**Buildings and Facilities**

**Maintenance Policy**

**14 December 2010 v2 (updated June 2018)**

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# Introduction

## Purpose of the policy

The Buildings and Facilities Maintenance Policy defines the responsibilities of council and committees of management or other related management groups. It relates to the ongoing maintenance and minor upgrade of Buildings and Facilities which generally would be provided by council for the community and are located on land which:

* Is owned by Council;
* Council has management responsibility;
* DELWP land with non-Council management responsibility and;
* Private land where an agreement for a maintenance service exists.

The Policy will ensure that Committees of Management or related management groups are aware of maintenance responsibilities. The Policy reflects council’s commitment to a consistent, effective and equitable management of community facilities.

The Policy formally recognises and reinforces the partnership arrangement that exists between Council, committees of management and other related management groups and the valuable role that community groups play in the management of Council facilities. Council does not have a management responsibility for sites on DELWP land where Council has not been appointed this responsibility.

# Scope of the policy

The Buildings and Facilities Maintenance Policy relates to the maintenance of buildings and the grounds surrounding buildings that are managed by a Committee of Management or other management group, for the purpose of broad community use.

More specifically, the policy relates to:

* The ongoing maintenance and minor upgrade of Buildings and Facilities and related grounds. The policy does not relate to new developments or major improvements (i.e. significant upgrade or change to the structure of a building) which require capital funding.
* Buildings and Facilities not covered by specific lease/licence or management arrangements.
* Surrounding grounds which are attached to form part of the operations of a facility could include car parking, grassed or landscaped areas, pathways, etc.

Buildings may have a tenancy agreement, i.e. Lease, licence or other occupancy arrangement, put in place by council. Any lease/licence fee paid by the tenant does not contribute towards the maintenance responsibilities of the building.

For the purpose of this policy:

**Council Facility** refers to any building or structure located on land which

* Is owned by Council;
* Council has management responsibility;
* DELWP land with non-Council management responsibility where an agreement for a maintenance service exist and;
* Private land where an agreement for a maintenance service exist that is used for the purpose of supporting community activities.

**Surrounding grounds** refers to the immediate land surrounding buildings and fenced areas which supports and/or compliments the operations of the Facility. This could include car parking, grassed areas, landscaped garden beds, pathways, play areas, etc.

**Tenancy Agreement** refers to the conditions of tenancy as agreed with Council. This could include a lease, licence or other occupancy agreement.

**Tenant** refers to the management group that is allocated the use and/or management control of a building and surrounds. This may be within a formalized Tenancy Agreement.

**Maintenance** refers to the action that is required to maintain or preserve the condition of a building, structure or surrounding area. This includes minor improvements to a building or its surrounds, but does not include major upgrades or redevelopment.

# Aims of the policy

The main aims of the policy are:

* Provide a framework for determining council and community group responsibility in the maintenance of Council facilities, i.e. Clearly differentiating the internal and external maintenance and management responsibilities;
* Ensure a standard approach to the sharing of maintenance costs which reflects the use of and direct impact on council facilities;
* Ensure a consistent approach to maintaining and improving community facilities;
* Ensure community buildings and surrounds are maintained to a standard that is acceptable to Council and the broad community;
* Encourage community groups to forward plan and allocate funds towards the maintenance of allocated buildings and surrounds;
* Reinforce and formalise partnership arrangements between Council and the community groups that use and/or manage Council facilities.

# Maintenance process

**Audits**

* Council generally undertakes various building audits at various frequencies. Items requiring maintenance by Council and the tenant/management group will be reported to the group.

**Quotes**

* Depending on the scope of the works undertaken by the tenant/ management group, a minimum of two (2) written quotes over $1,000 or minimum three (3) quotes over $5,000 should be obtained from appropriately qualified trades persons.

