	<b>REMOTE AND ISOLATED WORK PROCEDURE</b>	<b>Version No:</b> 5.0
		<b>Issued:</b> 09/08/ 2021
		<b>Review:</b> Dec 2025

## 1. Overview

The District Council of Peterborough "the organisation" recognises its obligation to manage risks to the health and safety of workers who undertake remote or isolated work.

In accordance with this obligation, the organisation will provide and maintain a system of work that includes effective communication with workers who work isolated from the assistance of other persons because of location, time or the nature of the work.

SIGNED:

CEO

Date: 9/8/2021


Chairperson, Health and Safety  
Committee ("HSC")

Date: 9/8/2021

## 2. Core components


The core components of the District Council of Peterborough's remote or isolated work procedure aim to:

- (a) Implement a system for the identification and recording of reasonably foreseeable hazards relating to remote or isolated work and the assessment and recording of risks once identified (on a prioritised basis);
- (b) Implement controls for remote or isolated work activities identified as part of the risk assessment process, based on the highest level of the Hierarchy of Control that is reasonably practicable;
- (c) Include remote or isolated work activities in the organisation's emergency response plan;
- (d) Require identified emergency procedures for remote or isolated work activities to be tested and improved, where necessary; and
- (e) Identify workers who undertake remote or isolated work and ensure they are provided with adequate training and information in relation to the work.


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### 3. Definitions

Assistance	Includes rescue, medical assistance and the attendance of emergency service workers. [as defined by the Work Health and Safety Regulations 2012 ("WHS Regulations"), Regulation 48(3)]
Competent person:	Competent person means – (a) For electrical work on energised electrical equipment or energised electrical installations (other than testing referred to in WHS Regulations 150 and 165) – a person registered to undertake work under the Plumbers, Gas Fitters and Electricians Act 1995; (b) For general diving work – see WHS Regulations 174 and 177; (c) For a major inspection of mobile cranes and tower cranes under WHS Regulation 235; (d) For inspection of amusement devices and passenger ropeways under WHS Regulation 241; (e) For design verification under WHS Regulation 252 – a person who has the skills, qualifications, competence and experience to design the plant or verify the design; (f) For a clearance inspection under WHS Regulation 473 – a person who has acquired through training or experience the knowledge and skills of relevant asbestos removal industry practice and holds: <ol style="list-style-type: none"> <li>A certification in relation to the specified VET course for asbestos assessor work; or</li> <li>A tertiary qualification in occupational health and safety, occupational hygiene, science, building, construction or environmental health; or</li> </ol> (g) For any other case – a person who has acquired through training, qualification or experience, the knowledge and skills to carry out the task. [as defined by the WHS Regulations, Regulation 5]
Emergency	An event that arises internally, or from external sources, which may adversely affect the occupant or visitors in a facility and which requires an immediate response. [as defined by Australian Standard AS 3745-2010: Planning for emergencies in facilities]
Hierarchy of Control	If it is not reasonably practicable for risks to health and safety to be eliminated, risk control measures which minimise the risk must be implemented, so far as is reasonably practicable, by doing one or more of the following: (a) Substituting (wholly or partly) the hazard giving rise to the risk with something that gives rise to a lesser risk, (b) Isolating the hazard from any person exposed to it, or (c) Implementing engineering controls. If a risk then remains, the remaining risk must be minimised, so far as is reasonably practicable, by implementing administrative controls. If a risk then remains, the remaining risk must be minimised, so far as is reasonably practicable, by ensuring the provision and use of suitable personal protective equipment. Note – a combination of the controls set out above may be used to minimise risks so far as is reasonably practicable if a single control is not sufficient for the purpose [as defined by the WHS Regulations, Regulation 36]

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Health and Safety Committee ("HSC")	<p>The functions of a Health and Safety Committee are:</p> <ul style="list-style-type: none"> <li>a) to facilitate co-operation between the organisation and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at work;</li> <li>b) to assist in developing standards, rules and procedures relating to health and safety that are to be followed or complied with at the workplace; and</li> <li>c) any other functions prescribed by the WHS regulations or agreed between the organisation and the Health &amp; Safety committee (HSC).</li> </ul> <p>[Work Health and Safety Act 2012 ("WHS Act") Section 77]</p>
Health and Safety Representative ("HSR")	<p>In relation to a worker, means the health and safety representative elected under Part 5 for the work group of which the worker is a member;</p> <p>[as defined by the Work Health and Safety Act 2012, Section 4]</p>
Off-site	<p>Anywhere other than the organisation's premises where work may be conducted, for example: workers' homes, public locations, parks, gardens or roads.</p>
Personal Protective Equipment ("PPE")	<p>Anything used or worn by a person to minimise risk to the person's health and safety, including air supplied respiratory equipment.</p> <p>[as defined in the WHS Regulations, Regulation 5]</p>
PCBU	<p>Person Conducting a Business or Undertaking</p> <p>[as defined in the WHS Act, Section 5]</p>
Remote or isolated work	<p>Remote or isolated work, in relation to a worker, means work that is isolated from the assistance of other persons because of location, time or the nature of the work.</p> <p>[as defined by the WHS Regulations, Regulation 48(3)]</p> <p>For the purpose of this procedure, remote or isolated work occurs if a worker works away from other persons; <u>for example</u>:</p> <ul style="list-style-type: none"> <li>(a) Undertakes road maintenance, repair or inspection alone;</li> <li>(b) Operates, installs, repairs or maintains plant alone;</li> <li>(c) Works alone in an office or other fixed base;</li> <li>(d) Works from home alone;</li> <li>(e) Works when everyone else has left the organisation's premises and gone home;</li> <li>(f) Attends call outs to work alone at night or after hours;</li> <li>(g) Starts very early in the morning and works alone;</li> <li>(h) Travels alone to areas where mobile phone coverage is poor or non-existent;</li> <li>(i) Drives long distances alone for work; or</li> <li>(j) Undertakes work alone in a location that may isolate them from help e.g. working in a roof space or on a roof.</li> <li>(k) Works in isolation with members of the public that may be unable to assist the worker should an incident occur, e.g. community workers</li> </ul>

