

Anglicare Contractor Company Induction

(Anglicare Onsite App adjusted)

Code of Conduct

You have a duty of care to adopt ethical standards, honour agreements, and undertakings, and be courteous at all times. You are expected to plan your work to minimize disruption to our residents.

Hours of Work

Permitted hours of work are from 8am to 4pm unless otherwise specified at the site-specific induction.

What to do on arrival at an Anglicare property.

You must:

- Report to the village/facility office
- Check into the Anglicare On-Site app before commencing works
- Show your identification in a courteous manner
- Ask if it is convenient to commence work.

Courtesy and general appearance

Anglicare residents include a wide range of people, some with special and complex needs, and should be treated with understanding and sensitivity. When working in Anglicare villages you should:

- Be courteous and respectful to all residents
- Be neat and tidy in appearance
- Treat the resident's home and personal property with due care and respect at all times
- Give full consideration to the resident's comfort, well-being, health, safety, and security. Disruptions to residents must be kept to a minimum

Requirements while working at Anglicare

When working in Anglicare villages you must ensure:

- Prompt and timely attention is given to all matters requiring attention and service as detailed in the Anglicare contract
- All works are fully documented at the same time as they are carried out.

Smoking, alcohol and prohibited substances

You must not:

- Smoke in an Anglicare village/facility
- Be under the influence of alcohol or a prohibited substance whilst performing work for Anglicare.

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Language

You must not use:

- Bad language, no swearing
- Loud and boisterous language - it can be threatening and offensive to others, especially the elderly and infirm.

Behaviour

You must not:

- Interrupt or threaten the general enjoyment of residents in their homes and surrounding environment
- Be judgmental or belittle a resident by expressing an attitude, using a negative tone in your voice, or by your actions
- Make derogatory or non-essential comments on the work of others who may have serviced a resident's home, or on faults or problems you have been engaged to rectify.

Health and safety

All hazards and risks must be properly identified, assessed, and eliminated or controlled. The process must be preventative and remedial. Consideration must be given to our residents and their visitors.

You must ensure that all:

- Work areas are properly identified and marked out to prevent access to anyone other than contractors
- Access around the work site must be clearly identified.
- Tools, power tools, plant, equipment, power leads, and cables are not left unattended at any time
- Holes, trenches, and any protruding objects are properly marked and identified.
- Fire doors are never propped open or blocked
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Where holes and trenches are left unattended, they must be made safe, and properly covered or steps taken to ensure that access cannot be gained.

Noise

Noise must be minimized and any resident requests to limit noise must be respected.

*If there is an issue and an agreement cannot be reached the matter must be referred to the Village/Care Manager for resolution.

Animals

You are not permitted to bring animals onto any Anglicare sites. Clearance can be obtained for animals used in some circumstances, i.e., guide dogs.

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Difficulties encountered at a property

If you are concerned about your health or safety, or the safety of materials, tools or equipment, you may leave the property, providing you have acted reasonably. You must advise Anglicare (preferably the Site Manager) on leaving the property, giving reasons why.

Some typical examples of when you may need to leave the site:

- Where persons appear affected by alcohol or other substances and entering or remaining may provoke an undesirable situation
- Where persons are agitated or displaying erratic or other inappropriate behaviour which may be a threat to your personal safety
- In instances where personal safety, the safety of others, or the safety of machinery equipment and other property, is either in danger, or under threat of danger, or where an unsafe situation has developed.

Working around residents

Protection of resident's property:

Take all precautions to protect the resident's property from theft or damage. Immediately advise the village/facility manager of damage or loss to your property or the resident's property. Any damage to grounds or building because of your works (e.g.: trucks destroying lawn areas) must be made good at the contractor's cost.

Resident's telephone:

You must not use the resident's phone to make or receive calls, except in an emergency.

If you see a fallen resident

DO NOT MOVE A FALLEN RESIDENT. The registered nurse must be called to check them first. Request assistance at reception or call your designated Anglicare contact to arrange for the registered nurse to come to your location. If you are on the Castle Hill Site, contact the Sisson Clinic on 8820-3040. Do not assist a resident to move, and always let the resident know you will find an Anglicare staff member to assist them.

Working when the resident is absent:

You must obtain permission from the resident before working in a resident's home during their absence. The property must also be left in a secure state when unattended.

