable to do so.

Once Infrastructure and Assets and/or WMHMHS Facility Representative is satisfied, the Contractor is to:

- Return all duress alarms; and
- Sign out of the ward visitor/Contractor Register

At Non-WMHMHS Facilities the Contractor is then required to report to the Local Infrastructure and Assets Office and;

- Return any parking permits
- Return any proximity cards or keys

- Return their Contractor ID/Passes, and
- Sign out of the Facility.

This completes your **Part C**- Working in West Moreton Health Mental Health Service

For all contractors whose work involves entry to a WMH Mental Health Service (WMHMHS) and/or Secure Medical Wards at Ipswich Hospital and The Park should you now verify your induction by acknowledging Part A and/or Part B and Part C on the digital verification form or fill out and sign the completion statement hosted on the [Contractor resources | West Moreton Health](#) internet site. You should provide a copy of the statement to the WMH officer supervising the contract.

Version History

Version	Date	Changed by	Approved by	Description
1.0	Nov 2016	Manager Performance Systems, Service Support	Richard Katt, Director Service Support	Combined facilities induction
2.0	Dec 2016	Manager Performance Systems, Service Support		Appendix links updated in body of document and in Appendix section.
3.0	Apr 2019	Works Coordinator		Updated with cladding risk
3.1	Apr 2019	Manager Performance Systems, Service		Formatting, etc
3.2	July 2020	Health and Safety Advisor		<p><i>Amend logo to WMH</i></p> <p><i>Review content in accordance with Qld Health standards and health and safety legislation</i></p> <p><i>Merge the content of the Qld Health general induction manual</i></p> <p><i>Addition of COVID-19 information</i></p> <p><i>Addition of a form for General Evacuation Instructions</i></p> <p><i>Addition of a form for commencement advice from contractors</i></p> <p><i>Addition of section relating to quality performance standards</i></p> <p><i>Addition of a sections for cladding, MRI, crystalline silica</i></p>
3.3	August 2021	Health and Safety Advisor		<p><i>Alignment of the document to the Qld Health model induction document to accommodate the engagement and induction of all contractor coming to WMH sites</i></p> <p><i>Specify the requirement for all contractor to complete part A and for Building and maintenance contractor to complete part B</i></p> <p><i>Movement of the details for accessing the site into Appendix 2.</i></p> <p><i>Risk management and incident reporting moved to Part A</i></p>

Appendix list

Appendix 1 — Work Order Risk Assessment Procedure

Managing work health and safety risks is an ongoing process that is triggered when any changes affect your work activities. The risk management approach should also be applied when designing and planning products, processes or places used for work as it is often easier and more effective to eliminate hazards before they are introduced into a workplace by incorporating safety features at the design stage.

WMH Infrastructure and Assets group uses several risk management processes to identify and control hazards before work is undertaken. These processes are integrated within the planned and corrective maintenance system. Tasks are prioritised according to risk, service impact, available resources and accessibility and are then scheduled appropriately. Work is authorised through the issue of a work order.

All work orders that involve planned and corrective maintenance tasks are required to have a *risk assessment* undertaken before work is commenced. The form of the risk assessment that is applied is based on level of risk and/or the legislative requirements.

