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Contractors Handbook



Welcome

SummitCare is committed to ensuring the safety of everyone in our workplaces, including suppliers, contractors, their employees and subcontractors, SummitCare employees, our residents, families and visitors.

The provision of this booklet does not waiver any statutory obligations that you may have but rather it is a tool or resource in meeting the obligations and ensuring the highest workplace safety for all who undertake work at our workplaces. It remains the responsibility of all to abide by the relevant OH&S legislation.

It is also intended that this document be used in conjunction with documents which are part of the occupational health and safety (OHS) system of the contractor or supplier organisations; for example, the OH&S system manuals, policies and procedures, safe work method statements and site plans.

If you have further questions, please feel free to approach the Executive Manager at the facility for additional information.

Our Organisation

SummitCare is a private owned organisation that has been providing quality residential aged care within the Sydney metropolitan area for over 30 years. We have built an enviable reputation as a well managed organisation with the capacity to operate and maintain quality facilities. Regarded as a leader in the industry, SummitCare is proud of its services to the aged and it's achievements to date.

SummitCare currently operates nine Aged Care Centres located both in the eastern and western areas of Sydney along with a brand new facility in Wallsend, Newcastle. All of the facilities are able to offer a choice of single or share accommodation. Other features include first class meals, recreational programs, hairdressing salons, activity cottages, and landscaped gardens.

Vision, Purpose and Values

Our Vision

Working together to provide peace of mind.

Our Purpose

To provide, all day every day, exceptional and sensitive care and service to people requiring residential aged care.

We Value

- Respectful relationships
- Honesty
- Ethical decision making
- Positive participation in team work
- Effective leadership

Contractors Handbook



Our Quality Policy

SummitCare accepts responsibility for the provision of quality Aged Care services. Quality services are achieved through commitment and involvement of all stakeholders to the process of continuous improvement and innovation.

SummitCare will achieve this through:

- Working in partnership with people to consistently understand and exceed their needs and expectations.
- Meet their needs and expectations.
- The monitoring of employee performance, and the encouragement and empowerment all SummitCare employees to participate in quality management activities through teamwork and cross-functional cooperation.
- Adoption of a formal committee structure that includes representatives of all stakeholders.
- Establishment of policy and work practices that reflect legislation and best practice.
- Welcome the challenge of change by embracing the culture of a learning organisation.
- Apply vigorous innovation and continuous improvement to our work practices.
- A commitment to ongoing education and staff development.
- Sound business practice and corporate governance strategies.
- The establishment of a comprehensive Quality Management System for SummitCare.

Your Obligations

It is SummitCare expectation that in performing duties you, your employees and sub-contractors will be familiar with and make use of all available information on any safety, occupational health or environmental requirements relevant to the nature of work being performed.

We expect you to have a thorough understanding of all relevant legislation, regulations, codes of practice, Australian Standards and relevant aged care standards and for this understanding to be demonstrated in workplace practices and operating procedures. You shall take all necessary precautions in connection with the work to ensure the health and safety of your own and SummitCare employees, sub-contractors, residents, families and visitors.

Licences and Insurance

You, your employees and sub-contractors must be suitably qualified and licensed for the tasks being performed. All contractors must have public liability insurance. Contractors will also be required to confirm their qualifications and licences for the tasks they are performing. It is the aged care centres responsibility to ensure qualifications and licenses of Contractors are checked.

All contractors must have a current Workers Compensation Policy must be in place which covers ALL your employees. Employees of any sub-contractors must also be covered by a Workers Compensation Policy. *This is not applicable for self-employed Contractors/Suppliers or Sole Traders (note a contractor statement needs to be completed in all cases)*

Contractor Statement and Checklist

All contractors both organisational and centre base are required to assist SummitCare to complete the contractors statement and checklist. The contractor statement is prepared in accordance with the Workers Compensation act 1987, Payroll Tax Act 1971 and Industrial relations Act 1996 This statement and checklist must be completed prior to commencement of work. This checklist can be found at the back of this booklet.

Communication

You must communicate with the Aged Care Centre's Executive Manager or nominated delegate at the following key times:

- On arrival (to provide identification and state the purpose of your visit)
- On completion of your required work
- Immediately if you become aware that there may be a disruption to operations resulting from your work.
- Whenever a significant decision in relation to works is to be made affecting operation or safety.

Occupational Health and Safety Policy

SummitCare has an obligation under the NSW Occupational Health and Safety Act 2000 and Regulations 2001 to provide a safe and healthy environment for all staff, residents and visitors.

