P30 Working Remotely or in Isolation

1.0 SUMMARY / FLOWCHART

START

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Consult with workers identify remote/isolated work

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Complete P30.F01 Working Remotely or in Isolation Checklist

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Nominate and implement controls

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Are nominated controls effective?

NO

YES

Proceed with Remote/Isolated Work
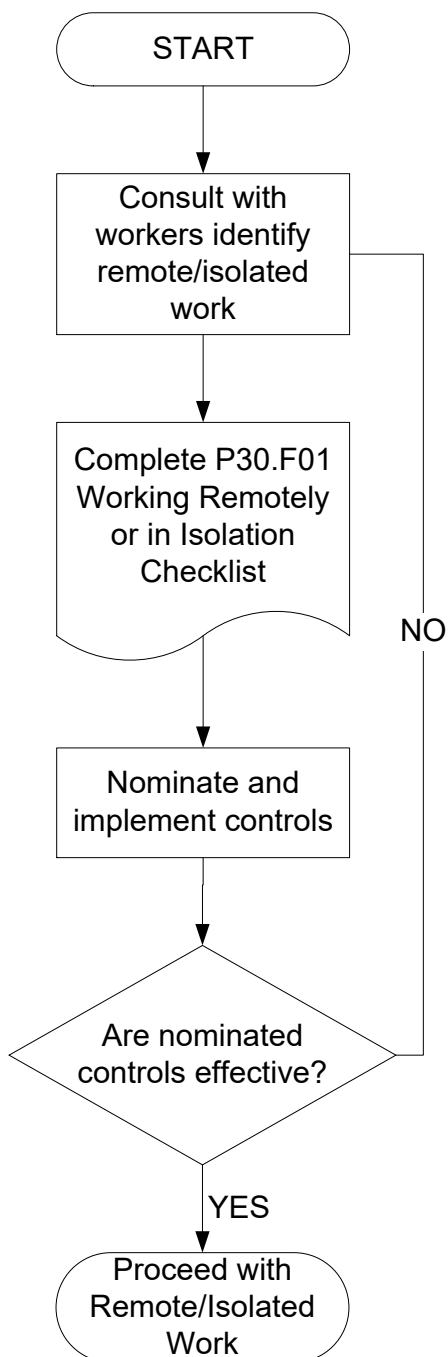
2.0   RESPONSIBILITIES

Organisational Level	Health and Safety Responsibilities
Level 1 *(CEO, Directors)*	Provide adequate financial, human and physical resources to ensure that SCC's Work Health and Safety System is implemented and that all workers are trained and inducted into the system.
	Provide sufficient human, physical and financial resources to ensure that SCC identifies and complies with, as far as is reasonably practicable, relevant health and safety legislation, Codes of Practice, Australian Standards, Guidelines and Agreements.
	Provide resources to ensure that risk minimisation strategies are implemented.
	Provide leadership to SCC's workers by co-operating with and participating in hazard identification and risk management activities.
	Provide the necessary resources to ensure hazards are identified, risks assessed and appropriate risk control measures determined and implemented.
Level 2 *(Section Manager, Unit Manager / Unit Co-ordinator, Project Manager)*	Ensure that SCC's Work Health and Safety System is implemented within all areas of control and that the implementation is effective.
	Provide leadership to SCC's workers by co-operating with and participating in identifying remote and isolated work activities and locations.
	Minimise the risk to workers by planning to avoid where possible isolated activities.
	Review effectiveness of risk controls with WHS Risk Unit workers and those who reported the hazard.
	Engage SCC's WHS Risk Unit workers to assist in the assessment of risk and development of control measures.
Level 3 *(Coordinator within a Unit, Team Leader, Supervisor, Ganger or Leading Hand or Operator)*	Conduct risk assessments in consultation with workers, considering the requirements of legislation, Codes of Practice, Australian Standards, Guidelines, Agreements or other applicable requirements.
	Consult with workers to develop effective strategies to manage the risks of working in isolation

	Identify control measures in accordance with the hierarchy of controls.
	Communicate outcomes of risk control activities with workers who are required to work in isolation.
Level 4 *(Team Member, Operator Attendant, Trainee, Apprentice)*	Identify and report activities requiring work in isolation in the workplace and communicate this with supervisors.
	Participate in risk assessments and the determination of risk control measures for working in isolation.
	Comply with predetermined communication protocols and use communication/emergency equipment as required.
Level 5 *(Volunteer, Contractor, Other)*	Maintain the currency of any required "high risk work" licences and certifications.
	Identify and report hazards in the workplace.
	Participate in risk assessments and the determination of risk control measures.
Chief Safety Officer	Establish and maintain SCC's WHS management system policies and procedures.
	Ensure necessary resources are provided to maintain risk management processes.
	Engage subject matter experts to assist in risk assessment and risk management when required.
	Inform and advise senior management and others of risk issues and preventative strategies.