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## 4. Procedure

- 4.1. The Senior Leadership Team must exercise due diligence to address the management of risks resulting from remote or isolated work activities across the organisation. This will include:
  - 4.1.1. Allocation of appropriate resources for the implementation and maintenance of remote and isolated
  - 4.1.2. Providing department managers and supervisors with training which enables them to identify and manage hazards associated with remote or isolated work;
  - 4.1.3. Ensuring that the Hazard/ Risk/ Corrective Action Register is maintained and monitored;
  - 4.1.4. Maintaining effective communication with workers about remote or isolated work issues;
  - 4.1.5. Consulting with workers on solutions to any issues/concerns that may arise;
  - 4.1.6. Overseeing the development and implementation of audit activities in relation to remote or isolated work; and
  - 4.1.7. Ensuring that relevant information is communicated to the HSC and workers.
- 4.2. Identification of hazards associated with remote or isolated work
  - 4.2.1. Department managers will identify reasonably foreseeable remote or isolated work situations or tasks in consultation with affected workers (and or their representatives) prior to the commencement of the remote or isolated work.
  - 4.2.2. Department managers will consult with other PCBUs whose workers may be undertaking remote or isolated work for the organisation, where their duties overlap, to identify hazards and check that the risk assessment process is undertaken.
- 4.3. Risk assessment
  - 4.3.1. The relevant department manager(s) will create a team to undertake the risk assessment of remote or isolated work activities. The team/s should consist of a competent person to lead the risk assessment process, a worker involved in the activity to be assessed, a HSR (where one exists for the work group) and the manager or supervisor.
  - 4.3.2. The risk assessment will be conducted in accordance with the Hazard Management Procedure and should consider, but not be limited to, the risks associated with:
    - (a) The length of time the person may be working alone, e.g. how long would the person need to be alone to finish the job?
    - (b) The time of day/night when a person may be working alone, e.g. is there an increased risk at certain times of day/night?
    - (c) Communication, e.g.:
      - i. What forms of communication does the worker have access to?
      - ii. Are there procedures for making regular contact with the worker?
      - iii. Will the emergency communication system work properly in all situations?
      - iv. If communication systems are vehicle-based, what arrangements are there to cover the worker when he or she is away from the vehicle?
    - (d) The location of the work, e.g.:
      - i. Are there particular reasonably foreseeable hazards associated with the work location that may require specific controls applies e.g. wildlife in the area, uneven ground surfaces, structures, trees or landmarks, mines, wells, or sink holes, inclines, or unstable ground.



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- ii. Is the work in a remote location that makes immediate rescue or attendance of emergency services difficult?
  - iii. What is likely to happen if there is a vehicle breakdown?
  - iv. The method of travel and associated risks, e.g. quad bike, motorcycle, 4WD, boat, etc.
  - v. Is accommodation required as part of the risk assessment process?
- (e) The nature of the work, e.g.:
- i. What machinery, tools and equipment may be used?
  - ii. Are high risk activities involved (e.g. work where there is a risk of fall, work with electricity, hazardous chemicals or plant)?
  - iii. Is fatigue likely to increase risk (e.g. long hours driving a vehicle or operating machinery)?
  - vi. Is there an increased risk of violence or aggression when workers have to deal with clients or customers by themselves?
  - vii. Can environmental factors affect the safety of the worker (e.g. exposure to inclement weather, days of extreme or high fire danger)?
  - viii. Is there risk of attack by an animal, including reptiles, and insects?
  - ix. Are there other potential emergencies associated either with the particular environment or activity?
  - x. Is there adequate lighting if working at night or in an enclosed building structure?
  - xi. Are they performing a task that requires a spotter is required?
  - xii. The skills and capabilities of the worker, e.g.:
  - xiii. What is the worker's level of work experience and training?
  - xiv. Is the worker able to make sound judgements about his or her own safety?
  - xv. Does the worker have any pre-existing medical conditions that may increase risk?
  - xvi. Can the risks of the job be adequately controlled by one person, e.g. are they working:
    - Where there is the risk of a fall?
    - With electricity, hazardous chemicals and/or plant?
    - Near or on the road way?
    - In confined spaces?
    - In excavations?

