



# Notification of Works Procedure

Effective: 1 July 2021

## 1. Guiding Principles

The Notification of Works (NoW) Procedure is used to protect the health and safety of all persons, patients and property of WA Country Health Service (WACHS) Midwest and to manage the process required for planned works identified as medium, high or extreme risk at any WACHS Midwest facility. This is to allow for interruption of services including but not limited to mechanical / hydraulic / electrical / gas / plant or equipment at all WACHS Midwest sites where it impacts Operations.

## 2. Procedure

This procedure is applicable to all WACHS Midwest employees, Facility and Asset Services and contracted Service Providers whether permanent, fixed-term, contract or casual carrying out tasks on WACHS Midwest premises and facilities, where public, consumers or the health services are impacted.

### 2.1 Risk Assessment Controls

Before commencing work a risk assessment must be completed to determine:

- The severity and extent of the interruption and consequences
- The clinical, patient and consumer impact
- Whether any existing control measures are effective
- Any additional control measures required
- The urgency or special requirements

A NoW Form shall be completed and approved for all services interrupted or diminished.

### 2.2 Level of Shutdown/Service Interruption

#### Consequence Rating

- Identify the worst, realistic, primary consequence(s) should an incident occur and pick the best fit on the 1-5 scale of the [Risk Assessment Tables for the WA Health System](#).

**Note:** It is not necessary to address each category of the Risk Assessment Tables.

#### Likelihood Rating

- Assess the likelihood of the incident occurring and pick the best fit on the 1-5 scale of the [Risk Assessment Tables for the WA Health System](#).

### 2.2.1 Routine

Such as filter changes, fire alarm testing, emergency generator tests, flow tests etc. that are done on a repetitive and ongoing basis. These are handled within the normal Planned Preventative Maintenance (PPM) and infrastructure operations. The request must be processed 72 hours before the shutdown takes place and approval is required 24 hours in advance.

Shutdown requests, including negotiations and approvals with affected Departments shall be conducted by the Maintenance Manager or their delegated officer for their respective facilities.

### 2.2.2 Planned

These are planned interruptions of normal services and must be submitted at least five (5) working days prior to the “planned” shutdown. Pre-planning with the Contractors Representative, Sub-Contractors and WACHS Midwest Nominated Officer - Head of Department should be completed prior to submitting the NoW form.

Shutdown requests, including negotiations and approvals with affected Departments shall be conducted by the WACHS Midwest Maintenance Manager or their delegated officer for their respective facilities.

The only time this may vary is through Capital Projects when WACHS Midwest RPO/CWPO will also be involved and the number of days required prior to works commencing will be negotiated.

Approval is required 24 hours in advance of works commencing.

### 2.2.3 Unplanned

In cases where equipment is found malfunctioning and likely to fail, the equipment may have to be taken out of service as soon as possible by the Maintenance Manager or their delegated officer, depending on the criticality of its function. Affected departments should be notified as soon as possible when an issue is found.

Where a system fails unexpectedly the WACHS Midwest Maintenance Manager, or their delegated officer will be responsible to notify the departments including clinical leads in the affected areas and advise of the nature and the areas that have been affected.

**Note:** A detailed [Safety Risk Report Form](#) (SRRF) is to be submitted detailing the incident, scope of works undertaken and cause for investigation.

### 2.2.4 Emergency

These are shutdowns that must occur immediately because the hazard represents a high risk to occupants, buildings and/or equipment. In this situation the WACHS Midwest Tier 4 / Nominated Officer - Head of

Department and WACHS Midwest Maintenance Manager must be informed as soon as practicable. Where possible, before any isolations are undertaken, the impacts to health services must be considered and mitigated.

**Note:** A detailed [Safety Risk Report Form](#) (SRRF) is to be submitted detailing the incident, scope of works undertaken and cause for investigation.

### 2.3 Shutdown Notice

The shutdown notice provides details of the shutdown request and serves to officially notify all parties that will be affected. This is to be issued to the Department three (3) days prior to shut down.

Upon completion of the shutdown, the Department is verbally notified by the relevant trade, and work order in the AGILITY system is returned to engineering for close out. If works are being completed by a Contractor, a member of WACHS Midwest staff responsible for the works will provide an update to their Line Manager and the job will be closed out.

