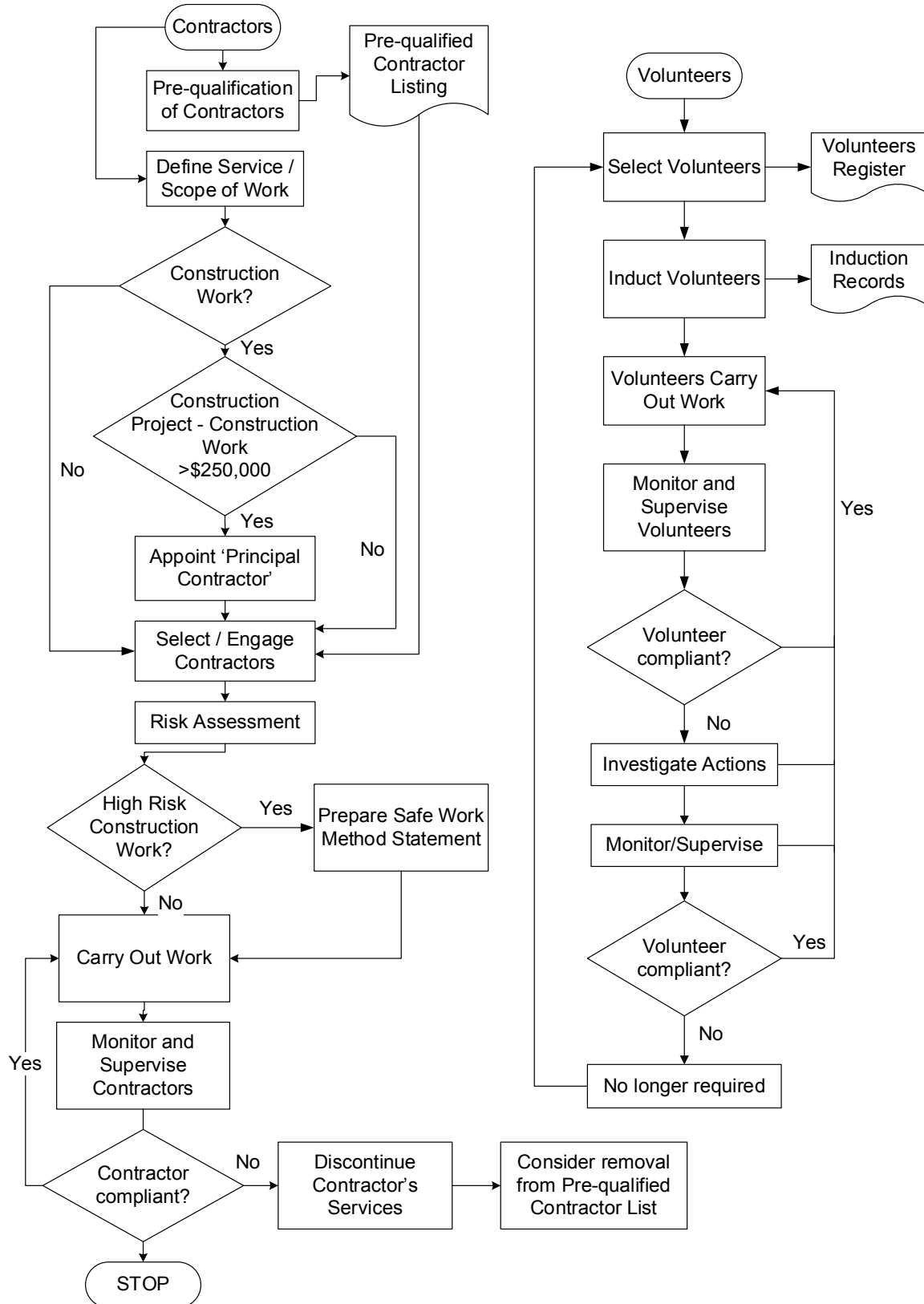


# CONTRACTOR and VOLUNTEER MANAGEMENT

## 1.0 SUMMARY / FLOWCHART



## 2.0 RESPONSIBILITY

<b>Organisational Level</b>	<b>Health and Safety Responsibilities</b>
<b>Level 1</b> ( <i>General Manager, Group Directors</i> )	Provide adequate resources to ensure that the requirements of this procedure are implemented.
	Providing the necessary support to ensure the requirements of this procedure are adhered to within the areas of their report.
<b>Level 2</b> ( <i>Section Manager, Unit Manager / Unit Co-ordinator, Project Manager</i> )	Ensuring that this procedure is implemented in their area of report.
	Monitor system to ensure compliance and support continuous improvement.
	Ensure effective consultation and communication with all parties.
	Maintaining records and other pertinent information to ensure compliance with current WHS requirements.
	Suspend works for serious and/or continued breaches of WHS.
<b>Level 3</b> ( <i>Coordinator within a Unit, Team Leader, Supervisor, Ganger or Leading Hand or Operator</i> )	Ensure contractors and volunteers have been inducted and that the requirements communicated during these inductions have been understood.
	Determine levels of supervision to be applied to ensure the health and safety of contractors, volunteers and others.
	Take the necessary action when workers do not comply with relevant WHS requirements.
	Provide information to contractors and volunteers to allow safe performance of activities.
	Ensure effective consultation between contractors, volunteers and SCC on health and safety matters.
	Provide the required equipment to enable contractors and volunteers to perform their work safely.
	Provide guidance to contractors and volunteers when required.
<b>Level 4</b> ( <i>Team Member, Operator Attendant, Trainee, Apprentice</i> )	Report hazards and incidents as required by relevant WHS Management System procedures.