(In these situations it would be unlikely that working alone would be appropriate.)

### 4.4. Risk control

4.4.1. Risk control measures will be selected in accordance with the Hazard Management Procedure and by applying the Hierarchy of Control. The risk assessment should clearly indicate what control measures are to be used. Examples include, but are not limited to:

Elimination	Do not allow workers to work remotely or in isolation when legislative requirements identify specific controls (e.g. confined space) or the risk assessment indicates the risk is not controlled so far as is reasonably practicable. Eliminate the need for travelling long-distances alone (e.g. buddy system, teleconference, webinar) or at risky times of the day (e.g. at dusk or dawn when kangaroos or other wildlife hazards may present a risk).
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Substitution	Substitute less hazardous materials, equipment or chemicals for the task so as to minimise the risk.  Reschedule outdoor work for early morning or late afternoon, in inclement weather, as appropriate.
Engineering	Have the vehicles and plant maintained and serviced in line with manufacturer's or regulatory requirements, use guards to prevent access to dangerous parts (e.g. guards on Power Take Off shafts) or isolate the operator from the hazard (e.g. by the use of pressure switches on mowers).  Provide communication equipment suitable for use in the remote or isolated work environment, including where appropriate alarms, distress beacons, panic buttons and security systems e.g. adequate external lighting.
Administrative	In addition to the specific controls outlined above:  (a) Develop safe work procedures for the task, including emergency procedures and provide training.  (b) Avoid assigning staff with a known medical condition to tasks that may put the person or others at risk.  (c) Provide adequate building or personal security for out of hours work.
PPE	Provide and enforce use of suitable PPE in accordance with the organisation's procedures relevant to the task.

### 4.4.2. Specific Controls – Buddy system

- (f) If the risk assessment has identified situations where the worker should not work alone, for example jobs where there is a risk of violence or high powered tools or equipment may be used), or where work is carried out in confined spaces, then the first control measure to be implemented is to eliminate the risk by making sure workers do not work alone.
- i. Workers must not work unaccompanied in situations including, but not limited to, the following:
  - ii. Undertaking tasks where there is a risk of fall and the degree of harm is significant;
  - iii. Working with live electricity;
  - iv. Using hazardous chemicals;
  - v. Operating any plant capable of inflicting serious injury, such as chainsaws, lathes, power saws or firearms; or
  - vi. Working in confined spaces or in excavations >1.5m.

### 4.4.3. Specific Controls – Workplace layout and design

If the risk assessment has identified situations where the workplace layout and design impacts on worker safety, consideration will be given to redesign of the work surrounds to reduce the risk. For example, where there is a risk of violence, controls may include installing physical barriers, monitored CCTV and enhancing visibility.

### 4.4.4. Specific Control - Communication systems

- a) In controlling the risks of remote or isolated work, an effective system of communication will be in place.
- b) The type of communication system chosen will depend on the distance from the organisation's premises and the environment in which the worker will be located or through which they will be travelling.





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- c) Expert advice and local knowledge may be needed to assist with the selection of an effective communication system.
- d) Where a worker is working alone in a workplace that has a fixed line telephone, communication via the telephone is adequate, provided the worker is able to reach the telephone in an emergency.
- e) Mobile phones cannot be relied upon as an effective means of communication in many locations and may not be able to be used by the worker in an emergency situation. The risk assessment should to consider:
  - Coverage in the area where the worker will work (this should be confirmed before work commences);
  - Geographical features that may impede the use of mobile phones, especially at the edge of the coverage area;
  - Phone capabilities in terms of effective range from base;
  - Phone capability to sustain a signal for the entire period the worker is alone;
  - Whether there is a means of keeping batteries charged or having spares available;
  - Whether any gaps in coverage are likely (if so, other methods of communication should be considered).
- f) In situations where a telephone is not available or may not be accessible during and emergency, a method of communication that will allow a worker to call for help in the event of an emergency at any time will be chosen, for example:
  - Personal security systems (these need to be able to activate an appropriate safety response), including those with non-movement sensors or personal duress systems;
  - Radio communication systems;
  - Satellite communication systems; or
  - Distress beacons (including Emergency Position Indication Radio Beacons (EPIRB), Emergency Locator Transmitters (ELT) used in aircraft and Personal Locator Beacons (PLB) for personal use).


### 4.4.5. Specific controls - Movement records and contact strategies

- a) Department managers and supervisors will make sure a contact strategy for remote or isolated work is documented, implemented and tested.

The contact strategy will make sure contact is made between the manager or delegate and person working remotely or in isolation on a frequency based on the significance of the risks identified within the risk assessment. Good practice is for the organisation (or an agreed representative) to contact the worker every two hours as a minimum until the person completes the task and has stopped working in isolation or has returned to the organisation's premises or home (i.e. not working remotely or in isolation anymore) has returned home.

