

## Alcohol Serving Responsibilities Risk Assessment

Business Name:	ABN:	
Business Address:		
Contact Person:	Phone:	Email:

### THIS RISK ASSESSMENT IS APPROVED BY THE PCBU ON THIS PROJECT

Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.

Full Name:		
Signature:	Title:	Date:

### CLIENT OR PRINCIPAL CONTRACTOR DETAILS

Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date Risk Assessment supplied to Project Manager:	

RISK MATRIX									
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION	HIERARCHY OF CONTROLS	
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE			<b>Elimination</b> Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	<b>Substitution</b> Replace the hazard.	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review before work starts.	Isolation Isolate People from the hazard	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.	<b>Engineering</b> Isolate the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	<b>Administrative</b> Change	
								<b>PPE</b>	
<b>Risk Rating &amp; Required Action:</b>								<b>Notes on Hierarchy of Controls:</b>	
4A Stop work. The risk is intolerable. Eliminate the hazard or redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or higher-level authorisation is required.								Remember to apply controls in the preferred order shown by the coloured pyramid:	
3H Review and approve additional controls before the task starts. Senior supervisor sign-off needed.								1. <b>Eliminate</b>	
2M Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.								2. Substitute	
1L Proceed, following standard operating procedures. Monitor and keep records.								3. Isolate	
								4. Engineering	
								5. Administrative	
								6. PPE	
<b>Consequence Scale:</b>								Always document <b>why</b> a lower-order control is accepted if elimination or substitution is not reasonably practicable.	
Consequence	People (injury/illness)		Project / Assets		Compliance / Reputation				
Catastrophic	Fatality or permanent total disability		project shutdown		Significant regulator intervention; criminal prosecution				
Major	Serious injury/illness (hospital > 5 days)		critical delay		Improvement notice; major media coverage				
Moderate	Medical-treatment injury; lost-time > 1 day		moderate delay		Minor breach; adverse client comment				
Minor	First-aid only, no lost time		negligible delay		Isolated non-conformance				
Insignificant	No injury		no schedule impact		Deviation caught and corrected on site				
								<i>aligned with Safe Work Australia's Managing the risk of fatigue at work (2023) and ISO 45001:2018 clauses 6–8.</i>	

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. Preparation	underestimating crowd size, lack of stock forecasting	3H	<ul style="list-style-type: none"> <li>- Conduct thorough event research to estimate crowd size.</li> <li>- Use past data to predict alcohol stock requirements.</li> <li>- Consult with event organisers for precise attendance numbers.</li> <li>- Collaborate with suppliers to ensure stock availability.</li> <li>- Schedule ongoing stock reviews throughout the event.</li> <li>- Implement a communication plan for rapid stock adjustments.</li> <li>- Ensure back-up suppliers are identified.</li> <li>- Develop contingency plan for unexpected demand.</li> <li>- Train staff on stock monitoring and reporting.</li> <li>- Regularly update inventory systems.</li> </ul>	2M
2. Licensing Compliance	operating without a licence, failing to display the licence	4H	<ul style="list-style-type: none"> <li>- Obtain necessary licensing from relevant authorities.</li> <li>- Display licence prominently at the venue.</li> <li>- Regularly review licensing requirements for changes.</li> <li>- Ensure copies of the licence are available onsite.</li> <li>- Conduct staff training on licensing obligations.</li> <li>- Assign a compliance officer for monitoring.</li> <li>- Introduce briefing sessions on legal responsibilities.</li> <li>- Set up a documentation system for licence renewals.</li> <li>- Engage legal adviser for compliance issues.</li> <li>- Audit licensing documentation regularly.</li> </ul>	2M
3. Staff Training	untrained staff serving alcohol, misinterpretation of intoxication levels	4A	<ul style="list-style-type: none"> <li>- Implement compulsory RSA (Responsible Service of Alcohol) training.</li> <li>- Provide refresher courses annually.</li> <li>- Conduct role-playing scenarios for practice.</li> <li>- Develop assessment tests post-training.</li> <li>- Regularly update training based on new legislations.</li> <li>- Conduct briefings before every event shift.</li> <li>- Monitor staff during service for performance reviews.</li> <li>- Schedule managerial oversight during shifts.</li> </ul>	2M

