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1. Purpose

The purpose of this procedure is to establish the minimum requirements for managing the risk of falls when working at height and the associated risk of falling objects from work at height activities.

It outlines the planning, risk assessment, control measures, competency and emergency response requirements necessary to eliminate or minimise the risk of injury when undertaking work at height on Unitywater workplaces and assets.

2. Scope

This procedure applies to:

- all Unitywater team members, contractors and subcontractors undertaking, supervising or managing work at height activities
- all work at height activities where there is a risk of a person falling from one level to another, or a risk of objects, tools, equipment or materials falling from height
- the use of ladders, fixed ladders, elevating work platforms (EWP), workboxes, fall restraint systems, fall arrest systems, anchorage points and other height safety equipment used when undertaking work at height
- all workplaces under Unitywater's management or control where work at height activities are undertaken.

Out of scope:

- Principal Contractors appointed under the [Work Health and Safety Regulation 2011](#), or their subcontractors working within a defined work area under the Principal Contractor's control. Work at height activities within these work areas must be managed under the Principal Contractor's safety management system and applicable project requirements.

3. Roles and responsibilities

Table 1: Roles and responsibilities

Who	Responsibilities and Authorities
Head of Health Safety Environment and Quality	As Document Owner responsible for: • conducting and/or delegating regular reviews to ensure this procedure and related resources (e.g. forms, website content) remain fit for purpose, consistent and current. • approving this procedure for publication. • ensuring all relevant stakeholders and team members have been consulted and feedback is captured and actioned (where applicable). • ensuring appropriate communication and/or training is provided to relevant team members when implementing a new, amended or obsolete document (where applicable). • monitoring compliance with internal/external requirements (e.g. monitor legislation changes and assess/update this procedure when required).

Who	Responsibilities and Authorities
Executive Managers	Executive Managers are responsible for ensuring that: - adequate resources are available to enable compliance with this procedure - work at height activities within their area of responsibility are undertaken in accordance with this procedure - appropriate assurance activities are implemented to monitor compliance with this procedure.
Branch Managers	Branch Managers are responsible for ensuring that: - team members undertaking work at height activities are trained and competent in accordance with this procedure - suitable resources are available to support safe work at height activities - compliance with this procedure is monitored through audits, inspections and reviews.
Person engaging the contractor	The person engaging the contractor is responsible for ensuring that: - contractors undertaking work at height activities are approved within Unitywater's contractor management system, Sitepass - contractor competency, licences, training and required documentation are verified prior to commencing work - contractor work at height activities is appropriately planned, risk assessed and managed in accordance with this procedure - requirements of this procedure are communicated to contractors prior to mobilisation and commencement of work.
Team Leaders	Team Leaders are responsible for ensuring that: - work at height activities is planned and coordinated in accordance with this procedure - competent persons are assigned to undertake work at height activities - required permits, risk assessments and supporting documentation are completed before work commences - appropriate equipment, PPE and resources are available to undertake work at height safely.

Who	Responsibilities and Authorities
Person in control of the work (PICOW)	The PICOW is responsible for ensuring that: - work at height activities is planned, coordinated and undertaken in accordance with this procedure - required permits, risk assessments and work documentation are completed before work commences - required control measures identified through the risk assessment process are implemented and maintained - exclusion zones and dropped object controls are established and maintained where required - a designated spotter is appointed and remains available for the duration of work at height activities - rescue plans are completed, communicated and suitable rescue equipment is available before work commences - interface risks with other work activities are identified and managed - work at height activities is suspended where controls are not in place, conditions change, or work can no longer be undertaken safely - incidents, near misses and permit deviations are reported in accordance with Pr8202 – Incident Reporting and Notification Procedure.
Team members & contractors	Team members and contractors are responsible for ensuring that: - they comply with this procedure, applicable permits and associated work documentation - they only undertake work at height activities where trained and competent - required control measures are implemented and maintained - work at height equipment and PPE are used correctly and defects are reported before use - hazards, changing conditions, incidents, near misses and unsafe conditions are reported - work is stopped where conditions become unsafe or required controls cannot be maintained - they immediately stop work and notify the PICOW where conditions change or controls become ineffective - they advise the Document Owner if this procedure is not consistent with current practices - where possible, minimise printing and avoid creating duplicate copies of this procedure. Ensure current versions are sourced from the Document Centre.