- 1) **Take Five** – The initial risk assessment process that is used to assess all planned and corrective maintenance tasks to identify low risk tasks.
 - Stop, look, walk around the task
 - Think about the task, have a clear plan
 - Identify and assess hazards that exist or may be created by the task and rate their risk levels
 - Plan the control of the risks and communicate the controls
 - Proceed to do the task if it assessed as low risk
 - Review the assessment if there is a significant change to the process while performing the task.
- 2) **Job Hazard Analysis** - Applied if the task is assessed by a Take Five as medium, high or extreme risk. Discuss with your supervisor and complete a Job Hazard Analysis
 - Document the general condition relating to the task, the prerequisites for doing the task and write out a comprehensive risk assessment for each step involved in doing the task. Identify and implement the controls relevant to each step.
 - Communicate the risk and the controls to workers and others e.g. workers, contractors, volunteers
- 3) **Safe Work Method Statement** - Applied if the task is identified as 'High Risk Construction Work'
 - Document the general condition relating to the task, the prerequisites for doing the task and write out a comprehensive risk assessment for each step involved in doing the task. Identify and implements the controls relevant to each step
 - Communicate the risk and controls to workers and others e.g. workers, contractors, volunteers
- 4) **Permit to Work** - Applied to specific tasks and work activities where higher levels of risk have been identified
 - the control is specified within the work permit approval process
 - Undertaken in conjunction with a documented risk assessment
 - Lines of accountability are established through an 'Officer in Charge'
 - A work clearance certificate is issued at the completion of the task
- 5) **Risk Assessment** - Applied when a new/reviewed work process is implemented, or a new item of plant/equipment is purchased and installed.
 - Document the hazard type relating to the work process/plant/equipment and complete a risk statement for each hazard type.
 - Detail the factors that can contribute to the risk.
 - Describe what will be done to control the risks and assign responsibility to a person.
 - Nominate the current level of risk with the identified controls in place
- 6) **Infection Control Risk Assessment and Action Plan** - Applied to specific category of construction work activities/ tasks within specified area/location that has been assessed as a high-risk treatment area
 - Undertaken in conjunction with a documented risk assessment
 - Method and treatment of the work area is detailed within the Risk Plan

- May be used in conjunction with a work permit for affected plant and equipment
- A work clearance certificate is issued at the completion of the task

Risk assessments provided by contractors

Risk assessments, safe methods of work, or similar documents that are provided by external contractors should be reviewed by the WMH Project Manager or maintenance site representative prior to and attached to the work order and permit to work for filing into the Permit database.

Any issues of concern should be escalated to the relevant Contractor Co-ordinator/Manager or Facility Maintenance Manager

Appendix 2 - Guide for Contractors Working at West Moreton Health Facilities/Sites

Presenting for Work

PRIOR TO ARRIVAL ON-SITE	INITIAL ARRIVAL ON-SITE	BEFORE COMMENCING WORK
<ul style="list-style-type: none"> Complete the West Moreton Health, Work Health and Safety Contractor Induction Request copies of engineering drawings Complete a Notice of Impacting Activity application form where permits are required or where the work will impact on facility operations Organise a site visit with WMH site representative Review security escort requirements (where applicable) Be aware of dress standards and minimum PPE requirements 	<ul style="list-style-type: none"> Report to site facility Sign into the contractor register Provide evidence of completed WMH induction. Undertake the General Evacuation Instruction Obtain access pass i.e. badge or EAC. Obtain keys where required. 	<ul style="list-style-type: none"> Provide a copy of the work order to the site representative Provide copies of licences/certificates / authorisations Provide copies of work permits /Risk assessments /SWMS /JHA / rescue plans (if required) Provide Safe Work Instructions /SOPs for use with high risk plant and equipment Safety Data Sheets (SDS) Plant and equipment register.

Prior to arrival at a West Moreton Health facility

Complete the West Moreton Health, Work Health and Safety Contractor Induction

- Access the [Contractor resources | West Moreton Health](#) internet page.
- Download and read the West Moreton Health [Contractor induction handbook \(health.qld.gov.au\)](#)
- Download and complete [contractor induction completion statement](#) to acknowledge your understanding of the requirements. (or)
- Complete the verification of induction digital smart form and submit to WMH at <https://forms.office.com/r/kfiHhh73T7>

Request copies of engineering drawings (if applicable).

If engineering drawings are required, a minimum of 72 hours' notice is required. Requests should be directed to the Facility Maintenance Manager.

Any modifications or changes to infrastructure needs to be pre-approved by the I&A Engineering team prior to work and alterations updated on drawings at completion of works for approval by I&A Engineering team.

- Documents may include schematic drawings, fire penetration schedules, asbestos registers, confined space registers etc.