	Participate in induction training and any other training when required.
<b>Level 5</b> ( <i>Volunteer, Contractor, Other</i> )	Comply with WHS and contractual requirements.

	Welcome supervision and ask for assistance when needed.
	Report hazards and incidents as required by relevant WHS Management System procedures.
	Avoid over-exertion, recognise personal limitations and work within these limits.

### **3.0 PURPOSE & SCOPE**

#### **3.1 PURPOSE**

3.1.1 The overall objective of this procedure is the prevention of incidents, injuries or illnesses resulting from the actions or omissions of contractors or volunteers engaged by or working with Shoalhaven City Council (SCC).

#### **3.2 SCOPE**

3.2.1 This procedure applies to all SCC workers, including contractors and volunteers working within any SCC facility or designated workplace, whether SCC owned, managed, or otherwise.

### **4.0 PROCEDURE**

#### **4.1 CONTRACTORS**

##### **4.1.1 Pre-qualification of Contractors**

- 4.1.1.1 The pre-qualification of contracting organisations, labour-hire organisations, and service providers assists the process of engaging them.
- 4.1.1.2 SCC will maintain a pre-qualified contractor listing.
- 4.1.1.3 The pre-qualified contractor listing documents the following:
  - a) SCC's approved contractor listing
  - b) the contracting organisation's general details, including company name, ABN, address, and contact details
  - c) the details, including expiry dates, of the contracting organisation's insurances, registrations, licences, and permits to operate
  - d) the details, including any expiry dates, of the contracting organisation's employees' qualifications, licences, and certificates
  - e) a description of the services provided by the contracting organisation's
  - f) provides copies of the contracting organisation's WHS management system, when required

- g) pre-qualification based upon capability to complete work at pre-determined risk level.

