



Safety and wellbeing



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Integrity and respect

Gippsland Water Lone Worker – Working in Isolation Toolkit

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- Gippsland Water – Area and Ecosystem
- Background to Lone Worker – Our Definition
- Legislative Requirements
- History to date
- What We Had in the Toolkit
- What We Added to the Toolkit
- Key Steps to Implementing the Toolkit
- Outcomes/Benefits



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- 2.5 to 3 hours end to end (Drouin to Loch Sport)
- Forest, Farm, Beach, Towns

Gippsland Water Ecosystem/Services



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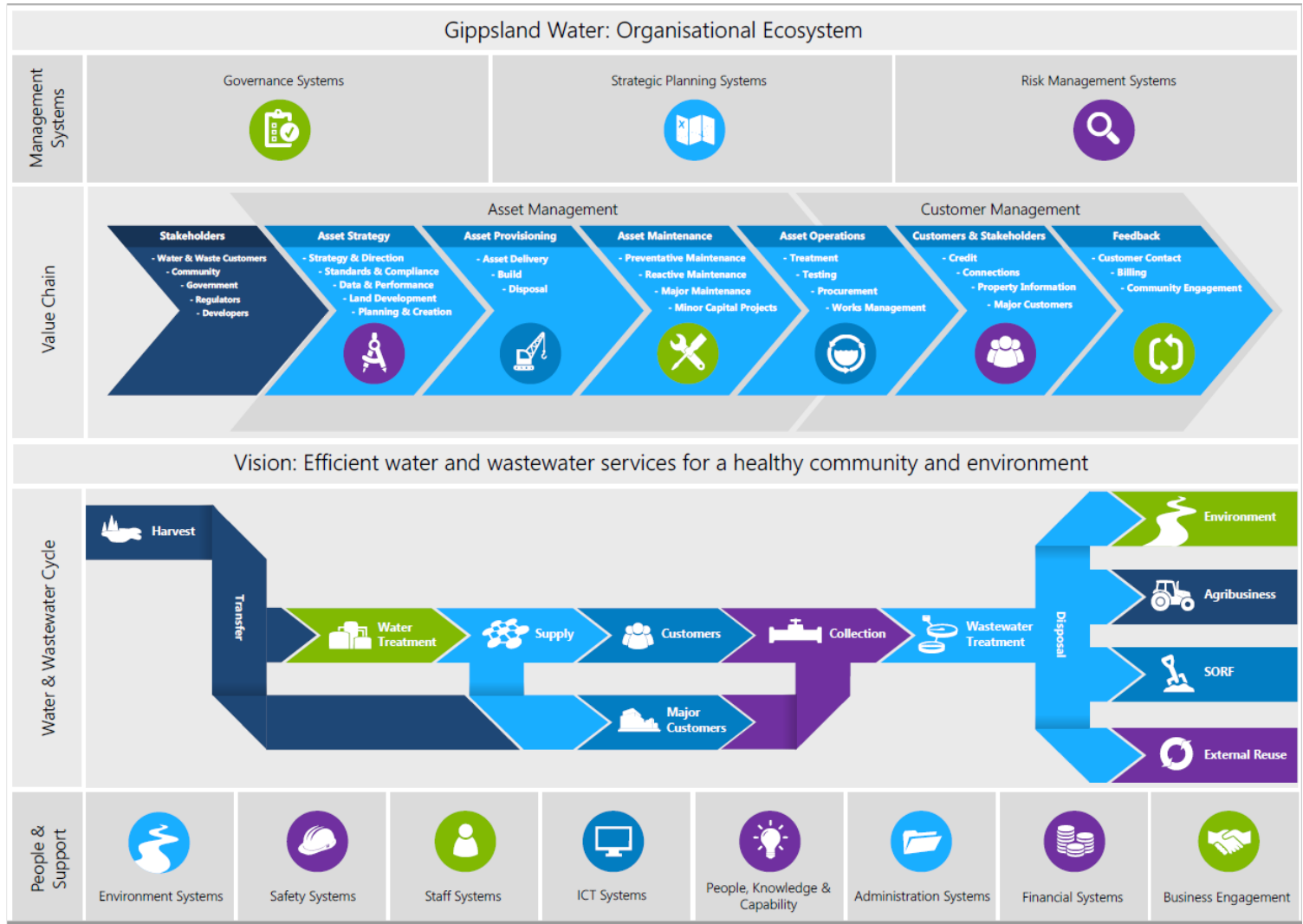
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Gippsland Water have staff working remotely and in isolation as part of the day to day job role activities.