Notice of Impacting Activity

Complete the Notice of Impacting Activity for planned maintenance and for projects

An impacting activity is any action that may disrupt the normal operation of the hospital or neighbouring sites or cause discomfort to patients, staff members or the general public. Examples of impacting activities include Infrastructure projects, significant maintenance activities in an operational area, isolation of hospital infrastructure services and environmental issues such as dusty and noisy work. This notice is to be completed and communicated to the relevant clients/stakeholders when activities are likely to interrupt or disrupt the normal operation of the hospital /facility

A [notice of impacting activity form](#) and associated *Permits* should be requested, authorised and approved a minimum of 48 hours prior to commencing works. This includes but is not limited to quoting, building, engineering, maintenance, repairs, and Information Technology work (both on-site and remote access).

Note: Where emergency work is required the 48-hour period will be waived, however a Notice of Impacting Activity must still be submitted and authorised before the work is undertaken.

Permit to Work

A Permit to Work system is in place at WMH. The [Permit to work system procedure](#) is an administrative process to record and authorise high risk work conducted at West Moreton Health where there is potential to impact on business continuity. It provides formal authorisation to ensure all elements of a safe work system have been considered and applies to works including infrastructure projects, installations, maintenance, alterations or repairs to assets.

Approved original permits are to remain with the person completing the works. It must be sighted by the supervisor for where the work is being undertaken before work commences. It must also be sighted by Fire Safety and Security Officers before access will be granted to secure areas. A copy of the permit is to be retained at the Infrastructure and Assets office while work is being undertaken. Permit documents shall be presented on request to WMH workers.

Permit information and resources are located at [Contractor Resources](#)

- [notice of impacting activity form](#)
- [Lock out-tag out and safe isolation procedure](#)
- [Hot works permit](#)
- [Energised \(Live\) works permit](#)
- [Excavation permit](#)
- [Fire service isolations permit](#)
- [Fire penetration permit](#)
- [Asbestos work area access permit](#)
- [Confined space permit](#)
- [Working at heights permit](#)
- [Communications room access permit](#)
- [Electrical and mechanical isolations permit](#)
- [Environmental Disturbance Control Permit](#)

Organise site visit with WMH site representative

The contractor must contact their WMH site representative to identify a date and time that is mutually agreeable to access the site. Arriving to site unannounced may result in the person being asked to leave the site and return when a mutually agreed time is confirmed.

Review security escort requirements

- Security escort requirements need to be arranged prior to arrival. Access to secure areas will not be permitted until a [notice of impacting activity form](#) has been submitted and approved.

Dress standards and minimum PPE requirements.

All workers involved in maintenance, building and contracted service activities for WMH are required to comply with the [Service Support Dress Standards procedure](#). The minimum requirement is to wear long sleeves, long pants and safety footwear. These standards also require sun safe practices including the wearing of a wide brimmed hat or safety helmet with a wide brim along with sunscreen when working outdoors. Long sleeves are not to be rolled up at any time unless a task specific risk assessment indicates sleeves rolled up is required for the safety of the task.

Footwear must be safe and appropriate to the work performed. Safety footwear should comply with AS

2210.1:2010 Safety, protective and occupational footwear – Guide to selection, care and use.

West Moreton Health's Personal Protective Equipment matrix (safety non-negotiables) establish the PPE standards for the site.

Additional PPE requirements will be based on a risk assessment and may include:

- respiratory protection
- eye protection
- hand protection
- hearing protection
- protective clothing
- safety helmet
- communication protection
- high visibility clothing
- fall protection (*Harness or Fall Arrest Equipment*).

Note: Non-compliance with these requirements may result in the person being asked to leave the site and return when they are compliant. These PPE/Dress standards apply at all West Moreton Health sites.

