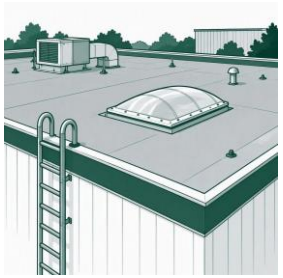
Working at Heights (Hard FM)

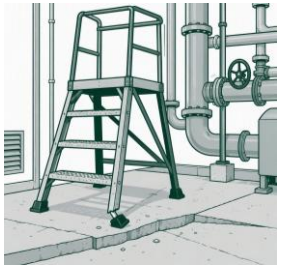
Working at height isn’t just on roofs. It includes ladders, platforms and plant rooms. Most incidents happen during quick jobs where the risk feels low.

Every height job needs planning, the right equipment and solid controls.

Primary Risks & Hazards to Spot



- **Falls from ladders, roofs or elevated work platforms**
- **Unprotected edges or skylights**



- **Fragile or uneven surfaces**
- **Poorly maintained or unstable access equipment**



- **Dropped tools or materials striking people below**
- **Weather and fatigue affecting stability or judgement**

Where might this happen in our work environment?



Roofs and rooftop plant: servicing air-conditioning units, clearing gutters or accessing roof hatches may involve exposed edges and fragile surfaces.



Plant rooms: servicing overhead pipes, valves or equipment may require ladders or platforms around fixed plant.



High ceilings and corridors: replacing lights or servicing vents may require elevated work platforms, with people moving below.

Where else?

Where have you seen working at height hazards in your work area?

What can we **check to protect**?

1 Are we ready to start?
Complete the Working at Heights permit before starting. Choose the right access method, never a makeshift setup. Inspect ladders, harnesses and anchors before use.

2 Are people protected?
Maintain 3 points of contact and never overreach. Barricade the drop zone to keep people out. Secure tools and equipment against drops.

3 Are conditions safe?
Stop work during high winds or wet conditions.

What will you do today to stop a potential working at height incident from happening?

Social Infrastructure & Citizen Services

Your safety comes first

The SI&CS Health, Safety and Wellbeing Team is here to help.

You don’t have to work through a safety concern alone.

Ask for support when:

You’re unsure

We can help you understand a hazard and discuss a safer way to work.

Something happens

We can help with hazard, incident and near-miss reporting and next steps.

You need support

We can work with you and your supervisor or manager to address health, safety and wellbeing concerns.

Do you know who your HSW Business Partner is?

Stop if the work is unsafe

Pause the task and move to a safe place. Speak up if something feels unsafe or you are unsure.

Notify your supervisor or manager

Report hazards, incidents and near misses promptly, even if no one is hurt. Explain what happened, where it is and who may be at risk.

Do not continue unsafe work

Keep the task stopped until the risk is addressed and your supervisor or manager confirms a safe way forward. Ask for help if you are unsure.