When identified by the risk assessment, satellite tracking systems or devices that have the capability of sending messages as part of a scheduled call in system and have distress or alert functions may be appropriate controls.

- b) When travel is being undertaken, department managers and supervisors should make sure a travel itinerary has been documented and provided by the worker before the travel commences.

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#### 4.4.6. Specific Controls- working from home

- (a) When implementing work from home arrangements, the management team should consider how workplace policies and procedures apply to workers working from home and make sure they are modified, as appropriate. This includes consideration of:
  - i. The appropriateness of the home environment for undertaking the work activities required and if there are any worker specific special needs that require consideration e.g. considerations for workers with disabilities, modifications to work hours to allow for family care, etc.
  - ii. How workers notify of incidents, injuries and changes in circumstances;
  - iii. The consulting and reviewing of work health and safety processes; and
  - iv. Arrangements and recording of attendance, timesheets, leave and other entitlements.
- (b) Before workers commence working from home, department managers and supervisors should:
  - i. Provide information and guidance on the ideal home office set up and how to identify, assess and control risks associated with working from home;
  - ii. Make sure the employee's home work area is free of risks, as far as reasonably practicable, in consultation with the worker;
  - iii. Implement procedures for how work will be performed and how regular contact with the worker will be maintained; and
  - iv. Test and tag work devices before allowing them to be taken home.

#### 4.4.7. Specific controls - Training, information and instruction

Department managers and supervisors will make sure workers are provided with information and training to prepare them for working alone and, where relevant, in remote locations. Training may include but is not limited to:

- a) Training in the safe work instruction for the task;
- b) Using communications systems;
- c) Safe driving (e.g. 4WDs, managing vehicle breakdowns, driving off-road vehicles or bush survival);
- d) Managing potentially aggressive clients;
- e) First aid training and use of first aid equipment appropriate to the activities being undertaken and the location of the task; and
- f) Training in relevant emergency response requirements (e.g. bushfire, flood, etc.).

#### 4.4.8. Specific controls – Supervision

- (a) Department managers and supervisors must make sure workers are provided with appropriate supervision based on the significance of the risks identified within the risk assessment for the tasks to be undertaken e.g. the higher the risk, the greater the level of supervision required.
- (b) Lone workers may need to be accompanied at first where they are:
  - i. New to a job;
  - ii. Undergoing training;
  - iii. Doing a job that presents specific risks; or





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iv. Dealing with new situations.

### 4.4.9. Specific controls – stress, mental health and well-being

- (a) Department managers must make sure the risks related to mental health are considered for lone workers, including for workers who have entered into working from home arrangements.
- (b) Department managers and supervisors must make sure processes are in place to:
  - i. keep in touch with lone workers through regular chats and meetings or provide other opportunities for lone workers to share concerns;
  - ii. provide clear instructions regarding workloads and expectations;
  - iii. keep lone workers and HSR's informed with updates as they become available;
  - iv. encourage lone workers to maintain start and finish times and take regular breaks;
  - v. provide continued access to an employee assistance program (EAP) and online support services;
  - vi. promote employees to be active, eat well and get outdoors;
  - vii. include lone workers in social events and work or team updates;
  - viii. include lone workers in any consultation on changes that may have unique implications for them; and
  - ix. provide relevant training to lone workers.

4.4.10. The risk assessment will clearly indicate what control measures are to be used.


4.4.11. Any hazards that are unable to be immediately controlled within the risk assessment process will be transferred to the Hazard/ Risk/ Corrective Action Register for further action and management. Department Managers and supervisors are responsible for ensuring work does not commence until the selected controls from the risk assessment are in place.

4.4.12. Each person involved in the job should sign their acknowledgement of the risk assessment/safe work procedure prior to work commencing.

4.4.13. The relevant department manager or supervisor will inform relevant persons about the control measures selected or corrective actions that have been implemented as a result of the hazard identification and risk assessment process. Meeting minutes and/or sign off on the risk assessment/safe work procedure should demonstrate that this has occurred.

4.4.14. The relevant department manager or supervisor will check that any new hazards that may have been introduced by the selected control methods are identified by:

- a) Monitoring and evaluating controls for effectiveness – e.g. in team meetings;
- b) Recommencing the risk assessment process if:
- c) New hazards are identified;
- d) A measure does not control the risk it was implemented to control, so far as is reasonably practicable;
- e) A change at the workplace has occurred that is likely to give rise to a new or different risk to health or safety that may not be effectively controlled; or
- f) The results of consultation indicate that a review is necessary or a HSC requests a review.
- g) Communicating the outcomes of the risk assessment process within the department or work group and to the HSC, as required.

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4.4.15. Department managers will coordinate activities with other PCBU's whose workers are undertaking remote or isolated work, so far as is reasonably practicable, if their duty of care overlaps.

4.4.16. A risk assessment/safe work procedure may be used repeatedly for generic tasks, providing that:

- a) No changes have been made to the work or working environment;
- b) The hazards are the same;
- c) The risk assessment is entirely relevant to the activity being undertaken; and
- d) It has been reviewed and signed off by relevant parties prior to the work commencing.

