Contractor Induction Manual

Your Contract Manager is:	
Department Manager:	
Council Office Number:	08 8555 7000
After Hours Number:	



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1. Introduction

Welcome to Alexandrina Council. This Contractor Induction Manual outlines the responsibilities, safety expectations, and procedures required when working on Council sites. All contractors must complete this induction and adhere to the guidelines outlined herein.

2. Scope and Purpose

This manual applies to all contractors and subcontractors engaged by Alexandrina Council. It aims to:

- Define WHS duties
- Communicate expectations for conduct and reporting
- Promote consistent contractor engagement and legal compliance.

3. Definitions:

Construction Work (*WHS Regulation 289*): is defined as any work carried out in connection with the construction, alteration, conversation, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure (structure includes roadways or pathways).

Contract Manager *is the Council employee responsible for engaging and supervising the Contractor. The Contract Manager ensures work is completed in line with Council's expectations, WHS requirements, and the terms of the contract.*

High Risk Work (HRW) *is work that requires a licence due to increased danger (e.g. operating a forklift, scaffolding, dogging, rigging). Workers must hold current HRW licences to perform such tasks.*

Job Safety Analysis (JSA) *refers to a process that breaks down a job into specific steps, identifies potential hazards at each step, and outlines control measures to perform the task safely. Often used for general works.*

Permit to Work (PTW) *is a formal written authorisation required to perform specific high-risk activities such as hot work, confined space entry, or work at height. Permits ensure risks are identified and controlled prior to starting the job.*

Principal Contractor *is the person or business appointed to manage a construction project involving high-risk work or valued at $450,000 or more. They have additional WHS duties under legislation.*

Person Conducting a Business or Undertaking (PCBU) *is a legal term under WHS law referring to any individual or organisation carrying out business, including sole traders, partnerships, companies, and government agencies.*

Safe Work Method Statement (SWMS) *is a legally required document for high-risk construction work that outlines the work activity, associated hazards, risk controls, and how the work will be carried out and monitored.*

Take 5 / Stop and Think *refers to a quick, pre-task risk assessment completed by workers on site. It involves pausing before starting work to identify hazards, assess risks, and ensure safe procedures are in place.*

Toolbox Talk *is a brief, informal safety meeting held before or during work to discuss site-specific risks, reinforce safety protocols, or communicate recent incidents and lessons learned.*

WHS Management Plan *is a comprehensive document required for high-value or high-risk projects that outlines how WHS will be managed, including responsibilities, risk assessments, SWMS, consultation arrangements, and incident response procedures.*

Work Zone Traffic Management Licence *is a certification required for individuals responsible for implementing traffic control measures in work zones on or near roads, ensuring the safety of workers and the public.*

4. Roles & Responsibilities

- **Council:** Provide a safe workplace and support WHS compliance.
- **Contract Manager:** Ensure inductions are completed, documentation is reviewed, and site safety is monitored.
- **Contractors:** Comply with WHS duties, follow safe systems of work, and supervise any subcontractors.
- **Subcontractors:** Must be inducted and managed by the principal contractor.

5. Before You Start Work

- Complete Contractor Induction
- Submit insurance and relevant licences (e.g., Public Liability)
- Provide SWMS/JSA for review
- Obtain required permits to work (if applicable)
- Confirm access and site orientation with Contract Manager

6. WHS Requirements

- Adhere to all Council WHS policies and procedures
- Use and maintain appropriate PPE
- Follow isolation, lockout, and tagging protocols where applicable
- Participate in site safety communication (e.g. Toolbox Talks)

7. Site Rules and Expectations

- Sign in and out each day
- Display identification when required
- Keep work areas tidy and safe
- Promptly report hazards, incidents or near misses to the Contract Manager
- Maintain respectful conduct and follow site signage

8. Emergency Procedures

- Familiarise yourself with evacuation routes and assembly points
- Report all incidents to the Contract Manager immediately
- Contact Emergency Services (000) if required
- Notify the Contract Manager following any emergency
- Know the location of first aid kits and emergency contacts (displayed on-site)

9. Site Hazards

Common risks include:

- Uneven surfaces, slips and trip hazards
- Moving plant or machinery
- Exposure to weather or UV
- Wildlife or environmental risks

10. Personal Protective Equipment Requirements

Personal protective equipment (PPE) must be task-appropriate and maintained in good condition.

