

Out Of Hours Work - Water

Standard Operating Procedure

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Unit/s: Water and Wastewater Operations

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This document MUST be read in conjunction with the relevant Safe Work Method Statements/ Risk Assessments (SWMS RA's).

Purpose & Scope

To provide a uniform standard guide as to the standard operating procedure of performing out of hours work. The scope that this procedure covers includes:

- How Water Unit manages the after-hours system;
- How Water Unit manages an on-call system;
- Call-outs to customer properties for advice or conducting work;
- Work on Council owned facilities / assets due to faults, alarms or public concerns;
- Routine after hours work typically at Treatment Plants;
- Inspections / work in public areas for repairs to infrastructure (e.g. mains break); and
- Emergencies due to asset failures.

The scope does not include the occasions where staff continue on a job after the normal finishing time. Please also note that the Water & Wastewater Unit has an After Hours Council Procedure Document that should be referred to. That document provides rules for staff involved in after-hours work.

Pre Planning

1.0 On-call system

The Water Unit operates an in-house after-hours system that schedules on-call for nominated staff so they know in advance when they will be undertaking this work. The schedule rotates weekly for Water Reticulation, Wastewater Reticulation, Electrical, Mechanical and various Plants. Rotation occurs each Thursday. Staff participating in on-call work need to have sufficient experience in the area of work to be capable of understanding and acting appropriately to the different call-out types. The system provides a prioritised weekly list of staff available to be called out if assistance is needed on any job.

2.0 Routine after hours work

The Water Unit does have routine after-hours jobs that have been identified as being safe to undertake by a single staff member. Typically this are completed at treatment plants on weekends. This procedure encompasses this type of after-hours work and employees are required to follow the lone worker procedures and only complete identified routine tasks. Where larger tasks are identified the employee needs to assess the risk and obtain the necessary additional resources to undertake work safely.

3.0 Equipment

Supervisors must ensure that call out employees have been trained to use emergency situation equipment including communication equipment. Typical equipment for completing a call-out includes computer, dedicated mobile phone with good coverage, call-out sheets to indicate available staff for call-out and appropriate vehicle fitted with required equipment.

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Employees are to check all equipment, including phones and communication arrangements prior to leaving for the call out.

4.0 Out of Hours Service Provider

1. The public accesses Council's contract 'after-hours' service by phoning free call 1800 818 326 or Council's main phone number of (02)66 702 400. This is a contracted service with OracleCMS. The service operates whenever Council's Contact Centre is not in operation, i.e. from 4.30 pm to 8.30 am on working days (Monday to Friday) and 24 hours per day on weekends and all public holidays. Water & Wastewater calls received by Contact Centre staff between 4:00pm to 4:30pm weekdays are also directed to this service.
2. The service determines the relevant action from provided dialog and sends an SMS to either the Water or Wastewater On-call phone as well as the On-call Supervisor.
3. On call supervisor and operator receives the message that provides a brief description of problem.
4. On call Operator acknowledges receipt of message by calling the afterhours service on **0381 997 569**. *This is the message acknowledgement number*. Alternatively, the operator can reply to the SMS to acknowledge. The must reply to the SMS received with the Call Reference Number ONLY – do not include any other characters as this will affect the automatic acknowledgement). *Copy reference number --> select REPLY --> Paste reference number --> SEND.job.
5. If Operator fails to acknowledge message, the afterhours service resends after 10 mins, if no response after 5 minutes, they will call the on-call phone, then the on call operator's direct mobile number and if not answered, they will call the Supervisor's direct mobile number.
6. The On call Operator will initially call the customer to further understand the problem before actioning.
7. Supervisor is used as a backup and point of liaison for the Operator to determine actions on more difficult problems.
8. The afterhours service will log all messages and email them in real time to Council Water Administration to create Customer Service Requests (CSR).
9. If required Supervisor/On-call Operator will arrange additional staff plant, materials, equipment and traffic control.
10. Council Water Administration staff update the roster sheet each Thursday via the OracleCMS Roster Portal with the names and numbers for the on-call positions for the coming week.
11. Water quality complaints will be escalated to the On-call Water Treatment Plant Operator by the Water Operator unless they are a simple ones as define in the water quality complaints procedure.

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1.0 Call outs

The on-call staff member for the particular work group is responsible for any after-hours call-out. Supervisors must ensure these employees have been given the relevant information, appropriate instructions and training; and have been made aware of all potential hazards and appropriate risk management procedures. The staff member needs to know the procedure for vehicle breakdown and what to do in the case of an accident or injury.

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The on-call staff member need to risk assess the work involved to firstly determine whether a call-out can be completed on their own or if additional resources are required. When working alone section 2 of this document should be consulted.

Where additional resources are required the on-call staff member is required to arrange these. They need to carry out a risk assessment on-site and arrange appropriate and sufficient resources to make the site safe for work to be carried out.