4.4.17. Any remote or isolated work that is not regularly undertaken or has been changed from a generic task will need a new risk assessment completed before the activity commences and any related safe work procedure must be updated.

4.4.18. The risk assessment/safe work procedure process and findings will be documented.

#### 4.5. Incident management


4.5.1. Any person involved in an incident will take whatever steps are necessary to control the hazard (if safe to do so), seek first aid or emergency assistance (if required) and report the incident to their manager as soon as reasonably practicable. The manager will direct action as required.

4.5.2. A worker engaged in rescue activities or a first aid officer should follow the control measures documented in the organisation's emergency plan for the work activity involving remote or isolated work.

4.5.3. Any notifiable incident will be reported to the Regulator, [SafeWork SA](#) by the fastest possible means (telephone 1800 777 209 - 24 hours a day) immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

4.5.4. Any incident occurring that involves electricity or an electric shock, gas or plumbing must be reported to the [Office of the Technical Regulator](#) (telephone: 8226 5518; Business Hours or 1800 558 811 After Hours):

- (a) In the case of a death resulting from the incident - immediately by telephone
- (b) In the case of a person requiring medical assistance resulting from the incident - within one working day of the incident
- (c) In any other case that involves electricity - within ten working days of the incident
- (d) Gas incidents resulting in damage to property of \$5,000 or more – within ten working days of the incident
- (e) Gas incidents involving a gas infrastructure pipeline (operating above 1050 kPa) resulting in any injury or damage to property, or incidents requiring the attendance of a fire brigade – within one month from the date of the incident.
- (f) In the case of Water or Sewerage system incidents;
  - i. For Priority type 1 incidents – Verbal notification immediately by phone to the emergency primary contact as listed in the protocol and written notification within 24 hours by email ([otr.wsinfrastructure@sa.gov.au](mailto:otr.wsinfrastructure@sa.gov.au)) / hard copy delivered to Office of the Technical Regulator (GPO Box 320 Adelaide, SA, 5001)
  - ii. For Type 1 incidents - Verbal notification within 3 hours by phone to the emergency primary contact as listed in the protocol and written notification within 24 hours by email ([otr.wsinfrastructure@sa.gov.au](mailto:otr.wsinfrastructure@sa.gov.au)) / hard copy delivered to Office of the Technical Regulator (GPO Box 320 Adelaide, SA, 5001)

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- iii. For Type 2 incidents - Verbal notification may be provided by telephone, and written notification must be provided within 10 working days.  
Further guidance can be found in the : Water and Sewerage Infrastructure Incident Notification and Communication Protocol V6 – March 2021  
[https://www.sa.gov.au/\\_\\_data/assets/pdf\\_file/0009/155349/Water-and-Sewerage-Infrastructure-Incident-Notification-and-Communication-Protocol-Version-20210304.pdf](https://www.sa.gov.au/__data/assets/pdf_file/0009/155349/Water-and-Sewerage-Infrastructure-Incident-Notification-and-Communication-Protocol-Version-20210304.pdf)


- 4.5.5. Whenever any statutory reports have been made, the Infrastructure and Operations Manager will ensure that the LGAWCS has been notified.
- 4.5.6. Any claim for worker's compensation should be reported in accordance with the workplace Injury Management Procedure.
- 4.5.7. The Incident Reporting and Investigation Procedure should be complied with, including the requirement that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs. The site may be disturbed in order to:
- 4.5.7.1. Assist an injured person;
- 4.5.7.2. Remove a deceased person; or
- 4.5.7.3. If essential, make the site safe or minimise the risk of a further notifiable incident.
- 4.5.8. If the activity is at a work site under the control of a host organisation, the incident should also be reported to the host organisation's relevant representative.

#### 4.6. Emergency management

- 4.6.1. Emergency procedures and contact strategies developed for remote or isolated work will form part of the organisation's emergency plan and be subject to regular testing, monitoring and review as described by that document.
- 4.6.2. The management team will make sure the organisation's emergency plan includes assistance for remote or isolated workers that covers contact strategies, rescue, medical assistance and the attendance of emergency service workers.
- 4.6.3. The management of emergencies in or on the organisation's premises (e.g. fire) should occur in accordance with the Emergency Management Procedure, emergency plan and/or site emergency procedures.

NOTE: The following is an example of an emergency response, this should be tailored and be specific to the Council's needs.