4. Planning and requirements for working at height

4.1 General requirements

All work at height activities must be planned, risk assessed and undertaken in accordance with [Work Health and Safety Act 2011 \(QLD\)](#), [Work Health and Safety Regulation 2011 \(QLD\)](#), [Managing the risk of falls at workplaces Code of Practice 2021](#), applicable Australian Standards and this procedure.

An on-the-job risk assessment must be completed in accordance with [Pr9306](#) – Risk Management Procedure. People undertaking work at height must be trained, competent and fit for work in accordance with [Pr8218](#) – Fitness for Work Procedure.

A minimum of two competent people must be present for all work at heights activities. A designated spotter must be appointed and a rescue plan completed before work commences.

Hazards and interactions with other activities must be identified and managed in accordance with [Pr11467](#) – Hazard and Interaction Procedure. Personal protective equipment must be selected, used and maintained in accordance with [Pr8185](#) – Personal Protective Equipment – PPE – Procedure.

Where applicable, work at height activities must comply with [Pr8996](#) – Permit to Work Procedure and Unitywater's applicable Life Savers.

Figure 1: Applicable Life Savers



4.2 Safe work method statement (SWMS)

A safe work method statement (SWMS) must be developed and implemented where required by the [Work Health and Safety Regulation 2011 \(QLD\)](#).

A SWMS is required where the work:

- involves a risk of a person falling more than two (2) metres; and
- is high risk construction work involving construction work on a structure.

Where a SWMS is required, persons undertaking the work must review, understand and comply with the documented control measures before commencing work.

4.3 Planning work at height

Before commencing work at height, the activity must be planned and risk assessed to identify hazards, assess risks and determine appropriate control measures.

When planning the activity, consideration must be given to:

- the work area, including potential fall hazards and consequences
- access and egress requirements
- the suitability of plant, equipment and height safety systems
- environmental conditions
- interactions with other work activities
- the potential for falling objects
- rescue and emergency response arrangements.

The hierarchy of controls must be applied when determining the work method, with elimination considered before fall prevention, fall restraint or fall arrest controls.

Control measures identified through the risk assessment process must be implemented before work commences.

4.4 Permit requirements

A Working at Height Permit is required where there is a risk of a person falling two (2) metres or more, unless the work is undertaken from a compliant scaffold, or platform ladder.

The requirement for a Working at Height Permit does not determine whether an activity is considered work at height. Work at height is defined by the presence of a risk of a person falling from one level to another.

Working at Height Permits must be applied for, managed and closed out in accordance with [Pr8996](#) – Permit to Work Procedure.

4.5 Control measures

The hierarchy of controls must be applied when selecting control measures for work at height activities.

The risk of a fall must be eliminated where reasonably practicable. Where elimination is not reasonably practicable, fall prevention measures must be considered before fall restraint systems, and fall restraint systems must be considered before fall arrest systems.

4.5.1 Fall prevention systems

Fall prevention systems prevent a person from accessing or reaching a fall hazard and must be used where reasonably practicable.

Examples of fall prevention systems include:

- permanent platforms and walkways
- scaffolds

- guardrails and handrails
- temporary edge protection systems
- barriers around openings, pits and voids
- elevated work platforms where the person remains within the protected work area.

Fall prevention systems must be considered before fall restraint or fall arrest systems.

4.5.2 Fall restraint systems

Fall restraint systems prevent a person from reaching a position where a fall could occur.

Where fall prevention systems are not reasonably practicable, fall restraint systems must be considered before fall arrest systems.