In both instances typically the following resources may be needed:

- Additional staffing and plant;
- Location of services – Using plans, a locator or DBYD services if time permits;
- Traffic control – Typically in-house by trained staff;
- Barricades and signage – For workers and public safety;
- Plans

2.0 Working Alone

For routine after-hours lone worker jobs and for staff that have assessed the risks and decide an after-hours job can be undertaken or inspected alone, Council provides a lone worker check in service through our external pager service. The employee must utilise this service if working alone and follow the 'Lone Worker Check-in Service with Oracle CMS – Standard Operating Procedure' (Link:

<http://staffintranet/Download.aspx?Path=/OMS/Documents/Lone Worker Check In.pdf>)

In accordance with the Lone Worker Check-in Service with Oracle CMS – Standard Operating Procedure, escalation will be in accordance with the following table:

WORKGROUP	ESCALATION 1	ESCALATION 2	ESCALATION 3	ESCALATION 4	ESCALATION 5
Reticulation	Supervisor On-Call (roster)	Supervisor - Chris O'Dwyer 0408 161 300	Ops Engineer - Peter Haywood 0427 286 435	Operations Manager Brie Jowett - 0434 730 383	
Electrical/Technical/Mechanical	Electrical On-Call (roster)	Electrical2 On-Call (roster)	M&E Engineer - Chris Gripton 0432 607 360	Ops Engineer - Peter Haywood 0427 286 435	Operations Manager Brie Jowett - 0434 730 383
Wastewater Plant	Supervisor On-Call (roster)	Plant Engineer - Bing Lu 0438 436 180	Ops Engineer - Peter Haywood 0427 286 435	Operations Manager Brie Jowett - 0434 730 383	
Water Plant	Supervisor On-Call (roster)	Process Engineer - Marty Hancock 0418 463 188	Ops Engineer - Peter Haywood 0427 286 435	Operations Manager Brie Jowett - 0434 730 383	
Engineer	Ops Engineer - Peter Haywood 0427 286 435	M&E Engineer - Chris Gripton 0432 607 360	Operations Manager Brie Jowett - 0434 730 383	Manager Water - Anthony Burnham 0427 239 396	

The service provider will have the relevant contacts list to escalate to the person(s) provided in this table. It will then be that person's responsibility to evaluate the situation and determine an appropriate course of action. The responsible person will communicate back to the service provider. Where the service provider has exhausted the escalation list for the workgroup they shall call any other contact on the list until someone is contacted.

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3.0 Change in conditions

When on-site the nature of work, weather condition or other site influences could change the risk to the staff. Where this is the case the staff need to stop and reassess the risks to ensure sufficient controls are in place and staffing levels are appropriate.

4.0 Fitness for work

1. Staff must ensure they are under the legal alcohol limits and not adversely affected by prescribed medication.
2. Be aware of the added dangers resulting from fatigue (refer section 5.0), particularly when working extra hours. Make prior arrangements for adequate meal and rest breaks.
3. Ensure award conditions relating to minimum breaks are observed before returning to normal shifts.

5.0 Fatigue Management

After hours response and particularly emergency response organisation is stressful and tiring, and major events may extend over several days (e.g. high rainfall events). Remote response, On-Call and Call out Staff, including supervisors, will require rotation to allow rest.

In managing time of Response Staff, all persons shall be mindful of the provisions of clause 18A(v) of the Award:

An on-call or called-out employee (other than a casual) is entitled to a 10 hour break if they:-

- (a) work four or more hours overtime after the completion of an ordinary shift and does not receive ten (10) consecutive hours off duty in the fourteen (14) hours immediately preceding the commencement of their next ordinary shift, or
- (b) work overtime after the completion of two consecutive ordinary shifts without receiving ten (10) consecutive hours off duty.

It is recognised that fatigue can contribute to a higher risk of accidents.

- A person who has been awake for 17 hours faces the same risk as a person who has a Blood Alcohol Content (BAC) reading of 0.05 g/100ml. They are therefore twice as likely to have an accident.
- A person who has been awake for 24 hours will have a performance similar to a person who has a BAC of 0.1 g/100ml.
- A person with less than six hours sleep (in 24hrs) will be at about double the risk of an accident or injury.
- Less than five hours sleep (in 24hrs) is considered a measurable impairment that's inconsistent with safe work.

So as to minimise the risk of fatigue, all staff are required monitor their hours worked and to notify their relevant supervisor, engineer or manager at the point in time when any of the following occur, or:

- They feel fatigued
- They have worked for more than 12hours
- They have had less than 6hours sleep within the last 24hours
- If they believe the job will extend so that any one of the above 3 conditions will apply.

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The purpose of this notification is such that the staff can discuss the situation, assess risks, develop fatigue management plans and reassess risks appropriately. Staff should consider the expected duration of the response/work at hand and implement resource planning for relief and shifts as appropriate. It is acceptable for supervisors to self-arrange relief by another supervisor with notification to the relevant Engineer or Manager.

When staff identify themselves as being fatigued and/or requiring a 10hour break, and there is no ongoing response beyond business as usual for the next normal working day (Monday to Friday) an sms or email before 6:30am advising the reason to their supervisors is acceptable and preferred.

