

1 PURPOSE

To describe the requirements for the management of service providers/contractors whilst engaged by the University of Melbourne to ensure occupational health and safety:

- responsibilities and accountabilities are defined, allocated and communicated;
- performance delivery requirements are identified, evaluated and incorporated into purchasing (contract) specifications of all service providers/contractors;
- requirements or specifications of the contract can be met by the service provider/contractor;
- specific location requirements are identified, evaluated and incorporated into purchasing (contract) specifications of all service providers/contractors working at University of Melbourne controlled workplaces; and
- environment, health and safety performance of the service provider/contractor is monitored and reviewed.

2 SCOPE

This requirement applies to acquisition of services by the University of Melbourne and each of the University's controlled entities.

3 DEFINITIONS

Approved service provider/contractor

An organisation (or individual) with a contractual agreement with the University of Melbourne to provide a specific service or range of services in accordance with the contract terms and defined scope of contract schedule(s).

Authorising officer

An Employee with delegated authority to enter into contracts for the provision of services.

Contract

As defined in Section 7 of the Contracts Policy (MPF1247).

Contract manager

The University of Melbourne representative responsible for overseeing and managing delivery of a defined scope of contracted services.

Contractor

An organisation (or individual) engaged by the University of Melbourne by way of a contract to provide a service in accordance with the contract terms and defined scope of contract schedule(s).

High risk work

Work where the service provider/contractor personnel will attend University workplaces and perform work including:

- work on gas, electrical or other installations with energy sources
- work requiring the issuing of permits (eg hot work, confined space entry)
- work requiring specific licenses
- hazardous materials removal
- work at heights above 2 metres
- construction work (including refurbishment and demolition projects).

This category may also include work which has been assessed by the authorising officer as high risk via risk assessment.

Labour hire worker

A worker directly employed by a third party (agency) who performs work for the University of Melbourne, where the University acts as the host employer whilst maintaining a significant proportion of management and control of the workplace or systems of work.

Low risk work

Work which has the following characteristics:

1. Service provider/contractor personnel will not attend University workplaces; or
2. Service provider/contractor personnel will attend University workplaces and perform low risk work. This may include:
 - inspection services
 - delivery of materials
 - advisory, consultancy or audit services
 - repairs or service to low risk items of equipment.

This category may also include work which has been assessed by the authorising officer as low risk via risk assessment.

Medium risk work

Work where the service provider/contractor personnel will attend University workplaces and perform work including:

- repairs or service to plant or equipment
- repairs or service to fixtures or fittings
- work in restricted access areas of the University.

This category may also include work which has been assessed by the authorising officer as medium risk via risk assessment.

Service provider

An organisation (or individual) that has been engaged to provide a specific service or range of services for the University of Melbourne.

Service provider's/contractor's personnel

In this requirement all references to the service provider's/contractor's personnel includes:

- service provider/contractor;
- employees of the service provider/contractor;
- sub-contractors and employees of sub-contractors; and
- any other representative of the service provider/contractor.

Very high risk work

Work where the service provider/contractor personnel will attend University workplaces and perform high risk work that is large scale or long duration.

This category may also include other work which has been assessed by the authorising officer as very high risk via risk assessment.

Visitor

A person attending a University of Melbourne controlled workplace who requires the attention of a University of Melbourne representative to fulfil the purpose of their visit.

Works Order

A contract template used for the engagement of service providers/contractors by the University of Melbourne for the provision of specific one-off services, such as repair work.

4 REQUIREMENTS

4.1 Introduction to acquisition of services approval

The University has a variety of methods with corresponding documentation for purchasing services from service providers/contractors. These include:

- standard agreements (pre-approved and published by Legal and Risk); or
- non-standard agreements (after approval by Legal and Risk); or
- approved service providers/contractors (University-wide and local); or
- other agreed to method as per the definition of “contract” in the Contracts Policy (MPF1247).

Refer to [Legal and Risk - Standard agreements](#) web page and the [Contracts Policy \(MPF1247\)](#) for more information.

Standard agreements may be signed by an authorising officer, subject to the individual’s financial delegation, where there are no changes to the terms of the agreement or no “Special Conditions” inserted.

Non-standard agreements may only be signed by an authorising officer, subject to the individual’s financial delegation, where the contract has been reviewed and approved by Legal Services

Examples of **non-standard agreements** or **other agreed to method** include:

- standard agreements that have clause(s) within the agreement modified/removed; and
- works orders.

The University (or local area, such as a School/Division) may establish an **approved service provider** by entering into ongoing contracts with a service provider/contractor that has met the University's requirements.

4.2 Risk management for the acquisition of services

The acquisition of services may introduce health and safety risks which need to be identified, assessed and controlled. These risks can arise in relation to:

- service provider's/contractor's performance outcome (eg quality of work);
- service provider/contractors from the University's operations;
- service provider/contractors from the service provider's/contractor's own activities;
- University of Melbourne employees, students or visitors from service provider's/contractor's; activities;
- health and safety legal requirements; and
- University of Melbourne requirements.

