



Australian Government
**Seafarers Safety, Rehabilitation
and Compensation Authority**

2016 Seacare Awards

Case Studies

Toll Shipping

SAFETY INITIATIVES FOR WORKING AT HEIGHTS

About Toll Shipping

Toll Shipping (Toll) provides comprehensive shipping service between Tasmania and mainland Australia. With two purpose built vessels operating six days a week, Toll transports approximately 250,000 twenty-foot equivalent units and 10,000 cars each year.

The problem or challenge

There are over 72 enclosed space entry locations on board each Toll vessel. A review of the control measures and safety precautions for working at heights in place by Toll identified a further hazard within its 'long drop' ballast tanks following a recent port upgrade requiring dredging of the harbour. As a result of the dredging of the harbour, ballast water taken on by the vessel now had increased silt content, resulting in the tanks being coated with a thin layer of sediment. This created a slippery film over the ladders which, in the deepest tank, increased the risk of slipping and falling from a height of up to eight metres.

The approach and outcome

Toll engaged a technical expert to assess the identified risk and provide advice on how it could be addressed. Following consultation between the ships' officers, crew and shore-side management, it was agreed that the use of an appropriate fall arrestor and designated anchor points would eliminate the risk of falling from a height during entry or exit into these spaces.

Over the following months, Toll installed designated anchor points covering 24 of their ballast tank entry locations. These points were tested and rated to an adequate working load. Toll introduced three fall arrestors to allow sufficient resources for a tank entry using multiple entry/exit locations.

To embed the practice of utilising the new equipment, Toll arranged for a local training organisation to attend the vessel to familiarise them with Toll's arrangement. Through the training organisation, Toll then began educating its seafarers on how to use the new equipment to its maximum potential, qualifying them as competent to 'work safely at heights'.

Toll continually undertakes practical exercises at intervals not exceeding four weeks to ensure that its seafarers are familiar with the use of the equipment and safe working at heights processes. Toll also implements a continual training program familiarising the workforce with the control measures in place.

Key achievements

As a result of its approach, Toll have achieved:

- > a zero injury rate from workers ascending or descending long drop tanks
- > the full implementation of working safety at heights equipment on both vessels operated by Toll
- > the implementation of layout modifications offering permanently fixed designated anchor points.

WHITE RIBBON WORKPLACE ACCREDITATION

About P&O Maritime

P&O Maritime Australasia (P&O) has traditionally operated specialised marine science and research, expeditionary and cargo transport to the Antarctic and sub-Antarctic territories for Australian and French governments. In the private sector, P&O provide a full range of cargo services and river transportation for the regions' mining industry.

The problem or challenge

Around one in three women have experienced physical or sexual violence perpetrated by someone known to them in Australia. Domestic violence not only impacts the lives of those who experience it but can lead to lost productivity, absenteeism, increased staff training costs and misused resources in the workplace.

Given the male dominated nature of the maritime industry, P&O Maritime recognised the positive role it could play in addressing the workplace cultures and attitudes that contribute to gender inequality and violence against women. To do this, P&O Maritime participated in the [White Ribbon Workplace Accreditation Program](#). White Ribbon Australia is an organisation which encourages men to bring an end to violence against women and its Workplace Accreditation Program supports and recognises workplaces that are taking active steps to respond to this initiative.

To receive accreditation, P&O Maritime was required to satisfy a range of criteria, providing evidence of staff consultation, engagement, training and appropriate human resources policies and procedures. To satisfy the criteria, P&O Maritime undertook the following:

Education

P&O Maritime, in conjunction with Lifeline, delivered a domestic violence awareness training session. This training, which was made available to Melbourne staff and those working remotely through WebEx and dial in facilities, included information on:

- > the prevalence of domestic violence;
- > different types of abuse;
- > the cycle of violence;
- > barriers to leaving or getting support; and
- > ways of supporting a person experiencing domestic violence.

Mental health training was made available to staff which focused on how mental health can affect mood and create issues in the workplace and at home and promoted strategies to address these.

P&O Maritime will continue to roll out further training for supervisors on how to handle the disclosure of sensitive information as part of this program.

Promotion

The initiative has been promoted by P&O Maritime's management team through video released to all staff in which they expressed their commitment to the White Ribbon campaign. P&O Maritime continues to communicate to staff its progress towards accreditation through its company newsletter, Soundings.

Policy

P&O Maritime created and implemented a domestic violence policy which helps to support workers and guide the response of managers in assisting employees whose work life is affected by domestic violence.

Survey's conducted by P&O Maritime of employees' views before and after taking part in the White Ribbon Accreditation program has indicated that its domestic violence awareness initiatives have resulted in improved:

- > understanding of the different forms of abuse;
- > awareness of P&O's domestic violence policy;
- > attitudes about respect and gender equality; and
- > willingness to assist a colleague experiencing domestic violence.

Key achievements

- > accreditation as a White Ribbon Workplace
- > domestic violence awareness training program made available to all staff
- > creation of a White Ribbon Committee which meets regularly to progress initiatives against P&O's White Ribbon awareness campaign
- > implementation of a domestic violence policy
- > increase in staff awareness of, and commitment to preventing domestic violence against women.