Work Type	Required PPE
Construction Work	Hard hat, high-vis, steel-cap boots
Traffic Control	High-vis, traffic wands, whistle
Chemical Handling	Gloves, goggles, face shield
General Maintenance	Safety boots, gloves, eye protection

11. Incident Reporting

- All incidents, near misses, and injuries must be reported to your Contract Manager.
- Complete an Incident Report within 24 hours. The Contractor Incident Report can be found at Appendix A.
- Notify SafeWork SA directly if a notifiable incident occurs (if unable to reach Contract Manager).

12. Breach Consequences

Failure to comply with WHS or site requirements may result in:

- Verbal or written warning
- Removal from site
- Termination of contract (for serious breaches)

13. Induction and Contractor Responsibilities

Contractors must:

- Ensure all personnel and subcontractors are inducted before commencing work.
- Maintain records of completed inductions.
- Comply with the *Work Health Safety Act 2012*, associated Regulations, Codes of Practice, and Australian Standards.
- Notify Council and SafeWork SA of any notifiable incidents.
- Submit insurance and licence updates prior to expiry.

14. Council Work Health and Safety Policy

Alexandrina Council is firmly committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of workers, Contractors, authorised visitors, and anyone else who may be affected by our operations.

A key element of Council's approach to health and safety is to ensure that the identification of hazards and the control of risks are integrated into the planning of any job.

Council seeks the co-operation of all workers, Contractors and other persons in ensuring safe systems of work. We encourage suggestions for realising our health and safety objectives to create a safe working environment.

15. Contractor Conduct and Fitness for Work

Contractors must:

- Work safely and not endanger others
- Not be under the influence of drugs or alcohol
- Prevent harassment, bullying, and unsafe conduct on site

Council has a duty of care to ensure that Contractors are not exposed to risks at the workplace, injuries or illnesses. When engaging Contractors, the Contract Manager will review the required work and provide any pertinent hazard information relating to circumstances of the proposed work that Council is aware of (such as the presence of hazardous substances at the worksite, difficulties in accessing the worksite etc.) to the Contractor.

Contractors working at any Council site must demonstrate competence and commitment to work health and safety practices and ensure that they do not create any risks for themselves or those around them. They must meet all requirements of relevant work health and safety legislation, approved codes of practice, etc. and must include the process of hazard identification, risk assessment and control in their work planning.

Contractors are expected to act promptly to address any evidence or reports of inappropriate behaviour on any Council worksite. Inappropriate behaviours may include but are not exclusive to any act that endangers any person, damages property or the environment, or that might cause another to feel intimidated or humiliated. Examples include suggestive whistling or comments, offensive gestures or remarks (e.g. of a sexual, racial or homophobic nature), displaying explicit images, etc.

16. Site Access

Contractors are only granted access to Council worksites on the condition they observe all work health and safety requirements. For instance, they must:

- Observe all speed limits.
- Not bring onto Council worksites any prohibited item such as firearms, explosives, illicit drugs, etc.
- Not smoke in any enclosed workplace, including Council vehicles.

Parking is only allowed in designated areas or as directed by your Contract Manager.

All Contractors are required to advise the Contract Manager when they will be conducting the work and at which site prior to commencing any work, and if working within the Council Administration/Library sites, sign the Visitor Register. A key will be issued if required.

17. Safe Systems of Work

Before commencing any work, the Contractor must supply the Contract Manager with a Job Safety Analysis or Safe Work Method Statement (JSA/SWMS) that highlights the job hazards, and the risk control measures they have implemented to control the identified hazards. Council reserves the right to reject the work systems proposed by Contractors in their Risk Assessment, Job Safety Analysis or Safe Work Method Statement.

Risk assessment documentation needs to be obtained from the Contractor as per the following table:

Project value / type	Requirements
Less than $450,000	Hazard ID & Risk assessment / JSA
Construction or high risk work (less than $450,000)	Hazard ID & Safe Work Method Statement(s)
$450,000 or more (including high risk construction)	WHS management plan (includes hazard Id, risk assessments/JSAs or SWMS)

- A SWMS is required for all the following high risk construction work that:
  - involves a risk of a person falling more than 3 metres
  - is carried out on a telecommunication tower
  - involves demolition of an element of a structure that is load bearing or otherwise related to the physical integrity of the structure
  - involves, or is likely to involve, the disturbance of asbestos
  - involves structural alterations or repairs that require temporary support to prevent collapse
  - is carried out in or near a confined space
  - is carried out in or near a shaft or trench with an excavated depth greater than 1.5 metres or is carried out in or near a tunnel
  - involves the use of explosives
  - is carried out on or nearby:
    - pressurised gas distribution mains or piping
    - chemical, fuel or refrigerant lines
    - energised electrical installations or services
  - is carried out in an area that may have a contaminated or flammable atmosphere
  - involves tilt-up or precast concrete
  - is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians
  - is carried out in an area at a workplace in which there is any movement of powered mobile plant
  - is carried out in an area in which there are artificial extremes of temperature
  - is carried out in or near water or other liquid that involves a risk of drowning
  - involves diving work