### 2.4 Completion of Works

Upon completion of work, the Contractor or persons/business undertaking the works shall certify that:

- The work is complete
- The area has been inspected and made safe
- Applicable testing/certification has been conducted for all restored services (i.e. alarms, medical gas, temperature, negative pressure flow rate, water quality etc.)
- All services have been restored and verified, and
- WACHS Midwest Nominated Officer has been notified in order to notify all impacted staff.

Upon being notified that work is complete, the WACHS Midwest Nominated Officer shall:

- Confirm that the workplace has been checked and cleared as safe
- Notify all impacted staff and departments
- Complete section 4 of the NoW form and finalise any Automated Action assigned for your responsibility in TRIM, closing out the NoW.

## 3. Definitions

Contractor / Head Contractor	The person or company whose tender has been accepted and with whom the Contract has been entered into
CWPO	Capital Works Project Officer

DoF	Department of Finance
DoH	Department of Health
HSM	Health Service Manager
ICT	Information Communications Technology
Notification of Works (NoW) Form	A NoW Form provides a formal check to ensure all elements of a safe system of work are in place for the interruption or impairment of services to manage any impact on the health and safety of persons, including patients, consumers and property of WACHS Midwest
OSH	Occupational Safety and Health
OSH or DoH Nominated Officer	The OSH or DoH Nominated Officer is a WACHS Midwest nominated person who has sufficient authority, skills and experience to address the safety requirements of the work to be undertaken
PPM	Planned Preventative Maintenance
REMO	Regional Electrical Maintenance Officer
RPO	Redevelopment Project Officer  A person responsible for delivering a portfolio of Redevelopment Works Projects. The project delivery is from the planning phase through to the on-ground delivery across a broad range of Asset categories
SRRF	Safety Risk report Form - Reporting work related incidents, accidents and hazards to allow a suitable level of investigation to take place, with aim to reduce the risk of a similar incident/accident happening again.  For this reason, the reporting forms (Safety Risk Report Form) should be looked at as an investigative tool not merely a reporting form
Service Provider	A competent person/business who has been given permission in writing by the WACHS Midwest to carry out the works  The Service Provider may be a WACHS Midwest staff member or an external contractor
Shutdown Notice	Internal Memorandum
Sub-contractor	A person or business which has a contract (as an "independent contractor" and not an employee) with the contractor to provide some portion of the work or services on a larger project which the contractor has agreed to perform

WACHS	WA Country Health Service
WACHS Midwest Nominated Officer – Head of Department	WACHS Midwest Nominated Officer – Head of Department is a competent person who determines the impact of the interruption of the service on the clinical area or department and determines whether the interruption can proceed

## 4. Roles and Responsibilities

### 4.1 WACHS Midwest Redevelopment/Capital Works Projects Officer (RPO/CWPO)

WACHS Midwest RPO/CWOP is responsible for:

- Processing Redevelopment Contractor Inductions
- Controlling and progressing all Major Capital Works NoW approvals with key stakeholders by complete sections 2 and 4 of the NoW form
- Liaising with the design team and DoF (if required)
- Drafting Shutdown Notices to be signed by the WACHS delegate and final approval sits with the WACHS Midwest Tier 4
- Distributing Shutdown Notices to all staff as a formal notification of works that could impact operations
- Forwarding final approval to the contractor via Project Document Management System
- Completing 'Normal Services Resumed' following discussion with the necessary key stakeholders e.g. WACHS Midwest Maintenance Manager or their delegate, REMO, ICT, HSM

### 4.2 WACHS Midwest Maintenance Manager

WACHS Midwest Maintenance Managers, or their delegate, are responsible for:

- Providing a central reference point for all PPM shutdowns
- Creating and monitoring of PPM schedules
- Communicating between all parties concerned or affected by a PPM shutdown
- Promoting this procedure within their areas of responsibility and ensuring it is circulated, understood and applied
- Ensuring that personnel use and understand comply with this procedure
- Ensuring resources (financial and people) are available to support this procedure
- Conducting random audits/inspections of the NoW program in accordance with this procedure, to ensure compliance with this procedure
- Ensuring the NoWs are discussed at prestart meetings as appropriate to ensure quality and to highlight any unique findings
- Providing feedback to employees and contractors
- Reviewing the NoW, completing appropriate sections in its entirety and holding discussions with the affected WACHS Midwest Nominated Officers – Head of Departments, Tier 4 or their delegates and/or WACHS Midwest