#### 4.1.2 Specifications for Services

##### 4.1.2.1 Definition of the Service / Scope of Work

- a) The SCC Manager responsible for the service is responsible for properly defining the scope of works for the services to be provided. The scope of works for services will be documented within the appropriate purchasing document, such as, a purchase order, tender, or request for quotation documents.
- b) SCC Manager responsible for establishing health and safety specifications for services and reviewing purchasing documentation, will be appropriately experienced and, where required, have the necessary qualifications and competence.
- c) A specification for services will state the requirements, both in functional and performance terms, along with any specific technical requirements that may be relevant.
- d) A specification for services will contain enough information for potential service providers to determine the services to be offered and at what cost.
- e) A specification for services will allow the offered services to be evaluated against defined criteria by examination, trial, test or documentation review.
- f) A specification for services will state the criteria for the acceptance of services by examination, trial, test or documentation review.
- g) A specification for services will provide equal opportunity for all potential suppliers to offer goods or services which satisfy the needs of the user, including goods or services incorporating alternative solutions.
- h) The purchasing documentation will, clearly and concisely, specify the WHS requirements for the service delivery.
- i) SCC may appoint a Principal Contractor to discharge the duties of a principle contractor as prescribed in WHS legislation

##### 4.1.2.2 Duties of Principal Contractor

- a) SCC will automatically be the “Principal Contractor” when the contracted works are equal to or greater than \$250,000 (Construction Project) or SCC specifies within the tender documents that the

successful contractor will be the 'Principal Contractor' in accordance with clauses 292 and 293 of the WHS Regulation 2017.

- b) In accordance with clause 293 of the NSW WHS Regulation 2017, only one Principal Contractor will be appointed at any specific time. The Principal Contractor for a construction project will be either the person commissioning the construction work or a person in control of a business or undertaking that is appointed as the 'Principal Contractor' by the person commissioning the construction work.
- c) Where SCC appoints another Business or Person to be the 'Principal Contractor', the Project Manager acting on behalf of SCC will supply the Principal Contractor with any information in relation to hazards and risks at or in the vicinity of the workplace where the construction work is to be carried out, including a copy of any WHS report provided by or obtained from a Designer.
- d) Where SCC elects to be the 'Principal Contractor', the appointed Project Manager will also fulfil the duties for the identification of hazards and control of health and WHS risks as per the WHS Legislation.

4.1.2.3 The principle contractor must put in place provision is outlined in (314) of NSW Regulation including:

- a) prepare a written WHS Management Plan for the workplace before work on the project commences, which includes;
  - i. the names, positions and health and safety responsibilities of all persons at the workplace whose positions or roles involve specific health and safety responsibilities in connection with the project e.g. HSRs
  - ii. the arrangements put in place for consultation, cooperation and coordination of activities in relation to their duties under the WHS Act and Regulation
  - iii. a site specific risk assessment identifying high risk activities
  - iv. the arrangements in place for managing any work health and safety incidents that occur
  - v. any project site specific health and safety rules and the arrangements for ensuring that all persons at the workplace are informed of these rules, and

- vi. the arrangements to collect and assess, monitor and review safe work method statements
  - b) ensure, so far as reasonably practicable, that each person who is to carry out construction on the project is made aware of the WHS Management Plan and their right to inspect it before commencing work,
  - c) review and revise the WHS Management Plan to ensure it remains up-to-date,
  - d) ensure so far as is reasonably practicable, each person carrying out construction work in connection with the project is made aware of any revision to the WHS Management Plan, and
  - e) ensure a copy of the WHS Management Plan for the project is kept until for a minimum of 2 years and is made available as specified in the WHS Regulation
- 4.1.2.4 The Principal Contractor will:
- a) put in place adequate workplace arrangements for the general working environment, provision of facilities and personal protective equipment,
  - b) provide adequate first aid and emergency response plans
  - c) ensure adequate security of the workplace
  - d) ensure that signs are installed where the construction project is being undertaken that:
  - e) show the Principal Contractor's name and telephone contact numbers
  - f) show the location of the project office (if any), and
  - g) which are clearly visible from outside the workplace, or the work area of the workplace,
  - h) manage risks to health and safety associated with:
    - i. storage, movement and disposal of construction materials and waste at the workplace
    - ii. storage at the workplace of plant that is not in use
    - iii. traffic in the vicinity of the workplace that may be affected by construction work carried out in connection with the construction project, and
    - iv. essential services at the workplace.