Working within a Dementia Specific Unit

We must provide a secure environment to ensure the safety of our residents with Dementia. Always make sure gates and doors are kept locked, and that entry and exit points are secured. If a resident approaches you and asks to exit, please contact the nurse.

Sometimes residents with Dementia can have outbursts of aggression or other challenging behaviour. This does not mean they are aggressive people. Always remember, it is more

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beneficial to ask ourselves if our own behaviour has contributed to an aggressive outburst. If you are unsure how to handle the situation you should ask the nurse or clinical supervisor for assistance.

Cleaning up

You should regularly remove all rubbish resulting from your work and leave the property in a clean and tidy state at the end of each day. All property must be left in the state in which you found it.

Ethical conduct

You must never, under any circumstances, comment on matters relating to the operations of Anglicare.

This includes:

- Discussions and comments on the condition of Anglicare or client's properties
- Anglicare policies
- Matters of a personal nature concerning the client, such as conduct, appearance, or ethnic origin
- Issues relating to the standard of housekeeping.

Illegal acts

If you see a person doing something illegal, damaging property or making a threat to a person, the appropriate authority must be called immediately. You must also notify Anglicare.

Confidentiality and discretion

Your absolute confidentiality and discretion must be observed at all times. This extends to information about Anglicare, customers, suppliers, residents, and visitors. This information must not be disclosed or used by you in any circumstances other than in the proper performance of your work or as required by law. This obligation continues after the contract is fulfilled.

We will enforce this obligation if it is discovered that you have provided confidential or sensitive information:

- Without the appropriate authority; or for personal gain

If an agreement cannot be reached, the matter must be referred to the village/facility manager for resolution.

Section 46 - The WHS Act requires that you consult, cooperate, and coordinate activities with all other persons who have a work, health or safety duty in relation to the same matter, so far as is reasonably practicable.

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Emergencies

If there is an immediate danger to life or property, the appropriate emergency service must be called immediately.

When using an Anglicare landline, dial '0' for an external line, then '000'. You must also notify Anglicare.

Construction site safety

You have a responsibility to:

- Comply with all instructions given by the principal, Anglicare.
- Not willfully or recklessly misuse or damage things provided to you for the purpose of protecting employee's health and safety.
- Not willfully place anyone at risk - practical jokes are strictly prohibited.
- Comply with all site safety signage.
- Comply with all Safe Work Method Statements (SWMS) that cover the work you are involved in
- Ensure that all information, instructions, and forms are read and understood, such as a Material Safety Data Sheet (MSDS).

Regulation 32-38: To manage risk under the WHS regulations, a duty holder must:

- Identify reasonably foreseeable hazards that could give rise to the risk.
- Eliminate the risk so far as is reasonably practicable.
- If it is not reasonably practicable to eliminate the risk, minimize the risk as much as possible by implementing control measures.
- Maintain the control measures so they remain effective.
- Review and if necessary, revise control measures to maintain, so far as is reasonably practicable, a work environment that is without risks to health and safety.

Report hazards

If you identify a potential danger or hazard in the workplace, you must:

- Make the situation safe, provided it is safe to do so.
- Warn nearby persons of the danger.
- Highlight the danger in some way.
- Isolate it, if possible.

The hazard must then be reported to the site safety representative or principal contractor.

If the matter is urgent or the contractor's site safety representative is not present, you must report it to the principal contractor.

Report an accident/incident

- You must report all injuries to the designated First Aid Officer (FAO) on site.
- The FAO will inform the principal contractor of the incident.
- All incidents are to be reported to Anglicare immediately to either the Site Manager or the most senior person on duty. You must also fill out an Anglicare Incident Reporting

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- Form and forward it to the Property Team.
- Records of all injuries are kept in a site-specific register of injuries for five years after the completion of the construction.

Visitors

All visitors to a construction site, whether they are visitors of contractors, investors or Anglicare residents must be accompanied at all times.

When on site, all visitors must wear Personal Protective Equipment (PPE) required for the site include, safety footwear, and hard hat.

Electrical Safety

Electrical Equipment

All electrical equipment that you bring on-site must be in good repair and tagged annually.

Electrical equipment that is not tagged or does not have the proper date will not be allowed on site.

Electrical Leads

All electrical leads used on site must be elevated off the ground with stands or a similar method. At no point are two extension cords to be joined whilst powering electrical appliances.