18. Disability Considerations

Contractors must ensure work does not obstruct or endanger persons with disabilities. Examples:

- Don’t block access routes
- Use fencing or barriers where signage is insufficient
- Seek guidance from the Contract Manager when needed

19. Emergency and First Aid Preparedness

If involved in an emergency on a Council worksite:

- Alert personnel around you and contact the appropriate Emergency Services (000).
- Assist any person in immediate danger if safe to do so.
- Take steps to contain or combat the emergency if safe to do so.
- Evacuate to a safe location.
- Contact your Contract Manager (refer to cover page for contact details).

All Contractors are required to have a suitable first aid kit. An emergency and evacuation plan should be in place prior to commencing work at any site and this should be a consideration when conducting a risk assessment for that site.

20. Personal Protective Equipment

Contractors must:

- Supply all required PPE to workers
- Enforce PPE use and ensure correct maintenance
- Extend PPE requirements to subcontractors

21. UV Exposure and Weather Considerations

Contractors are responsible for ensuring that workers and sub-contractors are adequately protected against UVR and inclement weather. Contractors shall ensure that workers and sub-contractors on outdoor worksites adopt the following requirements while at work.

- Provision of shade or shelter.
- Access to cool drinking water and supervisors checking that workers are drinking water regularly.
- Where possible, access to air-conditioning. (structure or vehicle).
- Appropriate personal protective clothing e.g. long trousers and a long sleeved collared shirt, providing ultraviolet protection and which permits bodily evaporative cooling.
- A broad brimmed hat which should have a brim of at least 7.5cm, or legionnaire’s style cap which protects the neck and ears and/or bucket hat which has a deep crown, sits low on the head and has an angled brim of at least 6cm. Peaked caps are not acceptable at any time.
- Sunscreen 50+ Sun Protection Factor (SPF) applied at least 15 minutes prior to exposure to the sun and every 2 hours thereafter to skin which remains exposed after taking the above precautions, paying particular attention to the lips, ears, nose and neck.

On days where extreme heat conditions are forecast, Contractors should consider rescheduling work to earlier or later in the day, if at all possible, to avoid exposure during the

heat of the day, and encourage workers to work in shaded areas during the heat of the day if at all possible.

22. Housekeeping and Site Security

- Keep work areas clean and remove waste
- Do not use Council wheelie bins unless approved
- Secure tools, plant, and equipment

23. Electrical Equipment and Residual Current Devices RCDs

- All portable equipment must be tested and tagged to AS3760
- Use RCDs with all portable electrical tools

24. Plant and Machinery Safety

- Use plant only if properly trained and licensed
- Never operate plant with guards removed
- Apply lock-out/tag-out protocols
- Report any missing guards or faults to the Contract Manager

25. Explosive Powered Tools

- Written authorisation is required before using powder-actuated tools
- Request approval via the Contract Manager

26. Hot Work Permits

- Required for welding, grinding, cutting, or similar activities
- Permits must list specific location and task
- Valid only for designated timeframes

27. Chemicals and Hazardous Substance Management

- All chemicals must be stored and handled in appropriately marked containers.
- Current Safety Data Sheets (SDS) and appropriate documented risk assessments must be held for all chemicals used on site.
- The Contractor must supply any required first aid material and personal protective equipment.
- All chemicals must be transported in accordance with applicable requirements.
- The Contractor must brief their Contract Manager on hazards associated with chemicals to be used.
- No chemicals must be left on site without the approval of the Contract Manager

Contractors are responsible for clean-up and disposal of any chemical spills and contaminated materials in accordance with EPA regulations. All spills or accidents involving chemicals must be reported immediately to the Contract Manager.

28. Asbestos Awareness

Council maintains an asbestos register. Contractors are responsible for:

- Reviewing the site's asbestos register prior to work
- Stopping work immediately if unidentified asbestos is found

Only licensed professionals may disturb asbestos.

29. Confined Spaces

A “confined space” is defined in the *WHS Regulations 2012*. It includes tanks, pits, pipes, ducts, chimneys, silos, containers, underground sewers, shafts, trenches, tunnels etc. if they have limited or restricted means for entry or exit and could contain a dangerous atmosphere. Refer to the regulations for a complete definition.

Entry into confined spaces is strictly prohibited, unless atmospheric testing has been completed and an entry permit has been issued. Permits and information related to them can be obtained from the Contract Manager.