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Every contractor has the responsibility to perform their work in a safe manner and to report any unsafe work practices or equipment to the Executive Manager / OH&S Coordinator as they are detected.

Accidents / Incidents at Work

You must report all injuries (including minor ones), incidents, property damage, chemical spillage, "near miss" incidents and any incident not consistent with expected practice to the SummitCare Representatives.

SummitCare is committed to the prevention of injury, however, should injury occur, the following steps should take place:

- Report injury/accident to the EM, CM or Registered Nurse in Charge during that shift.
- Complete an Accident / Incident form
- The EM, CM or Registered Nurse In Charge must inspect area of incident and report findings in the appropriate section of the Accident / Incident form
- The injured contractor should be provided First Aid if required
- The contractor should be sent to a Medical Officer if required
- The Executive Manager must be notified if not in the facility.
- The OH&S Coordinator will review the situation and make a referral to the OH&S committee as required.

Hazard Reporting

A formal procedure exists within SummitCare for reporting and correcting workplace hazards. This procedure is documented in Risk Assessment Package. A copy of this is available in all aged care centres.

If you identify a hazard you must inform the SummitCare Representative who will follow the hazard reporting procedure by completing a Risk Assessment Package.

Risk Assessment

Contractors must undertake a risk assessment prior to commencing work, and identify any hazards that may endanger residents, staff, visitors, or themselves. These are to be reported immediately to the Executive Manager or nominated delegate and documented on an Occupational Health and Safety Risk Management Package form which is available from the Executive Manager.

Possible hazards include, but are not limited to:

- height of application
- exposure to hot drill shavings while drilling with battery drills
- noise of equipment
- height of ladders
- working on the roof or high windows
- equipment left lying in corridors or exits

- working in the sun

At no time are fire exits or corridors to be blocked by equipment. The contractor must inform SummitCare in advance if the work they are undertaking is going to create noise or odours.

Risk Control

Risks that can be controlled must be controlled. Safety controls include, but are not limited to:

- Use of correct ladders
- Ladders over 3 metres must be tied off top and bottom, and height safety equipment must be used
- Eye protection must be worn where appropriate
- Arm protection
- Ear muffs when working with noisy machinery
- Do not get on the roof when it is wet
- Wear sunscreen, hat, and long sleeve shirt when working outside.

Environmental Requirements

Reporting Requirements

The following types of incidents must be reported to the SummitCare Representative immediately:

- Any spill/deposit of solid or liquid material which has, or may, enter the stormwater, sewer, and/or trade waste drainage systems or ground water.
- Any gas or offensive noise emissions.

This does not alleviate any responsibility or legal obligation of the contractor/supplier to report such incidents to a relevant authority as required by legislation.

All efforts should be made to minimise noise caused by works where they have the potential to impact on aged care centres and neighbouring premises.

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Minimum Requirements (Control) for Contractors work

Housekeeping

Hazards: Slip and Trip Hazards, Contamination, Environmental damage

Minimum Requirements (Controls):

- Keep walkways clear of obstructions (e.g. electrical leads).
- Keep exits clear at all times.
- Keep work areas clean, tidy and safe at all times including at the completion of the work.
- Remove all rubbish and left over materials.
- Use appropriate documented procedures to clean up wet spills on floors in stores.
- Appropriately control any dust generated by you.
- Contain spillage/s immediately and check with the SummitCare Representative to confirm clean up procedures and requirements.

Check with the SummitCare representative before disposing of any liquid or solid waste

Personal Protective Equipment (PPE)

Hazards: Falls, exposure to fumes/ chemicals, sun etc.

Minimum Requirements (Controls):

- PPE appropriate to the nature of the work being undertaken must be provided.
- Clothing and headwear for those working outdoors must be provided.
- Users must be trained in use of PPE.
- PPE must be regularly maintained and comply with relevant Australian Standard.

Chemicals, Hazardous Substances and Dangerous Goods

Hazards: Fire, exposure to fumes/skin, contact and ingestion

Minimum Requirements (Controls):

- Select chemicals and hazardous substances on the basis of lowest potential for harm to users, the environment and people in the vicinity.
- Obtain permission from the SummitCare Representative prior to bringing hazardous substances (including flammables and chemicals for pest control) onto workplaces.
- Provide Material Safety Data Sheet (MSDS) for all chemicals and hazardous substances brought to workplaces.
- Comply with manufacturer's instructions as per MSDS.
- Label all containers housing chemicals or hazardous substances.