Examples of fall restraint systems include:

- travel restraint systems
- work positioning systems
- restraint lanyards connected to approved anchorage points
- adjustable restraint systems configured to prevent a person reaching an exposed edge.

Fall restraint systems must be selected, installed and used in accordance with Section 5 Equipment and systems.

Fall arrest systems are designed to minimise the consequences of a fall where a fall cannot be prevented.

Fall arrest systems must only be used where fall prevention or fall restraint systems are not reasonably practicable.

Examples of fall arrest systems include:

- harness and shock-absorbing lanyards
- self-retracting lifelines (inertia reels)
- vertical lifeline systems
- horizontal lifeline systems
- ladder fall arrest systems.

Where a fall arrest system is used:

- a rescue plan must be completed and communicated before work commences
- suitable rescue equipment must be available
- persons using the system must be trained and competent
- rescue arrangements must be maintained for the duration of the activity.

4.5.3 Dropped object controls

Where work at height activities create a risk of falling objects, controls must be implemented to prevent injury to persons or damage to plant, equipment or property.

Dropped object controls may include:

- exclusion zones
- barricading and signage
- securing tools, equipment and materials
- tool lanyards or containment systems where appropriate
- suitable methods for transferring tools and materials between levels
- restricting access below elevated work areas.

Dropped object controls, barricading and exclusion zones must be implemented in accordance with [Pr11417](#) – Barricading Requirements Guide.

5. Equipment and systems

Work at height equipment and systems must be selected, inspected, used, maintained and stored in accordance with manufacturer requirements, applicable Australian Standards, the risk assessment and this procedure.

People using work at height equipment must:

- be trained and competent in its safe use
- complete pre-use inspections where required
- confirm the equipment is fit for purpose and suitable for the task
- use equipment only for its intended purpose
- not modify equipment unless approved by the original manufacturer or a competent person authorised by the original manufacturer.

Any work at height equipment identified as damaged, defective or unsuitable for use must be immediately removed from service and managed in accordance with [Pr8182](#) – Isolation - Lock Out Tag Out (LOTO) Procedure.

Formal inspections of work at height equipment must be completed at the frequency specified by the applicable Australian Standard, manufacturer requirements and Unitywater requirements.

Additional requirements for work at height equipment are provided in Sections 5.1 to 5.6.

5.1 Ladders

Ladders must be selected to suit the task and used primarily for safe access and egress unless specifically designed as a work platform.

Before using a ladder, people must confirm:

- the ladder is suitable for the task
- the ladder has been inspected
- the ladder is in a safe condition

- the ladder is positioned on a stable surface and secured where required
- safe access and egress can be maintained
- the task can be completed without introducing an unacceptable risk of falling.

Additional requirements for specific ladder types are provided in Sections 5.1.1 to 5.1.3.

5.1.1 Fixed ladders

Fixed ladders must comply with AS 1657 Fixed platforms, walkways, stairways and ladders – Design, construction and installation.

Before accessing a fixed ladder, people must confirm:

- the ladder is in a safe condition
- safe access and egress can be maintained
- any installed fall protection system is suitable for use.

The ladder angle of slope must not be less than 70° or greater than 75° to the horizontal. Where the ladder angle exceeds 75°, additional fall protection measures must be implemented, such as a permanently installed fall arrest system or full body harness connected to a suitable anchorage point.

Where fixed ladders with ladder cages are accessed, a rescue plan must be developed in accordance with Section 9 – Emergency procedures before work continues.

Accessing fixed ladders fitted with ladder cages must comply with the minimum personnel and rescue requirements specified in Section 4.1 General requirements.

Where installed, fixed ladder fall protection systems must be used in accordance with manufacturer requirements and the applicable requirements of Section 5.5 Personal fall protection equipment.

5.1.2 Portable ladders

Portable ladders must comply with AS/NZS 1892 Portable ladders series, and be selected to suit the task, work environment and any electrical hazards associated with the work.

Portable ladders must be inspected prior to use.