**Council Approvals**

* All maintenance and improvement works except emergency work requires the prior approval of the Buildings and Facilities Department of Council.
* If a contractor was called due to a minor building maintenance emergency, Council’s Buildings and Facilities Maintenance Officer must be notified as soon as possible during business hours and given the details of the fault and contractors details.
* For all other issues contact the Buildings and Facilities Department on: 1300 787 624 or via E-mail on BuildingFacilities@cardinia.vic.gov.au

**Works begin**

* All works are to be carried out to Council’s satisfaction and must comply with the current and up to date regulatory and legislative requirements e.g. relevant Australian Standards, the Occupational Health and Safety Act and the Occupational Health and Safety Regulations.
* The Buildings and Facilities Unit must be advised of any safety concerns or concerns with the standard of works being undertaken.

**Inspection**

* Council’s Buildings and Facilities Department may conduct inspections of the completed works.
* It is recommended that upon receiving an invoice by a contractor, an inspection be arranged with council’s Buildings and Facilities Department prior to payment.
* Details of Council’s facilities maintenance management contractor can be provided upon request.

# Maintenance responsibilities

**Council**

Generally and more specifically by referring to the Responsibility List in **Appendix A**

1. Replacement and repairs of: Major Structural items
	1. Flooring and sub-floor structures & Load bearing (structural)
	2. External linings and claddings
	3. Water supply from the meter to the building and with-in
	4. Stormwater drains & sewerage lines, Septic Systems and Pumps
	5. Roofing, Spouting and Downpipes
	6. Major Internal plumbing & Electrical switchboard & wiring
2. External Repainting as required
3. Maintenance of adjacent car parks and driveways (Operations/Infrastructure Services)
4. Replacement of Title Boundary Fencing (like with like)
	1. Recreation Reserves (E.g. Active Communities)
	2. Other buildings (Buildings and Facilities)
5. Tree removal and trimming, (Park Services )
6. Council will insure the building for its current Market Value
7. External Graffiti (Operations)

**Committee**

Internal repairs and maintenance may include, but not limited to Grounds Maintenance Gardens and Lawns, cleaning, internal minor building maintenance, floor coverings, internal painting and small appliances.

More details can be found by referring to the responsibilities list in Appendix A

**Vandalism**

Repairs due to vandalism of a facility will be a Committee responsibility. However, Council may –

*Subject to consideration of the incident* – cover the costs between the Committee Excess and Council’s Insurance Excess.

**Alarm Systems**

The standard processes for works at Council facilities apply to the supply and installation of security systems, including the relevant approval process prior to works commencing.

The Council may supply and install an appropriate alarm system. Users are responsible for the ongoing costs associated with maintenance and remote monitoring of the alarm system.

Council can provide the details of a Security monitoring company that meets the relevant

Australian Standards.

**Essential Services**

Council will undertake all inspections for essential services. Refer to Appendix A for maintenance arrangements.

# Responsibility List Items

(Excluding facilities that are covered by specific lease or management arrangements - viz Pakenham Bowling Club, Cardinia Life, etc.)

**Definitions:**

Maintain: Clean, keep in good condition, inspect, service, repair and maintain to relevant Australian Standard (or equivalent)

Replace: Replace with new or of equivalent condition

Undertake: Carry out a specific activity

**Qualifications:**

1. Access and Inclusion upgrades would be programmed over a period of time by council, though tenants can organise their own upgrades in consultation with Council following the process outlined in this policy
2. Misuse by users would require them to rectify and undertake the repair at their expense
3. Council provides Public Liability Insurance for council operations. The tenant is responsible for providing public liability insurance for its own activities.
4. Tenants are responsible for insurance cover for their contents including equipment, fixtures and fittings.
5. Tenants are required to ensure users and hirers of facilities hold adequate public liability insurance.
6. No works undertaken without written approval by Council to the works.
7. Major Utility upgrades would be at Council's cost, if considered warranted by Council and within Council's framework.
8. Buildings on DELWP land have been treated as Council's buildings for the purpose of responsibilities (e.g.. KWR Recreation Reserve). DELWP approval is required before any works on DELWP land, where Council does not have a management responsibility and an asbestos audit report has not been provided by DELWP or the tenant, Council cannot undertake any works that could lead to the disturbance of material that could contain asbestos.