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- Store, secure and remove hazardous substances in accordance with regulatory requirements and MSDS.
 - Hazardous substances not to be left at workplaces.
-

Excavation

Hazards: Slip & trip hazards, public and vehicular access, Electricity, ex-posed/ damaged

Services Environmental damage

Minimum Requirements (Controls):

- Surround all excavations and danger areas with approved barricades.
 - Display adequate warning lights, notices and signs to divert vehicular and pedestrian traffic at all times.
 - Perform all work in compliance with statutory requirements and relevant Australian Standards.
 - Establish appropriate controls for avoiding hidden cabling/wiring/services if you need to break into walls/floors/ceilings.
 - Ensure adequate erosion and sediment controls are in place and remain until the site is reinstated.
-

Floor/Ground Openings

Hazards: Slip & trip hazards, public access

Minimum Requirements (Controls):

- Adequately guard all floor/ground openings.
 - Display appropriate warning signage where penetration of flooring/ground exists.
 - Barricade area and cover floor/ground opening when not in use.
-

Working at Height: Platforms, Trestles, Ladders, Scaffolding & Roof Areas.

Hazards: Falls from height, Electricity, Falling debris, tools & equipment

Minimum Requirements (Controls):

- Working platforms suspended or otherwise, must conform to statutory requirements.
 - Provide and use fall arrest equipment complying with and in accordance with AS/NZS1891.4:2000 'Industrial fall-arrest systems and devices -selection, use and maintenance'.
 - Construct suitable platforms to assist in the movement of equipment from height (e.g. Roof spaces) where ladders are unsuitable.
 - Use non-conductive ladders when performing electrical work or work on or near electrical equipment or systems.
 - Effectively isolate electricity supply as required.
 - Consider proximity to power lines.
-

Contractors Handbook

- Take all necessary precautions before work commences.

Plant, Equipment, Tools and Machinery

Hazards: Moving parts, crushing plant, electricity, use by unqualified operators.

Minimum Requirements (Controls):

- All machinery must be guarded in accordance with crushing legislative requirements.
- Use and maintain plant, equipment, tools and machinery in good order as per manufacturer's specification.
- Use only tools which are adequate, suitable for the task, in good order and in a clean condition.
- Inspect and tag power tools in accordance with appropriate Australian Standards.
- Keep log books in the plant (or make them available on request) where owners and users of plant are legally required to maintain details of plant service history.
- Equipment subject to statutory certification of operators must only be operated by these suitably qualified.
- Make qualifications available on request.
- Remove keys to such equipment when not in use.

Signage

Hazards: Public access, slip & trip hazards

Minimum Requirements (Controls):

- Provide signs relevant to the workplace (e.g. Danger, Caution, Hazardous Goods).
- Display signage in accordance with legislative requirements

Electrical Work

Hazards: Electricity, damaged plant & equipment, exposed/ damaged services

Minimum Requirements (Controls):

- Establish appropriate controls for avoiding hidden cabling/wiring/services if you need to break into walls/floors/grounds/ceilings.
- Operate isolation and lock-out/tag-out systems whenever machinery, equipment or electrical apparatus are being repaired, examined, adjusted, cleaned or oiled.
- Check all leads, connectors, guards, cases, accessories, switches etc. for damage prior to connection to power source.
- Do not attempt to use defective, non-complying, unsafe or inoperable equipment.
- Hang leads from overhead - do not run leads along floors as per appropriate Australian Standard.
- Switch all leads off when not in use.

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- Protect leads passing through doorways from the possibility of damage by doors or hinges.
 - Display inspection tags on all electrical equipment including extension cords. (Inspection tags must comply with the appropriate Australian Standard).
 - Only undertake electrical work or work on electrical equipment or systems if you are appropriately qualified.
-

Hot Work

Hazards: Hot surfaces, flashes, fire, Manual handling injuries

Minimum Requirements (Controls):

- Perform work in accordance with appropriate Australian Standards for safety in welding and allied processes.
 - Perform hot work at times which minimise the risk to the general public.
 - Take all hot work precautions including suitable screening and wearing of PPE.
 - Handle and make safe all gas cylinders during both use and temporary storage.
 - Shut down cylinder valves during periods of non-use.
 - Bleed pressure from hoses during periods of non-use.
 - Provide adequate and suitable portable fire extinguishers, located conveniently to immediate work area.
 - Support oxygen and acetylene cylinders in use and during transport in cradles.
-

Manual Handling

Hazards: Heavy or awkward items, moving items over long distance or in small spaces

Minimum Requirements (Controls):

- Neither you nor SummitCare employees should be required to lift or move by hand any heavy or awkward object that is likely to cause injury.
 - Where a task has been assessed as being a risk, reasonably practicable measures must be taken to control the hazards.
 - You must be trained and supervised in the correct use and application of risk control measures, which may include team lifting and moving of items, use of lifting devices etc.
-

Contractors Handbook



General SummitCare Policies and Procedures

Improvement Logs

SummitCare uses Improvement Logs within each of its' Aged Care Centres to identify issues and suggestions for improvement. Improvement Logs are kept at reception, and we encourage all contractors to complete them if they have any comments or suggestions.

