

# Contractor Procedure

## Commitment

Ilowra is committed to providing quality Specialist Disability Accommodation (SDA), and this procedure outlines how we work with contractors to ensure affordability, accountability, safety and compliance, in line with legislation and standards.

## Scope

This policy relates to everyone working with Ilowra, including contractors, Supported Independent Living (SIL) providers and residents.

## Contractors and services

**A contractor** is person or firm that undertakes a contract to provide materials or labour to perform a service or do a job. Note: the SIL provider who provides support services in a dwelling is not a contractor for Ilowra and a Collaboration Agreement creates a contractual relationship with the SIL.

**Services** are tasks performed by individuals, such as contractor building and maintenance work.

## Selection of a supplier of goods and services

A supplier must:

- be able to provide the good or service at a competitive price and in an agreed and timely manner in line with the Finance Policy
- satisfy quality assurance requirements through Work Method Statements and Completion Reports (with staged reports for larger projects)
- satisfy appropriate checks, eg police check or plumber's license
- provide after sales support, advice and provision of technical information including Minimum Safety Data Sheets (MSDSs) or safe operating instructions if required, in line with the Health and Safety Policy.

## Service agreements and contracts

Building works and maintenance requires clear contracts and job specifications. The Maintenance Manager is responsible for organisational maintenance contracts and the maintenance schedule on the asset/maintenance register, though may delegate this to housing officers at a local level.

Equipment requires regularly scheduled servicing and maintenance through service agreements with appropriately qualified contractors. Items requiring regular scheduled maintenance are identified on the asset/maintenance register for each dwelling.

Residents have rights to privacy and 24 hours written notice if bedroom access is required, and this requirement needs to be built into service agreements and scheduling.

## **Safe Work Method Statement (SWMS)**

A SWMS outlines a safe method of work for a specific job. Contractors must provide a SWMS before commencing work, unless it is an emergency. These signed records will be retained with project, equipment or maintenance records, with a copy available on site. The Housing Officer will check the SWMS to ensure site safety issues have been addressed. The statement will be used at induction by the Housing Officer (new SDA) or the SIL (existing SDA) to ensure all safety issues for the site have been considered.

## **Contractor Site Induction**

Any contractor who arrives on site to carry out work must be given a site induction by the Housing Officer or SIL provider. After the contractor receives an individual induction, this is documented and filed. (The SIL provider should forward a copy of this record to the Housing Officer.)

If a new hazard is identified on site, must be completed again. For example, there has been a change in the client group that may pose an occupational violence hazard to the contractor.

## **Supervision**

WorkSafe advice indicates that contractors should be supervised 'as required', based on the:

- risk of the task e.g. roofing work is a higher risk than a carpentry job.
- expected length of time the task is likely to take
- number of contractors from the same company on site.

Once it is determined whether supervision is required or not, this must be recorded on the induction record.

## **First aid and personal protective equipment\* (PPE)**

Contractors, including the SIL, are required to provide a safe working environment, with adequate facilities including first aid kits and PPE.

## **Purchasing and acquisition of plant and equipment**

Contractors are responsible for meeting their plant and equipment requirements under WHS.

## **Unsafe Work**

If a staff member or SIL provider notices a contractor working in an unsafe way, for example using a table instead of a ladder, they should ask the contractor to stop the activity immediately. This should be reported to the Housing Officer/Maintenance Manager immediately, and an incident report completed.

## **Consultation with contractors**

Maintaining SDA requires significant use of contractors. Illowra will consult (as far as is reasonably practicable) with contractors who supply services in respect of any issues that may impact upon their health and safety. All contractors will be provided with site-specific induction.

## **Work completion and reporting**

For building works, ongoing and completion reporting requirements will be built into the contract.

For building or equipment maintenance works, the reporting requirements will be built into the contract/service agreement, linked to the asset/maintenance register by the Maintenance Manager or Housing Officer.

Following the completion of equipment service carried out by the contractor a written report will be provided within 5 working days detailing the general condition and repairs required for each item in the agreement. The written report will be sent to the Maintenance Manager, who will ensure the Housing Officer and site have a copy. The manager is responsible for following up on any recommendation repairs or actions and recording on the WHS action plan. Where the service is for an item listed in the Essential Services Manual the manual will be updated by the contractor.

Where a contractor identifies any risks that cannot be repaired on site and/or are over the agreed amount outlined in the service agreement, they must contact the maintenance manager immediately to report recommendations and seek authorisation to proceed with the repair. It is then the responsibility of the maintenance manager to authorise the identified repairs and/or replacement of the equipment.

## **Maintaining information**

In line with Illowra Privacy Policy, privacy of personal information is maintained and contractor information is stored securely.

## **Responsibilities**

**Managing Director** (or delegate) is responsible for:

- ensuring maintenance work is completed in line with specifications.
- ensuring all the responsibilities of the Maintenance Manager, Housing Officer and Contractors are completed in a timely and quality manner.

**Maintenance Manager** (or delegate) is responsible for:

- service agreements with contractors
- developing and maintaining maintenance schedules for buildings and equipment
- communicating with stakeholders
- ensuring resident notice requirements are met
- overseeing Work Method Statements and other requirements are met

- ensuring maintenance work is completed in line with specifications
- monitoring to ensure this policy is implemented
- consulting with contractors on WHS
- addressing any concerns.

**Housing Officers** are responsible for:

- checking WHS considerations of Work Method Statements
- induction of contractors (new SDA)
- communicating with stakeholders
- tailoring information to meet the needs of residents and applicants
- ensuring resident notice requirements are met
- overseeing Work Method Statements and other requirements are met
- ensuring maintenance work is completed in line with specifications.

**Contractors** are responsible for:

- working in line with this policy, their contract/agreement and induction
- working in line with legislation applicable to their industry
- meeting specific WHS requirements such as safety signage, personal protective equipment and plant and equipment
- providing work method statements
- written reports (equipment service)
- seeking approval for work required outside agreement.

**SIL providers** are responsible for:

- working in line with this policy in the context of the collaboration agreement and vacancy management procedure
- informing Illowra of any safety concerns that may affect staff or contractors when visiting
- inducting contractors and checking the Work Method Statement.

**Residents, applicants and visitors** are responsible for:

- allowing contractors to do their work, and following any safety instructions.

## **Questions and feedback**

If you would like a copy of this procedure, or if you have any contractor questions or feedback, please contact us at:

**Illowra**

**info@illowraliving.com.au**

**1300 455 697 (1300 illowra)**

## **Legislation, Standards and Agreements**

The following legislation applies to this policy and supporting documentation:

[Disability Act 2006](#) (Vic)

[Occupational Health and Safety Regulations 2017](#) (Vic)

[http://classic.austlii.edu.au/au/legis/vic/consol\\_reg/esr2017368/index.html](http://classic.austlii.edu.au/au/legis/vic/consol_reg/esr2017368/index.html) [Equipment Public Safety\) Regulations 2017](#)

### **Related Illowra documents**

Collaboration Agreement

Finance Policy

Health and Safety Policy

Privacy Policy

Residential/tenancy/service agreements

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