- 4.6.4. If a worker fails to make contact with their manager or delegate at the nominated time when undertaking remote or isolated work:
- The department manager or delegate will make an attempt at contact as soon as possible and within 15 minutes;
  - If this attempt fails, the department manager or delegate will attempt to contact the worker by any means (e.g. at hotel/ accommodation where relevant, at remote or isolated off-site workplace, via next of kin/emergency contact; sending workers from nearest depot to search) and activate the emergency response plan (if required);
  - If there is no response to these activities, the department manager (e.g. Depot Supervisor) will communicate the situation to the Senior Manager (e.g. Infrastructure and Operations Manager). The Senior Manager will determine further action to be taken;

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- d) If contact with the worker has not been made within one hour, the Senior Manager (e.g. Infrastructure and Operations Manager) should contact and brief emergency services are contacted and briefed. Any instructions issued by emergency services should be followed;
- e) The Senior Manager should communicate with the CEO, Administration Manager and LGAWCS once emergency services have been briefed; and
- f) The CEO should manage next-of-kin/ emergency contact communication.

Dependent upon the emergency, the Administration Manager should offer counselling (which can be provided through the LGAWCS) to workers, as required.

4.6.5.If emergency services inform the organisation that an emergency situation involving a worker has occurred:

- a) The Senior Manager (e.g. Infrastructure and Operations Manager) or delegate should communicate the situation to the CEO the Administration Manager; and LGAWCS and provide regular updates on the status and progress of the emergency event;

The Administration Manager should manage next-of-kin/emergency contact communication, dependent upon the emergency and offer counselling to workers, (which can be provided through the LGAWCS) as required;

- e) If an emergency situation has occurred that results in a notifiable incident, follow the steps outlined in 4.5.

#### 4.7. Monitoring and evaluation

4.7.1.Department managers will make sure that the remote and isolated control measures implemented for work activities remain effective. This may require department managers to establish a schedule for:

- a) Periodic inspections and testing of remote or isolated work and associated processes and controls (e.g. from the risk assessment - communication, buddy systems, workplace design, etc.) to make sure the control measures are fit for purpose, suitable for the nature and duration of the work, are operating and being used correctly;
- b) Checking that training and competency requirements are maintained; and
- c) Checking that plant and equipment testing and maintenance has occurred.

4.7.2.Department managers will review and revise existing risk control measures, using the same methods as the initial hazard identification process:


- a) When the control measure does not minimise the risk so far as is reasonably practicable;
- b) Before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control;
- c) If a new hazard or risk is identified;
- d) If the results of consultation with workers indicate that a review is necessary; and
- e) If a HSR requests a review.

4.7.3.The HSC will monitor the Hazard/ Risk/ Corrective Action Register during its meetings. A report will be presented to the management team listing outstanding items requiring direction or enforcement.

4.7.4.The management team will regularly review hazard and incident statistics related to remote or isolated work, audit results, legislative changes and other relevant information and direct action when required. Outcomes of discussion and actions undertaken will be recorded.

4.7.5.The management team will:

- a) Include the Remote or Isolated Work Procedure as part of the ongoing management review process and report the findings of internal audits, as relevant; and

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- b) Set, monitor and review objectives, targets and performance indicators for the remote or isolated work process, as relevant.

## 5. Training


- 5.1. The training needs analysis will identify the training needs for workers managing and undertaking remote or isolated work activities.
- 5.2. Workers undertaking remote or isolated work will be trained and/or assessed as competent for the activity being undertaken.
- 5.3. Workers undertaking remote or isolated work will be trained in:
  - 5.3.1. The requirements of this procedure and other related procedures;
  - 5.3.2. Developing a [risk assessment/safe work procedure] when that is part of their job function;
  - 5.3.3. The safe work procedure for the particular task, including:
    - a) Communication method and strategy and use of communication and tracking devices, as relevant;
    - b) The type of control measures required for the activity being undertaken;
    - c) First aid and emergency procedures;
    - d) Procedures for reporting hazards and incidents; and
    - e) Any other relevant matter.
  - 5.3.4. The relevant department manager or supervisor will make sure that the [risk assessment /safe work procedure] is explained to the worker/s involved in the activity and is signed by each worker before any work commences.
  - 5.3.5. Any person required to undertake remote or isolated work regularly will be trained in basic first aid.
  - 5.3.6. Other PCBUs should be made aware of the Remote or Isolated Work Procedure during the contract tendering process or before contract agreement.

## 6. Records

The following records will be maintained:

- 6.1. Risk assessments
- 6.2. Safe work procedures, SWIs (or other documentation generated as administrative controls)
- 6.3. Training and competency records
- 6.4. Plant and equipment maintenance records
- 6.5. Emergency plans and procedures
- 6.6. Communication Plans/ Contact Strategies
- 6.7. Incident reports
- 6.8. First aid records
- 6.9. Statutory notifications
- 6.10. Hazard/ Risk/ Corrective Action Register
- 6.11. Contact agreements involving remote and isolated work

All records will be managed in line with the current version of General Disposal Schedule 40 for Local Government ("GDS40").