RPO/CWPO to ensure the proposed NoW covers all their concerns and allows them to operate with minimal impact. Once these approvals have been gained, the WACHS Midwest Maintenance Manager or their delegate meets with the Tier 4 and goes through the form to get final sign off and Shutdown Notice is created

- Reviewing the impact of the proposed disruption specifically to the engineering department
- Signing 'Normal Services Resumed' following discussion with the necessary key stakeholders e.g. REMO, ICT, HSM

### 4.3 WACHS Midwest Nominated Officer - Head of Department

WACHS Midwest Nominated Officer – Head of Department, with appropriate delegated authority, is responsible for:

- Determining the impact of the interruption of the service on the clinical area, patients or department and determines whether the interruption can proceed
- Being involved in planning meetings to advise of any potential, perceived or actual impact to operations
- Reviewing the NoW, completing appropriate sections in its entirety specifying whether additional controls, notifications or advice during the works are required by the Contractor in undertaking works

**Note:** In some cases, this will be more than one WACHS Midwest Nominated Officer – Head of Department, where several departments are impacted

### 4.4 WACHS Midwest Tier 4

WACHS Midwest Tier 4 or delegate is responsible for:

- Reviewing the NoW, completing appropriate sections in its entirety and providing approval within three (3) working days of receiving endorsed NoW Form

**Note:** In some cases, this may be less than three (3) depending on individual circumstances and urgency

## 5. Compliance

WACHS Midwest staff, Contractors or Sub-Contractors found to be working without an approved NoW form or working outside the agreed form conditions will be required to cease work immediately and may be subject to performance review.

Failure to obtain the required form approval or failure to comply with legislative safety requirements may affect contracted work with WACHS Midwest.

This procedure will be reviewed on a five yearly basis.

### 5.1 Training

The following minimum training requirements are applicable to this procedure.

Role:	Training Description:
WACHS Midwest Nominated Officer	Internal course approved by WACHS Midwest addressing Notification of Works Procedure
Service Provider/Contractor	Internal course approved by WACHS Midwest addressing Notification of Works Procedure

## 6. Records Management

All WACHS Midwest corporate records must be stored in the approved Electronic Documents and Records Management System.

### [Records Management Policy](#)

The following documents inform this procedure;

- [Help sheet – How to send & receive records](#)
- [Help sheet – Invoice/General/MAAS – Actions – User guide](#)
- [Help sheet – Processing Invoices \(Non-Supply\) with Action Tracking for approval in Records Manager](#)

## 7. Evaluation

The NoW procedure shall be included in the WACHS Midwest Safety Audit Schedule using the Workplace Inspection Guideline and be monitored and verified by spot checks. Spot checks to be carried out by Line Managers, OSH Coordinator, Health Safety & Wellness representatives or WACHS Midwest Nominated Officers.

## 8. Standards

[National Safety and Quality Health Service Standards](#) - 1.10, 1.29, 2.01

## 9. Legislation

- [Occupational Safety and Health Regulations 1996](#)

## 10. References

- [Risk Assessment Tables for the WA Health System](#)
- [Notification of Works \(NoW\) Form Instructions](#)
- [Notification of Works \(NoW\) Responsibilities & Expectations of External Contractors](#)



### 11. Related Forms

The following documents are mandatory pursuant to this procedure:

- [Notification of Works \(NoW\) Form – Electronic Version](#)
- [Notification of Works \(NoW\) Form – Printable Version](#)
- [Notification of Works \(NoW\) Planning Notes](#)

The following documents inform this procedure (i.e. documents are not mandatory to the implementation of this procedure but may *support* implementation):

- [WACHS Contractor Induction Booklet](#)
- [WACHS Safety Risk Report Form](#)
- [Work Safety Audit Schedule](#)
- [Workplace Inspection Guideline](#)

### 12. Related Policy Documents

[Risk Assessment Tables for the WA Health System](#)

### 13. Related WA Health System Policies

Nil.

### 14. Policy Framework

[Infrastructure \(Assets Management\)](#)

**This document can be made available in alternative formats  
on request for a person with a disability**

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