Arrival on Site

Sign into site

All contractors must sign into the site immediately on arrival and before starting any work. Sign in locations, hours of operation, after hours information and facility contact details are as follows:

Facility	Sign in location	Operating Hours	After Hours	Contact
Ipswich Hospital Maintenance Contractors	Maintenance Office, Level 3, Tower Block	7:00am to 4:00 pm Monday to Friday	Security Office (Key return Green letterbox outside Maintenance Office or to security) 3810 1361	Facility Maintenance Manager/ Senior Maintenance Supervisor/ Project Manager or representative 3810 1263
Ipswich Hospital – BTS Contractors	Maintenance Office, Level 3, Tower Block	7:00am to 4:00 pm Monday to Friday	Security Office (Key return Green letterbox outside Maintenance Office or to security) 3810 1361	BTS Manager
Ipswich Hospital – IT Contractors	Maintenance Office, Level 3, Tower Block	7:00am to 4:00 pm Monday to Friday	Security Office (Key return Green letterbox outside Maintenance Office or to security) 3810 1361	ICT Project Manager

Facility	Sign in location	Operating Hours	After Hours	Contact
Ipswich Hospital Pathology	Level 5, Tower Block, Ipswich Hospital	24/7	Security Office (Key return Green letterbox outside Maintenance Office or to security) 3810 1361	Laboratory Manager
The Park – Centre for Mental Health	Maintenance Office, Barrett Building, The Park	7.00am – 4.00pm Monday to Friday	The Park Security Office 3271 8202	Senior Maintenance Supervisor (07) 3271 8479
Rural Hospitals	Reception	By negotiation.	By arrangement 48 hours prior to work.	Manager of Operational Services, Facility Manager Boonah Hospital (07) 5463 3301 Esk Hospital (07) 5424 4600 Gatton (07) 5468 4188
Ipswich Oral Health Services	Reception	7.30am – 4.00pm Monday to Friday	By prior arrangement 48 hours prior to work.	Administration Systems Co-Ordinator (07) 3413 6750
Ipswich Health Plaza	Facility and Fleet Management Office, Lower Ground Floor, Ipswich Health Plaza	7.00am to 3.00pm Monday to Friday.	By arrangement 48 hours prior to work.	Facility Coordinator (07) 3813 6269
Goodna Community Health	Reception desk	8:30am to 4.30pm Monday to Friday	By arrangement 48 hours prior to work.	Facility Coordinator (Plaza) (07) 3813 6269

Facility	Sign in location	Operating Hours	After Hours	Contact
Gailes Community Care Unit	Reception	7:30am to 5:00pm Monday to Friday	By arrangement 48 hours prior to work.	Administration Officer (Property and Operations) (07) 3183 3600

Supporting Documents

The contractor will be required to present the following documentation before an identification card and/or EAC will be issued

- Evidence of completed WMH Induction– this induction incorporates the general Qld Health induction under Part B. Evidence of completing this section may be provided in the form of a certificate from Qld Health LOL.

General Evacuation Instruction (GEI):

Site specific emergency evacuation information must be provided by the contact person at each facility even if the contractor has previously completed the WMH site-specific induction. The following must be covered at each site:

- Emergency signage including exits, evacuation signs, extinguishers, Fire Diagram maps and the location of the designated assembly area.
- Procedures to be followed in the event of a fire and/or evacuation. In the event of an evacuation, either emergency response or practice drill, the contractor will evacuate as required and wait at the assembly area until advised to re-enter the work area and resume work by the Area Emergency Officer.
- Means and pathways of escape from the building in the event of fire.
- Location of firefighting equipment including fire extinguishers, fire hose reels.
- Local fire alarm devices e.g. manual call point, red WIP phones, switch contact number.
- RACE acronym:
 - REMOVE persons from immediate danger.
 - ALERT nearby staff and members of the public and call your site emergency number.
 - CONFINE fire and smoke, close windows and doors (if safe to do so).
 - EXTINGUISH and control the fire (if safe to do so).

In the event of an evacuation, either emergency response or practice, the contractor will follow the instructions of designated Emergency Officers. Evacuate when required and wait at the Assembly Point until advised to re-enter the work area and resume work by the Area Emergency Officer.

Contractors and their workers must complete and sign [General Evacuation Instruction Form](#) for each site where a contractor will be working .

General Evacuation training must be carried out within 2 days of starting work in a new work area, then carried out again every 12 months. Training must also be carried out within 1 month of any structural changes occurring in the work area.

Any staff member who has a current GEI for the unit/building for which they are giving instruction can complete the instruction and sign this form. The form is to be retained by the work unit for auditing purposes – hard copy or electronic (Ref. BFS Regs 2008.S35 General evacuation instructions).

