



## **Working at Heights Procedure**

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### **1. Purpose**

The WA Country Health Service (WACHS) is committed to providing and maintaining a safe work environment. Under the [Work Health and Safety Act 2020](#) (WA) (WHS Act). WACHS has a primary duty of care to ensure, so far as is reasonably practicable, the health and safety of workers and other persons are not put at risk from work carried out as part of WACHS business or undertaking.

### **2. Procedure**

This procedure is developed in accordance with the safe work australia [Code of Practice: Managing the risks of falls at workplaces](#) and outlines the safe practices and requirements for workers working in elevated areas or at heights over 2 meters where falling is a risk.

This procedure applies to workers who may be exposed to the potential of falling from height and work from various forms of portable and moveable elevated work platforms, cages, ladders and scaffolding or work around unguarded holes, open edges, etc. including inspections, testing and certification.

#### **2.1 Risk Management**

Risk assessments are completed by the worker and person in control of the workplace by completing a WACHS [Job Hazard Analysis \(JHA\) Form](#) and/or [Safe Work Method Statement \(SWMS\)](#) and following the WACHS [Job Hazard Analysis Procedure](#) or [Safe Work Method Statement Procedure](#) to ensure all hazards are identified, and procedures are written and followed to control the identified hazards.

The risks associated with working at heights are to be controlled by hierarchy of control. It is important to constantly monitor and review control measures to ensure they continue to prevent or control exposure to hazardous acts or conditions.

Before work commences, all workers new to the task should be briefed on the processes to be followed and the need to observe all safety requirements. If the scope of work changes or the efficiency of an existing control is reduced, work is to be stopped immediately, a review conducted, and necessary changes made to the JHA and associated work practices. The work can recommence once this process has been completed.

All JHA's completed for working at height tasks must be held at the job whilst the working at height tasks are being undertaken. Once the job has been finalised the JHA must be filed as per the local area procedures.

## 2.2 Selecting Appropriate Equipment

All working at heights equipment should be selected based on the hazard assessment and the task being performed as outlined in safe work australia [Code of Practice: Managing the risks of falls at workplaces](#) and in line with the AS-NZS 1891.4-2000- Industrial Height Safety Equipment. The standards can be access via the [WACHS Library](#).

Additionally, workers must wear the appropriate Personal Protective Equipment (PPE) as identified in the JHA or SWMS form.

If the requirement for a second person is identified in the risk assessment, they should be present at all stages of the fitting, attaching and the use of a fall protection systems. The second person present should be fully trained as per this standard and shall have all required PPE correctly fitted even if they do not intend to work at height. This is in case of an emergency or urgent need for assistance.

The person conducting a business or undertaking (PCBU) that provides working at heights equipment must ensure that the equipment is suitable for its intended use, inspected and approved before use to ensure it is in good working condition. Defective or damaged equipment should be removed immediately and repaired or replaced.

## 2.3 Training Competency and Records

Workers performing working at height works must be suitably trained and hold a working at heights qualification. This training should be Nationally Accredited 'Work Safely at Heights' training provided by a Registered Training Organisation and completed within the last two years.

Contractors are required to upload their qualification onto the WACHS Online Contractor Induction during induction and WACHS workers are required to keep a record of their qualification on the WACHS Learning Management System (LMS) under course title Work Safely at Heights (WSH003) by contacting the regional Learning and Development team.

## 2.4 Emergency Plan

When developing an emergency plan, it is important to consider the various emergency and rescue scenarios that might arise. The WACHS [Working at Heights Emergency Plan Template](#) can assist in developing plans and actions that workers can follow in the event of an emergency or rescue situation.

Managers and Supervisors need to ensure that steps detailed in an emergency plan and the actions to be taken by those conducting the work are tested at regular intervals and involve all parties. Additionally, emergency equipment should undergo periodic inspections, including assessments before each use.

### Rescue Plan

The WACHS [Working at Heights Rescue Plan Template](#) is to be used as a guide when developing a rescue plan. A previously created rescue plan can be used provided there are no unique circumstances with the task requiring the plan to be modified. This needs to be assessed before the job commences.

A working at height rescue plan must be established before starting the following activities:

- use of a fall arrest system
- use of a rope access system (e.g., abseiling)
- use of an elevated work platform.

