

CQHHS BEMS Site Specific Instructions

Building Name	North Rockhampton Nursing Centre		
Address	691-711 Norman Road, Norman Gardens QLD 4701		
Site Contact	Operational Manager	Phone	07 4816 8131

**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.

North Rockhampton Nursing Centre is part of the Residential and Aged Care Services of the Central Queensland Hospital and Health Service (CQHHS). NRNC has 120 beds, of which 100 are Commonwealth funded beds and the remaining 20 are State funded beds used for interim care and transition care resident programs. NRNC is divided into 3 wings as follows:

- Cec Pritchard Wing has 40 beds and provides care for general high care residents.
- Ivy Baker Wing has 40 permanent high care dementia specific beds and is a secure unit
- Westwood Wing has 20 permanent high care beds and 20 beds which are 11 interim care beds and 4 Residential Trans care Program beds. 5 beds remain unused at present.

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.

The trades provided by in-house staff include electrical, fitting and turning, plumbing, carpentry, painting and horticulture (Rockhampton Hub Only).

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 facilities around Rockhampton.

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.

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

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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](#)

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 direct you.

Arriving on site

Each site has a designated location for all contractors to report to before commencing work and when finished. These locations will be identified on your first visit but are also available by contacting the BEMS office on cqhhsbems@health.qld.gov.au. Before leaving any QHealth site you must return any visitor tags and or keys. All documentation must be signed, and a copy left at the reception desk and emailed directly to BEMS on cqhhsbems@health.qld.gov.au

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

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. If 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.

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.

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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.

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 facility 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 PASIVE FIRE WALL or PASIVE 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 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

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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.

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>

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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 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 District Main Office (Rockhampton, Central Highlands, and Banana District)

Phone 07 4920 6180 **Email** cqhhsbems@health.qld.gov.au **Office hours** 6:30am to 3:30pm, 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
Site Contact	North Rockhampton Nursing Home	April 2021