#### 4.1.3 Selection / Engagement of Contractors

- 4.1.3.1 SCC Managers will assess the capabilities of contracting organisations to, not only provide the service or

- satisfactorily complete the work as specified within the purchase order, contract, tender, or expression of interest, but also comply with the WHS requirements documented within the specifications and those imposed by the relevant WHS legislation, Australian Standards and Codes of practice.
- 4.1.3.2 Sub Contractor may be engaged directly by SCC or by a Principal Contractor
  - 4.1.3.3 Principle Contractors and Contractor are to notify SCC of any Sub Contractors performing work in excess of \$10K
- 4.1.4 Induction of Contractors
- 4.1.4.1 Contractors and their employees or sub-contractors will be required to complete SCC on-line and site specific inductions prior to commencing work.
  - 4.1.4.2 All contractors (including their employees and sub-contractors) are required to comply with the requirements of SCC’s Contractor Induction.
  - 4.1.4.3 Records of contractor inductions will be made and maintained in accordance with P04 Document Control and safety Records
- 4.1.5 Monitoring and Supervision of Contractors
- 4.1.5.1 The monitoring and supervision processes implemented for a contracted organisation will be determined by the Project Manager based upon the risk level of the work to be completed or the service to be delivered, and the evidence of the contractor’s previously demonstrated capabilities and performance.
- 4.1.6 Review and Evaluation of Contractor Performance
- 4.1.6.1 Consultative arrangements, frequency of reviews, and frequency of workplace inspections will be discussed and agreed as part of the engagement processes and confirmed during inductions.
  - 4.1.6.2 At the completion of the work or at defined and/or agreed frequencies during the performance of the contracted works, the performance of the contracted organisation and their workers will be reviewed and recorded.
  - 4.1.6.3 SCC’s managerial and supervisory staff have the delegated authority to suspend contract works if it is determined as immediately dangerous to persons or equipment, and to recommence when corrective actions are implemented.
  - 4.1.6.4 Contractors undertaking work on a SCC controlled or managed workplace will be subject to the testing and requirements of SCC’s Drug and Alcohol Program.

- 4.1.6.5 SCC may in the course of a Project engage or conduct third party audits.

## **4.2 VOLUNTEERS**

### **4.2.1 Volunteer Program Workers**

- 4.2.1.1 Volunteers are persons who undertake activities under arrangements that identify them as a ‘Worker’ for the purposes of the WHS Act 2011.
- 4.2.1.2 They generally support, work with and/or are supervised by paid SCC employees, in the provision of a community service.
- 4.2.1.3 The volunteer activity is coordinated by a paid SCC employee, and the volunteer workers are required to adhere to the same policies and procedures, including WHS requirements, as paid SCC employees.

### **4.2.2 Selection of Volunteers**

- 4.2.2.1 Volunteers may be selected using processes implemented for the selection of employees or alternate processes that are suitable for the WHS risk level of the volunteers’ activities.
- 4.2.2.2 Volunteers will be assigned to tasks for which they have the required skills, competency and capability.
- 4.2.2.3 Through a combination of corporate-wide and program-specific arrangements, all SCC Volunteer Program Workers will be supported by the appropriate guidelines, processes and tools required for SCC to fulfil its health and safety obligations.

### **4.2.3 Induction of Volunteers**

- 4.2.3.1 Volunteers will be required to complete volunteer induction training prior to commencing work.
- 4.2.3.2 Records of volunteer inductions will be made and maintained in accordance with P04 Document Control and safety Records.

### **4.2.4 Monitoring and Supervision of Volunteers**

- 4.2.4.1 The monitoring and supervision processes implemented for volunteers will be determined by the supervisor responsible for the health and safety of the volunteer/s, prior to the commencement of work.
- 4.2.4.2 The level of supervision will be determined based upon the risk involved in the work to be completed, the skill and competency of the volunteer/s and their demonstrated capability.