Requirement to know where staff are from a safety perspective.

Our “**Safety & Wellbeing**” Value Statement

“GO HOME SAFE”



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OHS Act 2004, s4 (2)

Persons who control or manage matters that give rise or may give rise to risks to health or safety are responsible for eliminating or reducing those risks so far as is reasonably practicable.

How Gippsland Waters defined Working Remotely or in isolation

‘Working remotely or in isolation’ is working anywhere a person is **unable** to get **immediate assistance** from colleagues or other people **because of the location, time or nature of the work being done**. Assistance from other people includes rescue, medical assistance and emergency services.



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Pre 2006 – Operator Call in via Call in line and answering machine (**call in every 3 hours**)



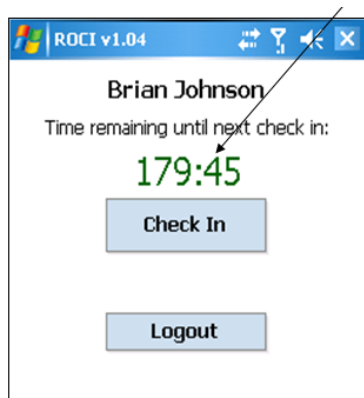
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2006/2007 – Remote Operator Call In app (GW /Sage development)

PDA



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Remote Operator	Status	Last Check In	Next Check In	Last GPS Location	Last Updated By
Wayne Shaw	Alert	4:27 PM (1 min ago)	8:27 PM (n 238 mins)	Gps Position Unknown	System Update
Brian Johnson	Active	4:05 PM (22 mins ago)	6:05 PM (n 97 mins)	3822.035300°S, 14652.104100°E	Field Device
Darryn Jones	Active	3:51 PM (37 mins ago)	7:51 PM (n 202 mins)	3796.100000°S, 14640.324500°E	Field Device
David Chambers	Active	3:14 PM (74 mins ago)	5:14 PM (n 45 mins)	Gps Position Unknown	Field Device
Julien Schill	Active	4:00 PM (28 mins ago)	6:00 PM (n 91 mins)	3821.183300°S, 14652.385300°E	Field Device
Mick Cook	Active	3:16 PM (72 mins ago)	7:16 PM (n 167 mins)	Gps Position Unknown	Field Device
Paul Keating	Active	3:05 PM (83 mins ago)	7:05 PM (n 156 mins)	3799.632700°S, 14526.762200°E	Field Device
Phil Nelson	Active	3:03 PM (85 mins ago)	7:03 PM (n 154 mins)	3796.113600°S, 14679.133700°E	Field Device
Wayne Munford	Active	3:39 PM (49 mins ago)	5:39 PM (n 70 mins)	3820.795800°S, 14610.807700°E	Field Device
Brendan Holt	Logged Out	4:27 PM (1 min ago)	N/A	Gps Position Unknown	GIPPSLANDWATER
Chas Baggeley	Logged Out	9:03 AM (4765 mins ago)	N/A	Gps Position Unknown	GIPPSLANDWATER
Chris Silveira	Logged Out	9:03 AM (4765 mins ago)	N/A	Gps Position Unknown	GIPPSLANDWATER

2007 – Back to Operator Call in via Call in line and answering machine connectivity and coverage issues otherwise a solid system



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2015/2016 – DMR vehicle tracking for operational vehicles implemented (manager vehicle gap)



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2015/2017 – Treatment Technician submitted bright idea to reinvigorate assessment and suitability of phone based app for operator call in.