Maintenance Requests

SummitCare uses Maintenance Logs to identify any equipment that requires maintenance. If you discover any equipment that has need of repair or preventative maintenance, complete the Maintenance Log located at reception. If you are unsure of the process, please speak to the Maintenance Officer at the Centre.

Contractor Comments and Complaints

SummitCare values feedback from all stakeholders, and are committed to ensuring complaints are managed effectively. Comment, Complaints and Suggestions Forms can be obtained at the reception at the facility. The Executive Manager is available if you have any questions regarding comments and complaints. If you are not satisfied with response you have received at the centre, you can contact the Chief Executive Officer on ph: 02)9398 4000 or in writing to PO Box 521 Randwick NSW 2031.

Dress

Clean clothing must be worn at workplaces particularly near resident and food preparation areas. Thongs or sandals are not to be worn while working at SummitCare aged care centres. The use of enclosed, non-slip footwear is required in all areas of the aged care centre. (Refer to the section entitled *Personal Protective Equipment (PPE)* for further information).

Alcohol/Drugs

You are not permitted to bring alcohol or illegal drugs to our workplaces or enter our workplaces whilst under the influence of alcohol or illegal drugs.

Skylarking/Practical Jokes

These are strictly prohibited.

Parking

You shall take all reasonable steps to minimise obstruction by your vehicles to roadways, exit routes, and fire protection equipment.

Food Consumption

You are welcome to provide your own meals but are prohibited from eating them in the kitchen, resident or stock areas.

Smoking

Smoking is not permitted in the building; this includes office areas and sheds.

Harassment, Discrimination and Vilification

What is Harassment?

Harassment is any form of behaviour that is not warranted and not asked for. It may involve physical, visual, verbal, or non-verbal conduct which humiliates, offends, or intimidates.

What is not harassment?

A relationship that is freely accepted by all persons involved is not harassment. If a person is in doubt about whether a particular form of behaviour is acceptable, they should ask the person concerned. If they are told to stop, then they should stop immediately (and apologise).

The federal Sex Discrimination Act 1984 makes unlawful any form of harassment on the grounds of sex, marital status, pregnancy, or potential pregnancy.

The federal Racial Discrimination Act 1975 makes unlawful any form of harassment on the grounds of race, colour, descent, or national/ethnic origin.

Contractors must not under any circumstances harass staff at SummitCare, as action through legal channels will be taken.

What is discrimination?

Discrimination means treating someone unfairly because they belong to a particular group of people.

Discrimination, direct and indirect is prohibited by the following legislation:

- Anti-Discrimination Act 1977 (NSW)
- Sex discrimination (gender, sexuality, and pregnancy)
- Race discrimination (race, colour, ethno-religion, descent, and nationality)
- Age discrimination
- Marital status discrimination (includes who their spouse is)
- Disability discrimination (including HIV/AIDS)
- Discrimination of a person based on their association with a person or class of persons defined above.
- Physical or Intellectual impairment.

What is vilification?

Vilification is any public act that could incite (encourage) hatred, serious contempt, or severe ridicule towards a person, or group of persons, and is prohibited under the NSW Anti-Discrimination Act 1977 on the grounds listed for discrimination.

Note to contractors

Harassment, discrimination, and or vilification are not tolerated at SummitCare, and investigation of any incidences will occur, with appropriate action taken against offenders.

Sexual Harassment Policy

It is a policy of SummitCare that sexual harassment of an employee or applicant for employment in any form will not be tolerated. Sexual harassment is against the law under the Federal Sex Discrimination Act 1984, and NSW Anti-Discrimination Act 1977.

Sexual harassment includes unwelcome sexual advances, requests for sexual favours, and other verbal, visual, or physical conduct of a sexual nature.