Distribution Panels

Only approved electrical contractors, authorized by the company in their Safe Work Method Statements, are to access the interior of electrical distribution panels, where they could be exposed to electrical connections or bus bars.

All such panels are to be kept locked with the keys available only to an authorized person through the site supervisor, typically the Village/Facility Manager.

Electrical Isolation

Where electrical work is required on site, all energy sources to the area being worked on must be isolated, locked out, and danger tagged using recognised methods. Where locks and danger tags are used, only the person who attached the lock and danger tag is authorised to remove it. Where it is not possible to lock out the circuit, it is to be secured by another means and has a danger tag attached.

Non-Electrical Isolation

Where work is to be completed on other energy sources, all reasonable effort is to be made to isolate them. This includes:

- Bleeding hydraulic or pneumatic cylinders
- Blocking valves
- Chocking gears and other mechanisms
- Releasing spring-loaded devices and securing cams.

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Personal Protective Equipment

Personal Protective Equipment (PPE) must be worn by all persons on Anglicare construction sites. The minimum requirements are safety shoes/boots and a hard hat.

Where the site is signposted by blue signs it may be appropriate for employees to wear:

- Hearing protection
- Fluorescent or reflective clothing
- Dust masks and other respiratory protection
- Safety glasses or goggles
- Protective gloves

Regulation 56: The worker must, so far as the worker is reasonably able, use or wear the equipment in accordance with any information, training, or reasonable instruction by the person conducting the business or undertaking.

Traffic Control

Limited space is available on site for parking contractor vehicles.

Park in designated areas only. Do NOT Park in the "Visitors" parking.

Loading and unloading

You may proceed into the construction area when loading and unloading equipment, however, heavy vehicle movement is not permitted. All persons driving vehicles onto the site must comply with signage and drive slowly, watching for other vehicles and pedestrians.

Forklifts

Forklift operators are to drive slowly (no faster than at a brisk walking speed) and in accordance with their WorkCover certificate of competency requirements. When forklifts are left with no driver, each driver is to remove their key from the forklift. On no account is a forklift to be left unattended for any period of time with the keys still in the ignition.

Authority to operate Machinery/Plant

Only persons trained or holding a relevant SafeWork certificate of competency AND authorised by their organisation (as noted in their SWMS) are permitted to operate fixed/mobile plant, company vehicles, or equipment on the site. This restriction applies also to sub-contractors on site. The use of any contractor equipment or plant by employees is subject to the same restriction.

Manual Handling

If you feel that a load is too heavy or awkward to lift or move, you must seek assistance from another person or use a forklift. You must assist and co-operate as far as practicable with this request.

Any task that you believe is a manual-handling hazard must be reported to the site supervisor (typically the Village/Facility Manager) so that a risk assessment can be undertaken.

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Hazardous Substances on Site

What you must provide

You must provide in advance, to the site supervisor (typically the Village/Facility Manager), a MSDS for any hazardous substance brought onto the site. This also applies to any of your sub-contractors. The MSDS must have details of the type of substance, its location, and the maximum amount likely to be stored at the site. These will be maintained in a hazardous substances register for the site.

Use of substance

You must use or store a hazardous substance only in accordance with the information supplied in the relevant MSDS. Where the substance is to be used outside the recommended instructions detailed in the MSDS, a full hazardous substance risk assessment must be provided.

Use of ladders

You must tie the top rung of any ladder to the structure you are leaning against, and where practicable ensure that it extends 1 metre past that structure. Where you cannot secure the ladder to the top, another person must support the bottom of the ladder and ensure that it does not move.

Access/Egress

You must ensure there is access to all firefighting equipment, such as fire extinguishers and fire hose reels, and ensure rubbish is not placed in these areas at any time.

All passageways to emergency exits must be kept clear of stored materials, rubbish etc.

It is your responsibility to:

- ensure the work area is kept clear of obstructions
- maintain the means of access and egress.
- NOT prop open fire doors

General Housekeeping

You must ensure:

- All work areas at all times are to be kept clear of accumulated scrap or rubbish.
- Oil and water leaks are reported and absorbent material is immediately used to remove the fluid.
- All workplace waste containers are regularly emptied into the skip container. No unreasonable collection of combustible material is allowed to accumulate.

If you leave the site in a manner contradicting the site safety rule you will incur the costs of the clean-up.