When selecting portable ladders:

- fibreglass ladders must be used where electrical hazards are present
- aluminium ladders may be used where electrical hazards are not present
- portable ladders must be positioned on a solid and stable surface and secured where required to prevent movement
- portable ladders must only be used for access and egress unless specifically designed as a working platform
- only one person is permitted on a ladder at any time
- people must maintain a safe working position and avoid overreaching
- people must not work underneath a ladder where there is a risk of falling objects or interaction with the person using the ladder.

5.1.3 Platform ladders

Platform ladders must comply with AS/NZS 1892 Portable ladders series and be selected to suit the task, work environment and intended use.

Platform ladders may be used where they provide a stable working position for the task and are used in accordance with manufacturer requirements.

When using platform ladders:

- the platform ladder must be positioned on a solid and stable surface to prevent movement
- the user must maintain a safe working position and must not overreach or lean outside the platform area
- only one person is permitted on the platform ladder at any time, unless specified by the manufacturer
- platform ladders must not be modified or used outside the manufacturer's intended purpose.

5.2 Elevating work platforms (EWPs)

Elevating work platforms (EWP) must be selected, inspected and operated in accordance with manufacturer requirements, applicable Australian Standards, the [Work Health and Safety Regulation 2011 \(QLD\)](#), the task risk assessments and this procedure.

EWP operators must:

- be trained, competent and familiarised with the specific type and model of EWP being operated, including where familiarisation is provided by the equipment owner or hire provider.
- hold the required High Risk Work Licence when operating a boom-type EWP with a boom length of 11 metres or more.

Before operating an EWP, persons must confirm:

- ground conditions are suitable and stable for the equipment, including consideration of uneven surfaces, excavations, trenching or other conditions that may affect stability
- the operating area has been assessed for hazards, including overhead hazards, penetrations, obstructions and interactions with other plant or persons, in accordance with [Pr9306](#) – Risk Management Procedure and [Pr11467](#) – Hazard and Interaction Procedure
- the EWP has been inspected prior to use using the Intalex Elevated Work Platform Inspection Checklist
- rescue arrangements are established where a fall arrest system is required, in accordance with Section 9 Emergency procedures.

When operating an EWP:

- the EWP must only be used as a working platform and not as a means of entering or exiting a work area unless specifically designed for that purpose
- persons working from an EWP must use the required fall protection system in accordance with manufacturer requirements, AS/NZS 1891 Industrial fall-arrest systems and devices series, the risk assessment and this procedure

- harnesses must be connected only to designated anchorage points and must not be attached to handrails or other non-approved attachment points
- tools, equipment and materials must be secured where there is a risk of dropped objects
- work must stop if conditions change or controls are no longer effective.

5.3 Workboxes

Workboxes used for work at height activities must comply with [Pr11312](#) – Lifting Procedure.

Workboxes must only be used where other safer means of access or work positioning are not reasonably practicable.

People working from a workbox must:

- use the fall protection system identified in the risk assessment
- ensure rescue arrangements are established in accordance with 9 Emergency procedures
- secure tools, equipment and materials where there is a risk of dropped objects.

5.4 Anchorage points

Anchorage points used as part of a fall restraint or fall arrest system must be suitable for the intended purpose and comply with AS/NZS 1891 Industrial fall-arrest systems and devices series, manufacturer requirements and this procedure.

Anchorage points must:

- be designed, installed, inspected and approved for use by a competent person
- be suitable for the type of fall protection system being used
- have sufficient capacity for the forces generated by the fall protection system
- be positioned to allow connection before entering an area where a person may be exposed to a fall risk, where reasonably practicable
- be clearly identified as an approved anchorage point
- be inspected and maintained in accordance with applicable standards, manufacturer requirements and inspection requirements.

Before using an anchorage point, persons must confirm:

- the anchorage point is identified as suitable for use
- the anchorage point is within its inspection period
- the anchorage point is appropriate for the fall protection system being used
- the anchorage point has no visible damage, defects or conditions that may affect its performance.

