

CQHHS BEMS Site Specific Instructions

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|----------------------|---------------------------------|--------------|--------------|
| Building Name | Gladstone Hospital Campus | | |
| Address | Park Street, Gladstone QLD 4680 | | |
| Site Contact | Maintenance Coordinator | Phone | 07 4976 3189 |

**About Facility**

CQHHS' intent is to deliver high-quality care that is safe, of value and to provide an ideal experience for consumers, their carers and family - Person centred care is the foundation for achieving this. CQHHS will focus on delivering person-centred care to enable the success of achieving better outcomes for consumers, better experience for consumers and staff, and better value care. CQHHS will support consumers to engage as partners in their own care and ensure the consumers' health literacy is considered.

Gladstone Hospital provides a range of services to Gladstone and the Banana region. A new emergency department was built in 2020 which has more than double the departments previous capacity. Gladstone Hospital is located 108km from the Rockhampton Hospital.

About BEMS

BEMS has a main hub located in Rockhampton and other locations throughout the Banana, Central Highlands, and Gladstone Region.

The BEMS team has professional, administrative, operational and trades staff.

Preventative maintenance programs are scheduled for assets, which includes the statutory checks and inspections necessary to comply with Acts, Regulations, Codes of Practice and Australian Standards. BEMS provides a 24-hour corrective maintenance and breakdown service for the Gladstone Hospital campus.

BEMS is committed to ensuring that its site remains a safe environment for its staff, patients, and contractors. An important aspect of this objective is working with contractors to ensure that a high level of work health and safety is achieved. This is driven not only by legislative requirements, but our value of all persons that form part of the BEMS team.

About this Site-Specific Instruction

This Site-Specific Instruction is designed to provide contractors, sub-contractors, and their employees with an overview of the department 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, policies, and procedures.

Alcohol and drugs

Alcohol and drugs are not allowed at site at any point. Persons affected by alcohol and or drugs are not permitted on site at any time.

Amenities

Amenities are available throughout each building. If you are unsure of the location, please present to the main desk of that building or department and they will only be too happy to direct you.

Arriving on site

The Gladstone Hospital site has a designated location for all contractors to report to before commencing work and when finished. This location will be identified on your first visit but are also available by contacting the BEMS office on gladstone_maintenance@health.qld.gov.au. Before leaving any QHealth site you must return any visitor tags and or keys. All

BEMS Number
Date

BEMSCHECK011
23/03/2020

Version
Review Date

2
01/04/2024

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documentation must be signed, and a copy left at the reception desk and emailed directly to BEMS on gladstone_maintenance@health.qld.gov.au

Before works can commence

All CQHHS employees or contractors must not undertake any task until they have the relevant information and instruction necessary to ensure the health and safety of themselves and others. It is a requirement for all contractors to complete the Contractor Registration process before starting any work for Central Queensland Hospital & Health Service. Please register your company by clicking on the following link. [Rapid Global](#)

Asbestos

Any work that involves asbestos or asbestos containing material or material suspected of containing asbestos must undergo a risk assessment before work can commence. BEMS has a register of identified areas with asbestos or asbestos containing materials. For a copy of the asbestos register, please contact the BEMS office to request a copy cqhhsbems@health.qld.gov.au A hard copy is kept in the Gladstone Maintenance Office.

Children and animals

Children and or animals are not to be brought on site at any point.

Confined spaces

For all procedures and permits, please visit the Permit to Work system on <https://www.health.qld.gov.au/cq/contractors>

Covid Screening

You will be required to be screened for COVID-19 and have your temperature taken prior to entry into the facility. If your temperature is above 37.5 degrees or if you display any COVID-19 symptoms you will not be given entry into the facility.

Electrical works

All CQHHS employees or contractors that engage in electrical work on CQHHS assets, must adhere to the steps outlined in the Policy and Procedure, Asset Management BEMS Electrical Safety Management Systems. A copy of this document can be found on <https://www.health.qld.gov.au/cq/contractors>

Eliminate or control risks

Risks identified must be eliminated. It is not reasonably practicable to eliminate the risk, then the risk must be controlled using the following grading, but not limited to:

- Isolate the hazard from the person(s) put at risk
- Minimising the risk by engineering / administration means
- Using personal protective equipment

Emergencies

You should make yourself aware of the site emergency evacuation plans within the building / facility before commencing work. In the event of an emergency evacuate as directed. Return to the maintenance department if safe to do so for roll call. Call Maintenance Department or Maintenance staff to let them know you are safe and accounted for.

Fire

All contractors are to prearrange all preventative service maintenance attendances with the facility representative and make contact at least 24 hours prior to intended service attendance date.

In the event of a fire, proceed as per the facility Fire & Evacuation Plan or as instructed by the facility fire wardens.

- Make positive contact with QFES by calling (0/000) in the result of any fire, code red or code orange.