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Gas Cylinder Storage and Use

You must ensure:

- Flammable gas, oxygen and inert pressurized gas is separated in storage:
 - by a distance of at least 3 metres
 - in a well-ventilated area; or
- inside vapour-proof walls.
- All acetylene cylinders not stored in welding trolleys are stored in an upright position, to prevent separation of acetone and acetylene.
- All oxygen cylinders are kept free of any oil or grease and not stored in the vicinity of such substances or other flammable goods.
- All cylinders (with the possible exception of forklift LPG cylinders) must be kept in an upright position and secured so that they cannot topple over.
- All cylinders must be stored so that they are protected from vehicle collisions (including forklifts).
- Oxygen and acetylene cylinders are used in an upright position and secured in a proper welding trolley with a fire extinguisher at hand.

Hot Work

Hot work includes the use of welding, cutting, brazing, and grinding equipment, blow lamps (including electric hot air blowers), or other heat or flame-producing apparatus.

NB: The site Fire Panel may only be accessed by authorized individuals. If required, see the site manager or senior person on duty for access to the FIP key and sign the register.

Authorisation

Authorisation is required when any process involving the use of the above equipment is carried out, outside of a designated welding bay or area in an engineering shop or as part of a normal manufacturing process. You are to ensure that all hot work must not proceed on site without the written authorisation issued under the Anglicare Permit-to-Work System.

A designated bay is an area with:

- No flammables or combustible materials,
- A non-combustible floor.
- Non-combustible barriers or shields from floor to ceiling with no penetrations (to prevent sparks, hot or molten material from leaving the area or reaching the inside wall or floor cavities).
- Ready access to fire protection equipment.
- Adequate lighting and ventilation appropriate to the work.

Welding

All welding operations are conducted only by properly qualified persons. A fire extinguisher of the correct type is to be close by, along with a person who knows how to use it. If other persons are in the work area, anti-flash screens must be used.

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Other hot work

You must provide an area of at least 4 metres clear of all flammable items for other hot work, such as grinding.

After work requirements:

You must inspect the work area at the completion of work to ensure that no latent heat remains which could cause a fire.

Signs

You must:

- Comply with the requirements of all safety signs on site.
- Report without delay to the principal contractor any damage to any safety sign.

Willful defacing of a sign is an offence and those found defacing them will be prosecuted.

Tools and/or Equipment on Site

You must ensure:

- All tools bought onto the site are maintained in a safe condition and tagged annually.
- Non-conforming equipment is not brought onto the site.

Breaches of Safety Rules

Any breach to the site or legal safety requirements will result in the offending person being subject to disciplinary action.

SWMS

A Safe Work Method Statement (SWMS) must be prepared before high-risk construction work.

The primary purpose of a SWMS is to enable supervisors, workers and any other persons at the workplace to understand the requirements that have been established to carry out the high-risk construction work in a safe and healthy manner. It sets out the work activities in a logical sequence and identifies hazards and describes control measures.

The SWMS must be written so it is easy to read by those who need to know what has been planned to manage the risks, implement the control measures and ensure the work is being carried out in accordance with the SWMS.

Relevant persons include:

- The supervisor of the high-risk construction work
- The worker carrying out the high-risk construction work
- The principal contractor (if it is a construction project) or the person who has management and control over the high-risk construction work.

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Regulation 300: A person conducting a business or undertaking must ensure the high-risk construction work is carried out in accordance with the SWMS for the work.

First Aid

Regulation 42: A person conducting a business or undertaking at a workplace must ensure:

- The provision of first aid equipment for the workplace.
- Each worker at the workplace has access to the equipment.
- Access to facilities for the administration of first aid.

You must:

- Ensure that first aid is given only by authorised and trained first aiders.
- Report all injuries to the Anglicare Site Manager immediately.

Permit to Work

Introduction

All Anglicare sites are governed by a 'Permit to Work' system. Tasks that must have a Permit to Work are:

- Hot work
- Fire alarm isolation
- Confined space entry
- Roof access
- Energy isolation

The Permit to Work form must be given to the Village/Facility Manager prior to the commencement of work.

Works longer than 1 day:

Works taking longer than 1 day can have a blanket Permit to Work issued for the period of the work. Where jobs extend past 1 week another Permit to Work must be issued.

Completion of permit

You must give the principal contractor a copy of the permit to ensure other employees are informed of the completion of works. When the works are completed, the original permit will be kept on-site by the Village/Facility Manager.