TOOLBOX TALK AWARENESS PACKAGES

HAZ-LON · Lone and Remote Work Awareness

Product Overview

Audience: Workers who work alone, remotely or in isolated locations · Duration: 20–30 minutes

Version 1.0 · 8 November 2026

For workers who are on their own or a long way from help: what can go wrong, and the communication and check-in controls that bring help quickly.

Working alone or remotely is not unsafe in itself, but it changes the risk. If something goes wrong (an injury, a medical event, a vehicle breakdown, an aggressive person) there may be nobody to help and no way to call for it. Isolated work is also a psychosocial hazard.

This talk covers the hazards of lone and remote work, the controls the business provides such as communication systems and check-in procedures, and what the worker does when a check-in is missed or help is needed.

Learning outcomes

By the end of the session participants will be able to:

- Explain what lone and remote work is, and why it changes the risk of ordinary hazards
- Identify the hazards of working alone, including injury, medical events, violence, vehicle breakdown, weather and isolation
- Describe the controls: avoiding lone work for high risk tasks, reliable communication, check-in schedules and emergency devices
- Follow the check-in procedure and know what happens when a check-in is missed
- Plan travel and work in remote areas, including water, fuel, weather and coverage
- Raise concerns about lone work, including feeling isolated, through the right channel

What it covers

Module	Covers
What changes when you are alone	Delayed help; Common scenarios; Isolation as a psychosocial hazard
Controls	Tasks that must not be done alone; Communication: mobile, radio, satellite and emergency devices; Check-in schedules and escalation
Your part	Planning the day and the trip; Making every check-in; Raising concerns

Activities

- Missed check-in: a scenario worked through step by step, from the missed call to raising the alarm
- Plan the trip: workers prepare a simple remote travel plan using the handout

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What is in the package

Item	File
Editable PowerPoint presentation with speaker notes, plus PDF	02_TRAINING_PRESENTATION/Training Presentation.pptx and .pdf
Facilitator guide with a running sheet, discussion prompts and model answers	03_FACILITATOR_GUIDE/Facilitator Guide.docx and .pdf
Participant handout with the key points to take away	04_PARTICIPANT_HANDOUT/Participant Handout.docx and .pdf
Attendance record form, to capture who attended, when, and who facilitated	06_RECORDS/Attendance Record.docx and .pdf
Excel attendance register	06_RECORDS/Attendance Register.xlsx
Multiple-choice theory assessment, to record understanding if your business wants to	05_ASSESSMENT/Theory Assessment.docx and .pdf
Answer key for the assessment	05_ASSESSMENT/Assessment Answer Key.docx and .pdf
Certificate template	06_RECORDS/Certificate Template.docx
Start here: Read Me First, Product Overview, Permitted Use Terms, Version Information	01_START_HERE/ (four PDFs)

What you need to deliver it

- A facilitator such as a supervisor, leading hand or WHS adviser who has read the facilitator guide and knows your site's arrangements for the topic
- A screen or projector, or printed slides or handouts: it works in a crib room, site office or on a video call
- Your own site procedures for the topic, to point to during the session

Questions

Can we add our own site procedures and photos? Yes. The slides, handout and guide are editable, and the facilitator guide marks the places to add your own procedures, contacts and photos of your workplace.

Do we have to use the assessment? No. It is there if your business wants a record that each worker understood the key points. The attendance record on its own shows who attended and when.

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TOOLBOX TALK

Lone and Remote Work Awareness

What changes when help is far away, and the controls that bring it quickly

20–30 minutes · Workers who work alone, remotely or in isolated locations

[Company name] · [Date] · [Facilitator name]

LON

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What this talk is, and is not

This talk covers

- ✓ Why working alone changes the risk
- ✓ Tasks that must not be done alone
- ✓ Communication, check-ins and emergency devices
- ✓ Planning remote travel, and raising concerns

This talk is not

- ✕ Training on your radio, satellite phone or beacon
- ✕ Four-wheel drive or first aid training
- ✕ Training for high risk tasks
- ✕ Our procedure: **[Your lone work procedure]**

Awareness only. Using emergency devices, remote driving and first aid need their own training. Some high risk tasks need a licence or competency.