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## 7. Responsibilities

7.1. The Senior Leadership Team is accountable for:

- 7.1.1. Checking that the organisation manages hazards relating to remote or isolated work in accordance with legislative requirements;
- 7.1.2. Approving reasonably practicable expenditure necessary to manage remote or isolated work activities;
- 7.1.3. Checking that the organisation's emergency plan is in place (which includes first aid and response procedures to be followed in an emergency) and is being tested regularly;
- 7.1.4. Setting objectives, targets and performance indicators for remote or isolated work, as relevant;
- 7.1.5. Providing managers and supervisors with training which enables them to:
  - a) Apply the requirements of this procedure to the areas and activities under their control; and
  - b) Maintain an adequate and reliable system for regular communication with persons working in isolation or remotely.
- 7.1.6. Monitoring the [Hazard/ Risk/ Corrective Action Register] and enforcing close out of action items;
- 7.1.7. Consulting, and maintaining effective communication, with workers about remote or isolated work issues;
- 7.1.8. Overseeing the development and implementation of audit activities in relation to remote or isolated work;
- 7.1.9. Reviewing the effectiveness of remote or isolated work processes; and
- 7.1.10. Including remote or isolated work within the management review process.


7.2. The WHS/Risk Co-ordinator is accountable for:

- 7.2.1. Providing support to department managers and supervisors in relation to the identification and management of hazards associated with remote or isolated work;
- 7.2.2. Maintaining the [Hazard/ Risk/ Corrective Action Register] in relation to remote or isolated work;
- 7.2.3. Maintaining records of relevant training;
- 7.2.4. Providing support with prioritising solutions in consultation with workers and their representatives;
- 7.2.5. Developing and implementing audit activities in relation to remote or isolated work;
- 7.2.6. Communicating relevant data to the management team and workers;
- 7.2.7. Confirming that the emergency response for remote or isolated work is included in the emergency plan;
- 7.2.8. Maintaining legislative currency of procedures and systems in relation to remote or isolated work; and
- 7.2.9. Notifying LGAWCS whenever any statutory reports have been made.

7.3. Department managers and supervisors are accountable for:

- 7.3.1. Checking that reasonably foreseeable hazards associated with remote or isolated work are identified, assessed and controlled, in consultation with workers or their representatives;
- 7.3.2. Implementing controls, in consultation with workers or their representatives, using the Hierarchy of Control and evaluating and reviewing them for effectiveness;



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- 7.3.3. Communicating the outcomes of risk assessments [including safe work procedures] within the department or work groups and across the organisation, as required;
- 7.3.4. Checking that workers undertaking any remote or isolated work are provided with training to make sure they can undertake their tasks safely, use any equipment provided and can understand and implement any emergency response procedures;
- 7.3.5. Checking that plant and equipment required for the work is fit for purpose, tested and maintained by competent persons;
- 7.3.6. Undertaking periodic inspections and testing of remote or isolated work and associated processes, including emergency response and taking appropriate actions where non-compliance is identified.
- 7.3.7. Making sure that there is a contact strategy for remote or isolated work and a system in place for checking that workers undertaking remote or isolated work have returned from their tasks at the end of the day and activating emergency response procedures, where required;
- 7.3.8. Notifying the Senior Manager of failed attempts to contact remote or isolated workers in accordance with the contact strategy;
- 7.3.9. Checking that hazards identified or incidents that occur when undertaking remote or isolated work are reported, investigated and control measures are implemented in accordance with the Incident Reporting and Investigation Procedure.
- 7.3.10. Consulting with other PCBU's, so far as is reasonably practicable, if their duty of care overlaps;
- 7.3.11. Closing out [Hazard/ Risk/ Corrective Action Register] items within designated time frames;
- 7.3.12. Retaining records as required; and
- 7.3.13. Seeking expert advice when a need is identified.

7.4. The Senior Manager (e.g. Infrastructure and Operations Manager) is accountable for:


- 7.4.1. Determining what action is to be taken if a worker undertaking remote or isolated work is unable to be contacted;
- 7.4.2. Making sure that emergency services have been contacted and briefed if contact has not been able to be established within one hour; and
- 7.4.3. Communicating with the CEO, [Human Resources Manager] and LGAWCS once emergency services have been briefed or if emergency services have advised of an emergency situation involving a worker.

7.5. The Administration Manager is accountable for:

- 7.5.1. Managing next-of-kin/emergency contact communication, if required, in an emergency situation; and
- 7.5.2. Arranging counselling for workers, if required, following an emergency situation.

7.6. Workers are accountable for:

- 7.6.1. Complying with the requirements of the [risk assessment/safe work procedure] and relevant policies and procedures whilst undertaking their tasks;
- 7.6.2. Attending training, when required;
- 7.6.3. Following any reasonable instruction related to remote or isolated work activities;
- 7.6.4. Using any PPE and safety equipment provided;

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- 7.6.5. Assisting in assessing risk, implementing control measures and evaluating them for effectiveness, as required;
- 7.6.6. Seeking assistance to manage any identified hazards, when required;
- 7.6.7. Keeping next of kin or emergency contact details up-to-date with Human Resources;
- 7.6.8. Maintaining contact with their manager in accordance with the agreed contact strategy when undertaking remote or isolated work; and
- 7.6.9. Reporting hazardous situations or safety issues (when undertaking any remote or isolated work) immediately to their manager or supervisor.