| Grouping | Aspect | All Building (except those with specific lease / licence arrangements |
| --- | --- | --- |
| Tenant | Council | Comments |
| Structural | External Wall Frames |  | Maintain/Replace |  |
| Internal Wall Frames |  | Maintain/Replace |  |
| Sub-Floor |  | Maintain/Replace |  |
| Roof Frame |  | Maintain/Replace |  |
| Floors | Maintain | Replace | Tenant to maintain floor finishes/coverings |
| Roofing  | Cladding |  | Maintain/Replace |  |
| Guttering |  | Maintain/Replace |  |
| Downpipes |  | Maintain/Replace |  |
| Safe roof access equipment |  | Maintain/Replace |  |
| Skylights |
| External |  | Maintain/Replace |  |
| Internal | Maintain |  | Internal refers to the internal diffusers and its cleaning. |
| Wall Cladding | External Cladding |  | Maintain/Replace | This is to ensure asset protection and amenity. |
| Internal Cladding | Maintain |  | Includes painting, replacing damaged tiles, woodwork, etc. |
| Ceiling Lining | Plaster | Maintain | Replace |  |
| Suspended Ceilings | Maintain | Replace |  |
| Acoustic Tiles |  | Maintain/Replace |  |
| Windows | External |
| Frames |  | Maintain/Replace |  |
| Glazing |  | Replace | Refer to Vandalism Repairs and Insurance claims |
| Operation (inclusive of locks) | Maintain/Replace |  |  |
| Flywire screens | Maintain/Replace |  |  |
| Internal |
| Frames | Maintain | Replace |  |
| Glazing | Replace |  | Refer to Vandalism Repairs and Insurance claims |
| Operation (inclusive of locks) | Maintain/Replace |  |  |
| Doors (including flywire) | External |
| Door integrity |  | Maintain/Replace |  |
| Hardware | Maintain | Replace |  |
| Locks |
| *Master key system* |  | Maintain/Replace |  |
| Internal |
| Door integrity | Maintain | Replace | Unless caused by vandalism |
| Hardware | Replace |  |  |
| Locks | Maintain/Replace |  |  |
| Services | Potable Water |
| Main to meter (includes meter) |  | Maintain/Replace |  |
| Meter to and within building |  | Maintain/Replace |  |
| Internal minor maintenance | Maintain |  |  |
| Backflow Prevention servicing |  | Maintain/Replace |  |
| Water Tanks (those part of building infrastructure) | Maintain | Replace |  |
| Water Tank Pumpsets (those part of building infrastructure) | Maintain | Replace |  |
| UV treatment systems for drinking water | - | - | Responsibilities to be developed and allocated in water management plan when a UV system is in place |
| Fixtures (includes minor plumbing - tap washers etc.) | Maintain/Replace |  |  |
| Major fixtures (toilets suites, tap components) | Maintain | Replace |  |
| Irrigation Bores |
| The bore |  | Maintain/Replace | Refer Active Communities - Users agreements |
| Bore pump |  | Maintain/Replace | Refer Active Communities - Users agreements |
| Water tank and irrigation pumps | Maintain/Replace |  | Refer Active Communities - Users agreements |
| Stormwater |
| Stormwater drains (to point of legal discharge) |  | Maintain/Replace |  |
| Wastewater  |
| Sewer Mains *(Initial first inspection and clean)* | Maintain |  | E.g. should a blockage or an impact causing sewer main not to operate  |
| Sewer Mains *Structural failure* |  | Replace |  |
| Treatment Plants (includes Septic Tanks) | Maintain | Replace |  |
| Pump Stations |  | Maintain/Replace |  |
| Disposal Lines and System |  | Maintain/Replace |  |
| Interceptor Waste Pits | Maintain | Replace |  |
| Fixtures | Maintain/Replace |  | E.g. Including toilet blockages  |
| Sanitary Units | Maintain/Replace |  |  |
| Electricity  | Upgrades due to a change of use or practices are to be considered as part of grant applications. |
| Supply mains |  | Maintain/Replace |  |
| Electricity meters and distribution boards |  | Maintain/Replace |  |
| Internal wiring |  | Maintain/Replace |  |
| GPO outlets | Maintain/Replace |  | Applicable standards and guidelines to be followed e.g. Worksafe Victoria RCD testing |