## 2.5 Failure or Breach of Working at Heights Procedure

If there is a working at heights procedure breach:

- the Facility Maintenance Manager/Senior Maintenance Supervisor will investigate the alleged breach and possible reasons for the breach
- complete a WACHS [SRRF](#)
- determine appropriate action to be taken.

Hazards and incidents must be reported in line with the WACHS [Hazard / Incident Management Procedure](#).

## 3. Roles and Responsibilities

The **Person Conducting a Business or Undertaking (PCBU)** is responsible for:

- ensuring workers complete required inductions
- providing training and supervision information
- providing PPE and usage guidelines
- ensuring workers use fall control measures in the correct manner
- ensuring workers undertaking working at heights have been trained or deemed competent to do so
- ensuring that the available equipment meets standards and is regularly inspected and maintained
- ensure that an appropriate and effective method of communication has been identified and tested for use in the working at heights location prior to work commencing
- establishing and maintain safe work practices.

The **Regional Manager Infrastructure and Support Services** is responsible for:

- selecting the nominated delegate when a supervisor or manager is unavailable
- authorisation of works to begin even when risks are high
- implementing and overseeing this procedure
- operational processes being undertaken and compliance.

The **Regional WHS Managers** is responsible for:

- providing advice to managers and supervisors on working at heights requirements in the workplace
- advising and consulting with managers and staff on how to manage working at height hazards and risks that have been identified and raised via [SRRF](#) reporting.

The **Site Supervisors, Managers or Nominated Delegates** are responsible for:

- oversight and implementation of this procedure in workplaces under their control
- reviewing and approving SWMS or JHA before the working at height activity commences.
- confirming that a suitable method of communication has been identified and tested prior to work commencing

- ensuring workers engaged in any activity in relation to work at heights or work equipment for use in such work, are competent to do so, including verification of industry recognised training -e g Working at Heights or High Risk Work Licence in relevant area.

The **Workers** are responsible for:

- reporting all hazards, incidents and/or near misses on a [SRRF](#) and providing this form to their line manager/ site supervisor for further follow up and investigation
- taking reasonable care of their own and others' safety and health
- cooperating with PCBUs in carrying out safety and health requirements
- performing risk assessments and inspecting all equipment for suitability prior to working at heights
- establish a method of communication
- appropriately storing all working at height equipment, when not in use
- reviewing the current or planned approaches to controlling the risks when working at heights

**All staff** are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

Everyone has a right to stop work if they deem the activity to be unsafe.

## 4. Monitoring and Evaluation

### 4.1 Monitoring

Monitoring for this document is conducted annually by WACHS Infrastructure and Environment and WACHS People Capability and Culture to ensure compliance across all WACHS sites. This involves periodic reviews of the following:

- Learning Management System (LMS) records
- comparison of risk assessments with work orders raised in Agility
- periodic assessment of site-specific working at height equipment registers, including monitoring inspection and maintenance frequency
- regular assessment of the Online Contractor Induction system to ensure that contractors have been inducted according to WACHS expectations for safe working practices.

People Capability and Culture – Work Health and Safety, monitor actions arising from workplace inspections.

### 4.2 Evaluation

Evaluation of this document will be undertaken collaboratively by the Work Health Safety Directorate and Infrastructure and Environment Directorate utilising the outcomes of periodic review and auditing data as well as stakeholder feedback.

## 5. Compliance

This procedure is compliant with the [Work Health and Safety Act 2020](#) and [Work Health and Safety \(WHS\) \(General\) Regulations](#).

Failure to comply with this procedure may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to Section 26 of the [Health Services Act 2016](#) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies and procedures is mandatory.

## 6. References

safe work australia [Code of Practice: How to manage work health and safety risks](#)

safe work australia [Code of Practice: Managing the risks of falls at workplaces](#)

AS-NZS\_1891.4-2000- Industrial Height Safety Equipment. Available [from i2i - Online Viewer \(saiglobal.com\)](#) (AS/NZS 4024.1603-2006: EN) (saiglobal.com) [accessed 2024 March 22].