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Apps reviewed (Ok Alone, Iota Lone Worker Lite, Loner Mobile), plenty of apps, coverage significantly better and tested after introduction of Digital Mobile Radio (DMR)

2017/2018 – implementation of Ok Alone phone app

Toolkit Used Pre - What we had



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- Verbal
- Calendars
- Rosters
- Whiteboards
- Mobile Phones
- 2 Up /team



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- Call In Process to answering Machine (Remote Operator Call In (ROCI) every 3 hours for select field staff only)



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- Vehicle CB Radios
- Satellite Phones



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No consistency in application other than ROCI for select field staff



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Who /knows checks if someone doesn't return???

Risks & Issues Identified



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- 3 hour call in process for lone worker workgroups on call in program



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- Where do you start to look if they don't call in ???



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- Significant gaps in staff coverage - staff who leave office infrequently (meetings, projects, after hours, customer contact) large % of business not covered when they leave the office.

- After hours on call staff coverage (on-call, meetings, travel)



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- Service centre listen to answering machine (tick off callers, garbled calls, escalate through calling technicians then supervisors (~2 hrs per day and dedicated resource) . Operators call in times designated.



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- Inconsistent application of systems across the business

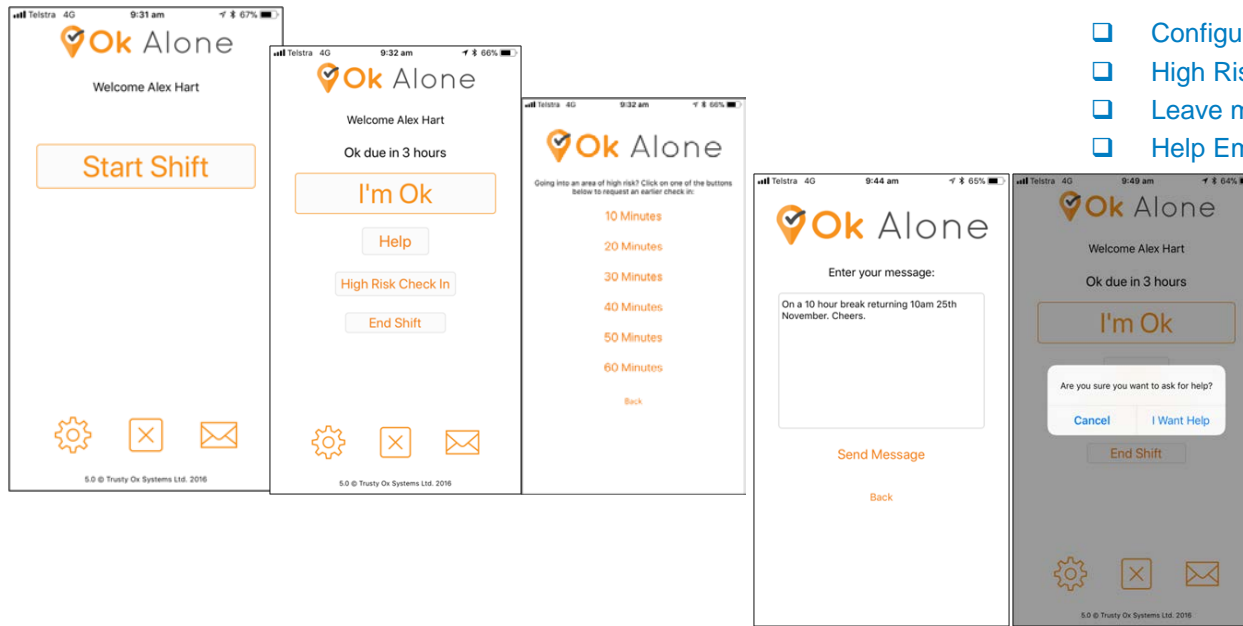


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What We Added to the Toolkit

❖ Phone App – Ok Alone (Check in Process/Escalation Process)

- ❑ Configurable
- ❑ High Risk check in option
- ❑ Leave message
- ❑ Help Emergency Escalation



❖ Digital Mobile Radio (DMR) operational vehicle tracking on Gippsland Waters private radio network (Escalation Process)

- ❑ Fixed GPS radio in operational vehicles only
- ❑ Help Emergency Escalation Button
- ❑ Portable units available

Both Process have clearly defined and documented escalation procedures



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Key Process Steps to Introducing ICT Tools