5.5 Personal fall protection equipment

Personal fall protection equipment must be selected based on the task, work environment and risk assessment.

Fall protection systems must:

- be suitable for the task and the person using the equipment
- be selected and used in accordance with manufacturer requirements and applicable Australian Standards, including *AS/NZS 1891 Industrial fall-arrest systems and devices* series
- only be used by people who are trained and competent in their use
- be inspected before use to confirm they are suitable and within the required inspection period.

When using fall protection equipment:

- harnesses must be correctly fitted and adjusted before use
- connections must only be made to approved anchorage points
- people must remain connected to the fall protection system where required by the task, risk assessment and manufacturer requirements
- equipment must not be modified or used outside the manufacturer's intended purpose.

Where a fall arrest system is used, rescue arrangements must be established before work commences in accordance with Section 9 Emergency procedures.

5.6 Temporary edge protection and guardrails

Temporary edge protection and barriers must be implemented where required to prevent persons falling into or from unprotected edges, openings, voids, excavations, pits, maintenance holes or elevated work areas where permanent controls are not available.

Temporary edge protection and barriers must:

- be suitable for the hazard, location and work activity
- prevent unintended access to the fall hazard area
- be stable, secure and maintained for the duration of the work activity
- be installed in accordance with manufacturer requirements where proprietary systems are used.

Where temporary edge protection or barriers are required, people must confirm:

- the fall hazard has been identified and assessed in accordance with [Pr9306](#) – Risk Management Procedure
- the selected control is suitable for the potential fall distance and consequences
- the barrier or edge protection remains effective for the duration of the work activity.

Temporary edge protection or barriers must not be removed, altered or bypassed unless the risk has been reassessed and alternative controls have been implemented.

Where barriers are used to establish exclusion zones or control access, they must be implemented in accordance with [Pr11417](#) – Barricading Requirements Guide.

Where edge protection or barriers cannot eliminate the risk of a fall, additional fall restraint or fall arrest controls must be implemented in accordance with this procedure.

6. Work preparation and access areas

6.1 General requirements

Before commencing work at height, the work area must be inspected to confirm safe access, egress and working conditions have been established.

The inspection must consider:

- the condition and suitability of access routes, including fixed ladders, platforms, walkways, stairs, access hatches and other installed access systems
- whether the access system provides safe entry to and exit from the work area, including sufficient space to transition between access systems and the work location
- the condition of surfaces, platforms and work areas, including slip, trip, obstruction or deterioration hazards
- the location of other persons, plant, vehicles or activities that may interact with the work
- requirements for exclusion zones where there is a risk of falling objects
- environmental conditions that may affect safe access or completion of the task, including weather, lighting and visibility.

Access systems must be suitable for the intended use and must not be used where damage, deterioration or other conditions could affect safe access.

Where access systems or height safety equipment are required, they must be selected, inspected and used in accordance with Section 5 Equipment and systems.

6.2 Elevated structures

Before commencing work on elevated structures, including reservoirs, water towers and similar assets, the work area must be inspected to confirm suitable access, fall protection and emergency arrangements are available.

Consideration must be given to:

- access and egress requirements
- the condition of the structure, including any corrosion, deterioration, damage or defects that may affect safe access or the work activity
- the condition of surfaces and structural components
- the suitability and condition of installed fall protection systems
- the potential for falls from edges, openings or changes in elevation
- the potential for falling objects and the requirement for exclusion zones below the work area
- weather and environmental conditions that may affect the safety of the task
- communication arrangements where the work location may delay assistance or rescue.

Before commencing work, access systems and fall protection equipment must be inspected and confirmed suitable for use, controls identified through the risk assessment must be implemented and rescue arrangements established in accordance with Section 9 Emergency procedures.

Work must not commence where the condition of the structure, access arrangements or environmental conditions create a risk that cannot be eliminated or adequately controlled.