| Solar Electricity Systems |  | Maintain/Replace |  |
| Testing and Tagging *Committee owned*  | Maintain |  |  |
| Testing and Tagging*Council Owned* |  | Maintain |  |
| Gas |
| Supply mains |  | Maintain/Replace | This applies to existing services not new services. |
| Lighting |
| Internal*Fixture* |  | Maintain/Replace | Unless caused by vandalism |
| Internal*Lamp replacement* | Maintain/Replace |  |  |
| External (attached to building)*Fixture* |  | Maintain/Replace |  |
| External (attached to building)*Lamp replacement* | Maintain/Replace |  |  |
| Carpark and surrounds*Fixture* |  | Maintain/Replace | Refer to Infrastructure Services DepartmentResponsibilities should be as per agreed arrangement if any. |
| Carpark and surrounds*Lamp replacement* |  | Replace | Refer to Infrastructure Services DepartmentResponsibilities should be as per agreed arrangement if any. |
| Essential Services  |
| Servicing to AS Standards |  | Maintain |  |
| Annual Compliance Audit and Certificate |  | Maintain |  |
| Path of Egress Inspections (Ongoing) | Maintain |  | Ensure that all paths to an exit are kept clear at all times. |
| Fire extinguishers |  | Maintain/Replace | Reference has to be made to the required lease arrangement for any associated charges for this specific service. |
| Fire blankets | Maintain/Replace |  |  |
| Hose Reels |  | Maintain/Replace |  |
| Illuminated emergency exit signs and Fluorescent tubes | Globe replacement only | Maintain/Replace |  |
| Fire and smoke detectors (hard wired) |  | Maintain/Replace |  |
| Smoke detectors (battery operated) | Maintain/Replace |  | Replace batteries every 6 months. |
| Mechanical Plant | Air conditioners - Individual Small Units*Split Systems* | Maintain | Replace | E.g. maintain implies keeping in good operation such as cleaning filters on a regular basis. |
| Air conditioners - Individual Small Units*Wall units* | Maintain | Replace |  |
| Air conditioners - Large central ducted and other systems |  | Maintain/Replace |  |
| Building Management Systems |  | Maintain/Replace |  |
| Heaters | Maintain | Replace | This refers to fixed units only. Maintain implies ensuring at all times current standards and guidelines are being complied with e.g. CO2 testing. |
| Sweep Fans | Maintain | Replace |  |
| Hot Water Systems | Maintain | Replace |  |
| Zip Boilers | Maintain | Replace |  |
| Automatic Door Openers | Maintain | Replace |  |
| Security Systems | Security alarms | Maintain |  |  |
| Security Monitoring | Maintain |  |  |
| Security Patrolling | Maintain |  |  |
| Keys  | Maintain |  | Council approval where keys are required. Please note that should there be any unauthorised changes to locks, the tenant may need to pay for costs associated with re keying.  |
| Upgrade to Council key system |  | Replace | Council will meet the cost of upgrading to the master key system, within Council's annual allocated budget. |
| Floor Coverings | Carpet | Maintain/Replace |  |  |
| Vinyl | Maintain/Replace |  |  |
| Polished timber | Maintain/Replace |  |  |
| Tiles | Maintain/Replace |  |  |
| Window Coverings | Curtains/Drapes and Blinds (internal) | Maintain/Replace |  |  |
| Roller shutters | Maintain | Replace |  |
| External awnings | Maintain | Replace |  |
| Painting | External |  | Maintain |  |
| Internal | Maintain |  |  |
| Cleaning | Guttering |  | Maintain |  |
| External Walls | Maintain |  | Committee to clean twice a year. Excluding asbestos containing materials. |
| External Windows | Maintain |  | Committee to clean twice a year. |
| Internal windows | Maintain |  |  |
| Internal floor coverings | Maintain |  |  |
| Pest Control | Termite *Annual inspection* |  | Maintain |  |
| Termite*Annual treatment program* |  | Maintain | Unless specified in a lease agreement for tenant to maintain.  |
| RodentsTreatment program | Maintain |  |  |