If entry into a confined space is required as part of a job, the Contract Manager will inform the Contractor and will arrange the issuing of the entry permit. If Contractors identify the need to enter a confined space in the course of their work, they must call the Contract Manager.

30. Work at Heights and Falling objects

Any work at heights must comply with legal requirements. In particular, Contractors must observe the provisions of the WHS Regulations 2012. Scaffolding, the use of elevating work platforms, etc. are all subject to legal requirements that must be observed and must be integrated into the risk assessment or Job Safety Analysis.

Whilst working at height all Contractors shall ensure any equipment is secured to prevent items falling from height.

A permit is required to gain access to any roof on Council sites. Permits and information related to them are obtained from the Contract Manager.

31. Excavations and Trenching

- Shoring must be used as required by regulations
- Contact Dial Before You Dig (1100) before ground penetration work

32. Working Alone

- Workers must have communication systems and emergency plans
- Include lone working protocols in risk assessments

33. Hazardous Manual Tasks

Pushing, pulling, lifting, carrying, holding, manipulating and moving are a common cause of injury. Contractors shall consider the risk factors relating to all hazardous manual tasks.

These include but are not limited to:

- Exerting a lot of force
- Repetition
- Maintaining body in awkward position
- Doing the same task for an extended period of time
- Excessive vibration

Contractors must implement control measures where risk are identified.

34. Work Zone Traffic Management

All Contractors, their workers and sub-contractors, where required, shall carry on them a current Work Zone Traffic Management Licence.

35. Reporting of WHS Hazards and / or Injuries

Any work-related hazard, near miss, incident or injury incurred by any Contractor must be reported immediately to the Contract Manager. Where a notifiable incident needs to be reported to SafeWork SA (amputations, head/eye/spinal injuries, electric shocks, structure collapses, etc.) the Contractor will make every attempt to notify their Contract Manager in the first instance. However, if these attempts fail, the Contractor should call SafeWork SA directly on 1800 777 209 and notify the Contract Manager as soon as possible thereafter.

Should a Contractor observe any hazardous work practice or become aware of any workplace hazard, they should report it to Council's worksite Manager and/or Contract Manager.

Contractors must report immediately to their Contract Manager any issue arising from a SafeWork Inspector or permit holder visit. They must provide the Contract Manager with a copy of any document, report, notices, direction, etc. issued by the inspector/visitor.

36. WHS Pre-Qualification

Contractors must be WHS pre-qualified to be engaged by Council. Pre-qualification is managed through Council's compliance system.

37. Notes to Contractors

The Contract Manager or Alexandrina Council's Work Health Safety Officer, who observes an unsafe practice has the right to direct a Contractor to cease work until the safety concern is addressed to the satisfaction of the Contract Manager or the Work Health Safety Officer. Council will take into consideration compliance with safe work practices when selecting Contractors for future work.

If you have any question concerning health or safety at Council contact your Contract Manager.

38. Contractor Performance Monitoring

Council will periodically monitor the performances of Contractors to determine whether or not they are meeting Councils requirements. Should a Contractor not meet Councils requirements they will cease to be engaged until such time as they can demonstrate improvement.

39. Confidentiality

Any information acquired by the Contractor in the course of performing work at any Council owned worksite must treat any information about the Council, its affairs or its clients as confidential. Information must not:

- be used or disclosed by the Contractor to any other person, entity or company
- be discussed with any other Contractor, person, entity or company without written permission by an authorised Council officer.

40. Key Contacts

Role	Name	Phone	Email
Contract Manager			
WHS Officer			
After Hours Contact			
Council Office Reception	Customer Experience	08 8555 7000	alex@alexandrina.sa.gov.au

41. Induction Checklist

Note: *Some items in this checklist are pre-ticked and greyed-out to reflect Council's mandatory pre-engagement requirements. These documents must be provided and approved as part of the contractor onboarding process (e.g. through VendorPanel prequalification) before any work can commence.*

Contractors should use this checklist to confirm and record any remaining induction items completed during the site-specific induction process.