The level of risk to the University varies in accordance with the:

- criticality of any health and safety risk controls within the plant, equipment, structure or installation that the service provider/contractor is working on, eg an interlock device
- location in which the service provider/contractor performs the work;
- level of supervision provided to the service provider/contractor; and
- inherent health and safety risk of the work being performed by the service provider/contractor.

4.3 Services provided off campus

When engaging service providers/contractors to provide services at a location which is not a University of Melbourne controlled workplace, the authorising officer must:

- engage the service provider/contractor in accordance with Section 4.1; and
- confirm the suitability of the schedule of work, taking into consideration any relevant:
 - health and safety legal requirements;
 - Australian Standards;
 - industry standards; and
 - designer's/manufacture's/supplier's recommendations.

4.4 Services provided on campus

When engaging service providers/contractors to provide services at a location which is a University of Melbourne controlled workplace, the authorising officer must:

- engage the service provider/contractor in accordance with Section 4.1; and
- confirm the suitability of the schedule of work, taking into consideration any relevant:
 - health and safety legal requirements;
 - Australian Standards;
 - industry standards; and

- designer's/manufacturer's/supplier's recommendations.

The authorising officer must ensure the service provider/contractor or labour hire worker engaged by the University has the ability to meet the relevant health and safety requirements of the contract or work to be performed.

The authorising officer must ensure that the following assessment criteria are considered prior to engaging a service provider/contractor for the following classifications of work at University of Melbourne controlled workplaces:

Low risk work

The service provider's/contractor's personnel receive a local induction, unless the personnel are accompanied at all times by an authorised representative of the University.

Medium risk work

The service provider's/contractor's personnel receive a local induction, unless the service provider's/contractor's personnel are accompanied at all times by an authorised representative of the University.

The service provider/contractor has suitable safe work procedures to safely undertake the works required, taking into consideration:

- health and safety legal requirements;
- risks to service provider's/contractor's personnel from the University's operations;
- risks to service provider's/contractor's personnel from the service provider/contractor own activities; and
- risks to University of Melbourne employees, students or visitors from service provider's/contractor's activities.

High and very high risk work

The service provider's/contractor's personnel receive a local induction.

The service provider/contractor has suitable safe work procedures to safely undertake the works required, taking into consideration:

- health and safety legal requirements;
- risks to service provider's/contractor's personnel from the University's operations;
- risks to service provider's/contractor's personnel from the service provider/contractor own activities; and
- risks to University of Melbourne employees, students or visitors from service provider's/contractor's activities.

The service provider/contractor has a suitable Health and Safety Management Plan unless the delivery of services is of such duration as to make the provision of a plan not reasonably practicable.

The [Health & Safety: Engage a service provider/contractor checklist](#) can assist the authorising officer to determine the suitability of the schedule of work as outlined in this section.

The [Health & Safety: Guidelines for service provider/contractor induction](#) can be referenced to assist with the induction process.

4.5 Monitoring and reviewing service provider performance

The authorising officer must ensure the service provider's/contractor's health and safety performance is monitored and reviewed to ensure continued adherence to relevant health and safety requirements or specifications of the contract. These monitoring and review process may be undertaken through:

- review meetings
- site meetings
- workplace inspections
- scheduled performance review processes

Where the service provider/contractor fails to meet the health and safety requirements or specifications of the contract, the authorising officer must take action in accordance with the terms of the contract. These actions may include:

- directing a service provider/contractor to cease work at a University of Melbourne controlled workplace, where there is serious and immediate risk to health and safety;
- directing a service provider/contractor to address and make safe or restore an area, plant, equipment, building or structure, where there is a serious and immediate risk to health and safety; or
- Issuing a non-conformance in relation to the performance of the health and safety requirements or specifications in the contract, detailing the alleged breach and providing sufficient time for the service provider/contractor to respond or rectify the alleged breach.

The authorising officer must review and take into consideration the service provider's/contractor's health and safety performance, prior to making decisions to extend or renew contracts for services.

Where appropriate the [Health & Safety: Engage a service provider/contractor checklist](#) can assist the authorising officer to monitor and review a service provider/contractor performance.

4.6 Contract documentation – general health and safety requirements

The General Council and Executive Director, Legal and Risk must ensure that all standard agreements for the acquisition of services by the University of Melbourne includes health and safety responsibilities and accountabilities.

The authorising officer must ensure specific health and safety requirements are documented in contract schedules for the acquisition of services by the University of Melbourne, prior to entering any contract for the acquisition of services.

5 REFERENCES

Occupational Health and Safety Act 2004 (Vic)

[Contracts Policy \(MPF1247\)](#)

[Legal and Risk - Standard agreements](#)

6 RESPONSIBILITIES

General Council and Executive Director, Legal and risk

Authorising officer

Contract manager

Service provider/contractor

7 ASSOCIATED DOCUMENTATION

7.1 Processes

[Health & Safety – Select and engage a service provider/contractor](#)

[Health & Safety – Monitor and review a service provider/contractor](#)

7.2 Forms

[Health & Safety: Engage a service provider/contractor checklist](#)

7.3 Guidance

[Health & Safety: Guidelines for service provider/contractor induction](#)