6.3 Open pits, wells and excavations

Before commencing work around open pits, wells, excavations, trenches, maintenance holes or similar openings, the area must be inspected to confirm suitable controls are in place to prevent falls.

Consideration must be given to:

- the potential for people, tools or equipment to fall into the opening
- safe access and egress requirements
- the condition and stability of surrounding surfaces and edges
- the need for covers, barriers, temporary edge protection or other fall prevention controls
- the requirement for exclusion zones to protect people nearby or below.

Where temporary edge protection or barriers are required, they must be installed and managed in accordance with Section 5.6 Temporary edge protection and guardrails.

6.4 Fragile surfaces

Where work requires access to surfaces that may not support a person's weight, the condition and suitability of the surface must be assessed before access is permitted.

Fragile surfaces may include:

- deteriorated roofing materials
- fibreglass sheeting
- skylights
- damaged or deteriorated structural surfaces.

Persons must not access fragile surfaces unless suitable controls have been implemented to prevent falls.

7. Work execution

Work at height activities must be undertaken in accordance with the approved work method, risk assessment, applicable permit requirements and this procedure.

Before commencing work, people undertaking the task must confirm the work area is safe to access and that controls identified through the risk assessment process have been implemented and remain effective.

During work at height activities:

- fall protection systems must be used in accordance with Section 5 Equipment and systems, manufacturer requirements and the risk assessment
- communication arrangements must be maintained where required by the task or work location

- the designated spotter must remain available and maintain communication for the duration of the activity
- tools, equipment and materials must be secured or managed to prevent dropped objects
- work at height activities must be coordinated to prevent people working beneath elevated work areas or in locations where falling objects may occur
- work areas, access routes and exclusion zones must be maintained throughout the activity
- housekeeping must be maintained to minimise slip, trip and entanglement hazards
- environmental conditions must be monitored to ensure controls remain effective
- work must stop where conditions change, controls are no longer effective or the task cannot be completed safely.

Work at height activities must not commence or continue where:

- safe access or egress cannot be maintained
- required controls are unavailable or ineffective
- the work environment creates an unacceptable risk
- weather conditions may adversely affect the effectiveness of controls or the safety of persons undertaking the work, including high winds, electrical storms, heavy rain or reduced visibility.

Where changes occur to the work scope, equipment, environment or conditions, the risk assessment and controls must be reviewed in accordance with [Pr9306](#) – Risk Management Procedure.

8. Completion of work

On completion of work at height activities, the work area must be inspected to confirm the task has been completed and the area has been left in a safe condition.

Before leaving the area, people undertaking the work must ensure:

- tools, equipment and materials have been removed or secured to prevent dropped objects
- temporary controls and equipment have been removed when no longer required and the area is safe to return to normal operations
- access routes, platforms, walkways and work areas have been left in a safe condition
- any defects, damage or issues identified during the task have been reported and managed in accordance with applicable Unitywater processes.

Where applicable, Working at Height Permits must be completed and closed in accordance with [Pr8996](#) – Permit to Work Procedure.

Where the work scope, equipment, environment or conditions have changed during the task, the risk assessment must be reviewed in accordance with [Pr9306](#) – Risk Management Procedure before the area is handed back.

9. Emergency procedures

9.1 Rescue planning

Emergency rescue arrangements must be established before commencing work where there is a risk of a fall from height or suspension in a fall arrest system.

A rescue plan must be completed for all work at heights activities using [F10561](#) - Rescue Plan Template and uploaded to the corresponding Beakon Safety Permit.

The rescue plan must identify:

- the rescue method appropriate for the task
- the rescue equipment required and its location
- the persons responsible for undertaking the rescue and their roles
- communication arrangements required to initiate and coordinate the rescue
- site-specific hazards or conditions that may affect the rescue.

Rescue equipment identified in the rescue plan must be available and accessible before work commences. Communication methods must be tested before commencing work and all people involved in the activity must be briefed on the rescue arrangements.

Rescue arrangements must be communicated to all people involved in the work before work commences and reviewed where the scope of work, equipment, work environment or rescue arrangements change.