## 7. Definitions

Term	Definition
<b>Competent Person</b>	A competent person is one who has acquired through training, qualification or experience, the knowledge and skills to carry out the relevant task.
<b>Fall</b>	A fall by a person from one level to another that is reasonably likely to result in injury.
<b>Fall Arrest System</b>	Equipment of material or a combination designed to arrest the fall of a person. Design and use must conform to the requirements of AN/NZS 1891 industrial fall-arrest system and devices – Series.
<b>Hazard</b>	A situation or item that has the potential to harm people, property or the environment.
<b>Job Hazard Analysis</b>	A tool to define and control hazards associated with a task.
<b>Risk</b>	The likelihood and consequence of injury or harm occurring.
<b>Risk Assessment</b>	A systematic process of evaluating the potential risks that may be involved in a task or piece of equipment and the likelihood of a hazard causing harm to a person.
<b>Work</b>	Any activity, physical or mental, carried out in the course of a business, industry, commerce, an occupation or a profession.
<b>Worker</b>	Any person who carries out work for a person conducting a business or undertaking, including work as an employee, contractor or subcontractor (or their employee), self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' or a volunteer.

Term	Definition
<b>Work Activity</b>	Any activity, physical or mental, carried out in the course of a business, industry, commerce, an occupation or a profession
<b>Working at height</b>	Working at a height of 2 meters and above and has the potential to fall and sustain injury.
<b>Workplace</b>	Means any place where a person works, including residences provided to support works.

## 8. Document Summary

<b>Coverage</b>	WACHS-wide
<b>Audience</b>	All staff including contractors
<b>Records Management</b>	Non Clinical: <a href="#">Corporate Recordkeeping Compliance Policy</a>
<b>Related Legislation</b>	<ul style="list-style-type: none"> <li>• <a href="#">Health Services Act 2016</a> (WA)</li> <li>• <a href="#">Work Health and Safety Act 2020</a> (WA)</li> <li>• <a href="#">Work Health and Safety (General) Regulations 2022</a> (WA)</li> </ul>
<b>Related Mandatory Policies / Frameworks</b>	<ul style="list-style-type: none"> <li>• MP 0006/16 <a href="#">Risk Management Policy</a></li> <li>• <a href="#">Risk, Compliance and Audit Framework</a></li> <li>• <a href="#">Work Health and Safety Framework</a></li> </ul>
<b>Related WACHS Policy Documents</b>	<ul style="list-style-type: none"> <li>• <a href="#">Hazard / Incident Management Procedure</a></li> <li>• <a href="#">Job Hazard Analysis Procedure</a></li> <li>• <a href="#">Safe Work Method Statements Procedure</a></li> <li>• <a href="#">Work Health and Safety Policy</a></li> </ul>
<b>Other Related Documents</b>	<ul style="list-style-type: none"> <li>• safe work australia <a href="#">Code of Practice: How to manage work health and safety risks</a></li> <li>• safe work australia <a href="#">Code of Practice: Managing the risks of falls at workplaces</a></li> <li>• Take 5 Booklet</li> <li>• WACHS <a href="#">Working at Heights Emergency Plan Template</a></li> <li>• WACHS <a href="#">Working at Heights Rescue Plan Template</a></li> </ul>
<b>Related Forms</b>	<ul style="list-style-type: none"> <li>• <a href="#">Job Hazard Analysis Form</a></li> <li>• <a href="#">Safe Work Method Statement</a></li> <li>• <a href="#">Safety Risk Report Form</a></li> </ul>
<b>Related Training Packages</b>	Workers performing working at height works should hold a Nationally Accredited 'Work Safely at Heights' qualification (see <a href="#">section 2.3</a> for further details).
<b>Aboriginal Health Impact Statement Declaration (ISD)</b>	ISD Record ID: 2346
<b>National Safety and Quality Health Service (NSQHS) Standards</b>	1.07 - 1.10, 1.20 - 1.22, 1.25, 1.29, 1.31
<b>Aged Care Quality Standards</b>	Nil
<b>Chief Psychiatrist's Standards for Clinical Care</b>	Nil

## 9. Document Control

Version	Published date	Current from	Summary of changes
1.00	25 March 2024	25 March 2024	New procedure.

## 10. Approval

<b>Policy Owner</b>	Executive Director Infrastructure and Environment
<b>Co-approver</b>	Executive Director People, Capability and Culture
<b>Contact</b>	Program Manager Assurance and Risk Infrastructure
<b>Business Unit</b>	Infrastructure and Environment
<b>EDRMS #</b>	ED-CO-24-86720

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