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What changes when you are alone

Working alone is not unsafe in itself, but it changes the risk: help is delayed, and you may not be able to call for it.

- Injury: a fall, a crush, a cut that needs help in minutes
- Medical events: a heart attack, a diabetic low, heat illness, a snake bite
- Violence or aggression, with nobody to step in or call for help
- Vehicle breakdown or bogging, weather, flood and fire
- Isolation: no one to talk to, check with or share the load

A composite example

- A maintenance worker visits a remote pump station alone. She slips on a wet ladder and breaks her ankle. There is no mobile coverage, and her only check-in is when her shift ends.
- She waits five hours for help. Nobody had planned for it.

An ordinary injury becomes serious when help is hours away.

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Duties under WHS or OHS laws

The business must

- Manage the risks of remote or isolated work, like any other risk
- Provide effective communication with workers who work alone
- Plan how help will reach you, and how fast
- Consult workers on how lone work is done

You must

- Follow the lone work and check-in procedure
- Carry, check and use the communication provided
- Not take on tasks that must not be done alone
- Report hazards, near misses and concerns

WHS regulations name remote or isolated work, and require effective communication. Victoria's OHS laws cover it through the general duties.

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The order of controls for lone work

1. **Elimination** Don't work alone: a second person, or do it when others are there
2. **Substitution** Change the task: remote monitoring, a call instead of a visit
3. **Isolation** Keep away from the hazard: no entry to risky areas alone
4. **Engineering** Communication that works there: radio, satellite, duress devices
5. **Administrative** Check-in schedules, travel plans, escalation, rosters
6. **PPE and kit** First aid kit, water, the right clothing

HIGHER ORDER

Bring people and help closer, whoever is doing the job.

LOWER ORDER

Rely on people making every check-in and carrying the kit, every time.

Behaviours are not on the hierarchy, but behaviours and culture decide whether every control on it actually works.

Start at the top. A phone is not a substitute for a second person.

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TOOLBOX TALK · HAZ-LON

Lone and Remote Work Awareness

Participant handout · keep this

Working alone or remotely changes the risk: if something goes wrong, help may be hours away and you may not be able to call for it. Keep this page.

The order of controls for lone work

1. Don't work alone: a second person, or work when others are there
2. Change the task so nobody has to go
3. Keep out of risky areas alone
4. Communication that works there: radio, satellite, duress devices
5. Check-ins, travel plans and escalation
6. Kit: first aid, water, the right clothing

Never alone

- Confined spaces, live electrical work, fall arrest
- Visits flagged as high risk for violence
- Any job where help would be needed within minutes

Check-ins

- Leave your plan with your check-in contact
- Check in every time, and early if you will be late
- A missed check-in starts the escalation: that is the system working

Isolation is a hazard too

- Feeling cut off? Raise it: **[Who to raise concerns with here]**

My travel plan

- ☐ Where (site, route): _____
- ☐ Leaving / back by: _____
- ☐ Check-in contact: _____
- ☐ Check-in times and how: _____
- ☐ Coverage gaps, and back-up: _____
- ☐ Vehicle checked: fuel, spare, tools, recovery gear
- ☐ Water, food and first aid kit for a delay
- ☐ Weather, fire danger, floods, roads checked
- ☐ Emergency device carried, charged, tested
- ☐ Missed check-in: **[Who raises the alarm here]**

Report to

- **[Who to report to here]**
- Emergency: Triple Zero (000)

Plan for help being late. Make every check-in, and speak up when the system is not working.

This is awareness training. It is not a licence, a ticket, a permit or a competency. It does not train you to use an emergency device, drive off-road or give first aid.

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