Issue of contractor identification

When the documentation is confirmed you will be issued:

- An identification badge which must always be worn.
- Keys and/or proximity entry cards.

Note: Keys and access cards must be returned before leaving site at any time, even if returning the same day. Contractors must report any loss of keys or access cards immediately. Any costs incurred will be passed to the Contractor.

After hours keys and access cards must be returned to Security at Ipswich Hospital and/or The Park. At other facilities, after hours returns should be organised with the WMH site representative.

Contractor identification must always be worn and visible in accordance with WMH procedure for *Employee Identification and Visitor/Contractor Sign in and Key Management*

Before Commencing Work

Authorising and Supporting Documents

. Provide copies or evidence of the following documents to the site representative:

- Work order documentation for planned maintenance and approved projects
- Relevant licences, qualifications or other authorisations to verify that the contractor or their workers have the necessary competency requirements to perform the role. (e.g. electrical, plumbing, gas etc.)
- Notice of Impacting Activity for any isolation requirements or other activities that may impact the facility's operation or cause discomfort or potential risk to patients, workers including other contractors, or visitors.
- Issued work permit/s
- Risk assessments, Take Five, Safe Work Method Statements (SWMS) or Job Hazard Analyses (JHA) relating to the work to be performed
- Safe Operating Procedures (SOP) relating to the work to be performed.
- Safety Data Sheets (SDS) for any hazardous substances to be used
- Evidence that all plant, equipment and tools, brought on to a WMH worksite are suitable for the work to be performed, have been maintained, tested and/or calibrated and are safe to use.

Appendix 3 - Location of Forms, Procedures and Work Instructions

Forms and information are located on the WMH intranet page under Contractor Resources Page at <https://www.westmoreton.health.qld.gov.au/patients-and-visitors/contractor-resources>.

The “Statement of Induction Completion”, the “General Evacuation Instruction” and the “Notice of Impacting Activity” Forms are held electronically on this site and are represented below.

West Moreton Health

Contractor Health and Safety Induction Statement of Completion			
Company/Business Name:			
Contractor (OIC) Name:		Phone:	
Worker Name:			
Phone:		Email:	
Induction Category:	<input type="checkbox"/> Consultant or professional contractor <input type="checkbox"/> Low/Medium Risk Work <input type="checkbox"/> High Risk Work <input type="checkbox"/> Construction Project/Principal Contractor Appointment		
I state that I have:			
<input type="checkbox"/> received and read the West Moreton Health Contractors Induction Handbook 2020 and have completed the relevant parts of the handbook for the work I am undertaking <input type="checkbox"/> provided evidence of licences, certificates, authorisations for the work to be undertaken to the contractor engagement/contact Officer where required <input type="checkbox"/> understand my Work Health and Safety responsibilities while contracted to the West Moreton Health and agree to follow any reasonable direction(s) and to abide by any policy/procedure(s) provided in the interest of maintaining a safe and healthy work environment. <input type="checkbox"/> agree to abide by the PPE and dress standards procedure when on working at WMH Facilities			
I have completed the following sections of the Induction Handbook relevant to my work:		Signed	
<input type="checkbox"/> Part A <input type="checkbox"/> Part B <input type="checkbox"/> Part C		Date:/...../.....	
This Certificate is valid for a period of two years from the completion date.			
Submitted to:			
Contractor Engagement Officer Name (or representative)			
declares that I have signed the:			
<input type="checkbox"/> Induction record <input type="checkbox"/> relevant licence(s)			
of the contractor/worker named above.			
I am satisfied that the licence(s) meet the requirements of the Queensland Building and Construction Commission Act 1991 and Regulation 2010; the Work Health and Safety Act 2011 and Regulation 2011 and the Electrical Safety Act 2002 and Regulation 2013.			
Signed:		Date:/...../.....	

Note: The certificate is to be retained by business area responsible for the contractor. A copy of the certificate is to be provided to the contractor/worker.

Revision 1.4

29/08/2021

Certificate of Completion- Contractor Safety Induction