The following flowchart can be used in relation to fatigue management process:

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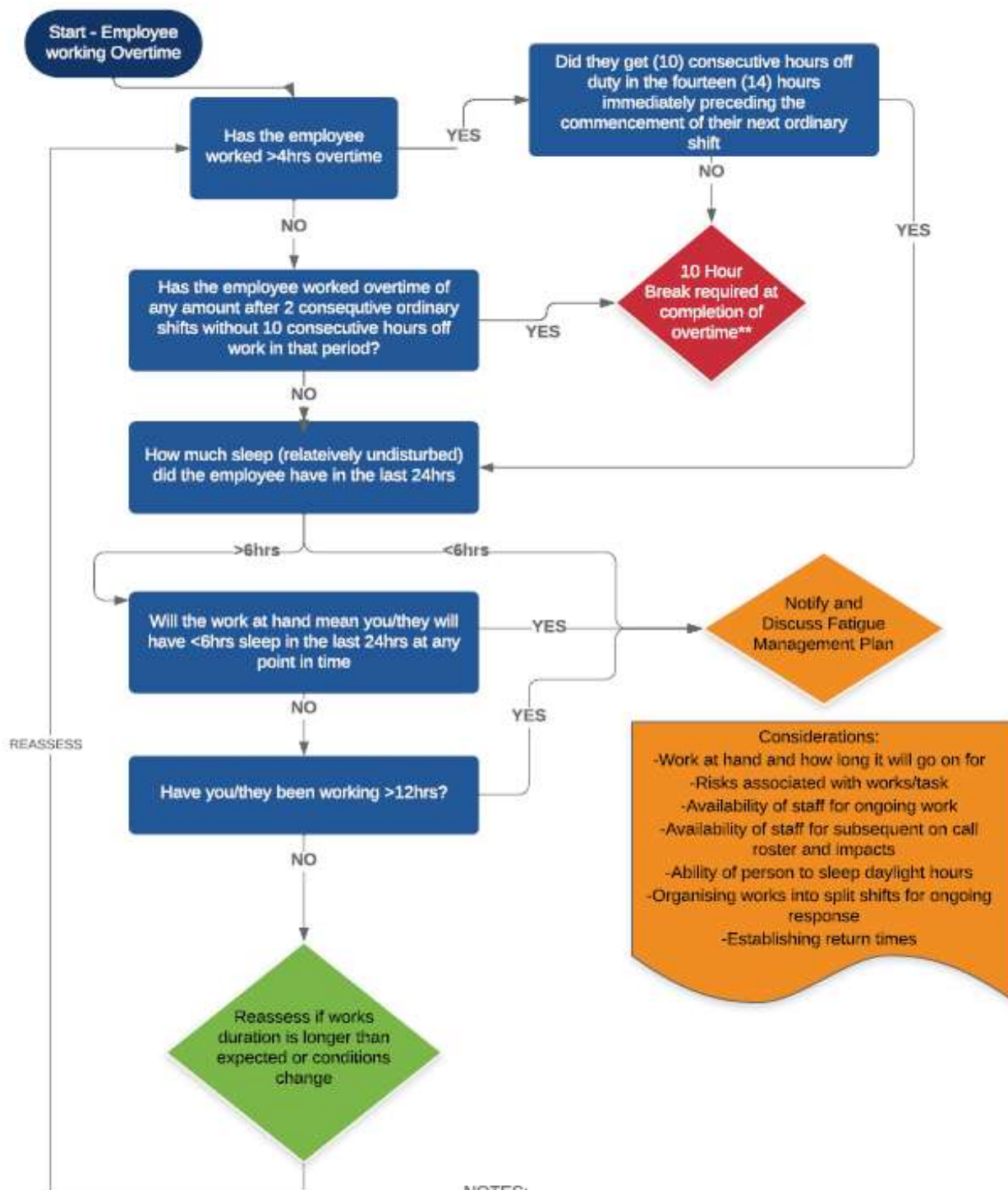
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TWEED
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FINAL Fatigue Management Flowchart

bjowett | October 13, 2020



NOTES:

**For emergency situations which where alternate options have been investigated and don't exist, the employee is able to be directed (where considered safe) to resume work before the completion of the 10 hour break on the condition they are double ordinary rates until released from duty at this point are entitled to a ten hour break without loss of pay

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6.0 Powers and Duties

1. Many Council officers have delegated authority and “power of entry” under the Local Government Act and the Environmental Planning and Assessment Act. Proof of identity and delegated authority should be carried on the officer’s person at all times. In cases of challenge, withdraw and leave the matter in the hands of supervisors or Council solicitors.

Reporting requirements

On-call staff need to be aware of and be appropriately trained in reporting of afterhours work and events that need to reporting externally such water quality and sewer overflows.

The on-call participants also need to record relevant CRM’s for work undertaken and report on number and staff called-out.

Document & Data Control

All records will be properly stored, secured and retained in line with requirements of the Tweed Shire Council Document and Data Control Procedure.

Once printed this document is ‘uncontrolled’ always refer to TSC Intranet site for current authorised version.

Associated Documents	WHS Risk Management
Lone Worker Check-in Service with Oracle CMS – SOP	SWMS RA 0023: Remote and Isolated Work
Equipment and Materials	Records Requirements
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