| Fit out and Fixed Equipment | Stoves (includes rangehoods and exhaust fans)*Commercial*  | Maintain | Replace | Replacement will be undertaken by Council if installed by Council or specifically approved in writing by Council at the time of installation. |
| Stoves (includes rangehoods and exhaust fans)*Domestic* | Maintain | Replace | Replacement will be undertaken by Council if installed by Council or specifically approved in writing by Council at the time of installation. |
| Fridges*Commercial*  | Maintain/Replace |  | Unless the units were installed by Council. If Council had installed then it would be the responsibility of the tenant to Maintain, with Council responsible for Replacement. |
| Fridges*Domestic* | Maintain/Replace |  |  |
| Internal cupboards | Maintain/Replace |  |  |
| Fixtures and fittings in change rooms and amenities | Maintain/Replace |  |  |
| Landscaping | Lawn | Maintain/Replace |  |  |
| Fencing *Title (buildings and Sports grounds)* |  | Maintain/Replace | Refer to Section 5 of this document. |
| Fencing *Internal* | Maintain/Replace |  | Refer to Section 5 of this document. |
| Car Park and Driveway |  | Maintain/Replace | For Recreation Reserves, refer to Active Communities – user agreements. |
| Signage*Corporate* |  | Maintain/Replace |  |
| Signage*Site specific*  | Maintain/Replace |  |  |
| Retaining Walls and Steps | Maintain/Replace |  |  |
| Litter, Leaves and Garden Beds | Maintain |  |  |
| Trees | Watering of trees | Maintain/Replace |  |
| Pathways and Hard Surface Areas | Maintain | Replace | Minor repairs and general upkeep to be undertaken by the Tenant. Major misalignment or pavement failure would be replaced by Council. For Recreation Reserves, refer to Active Communities - user agreements. |
| Playing Fields | Surfaces*Playing* | Maintain |  |  |
| Surfaces*Annual turf report* |  | Maintain | Refer to Active Communities - user agreements. |
| Surfaces*Surrounds* | Maintain |  |  |
| Surfaces*Road side maintenance (nature strip)* | Maintain |  |  |
| Playground Facilities*Equipment (Kindergartens only)* | Maintain/Replace |  |  |
| Playground Facilities*Equipment* |  | Maintain/Replace | Operations Department will undertake an annual audit. For Recreation Reserves, refer to Active Communities user agreements. |
| Playground Facilities*Fences* |  | Maintain/Replace | Refer to Section 5 |
| Provision of Soft Fall*General* | Maintain (Monitor only) | Replace | Council's activity is for the replacement of soft fall. Contractual arrangement for Operations Department to undertake a specified number of times per year |
| Provision of Soft Fall*Kindergartens - Top up* | Maintain (Monitor only) |  |  |
| Provision of Soft Fall*Kindergartens - Digout and Replace* |  | Replace | Council's Operations Department will undertake these works. |
| Other | Asbestos Audits |  | Maintain | DELWP will undertake these audits on DELWP land where Council has no management responsibility |
| Rubbish Removal*Standard domestic type rubbish (non hard waste or green waste)* | Maintain |  | A council standard collection service is an option but may not be available to all areas of the shire. |
| Payment of Utility Accounts | Maintain |  |  |
| Insurances | Public Liability | Maintain | Maintain | Refer to Qualification note 3 |
| Building Insurance and Fire Service Levy |  | Maintain | For Recreation Reserves, refer to Active Communities – user agreements. |
| Contents Insurance*Tenant's equipment, fixtures and fittings* | Maintain |  |  |
| Contents Insurance*Council's equipment, fixtures and fittings* |  | Maintain |  |
| Vandalism Repair | Maintain |  | Council may consider in special circumstances meeting the cost between the Tenant's excess and Council's excess. |
| Graffiti  | Buildings |  | Maintain |  |
| Grounds |  | Maintain | Refer Operations Department for Council reserves. For Recreation Reserves, refer to Active Communities user agreements. |