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- Open and declared with intent of application(Worker Safety)

- Working Party and Consultation



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- Clear Communications Strategy (**Dedicated Intranet Page with Everything On It**) – **“FRAME THE REASON”** from the staff

- Technologies being considered

- Vehicle tracking (DMR)
- Phone App (Ok Alone)



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- Don't Rush it



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- *****Undertake Privacy Impact Assessment *******

This Privacy Impact Assessment (PIA) makes the following recommendations:

- Non personal identifiers will be used to identify in vehicle units
- Procedure should clearly outline the purpose and use of the new technology
- Access by authorised persons using password protection.
- Data to be managed in accordance with Public Records Office Victoria (PROV) retention schedules.
- If fairly requested by an employee, Gippsland Water will provide the data collected for the DMR unit /Ok Alone app that they were directly responsible for operating.
- Review operating procedure in line with existing Gippsland Water processes.



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Working Remotely or in Isolation

Working Remotely or in Isolation objective:

People who work remotely or in isolation face different levels of risk to others.

‘Working in Isolation’ is working anywhere a person is unable to get immediate assistance from colleagues or other people because of the location, time or nature of the work being done. Assistance from other people includes rescue, medical assistance and emergency services.

OHS law requires employers to eliminate or reduce risks to health and safety, so far as is reasonably practicable. Employers should identify and control the risks associated with the job, including risks associated with working remotely or in isolation. Employers must consult with health and safety representatives (HSRs) and workers, so far as is reasonably practicable.

For Victorian WorkCover Authority recommendation, [read on...](#)

Click link to access

Quick Reference - Operators with DMR

Procedure, Training & Reference Material

- [Working Remotely or in Isolation Procedure](#)
- [GW DMR TM9300 Control Mic Training notes](#)
- [GW DMR TM9300 Remote Head Training notes](#)
- [Privacy Impact Assessment Report](#)
- [DMR Coverage - Possible Blackspots](#)

Communication videos

- [PRIVACY - Working in Isolation Video Presentation](#)
- [WHY - Working In Isolation Video Presentation](#)
- [LET SOMEONE KNOW BEFORE YOU GO - Video Presentation](#)
- [HOW THE SYSTEM WORKS - Video Presentation](#)

OK Alone Call In

- [OK Alone - Operator Call In Process](#)

Search GW Intranet

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Risk Assessment by Roles for Best Toolkit Option



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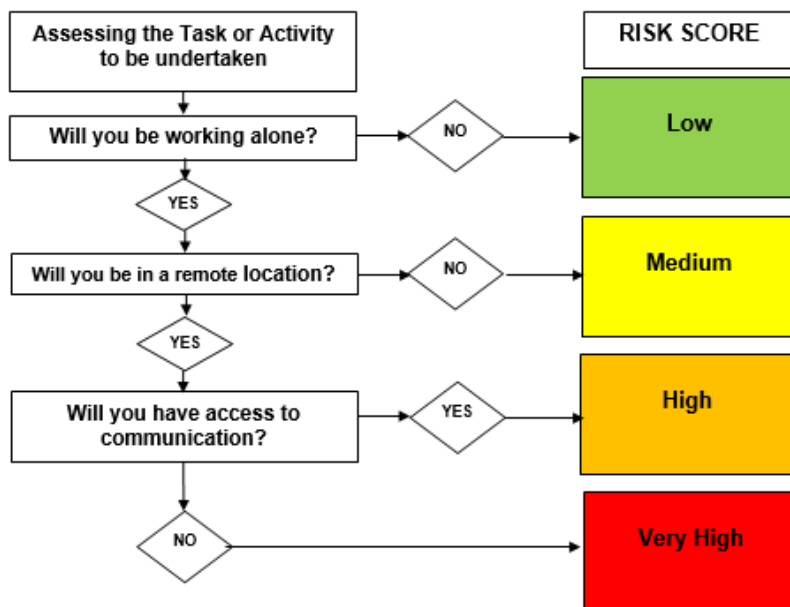