9.2 Rescue response

Rescue arrangements must be appropriate for the task and must not rely solely on the attendance of external emergency services. Suitable rescue equipment and competent people must be available to implement the rescue arrangements identified in the rescue plan.

People nominated to undertake a rescue must:

- be trained and competent in the rescue methods and equipment applicable to the task
- understand their responsibilities under the rescue plan
- be available to respond where their role requires immediate rescue capability.

Where a person is suspended in a fall arrest system, rescue must be initiated as soon as reasonably practicable to minimise the risk of suspension intolerance.

Following rescue from a fall arrest system, the person must receive prompt medical assessment due to the potential effects of suspension intolerance.

Following an emergency event, incidents, injuries and near misses must be reported and managed in accordance with [Pr8202](#) – Incident Reporting and Notification Procedure.

10. Training and competency

All persons involved in planning, supervising or undertaking work at height activities or work at height equipment must be trained and competent to perform the task safely.

Training and competency requirements must be appropriate to the work being undertaken, the equipment being used and the level of risk involved, and must comply with applicable legislation, Australian Standards and Unitywater requirements.

Table 2: Training and competency requirements

Role	Requirement
Persons undertaking work at height	Must be competent in: • applying this procedure • identifying hazards and implementing controls through the risk assessment process • selecting, inspecting and using work at height equipment • understanding emergency and rescue arrangements applicable to the task. Required training: • RIIWH5204E – Work Safely at Heights & Ladder Rescue (or equivalent nationally recognised training). • 1OWSH – Work Safely at Heights Course (UW) for Unitywater team members.
Elevating work platform (EWP) operators – under 11 metres	In addition to the requirements for persons undertaking work at height, EWP operators must: • be trained, competent and familiarised in the specific EWP being used. Required training: • RIIHAN301E – Operate Elevating Work Platform (or equivalent nationally recognised training)
Elevating work platform (EWP) operators – 11 metres or more	In addition to the requirements for persons undertaking work at height, EWP operators must: • hold the applicable high risk work licence – Boom-type elevating work platform (WP) • be trained, competent and familiarised in the specific EWP being used. Required training: • TLILIC0005 – Licence to operate a boom-type elevating work platform (boom length 11 metres or more).
Persons nominated to undertake rescue	Must: • be trained and competent in the rescue methods applicable to the task • be competent in the use of rescue equipment and rescue procedures • understand the emergency rescue arrangements before work commences • be familiar with the rescue plan, rescue equipment and rescue method applicable to the task • have received task and equipment specific rescue training relevant to the work being undertaken. Required training: • RIIWH5204E – Work Safely at Heights & Ladder Rescue (or equivalent nationally recognised training), where applicable to the rescue method.

Where Unitywater-specific training is required, persons must successfully complete the applicable training identified in this procedure.

Completion of Unitywater training does not replace the requirement to hold nationally recognised qualifications, licences or competencies where required by legislation or the work being undertaken.

Training, licence and competency records must be maintained in accordance with Unitywater recordkeeping requirements.

Training records for Unitywater team members must be maintained within the Learning and Development system.

Contractor training, licence and competency records must be maintained in Sitepass in accordance with Unitywater contractor management requirements.

11. Recordkeeping

The table below identifies the types of records relating to this documented process and their storage location:

Table 3: Recordkeeping

Type of record	Storage location
Elevated Work Platform inspection checklist	Intelex
Hazard / Incident reports	Intelex
Portable Ladder Inspection Checklist	Intelex
Risk assessments	As specified in Pr9306 - Risk Management Procedure
Working at Height Rescue Plans	Beakon – attached to the relevant Safety Permit
Working at Height Permits	As specified in Pr8996 – Permit to Work Procedure
Training, licence and competency records (Unitywater team members)	Learning and Development System & Personnel Files
Contractor training, licence and competency records	Sitepass

12. Definitions

Table 4: Definitions, abbreviations and acronyms

Term	Meaning
Anchorage point	A secure point for attaching a lanyard, lifeline or other component of a fall restraint or fall arrest system. Anchorages require specific load and impact capacities for their intended use.