Sexual harassment also includes, but is not limited to, unwelcome sexual flirtations, advances or propositions, verbal abuse of a sexual nature, subtle pressure or request for sexual activities, unnecessary touching of an individual, graphic documentaries about an individual's body, sexually degrading words used to describe an individual, a display in the workplace of sexually suggestive objects, sexually explicit jokes, or physical assault.

Sexual harassment is not behaviour which is based upon mutual attraction, friendship and respect. If the interaction is consensual, welcome, and reciprocated, it is not sexual harassment.

Any contractor who is determined, after an investigation, to have engaged in sexual harassment, in violation of this policy, will be subject to appropriate action.

Privacy and Confidentiality

SummitCare is covered by 10 National Privacy Principles (NPPs), as set out in the Privacy Act 1988 (amended by the Privacy Amendment (Private sector) Act 2000).

SummitCare takes its obligations under the Privacy Act seriously and will take all reasonable steps in order to comply with the Act and protect the privacy of personal information that we hold. This policy sets out how we intend to achieve this.

The policy applies to all persons involved in our organisation. This includes residents, prospective candidates for employment, employees and any person who provides us with their personal information.

All information in Resident's and Employee records is confidential. Access to Resident and Employee Files is limited to authorised personnel; therefore if access is required you should speak with the Executive Manager. If authorisation is given, access is only granted to companies who comply with the 10 National Privacy Principles (NPPs), as set out in the Privacy Act 1988 (amended by the Privacy Amendment (Private sector) Act 2000).

All information relating to the care of Residents is confidential. Discussion of matters relating to Residents should only take place with the appropriate medical, nursing staff, or allied health professionals.

Under no circumstances should information be discussed outside the facility, and no documents should be removed from the facility.

Security

All contractors must sign in prior to entering the facility at reception, and sign out before leaving.

Fire and Other Emergencies

Fire evacuation plans are available in the foyer of each facility and throughout the building. Fire equipment is available throughout each facility. Emergency procedures manuals and flip cards are

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available at the Nurse's Stations. In the case of a fire or emergency, please follow the directions of the EM, CM or Registered Nurse in Charge.

Control of Non Conforming Service / Corrective and Preventive Action

SummitCare is committed to ensuring that non conformances or potential problems relating to products or services are identified, documented and brought to the attention of the Chief Executive Officer or Executive Manager and the supplying company, and steps are taken to rectify the issues.

If during the performance of works under the contract the SummitCare facility management will inform the contractor that it is the opinion of SummitCare that the contractor is:

- Not conducting the work in compliance with the Contractor handbook and associated SummitCare OH&S policies and procedures.
- Conducting work in such a way as to endanger the contractors employees or the contractors subcontractors employees, SummitCare employees, SummitCare residents and families, visitors, plant equipment or materials

The contractor shall promptly remedy that breach of the health and safety.

SummitCare may direct the contractor to suspend the work until such time as the contractor satisfies SummitCare that the work will be resumed in conformity with applicable health and safety provisions. During periods of suspension referred to above, SummitCare shall not be required to make any payment whatsoever to the contractor.

If the contractor fails to rectify any breach of the health and safety for which the work has been suspended, or if the contractors performance has involved recurring breaches of health and safety, SummitCare may as its option to terminate the work forthwith, without further obligation to the contractor. In this event, SummitCare liability shall be limited to payment for the work preformed and costs incurred by the contractor up to the time of termination or an earlier suspension of works.

CONTRACTOR CHECKLIST

This form needs to be completed and returned to the EM or Delegate for ALL organisational and centre based contractors.

Name of Contractor: _____

Company: _____

Date of Commencement: _____

Documents	Completed	Non completed
Tender or Quote		
Reference Checks (min. of 2) if appropriate		
Contractor Statement		
Acknowledgement Sheet of Contractor Handbook		
Copy of sighted original relevant Qualifications/ trade certificate		
Copy of Insurance policies workers compensation/public liability		
Orientation to workplace		
Risk assessment		
Copies of any OH&S policies and procedures		
Waste licence provided		
Approval given Date:		
Work completed and checked Date:		

Manager/Delegates Signature: _____ Date: _____

Printed Name: _____

Contractor Copy

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Acknowledgement Sheet of Contractor Handbook		
Copy of sighted original relevant Qualifications/ trade certificate		
Copy of Insurance policies workers compensation/public liability		
Orientation to workplace		
Risk assessment		
Copies of any OH&S policies and procedures		
Waste licence provided		
Approval given Date:		
Work completed and checked Date:		

Manager/Delegates Signature: _____ Date: _____

Printed Name: _____

SummitCare Copy (fill in and return)