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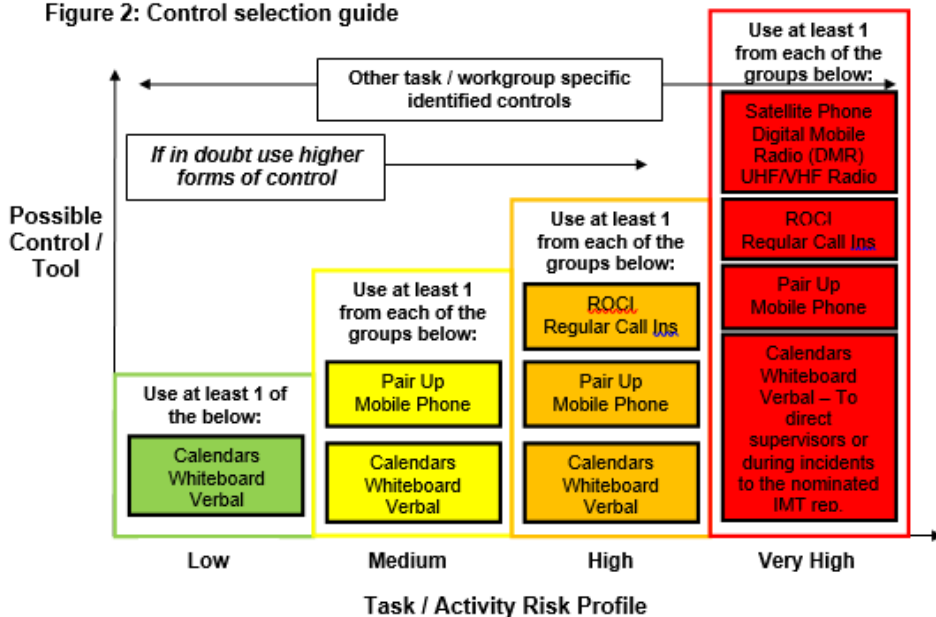
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Figure 1: Working Remotely or In Isolation risk determination decision tree;



- ❑ Roles risk assessed
- ❑ Control selection guide available
- ❑ Tailor the toolkit to what you or workgroup require to best manage safety

Figure 2: Control selection guide



Benefits of DMR/Phone App



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- ❑ Improved Worker Safety – know where they are when escalation occurs 24/7
 - ❑ Escalation by exception only
 - ❑ Improved response

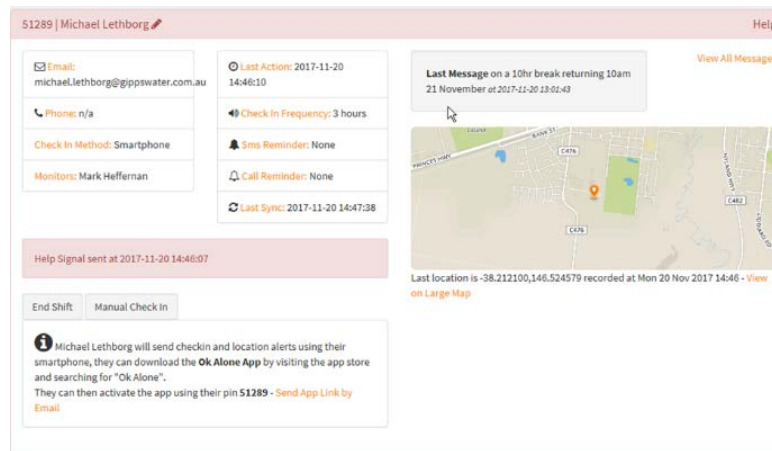


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- ❑ Any staff member with a phone can use app (field and office)
 - ❑ On-call, after hours events, meetings, returning late to office, working alone in the office)



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- ❑ Business efficiency saving min 2 hours a day.
- ❑ Clearly defined procedures as to who can access data and when (only when escalation occurs and no response)
- ❑ Expand to Total Fire Ban and Code Red day monitoring (currently call in and manually tracked), additional efficiency and cost saving
- ❑ Staff onboard and love both systems from an efficiency and safety perspective
- ❑ Remote sites still a risk where phone /radio coverage lacking – satellite phones



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Questions?