Competent person	A person who has acquired through training, qualification or experience the knowledge and skills to carry out the task.
Dropped object	Any tool, equipment, material or other item that may fall from a higher level and create a risk of injury, damage to property, plant or equipment, or environmental harm.
Elevating work platform	Mobile plant designed to elevate persons to perform work at height.
Exclusion zone	An area established to prevent unauthorised access to a hazard or work area where there is a risk of injury from work activities, falling objects, plant movement or other hazards.
Fall arrest system	A system designed to safely stop a person after a fall has occurred and minimise the risk of injury.
Fall prevention system	A control measure or combination of control measures that prevents a person from accessing or reaching an area where a fall from one level to another could occur.
Fall restraint system	A system that prevents a person from reaching a position where they could fall from one level to another.
Fixed ladder	A ladder permanently attached to a structure and designed to provide access between levels.
Lanyard	An assembly consisting of a line and components which will enable connection between a harness and an anchorage point and will absorb energy in the event of a fall.
Personal fall protection equipment	Equipment used to prevent or minimise the consequences of a fall, including harnesses, lanyards, lifelines, connectors and associated anchorage systems.
Rescue plan	A documented plan that identifies the arrangements, equipment, personnel and procedures required to safely recover a person from a work at height activity.
Risk of a fall	A circumstance that exposes a worker while at work, or other person while at or in the vicinity of a workplace, to a risk of a fall that is reasonably likely to cause injury to the worker or other person. This includes circumstances in which the worker or other person is: • in or on plant or a structure that is at an elevated level • in or on plant that is being used to gain access to an elevated level • in the vicinity of an opening through which a person could fall • in the vicinity of an edge over which a person could fall • on or in the vicinity of a surface through which a person could fall • on or near the vicinity of a slippery, sloping or unstable surface.
Scaffold	A temporary structure specifically erected to support access or working platforms.
Spotter	A competent person assigned to monitor work at height activities, maintain communication with workers undertaking the activity and initiate the agreed emergency response where required.
Suspension intolerance	A potentially life-threatening condition that can occur when a person remains suspended in a fall arrest harness for a prolonged period.

Workbox	A personnel carrying device designed to safely support and lift one or more persons using suitable lifting equipment.
Working at height	For the purpose of this procedure, working at height means any activity where there is a risk of a person falling from one level to another. Certain permit, reporting or assurance requirements may apply at specified height thresholds in accordance with Unitywater requirements.
Work positioning system	Any plant or structure, other than a temporary work platform, that enables a person to be positioned and safely supported at a location for the duration of the relevant work being carried out.

13. References and resources

Table 5: References and resources

Source	Reference
External	Work Health and Safety Act 2011 (QLD)
	Work Health and Safety Regulation 2011 (QLD)
	Managing the risk of falls at workplaces Code of Practice 2021
	AS/NZS 1891 Industrial fall-arrest systems and devices series
	AS/NZS 1892 Portable ladders series
	AS 1657 Fixed platforms, walkways, stairways and ladders – Design, construction and installation
	AS/NZS 1891 Industrial fall-arrest systems and devices series
Internal	Pr8182 – Isolation - Lock Out Tag Out (LOTO) Procedure
	Pr8185 – Personal Protective Equipment – PPE – Procedure
	Pr8202 – Incident Reporting and Notification Procedure
	Pr8218 – Fitness for Work Procedure
	Pr8996 – Permit to Work Procedure
	Pr9306 – Risk Management Procedure
	Pr11312 – Lifting Procedure
	Pr11417 – Barricading Requirements Guide
	Pr11467 – Hazard and Interaction Procedure
	F10561 - Rescue Plan Template
	F9695 - Portable Ladder Inspection Checklist
	Intelex Elevated Work Platform inspection checklist