- 4.2.4.3 After being cautioned for non-compliance of WHS requirements, a subsequent breach will result in the services of volunteers being terminated
- 4.2.4.4 Volunteers will not be permitted to complete the following High Risk Construction Work
- a) working at heights where the fall is greater than 2 metres and excavations more than 1.5 metres in depth
  - b) work in confined space
  - c) hot work
  - d) asbestos disturbance or removal
  - e) work that is near Overhead Powerlines

## 5.0 REFERENCES & ASSOCIATED DOCUMENTS

- 5.1 Work Health and Safety Act 2011
- 5.2 Work Health and Safety Regulation 2017
- 5.3 Volunteers’ Induction Handbook
- 5.4 SafeWork Australia: The Essential Guide to Work Health and Safety for Organisations that Engage Volunteers

## APPENDIX 1 DEFINITIONS

<b>Community Work</b>	Work that is not for financial gain and that is done for a charitable, benevolent, philanthropic, sporting, educational, cultural or environmental purpose.
<b>Construction Project</b>	A Construction Project is a project that involves construction where the cost of the construction work is \$250,000 or more.
<b>Construction Work</b>	Any work carried out in connection with the construction, alteration, conversion, fitting out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure.
<b>High Risk Construction Work</b>	High risk construction work means construction work that: <ul style="list-style-type: none"> <li>• involves a person falling more than 2 metres, or</li> <li>• is carried out on a telecommunication tower, or</li> <li>• involves demolition of an element of a structure that is loadbearing or otherwise related to the physical integrity of the structure, or</li> <li>• involves, or is likely to involve, the disturbance of asbestos, or</li> <li>• involves structural alterations or repairs that require temporary support to prevent collapse, or</li> <li>• is carried out in or near a confined space, or</li> </ul>

	<ul style="list-style-type: none"> <li>• is carried out in or near:             <ul style="list-style-type: none"> <li>– a shaft or trench with an excavated depth greater than 1.5 metres, or</li> <li>– a tunnel, or</li> </ul> </li> <li>• involves the use of explosives, or</li> <li>• is carried out on or near pressurised gas distribution mains or piping, or</li> <li>• is carried out or near chemical, fuel or refrigerant lines, or</li> <li>• is carried out on or near energised electrical installations, or</li> <li>• is carried out in an area that may have a contaminated or flammable atmosphere, or</li> <li>• involves tilt-up or precast concrete, or</li> <li>• is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians, or</li> <li>• is carried out in an area in which there are artificial extremes of temperature, or</li> <li>• is carried out in or near water or other liquid that involves a risk of drowning, or</li> <li>• involves diving work.</li> </ul>
<p><b>Principal Contractor</b></p>	<p>A person conducting a business or undertaking that commissions a construction project is the principal contractor for the project.</p> <p>If the person referred to above engages another person conducting a business or undertaking as principal contractor for the construction project and authorises the person to have management or control of the workplace and to discharge the duties of a principal contractor, the person so engaged is the principal contractor for the project.</p> <p>If the owner of residential premises is an individual who directly or indirectly engages a person conducting a business or undertaking to undertake a construction project in relation to the premises, the person so engaged is the principal contractor for the project if the person has management or control of the workplace.</p> <p>A construction project has only one principal contractor at any specific time.</p>
<p><b>Volunteer</b></p>	<p>A person who is acting on a voluntary basis (irrespective of whether the person receives out-of-pocket expenses).</p>
<p><b>Worker</b></p>	<ul style="list-style-type: none"> <li>• A person is a Worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:             <ul style="list-style-type: none"> <li>• an employee</li> <li>• a contractor or sub-contractor</li> <li>• an employee of a sub-contractor</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>• an employee of a labour-hire company who has been assigned to work in the organisation</li><li>• an outworker</li><li>• an apprentice or trainee</li><li>• a student gaining work experience</li><li>• a volunteer</li><li>• a person of a prescribed class.</li></ul>
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