

# **Buildings and Facilities Maintenance Policy**

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

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# 1. Introduction

## 1.1 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.

## 2. 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.

### 3. 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.

### 4. 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](mailto: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.

## **5. Maintenance responsibilities**

### **Council**

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

1. Replacement and repairs of: Major Structural items
  - a. Flooring and sub-floor structures & Load bearing (structural)
  - b. External linings and claddings
  - c. Water supply from the meter to the building and with-in
  - d. Stormwater drains & sewerage lines, Septic Systems and Pumps
  - e. Roofing, Spouting and Downpipes
  - f. 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)
  - a. Recreation Reserves (E.g. Active Communities)
  - b. 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
<b>Structural</b>	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
<b>Roofing</b>	Cladding		Maintain/Replace	
	Guttering		Maintain/Replace	
	Downpipes		Maintain/Replace	
	Safe roof access equipment		Maintain/Replace	
	<b>Skylights</b>			
	External		Maintain/Replace	
	Internal	Maintain		Internal refers to the internal diffusers and its cleaning.
<b>Wall Cladding</b>	External Cladding		Maintain/Replace	This is to ensure asset protection and amenity.
	Internal Cladding	Maintain		Includes painting, replacing damaged tiles, woodwork, etc.

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
<b>Ceiling Lining</b>	Plaster	Maintain	Replace	
	Suspended Ceilings	Maintain	Replace	
	Acoustic Tiles		Maintain/Replace	
<b>Windows</b>	<b>External</b>			
	Frames		Maintain/Replace	
	Glazing		Replace	Refer to Vandalism Repairs and Insurance claims
	Operation (inclusive of locks)	Maintain/Replace		
	Flywire screens	Maintain/Replace		
	<b>Internal</b>			
	Frames	Maintain	Replace	
	Glazing	Replace		Refer to Vandalism Repairs and Insurance claims
	Operation (inclusive of locks)	Maintain/Replace		
<b>Doors (including flywire)</b>	<b>External</b>			
	Door integrity		Maintain/Replace	
	Hardware	Maintain	Replace	

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
	<b>Locks</b>			
	Master key system		Maintain/Replace	
	<b>Internal</b>			
	Door integrity	Maintain	Replace	Unless caused by vandalism
	Hardware	Replace		
	Locks	Maintain/Replace		
<b>Services</b>	<b>Potable Water</b>			
	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

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
	Fixtures (includes minor plumbing - tap washers etc.)	Maintain/Replace		
	Major fixtures (toilets suites, tap components)	Maintain	Replace	
	<b>Irrigation Bores</b>			
	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
	<b>Stormwater</b>			
	Stormwater drains (to point of legal discharge)		Maintain/Replace	
	<b>Wastewater</b>			
	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	

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
	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		
	<b>Electricity</b>			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 <i>Committee owned</i>	Maintain		
	Testing and Tagging <i>Council Owned</i>		Maintain	

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
	<b>Gas</b>			
	Supply mains		Maintain/Replace	This applies to existing services not new services.
	<b>Lighting</b>			
	Internal <i>Fixture</i>		Maintain/Replace	Unless caused by vandalism
	Internal <i>Lamp replacement</i>	Maintain/Replace		
	External (attached to building) <i>Fixture</i>		Maintain/Replace	
	External (attached to building) <i>Lamp replacement</i>	Maintain/Replace		
	Carpark and surrounds <i>Fixture</i>		Maintain/Replace	Refer to Infrastructure Services Department Responsibilities should be as per agreed arrangement if any.
	Carpark and surrounds <i>Lamp replacement</i>		Replace	Refer to Infrastructure Services Department Responsibilities should be as per agreed arrangement if any.
	<b>Essential Services</b>			
	Servicing to AS Standards		Maintain	

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
	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.
<b>Mechanical Plant</b>	Air conditioners - Individual Small Units <i>Split Systems</i>	Maintain	Replace	E.g. maintain implies keeping in good operation such as cleaning filters on a regular basis.
	Air conditioners - Individual Small Units <i>Wall units</i>	Maintain	Replace	

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
	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	
<b>Security Systems</b>	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.



Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
<b>Floor Coverings</b>	Carpet	Maintain/Replace		
	Vinyl	Maintain/Replace		
	Polished timber	Maintain/Replace		
	Tiles	Maintain/Replace		
<b>Window Coverings</b>	Curtains/Drapes and Blinds (internal)	Maintain/Replace		
	Roller shutters	Maintain	Replace	
	External awnings	Maintain	Replace	
<b>Painting</b>	External		Maintain	
	Internal	Maintain		
<b>Cleaning</b>	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		

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
<b>Pest Control</b>	Termite <i>Annual inspection</i>		Maintain	
	Termite <i>Annual treatment program</i>		Maintain	Unless specified in a lease agreement for tenant to maintain.
	Rodents Treatment program	Maintain		
<b>Fit out and Fixed Equipment</b>	Stoves (includes rangehoods and exhaust fans) <i>Commercial</i>	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) <i>Domestic</i>	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 <i>Commercial</i>	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 <i>Domestic</i>	Maintain/Replace		
	Internal cupboards	Maintain/Replace		
	Fixtures and fittings in change rooms and amenities	Maintain/Replace		

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
<b>Landscaping</b>	Lawn	Maintain/Replace		
	Fencing <i>Title (buildings and Sports grounds)</i>		Maintain/Replace	Refer to Section 5 of this document.
	Fencing <i>Internal</i>	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 <i>Corporate</i>		Maintain/Replace	
	Signage <i>Site specific</i>	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.

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
<b>Playing Fields</b>	Surfaces <i>Playing</i>	Maintain		
	Surfaces <i>Annual turf report</i>		Maintain	Refer to Active Communities - user agreements.
	Surfaces <i>Surrounds</i>	Maintain		
	Surfaces <i>Road side maintenance (nature strip)</i>	Maintain		
	Playground Facilities <i>Equipment (Kindergartens only)</i>	Maintain/Replace		
	Playground Facilities <i>Equipment</i>		Maintain/Replace	Operations Department will undertake an annual audit. For Recreation Reserves, refer to Active Communities user agreements.
	Playground Facilities <i>Fences</i>		Maintain/Replace	Refer to Section 5
	Provision of Soft Fall <i>General</i>	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 <i>Kindergartens - Top up</i>	Maintain (Monitor only)		

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
	Provision of Soft Fall <i>Kindergartens - Digout and Replace</i>		Replace	Council's Operations Department will undertake these works.
<b>Other</b>	Asbestos Audits		Maintain	DELWP will undertake these audits on DELWP land where Council has no management responsibility
	Rubbish Removal <i>Standard domestic type rubbish (non hard waste or green waste)</i>	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		
<b>Insurances</b>	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 <i>Tenant's equipment, fixtures and fittings</i>	Maintain		
	Contents Insurance <i>Council's equipment, fixtures and fittings</i>		Maintain	
	Vandalism Repair	Maintain		Council may consider in special circumstances meeting the cost between the Tenant's excess and Council's excess.

Grouping	Aspect	All Building (except those with specific lease / licence arrangements)		
		Tenant	Council	Comments
<b>Graffiti</b>	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/>