Contractor Details			
Name:		**Contact Number:**	
Business Name:		**Site Location:**	

Pre-Work Documentation	Work Health & Safety	Permits Issued (where applicable)
☒ Induction Manual provided and read	☐ PPE issued and understood	☐ Hot Work Permit
☐ Council induction session completed	☐ First aid kit available on site	☐ Confined Space Entry Permit
☒ Public Liability Insurance provided	☐ Emergency procedures explained	☐ Roof Access / Height Work Permit
☒ Workers Compensation Insurance provided (if applicable)	☐ Assembly points and exits identified	☐ Electrical Work Isolation Permit
☒ Licences/tickets verified and copied (e.g. HRW, White Card)	☐ Incident reporting procedure explained	☐ Explosive Tool Authorisation
☒ SWMS or JSA provided and reviewed	☐ Hazard/near miss reporting outlined	
☒ WHS Management Plan provided (if applicable)	☐ Toolbox talks & safety meetings attended (if required)	
☐ Emergency contact list provided	☐ Plant and equipment safety confirmed	
☐ Site access details confirmed	☐ Confined space / heights / electrical safety covered (if applicable)	
☐ Vehicle and equipment registered (if relevant)		

42. Incident Reporting Steps

1. Ensure safety of affected persons and site
2. Call emergency services (000) if required
3. Notify Contract Manager immediately
4. Complete Incident Report Form within 24 hours. The Contractor Incident Report can be found at Appendix A.
5. Notify SafeWork SA directly
6. If applicable, notify SafeWork SA: 1800 777 209
7. Provide Council with copies of any regulator directions or documentation

43. Permit Requirements by Activity

Activity	Permit Required	Issued by
Hot Work (e.g., welding, grinding)	Hot Work Permit	Contract Manager
Roof Access / Working at Heights	Height Access Permit	Contract Manager
Confined Space Entry	Confined Space Permit	Contract Manager
Electrical Isolation	Electrical Work Permit	Contract Manager
Use of Explosive Powered Tools	Written Authorisation	Contract Manager

44. Induction Acknowledgement

I, , acknowledge that I have read and understood the Alexandrina Council Contractor Induction Manual.

Signature:		**Date:**	
Company:			

45. Version Control

Title:	Contractor Induction Manual	
Maintained by:	Work Health & Safety, Corporate	
Version Number	**Description**	**Date**
1	Draft version developed from previous Alexandrina Council Contractor Induction Manual document as of January 2017	17/06/2025

Appendix A – Contractor Incident Report

In the event of a serious incident, contractors must follow their own internal policies and procedures in addition to the following Council expectations:

Immediately ensure the safety of all persons and the site.

- Notify emergency services (000) if required.
- Report the incident to your Contract Manager without delay.
- Notify SafeWork SA of any notifiable incidents (e.g. serious injury, illness, dangerous occurrence).
- Complete and submit the Contractor Incident Report Form (below) to Alexandrina Council within 24 hours of the incident occurring.

Council will review the incident and, where deemed serious, initiate an internal investigation via Skytrust in line with Council's WHS protocols. This form captures the minimum required information to support this process. Council may, where appropriate, liaise further with the contractor to gather additional details or clarification to assist with internal investigations and compliance with reporting obligations.

Section 1: Basic Information	
Date of Incident:	
Time of Incident:	
Location of Incident:	
Reported By (Name & Role):	
Contractor Company Name:	
Section 2: Incident Details **(Attach additional pages if more space is required for any questions)**	
Type of Incident:	
☐	Injury
☐	Near Miss
☐	Property Damage
☐	Environmental
☐	Other (specify):

Section 2: Incident Details continued… (Attach additional pages if more space is required for any questions)	
Description of Incident:	
Immediate Actions Taken:	
(Include first aid, emergency response, containment, etc.)	

Section 3: People Involved	
Name(s) of Injured or Affected Person(s):	
Role/Position:	
Contact Information:	
Witnesses (Name & Contact Info):	
Section 4: Evidence & Documentation	
Photos/Media Attached:	☐ Yes ☐ No
Witness Statements Attached:	☐ Yes ☐ No
Details of Other Supporting Documents: *(e.g., inspection reports, equipment logs)*	

Section 5: Risk Assessment			
Severity of Incident:		**Potential for Recurrence:**	
☐	Low	☐	Rare
☐	Medium	☐	Possible
☐	High	☐	Likely

Section 6: Corrective Actions *(in liaison with Alexandrina Council WHS)*	
Immediate Corrective Actions Taken:	
Preventative Measures Proposed:	
Responsible Person for Follow-Up:	
Due Date for Completion:	

Section 7: Review & Sign-Off		
Contractor Supervisor Name & Signature:		
Date:		

Alexandrina Council Administration Use Only

Risk Assessment (Council)	
Skytrust Risk Matrix Rating: *(Use Skytrust's integrated risk matrix tool)*	
Corrective Actions (Council)	
Immediate Corrective Actions Taken:	
Preventative Measures Proposed:	
Responsible Person for Follow-Up:	
Due Date for Completion:	
WHS Review & Sign-Off (Council)	
Name:	
Position:	
Signature:	
Date:	