3.0 PURPOSE & SCOPE

3.1 PURPOSE

3.1.1 The Working Remotely or in Isolation Procedure documents the processes implemented within Shoalhaven City Council (SCC) for the identification of foreseeable hazards that have the potential to cause harm to workers when working remotely or in isolation.

3.1.2 This procedure defines the processes for the assessment of risks associated with or arising from remote or isolated work, and the control of these risks to a level "as low as reasonably practicable".

3.1.3 This procedure defines the processes implemented for managing activities defined as remote or isolated undertaken by SCC workers.

3.1.4 This procedure documents SCC's Working Remotely or in Isolation Procedure and the management of related on-site and off-site work procedures.

3.1.5 The purpose of this procedure is to ensure that workers have access to an adequate and reliable means of regular communication with supervisors and if required emergency services.

3.2 SCOPE

3.2.1 This document outlines the requirements for the management of workplace health and safety (WHS) risks associated with working in isolation to as low as reasonably practicable with the aim of preventing incident and injury in the workplace.

3.2.2 This procedure applies to SCC workers, contractors and volunteers who work in isolation without direct contact or supervision, or who work alone or with others in areas determined as remote.

3.2.3 This procedure is applicable but not limited to the following workers and working environments:

- Workers required to rove between various locations
- Workers in fixed locations
- Working separately from others
- Working outside core business hours e.g. cleaners, maintenance staff
- Construction sites
- Maintenance and operations sites
- Remote geographically isolated areas e.g. bushland
- Areas with unreliable or no communication coverage

4.0 PROCEDURE

4.1 REMOTE OR ISOLATED WORK

Working in isolated or remote areas can pose several WHS risks and hazards. The primary hazards are limited or unreliable contact to emergency assistance or facilities and the lack of effective communication between workers and their managers/supervisors.

4.1.1 Supervisors in consultation with workers should discuss the hazards associated with working in remote or isolated areas.

4.1.2 Remote and isolated locations and activities should be identified and a risk assessment conducted using the "Working remotely or in Isolation" checklist.

4.1.3 Implement effective controls identified in the Working remotely or in Isolation checklist using the hierarchy of controls methodology.

4.1.4 Document an appropriate communication protocol which identifies timeframes, locations and specific equipment which is required (e.g. two way radio, mobile phone) and if necessary develop supporting specific procedures.

4.1.5 An emergency distress contact mechanism may be required if it is not possible to maintain lines of communication, this can be achieved by implementing devices such as satellite phones, emergency distress alarms or Personal Locator Beacon (PLB).

4.1.6 Workers must be trained in all procedures related to the activities they conduct in remote or isolated areas and trained to be proficient in the use of any related emergency equipment.

4.2 RECORDS

4.2.1 All records generated as a result of the operation of this procedure will be managed in accordance with the requirements documented within P04 Document Control and Safety Records.

5.0 REFERENCE AND ASSOCIATED DOCUMENTS

5.1 Work Health and Safety Act 2011

5.2 Work Health and Safety Regulation 2017

5.3 How to Manage Work Health and Safety Risks – Code of Practice 2011

5.4 Managing the Work Environment and Facilities – Code of Practice 2019

5.5 First Aid in the Workplace – Code of Practice 2020

6.0 APPENDIX 1 DEFINITIONS

Act	Work Health and Safety Act 2011
Consultation	The sharing of information and the exchange of views between duty holders and the persons that will be consulted and the genuine opportunity for them to contribute effectively to any decision-making process that impacts on health and safety.
Control Measure	Action taken to eliminate or reduce the risk of harm or injury from identified hazards.
Hazard	A source or a situation with a potential for harm in terms of injury or illness, damage to property, damage to the environment, or a combination of these.

Hazard Identification	The process of recognising that a hazard exists and defining its characteristics.
Isolated	Isolated work may involve work activities undertaken in an isolated area, on or off site, either during or outside normal working hours
Remote	Remote work may involve work activities undertaken at a location removed from an office environment where there are few people and where communications and travel are difficult
Risk	The combination of the frequency, or probability of occurrence, and consequence of a specified hazardous event.
Risk Assessment	The process of identifying hazards, assessing the level of risk, prioritising the order in which hazards will be controlled and determining appropriate control measures.
Risk Management	The culture, processes and structures that are directed towards realising potential opportunities whilst managing adverse effects.
Worker	A person is a Worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as: • an employee • a contractor or sub-contractor • an employee of a sub-contractor • an employee of a labour-hire company who has been assigned to work in the organisation an outworker • an apprentice or trainee • a student gaining work experience • a volunteer • a person of a prescribed class

Workplace	• A workplace is a place where work is carried out for a business or undertaking and includes any place where a Worker goes, or is likely to be, while at work.
	• In this section, place includes:
	  – a vehicle, vessel, aircraft or other mobile structure, and
	  – any waters and any installation on land, on the bed of any waters or floating on any waters