CQHHS has the right to refuse entry to any contractor even if prior arrangements have been made, as per the current Queensland Health aged care directive at the time.

First aid

In many cases there is a first aid kit within each building. All accidents, incidents and near misses shall be reported to the site contact as listed on page 1.

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Hazardous substances

A risk assessment must be undertaken prior to hazardous substances being brought onto the site.

Horseplay, bullying and harassment

Horseplay, bullying, and harassment are not allowed at any time. This type of behaviour is not acceptable.

Hot works

For all procedures and permits, please visit the Permit to Work system on <https://www.health.qld.gov.au/cq/contractors>

Housekeeping

All access and egress points always need to be clear of obstruction and trip hazards. Do not leave tools and leads lying around.

Licences

It is a requirement that a copy of your relevant trade licence(s) be registered by clicking on the following link. [Rapid Global](#)

Media

If a member of the community makes an enquiry or a complaint directly to you, please direct them to the BEMS office. Be polite and calm even if the person making the enquiry or complaint is not. Do not try answer the enquiry or complaint.

Mobile phones

Mobile phones are not to be used while operating vehicles, plant, or tools. Mobile phones are not to be used when using stairs or ladders or working at height or the likes.

National Police Check (Nursing Homes)

Processes to ensure Criminal History and Aged Care Checks are completed by all staff, volunteers, and contractors in accordance with legislative and other requirements.

Online induction

It is a requirement for all contractors to complete the Contractor Registration process before starting any work for Central Queensland Hospital and Health Service. Please register your company by clicking on the following link. [Rapid Global](#)

Parking on site

Failure to park in the designated parking areas may lead to the issue of an infringement notice. Restricted parking areas are clearly marked.

Penetrations

To ensure fire safety of facilities and the lives of those within it is imperative that the service penetrations made by various contractors are properly fire stopped to protect against smoke, flames, and gases.

Any contractors must provide written evidence showing consultation with either the CQHHS Fire Safety Coordinator, BEMS or Incumbent fire service provider to ascertain whether their scope of work is going to penetrate a designated or registered PASSIVE FIRE WALL or PASSIVE SMOKE WALL.

If either type of above wall is deemed to require a penetration for any reason then the correct PHOTOGRAPHIC IDENTIFICATION, SEALING, CERTIFICATION and REGISTRATION of each individual penetration must occur as per the current Australian Standards and Building Fire Safety Regulations and must also be entered into the facility penetration register. If a penetration register cannot be produced for a facility the installing company must then produce a new register for the entire scope of works to that facility and present to the Fire Safety Coordinator and or BEMS.

Any incomplete, unsealed, or unregistered penetrations which can be identified as part of a designated scope of works, (not dependent upon work completion time frames), will be reported back to the installing company for immediate rectification and repairs OR rectified by the CQHHS nominated Fire Safety Provider as per the above process and recharged back to the installing company at their own expense.

Permits

Appropriate permits to work should be obtained at any stage before works can commence.

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The CQHHS Permit to Work System aims to ensure that proper planning and consideration is given to the risks of a job. The Permit is a written document which authorises certain people to carry out specific work at a certain time and place, and which sets out the main precautions needed to complete the job safely, with minimal disturbance to CQHHS operational assets. The Permit to Work System can be found on <https://www.health.qld.gov.au/cq/contractors>

Rapid Global

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Rubbish

Work areas should always be kept clean and tidy. Rubbish and waste should be disposed of in designated bins.

Safe work method statements

All SWMS should be submitted to cqhhsbems@health.qld.gov.au and at the Maintenance Department before works can commence.

Service Disruptions

Any planned disruptions to any service require a minimal 72 hours' notice unless contact is made with BEMS management requesting an exemption due to the critical nature.

Smoking

Smoking is not permitted on any QHealth site.

Syringes

If workers encounter a discarded syringe, they should not attempt to dispose of it unless they are trained in how to and have appropriate PPE and disposal equipment. The area should be barricaded and others in the vicinity need to be informed. BEMS office should be contacted immediately.

Warning signs

Appropriate warning signs must be displayed in the workplace and must always be complied with. If workers come across any warning signs that they do not understand, they should contact the BEMS office for clarification.

Working at heights

For all procedures and permits, please visit the Permit to Work system on <https://www.health.qld.gov.au/cq/contractors>

BEMS Contact details

BEMS Gladstone Office

Phone 07 4976 3189 **Email** gladstone_maintenance@health.qld.gov.au **Office hours** 7:30am to 4:30pm, Monday to Friday

Consultation

Key stakeholders (position and business area) who were provided the opportunity to review this version are:

| Name | Position and Business Area | Date of Consultation |
|---------------|--|-----------------------------|
| Andrew Huff | Fire Safety Coordinator, Asset and Commercial Services | April 2021 |
| Marga Quinlan | Manager, BEMS | April 2021 |
| Deb Cleary | Director, Gladstone Hospital | April 2021 |