# Glossary of Terms

## Your OH&S obligations

Under OH&S legislation you are obliged to provide:

* safe premises
* safe machinery and materials
* information, instruction, training and supervision
* a suitable working environment and facilities.

If you, and/or your contractors don't comply with these legal requirements there can be fines applicable.

## Red/White Card

The Red/White Card training establishes general, industry-wide OH&S training and is a requirement for all people who work on construction sites, both domestic and commercial.

All contractors should be able to provide committees with their Red/White card.

## MSDS (Material Safety Data Sheet)

A Material Safety Data Sheet is designed to provide both workers and emergency personnel with proper procedures for handling or working with a particular substance.

Who are MSDS meant for?

* Employees who may be occupationally exposed to a hazard
* Employers who need to know the proper methods for storage
* Emergency responders such as Fire Fighters, emergency medical technicians and emergency personnel.

For safe use of any chemical products, please refer to an MSDS.

## JSA (Job Safety Analysis)

Job Safety Analysis’ (JSA) are to be completed prior to commencement by any persons undertaking works. This is to identify risks and hazards that may be encountered.

Any works that are considered to be high risk, a more extensive form entitled SWMS (see below) is to be used in substitution of a JSA.

## SWMS (Safe Work Method Statement)

A Safe Work Method Statement (SWMS) is to be completed for any high risk works to be undertaken which details how specific risks in the workplace will be managed. High risk works include, but are not limited to: electrical work, trenching, working at heights. Contractors that committees engage in should be able to produce a SWMS for any high risk works.

## PPE (Personal Protective Equipment)

The use of personal protective equipment is to reduce exposure to hazards.

Personal Protective Equipment (PPE) comprises a range of clothing and equipment which is worn by employees, contractors or visitors as appropriate to protect or shield their bodies from workplace hazards. For example ear muffs or goggles.

## Working at Heights

Please note that Worksafe requirements must be abided to at all times when working above floor level.

Controls must be put in place to prevent anyone working where the bottom of their feet is over 2m in height from ground level.

Workers should not be working alone if they are working at heights of 2 metres or more.

## Certificate of Electrical Safety

The certificate indicates to the committee that the work has been completed safely and carried out by a registered electrical contractor.

Council requires electricians to issue certificates for any electrical installation and/or repair work.

## Plumbing Industry Commission Compliance Certificate

On completion of significant plumbing works, a Certificate of Compliance must be obtained. It proves the safety and quality of the works undertaken within the building.

## Hot works (Permits)

A Hot Work Permit is a documented permit which is to be obtained by the Buildings and Facilities unit where prescribed Hot Works are undertaken. Hot Works are any works that could be hazardous due to intense heat or possible ignition. Works may include, but are not limited to, brazing, welding, soldering, cutting, thawing of pipes and torch-applied roofing.

For up to date and comprehensive information, please refer to the WorkSafe website:

<http://www.worksafe.vic.gov.au/>