7.7. The HSC is accountable for:

- 7.7.1. Facilitating consultation between relevant workers and the management team in matters relating to remote or isolated work;
- 7.7.2. Monitoring the Hazard/ Risk/ Corrective Action Register and referring issues that require direction or enforcement to the management team.

7.8. HSRs may:

- 7.8.1. Facilitate consultation between department managers and workers in relation to any remote or isolated work that affects the workgroup they represent; and
- 7.8.2. Request and assist in the review and revision, where necessary, of risk control measures related to remote or isolated work activities.

## 8. Review

- 8.1. The Remote or Isolated Work Procedure will be reviewed by the management team, in consultation with workers or their representatives, every four (4) years or more frequently if legislation or organisational needs change. This will include a review of:
  - 8.1.1. Feedback from managers, workers, HSRs, HSC, contractors or other relevant stakeholders;
  - 8.1.2. Legislative compliance;
  - 8.1.3. Performance Standards for Self Insurers;
  - 8.1.4. LGAWCS guidance;
  - 8.1.5. Internal or external audit findings;
  - 8.1.6. Incident and hazard reports related to remote and / or isolated work, claim costs and trends; and
  - 8.1.7. Any other relevant information.
- 8.2. Results of reviews may result in preventative and/or corrective actions being implemented or revision of this document.

## 9. References

Work Health and Safety Act 2012

Work Health and Safety Regulations 2012

General Disposal Schedule 40 for Local Government

ReturnToWork SA Performance Standards for Self-Insurers

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Code of Practice Managing the Work Environment and Facilities, June 2020

Code of Practice How to Manage Work Health and Safety Risks, June 2020

AS 3745-2010: Planning for emergencies in facilities

## 10. Related documents

Hazard management procedure

Contractor management procedure

Emergency Management procedure

First aid procedure

Incident reporting and investigation procedure

Plant procedure


Hazard/ Risk/ Corrective Action Register

Emergency plans

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## 11. Document History

Document History:	Version No:	Issue Date:	Description of Change:
DCP	1.0	Dec 2009	New Document.
	2.0	31/10/13	Terminology changes to reflect 2012 WHS act, Regulations and Codes of Practice. Examples of changes include; OHS to WHS and employee to worker where appropriate. Expansion of Risk control section (4.5) to include specific controls from Legislative framework and COP
	3.0	17/6/2016	Replace references to WHS Committee to H&S Committee for consistency with WHS Act; 4.1 amended to hold management team responsible for management of system; 4.5 amended to align with Incident reporting & investigation procedure; amendment of responsibilities to reflect procedure content, including addition of General Manager and Human Resources Manager; replace varying references to JSA/SWMS/SOP/SWI with safe work procedure for consistency with CoP How to manage work health & safety risks; formatting and language
	4.0	12/10/2018	Hyperlinks, Logos and version numbers updated  1WHS committee updated to HSC; 3 Definitions updated for HSC and HSR in line with other OS procedure and WHS Regulations 2012; 4.3.2 (e) vi included extreme or high fire danger in examples; 4.4.4 b) iii further information around non-availability of mobile phones; 4.4.5 (a) more clarification around organisational contact and added note to reference Surveillance Devices Act and Regulations; 4.4.6 (f) added training in relevant emergency response requirements; 4.4.10, 4.4.13 and 4.4.15 added risk assessment to SWP; 4.4.14 removed SWP and added update to SWP after new risk assessment; 4.5.4 updated in line with updated hazard management procedure; 4.5.6 lower case w on workplace as not a title; 4.6.4 (a) added in "ASAP and" before "within 15 minutes" (b) added - and activate the emergency response plan (if required); 4.7.1 (a) added link to risk assessment and examples; 4.7.1 and 7.8.2 added note in relation to nominated person role; 5.3.1 Added training in other related procedures; 5.3.6 added - or before contract agreement; 7.1.2 removed - upon receipt of expenditure requests; 7.1.3 changed practised to tested; 7.2.7 changed wording to confirming rather than including for the nominated person; 7.3.7 added responsibility in line with changed procedure; 9 added in reference to AS3745-2010 as used in definitions.  Legal review; minor grammatical changes.

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Document History:	Version No:	Issue Date:	Description of Change:
	5.0	09/08/2021	<p>Updated GDS 20 to GDS 40. Updated management team to Senior Leadership Team.</p> <p>Changed document review time frame from 24 months to 4 years. Changed reference to Human Resources Manager to Administration Manager.</p> <p>Added Communication Plans/ Contact Strategies to list of records</p> <p>Expanded examples in definition of remote or isolated work in 3; expanded sentence in 4.1.2 to reference remote or isolated work; expanded context for elimination, substitution and engineering and added isolation in 4.4.1; added where high powered tools or equipment may be used to 4.4.2 (a); added contact strategies to 4.4.5; added new 4.4.7 and 4.4.8; clarified role of department manager (e.g. Infrastructure and Operations Manager) and supervisors in 4.4.10; provided example in 4.4.13 (a); added “contact strategies” to 4.6.1 and 4.6.2; provided NOTE before 4.6.4; added emergency response processes.</p>