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			<ul style="list-style-type: none"> <li>- Foster a culture of responsible service.</li> <li>- Maintain training records of all staff.</li> </ul>	
4. Crowd Control	overcrowding at bars, aggressive patron behaviour	3H	<ul style="list-style-type: none"> <li>- Establish a clear policy on crowd control and enforce it.</li> <li>- Train staff on crowd control techniques.</li> <li>- Monitor the bar area for overcrowding and intervene if necessary.</li> <li>- Use barriers or stanchions to manage the flow of patrons.</li> <li>- Have a designated area for patrons who are becoming aggressive.</li> <li>- Have a designated area for patrons who are under the influence of alcohol.</li> <li>- Have a designated area for patrons who are leaving the bar.</li> <li>- Have a designated area for patrons who are waiting for a table.</li> <li>- Have a designated area for patrons who are waiting for a drink.</li> <li>- Have a designated area for patrons who are waiting for a seat.</li> <li>- Have a designated area for patrons who are waiting for a friend.</li> <li>- Have a designated area for patrons who are waiting for a taxi.</li> <li>- Have a designated area for patrons who are waiting for a car.</li> <li>- Have a designated area for patrons who are waiting for a train.</li> <li>- Have a designated area for patrons who are waiting for a bus.</li> <li>- Have a designated area for patrons who are waiting for a plane.</li> <li>- Have a designated area for patrons who are waiting for a ship.</li> <li>- Have a designated area for patrons who are waiting for a train.</li> <li>- Have a designated area for patrons who are waiting for a bus.</li> <li>- Have a designated area for patrons who are waiting for a plane.</li> <li>- Have a designated area for patrons who are waiting for a ship.</li> </ul>	2M
5. Alcohol Strength Management	serving excessively strong drinks, unfamiliarity with drink limits	4A	<ul style="list-style-type: none"> <li>- Train staff on alcohol strength management.</li> <li>- Monitor the bar area for patrons who are becoming aggressive.</li> <li>- Use barriers or stanchions to manage the flow of patrons.</li> <li>- Have a designated area for patrons who are becoming aggressive.</li> <li>- Have a designated area for patrons who are under the influence of alcohol.</li> <li>- Have a designated area for patrons who are leaving the bar.</li> <li>- Have a designated area for patrons who are waiting for a table.</li> <li>- Have a designated area for patrons who are waiting for a drink.</li> <li>- Have a designated area for patrons who are waiting for a seat.</li> <li>- Have a designated area for patrons who are waiting for a friend.</li> <li>- Have a designated area for patrons who are waiting for a taxi.</li> <li>- Have a designated area for patrons who are waiting for a car.</li> <li>- Have a designated area for patrons who are waiting for a train.</li> <li>- Have a designated area for patrons who are waiting for a bus.</li> <li>- Have a designated area for patrons who are waiting for a plane.</li> <li>- Have a designated area for patrons who are waiting for a ship.</li> <li>- Have a designated area for patrons who are waiting for a train.</li> <li>- Have a designated area for patrons who are waiting for a bus.</li> <li>- Have a designated area for patrons who are waiting for a plane.</li> <li>- Have a designated area for patrons who are waiting for a ship.</li> </ul>	2M
6. Glassware Usage	broken glass injuries, misuse of glassware	3H	<ul style="list-style-type: none"> <li>- Train staff on glassware usage.</li> <li>- Monitor the bar area for patrons who are becoming aggressive.</li> <li>- Use barriers or stanchions to manage the flow of patrons.</li> <li>- Have a designated area for patrons who are becoming aggressive.</li> <li>- Have a designated area for patrons who are under the influence of alcohol.</li> <li>- Have a designated area for patrons who are leaving the bar.</li> <li>- Have a designated area for patrons who are waiting for a table.</li> <li>- Have a designated area for patrons who are waiting for a drink.</li> <li>- Have a designated area for patrons who are waiting for a seat.</li> <li>- Have a designated area for patrons who are waiting for a friend.</li> <li>- Have a designated area for patrons who are waiting for a taxi.</li> <li>- Have a designated area for patrons who are waiting for a car.</li> <li>- Have a designated area for patrons who are waiting for a train.</li> <li>- Have a designated area for patrons who are waiting for a bus.</li> <li>- Have a designated area for patrons who are waiting for a plane.</li> <li>- Have a designated area for patrons who are waiting for a ship.</li> <li>- Have a designated area for patrons who are waiting for a train.</li> <li>- Have a designated area for patrons who are waiting for a bus.</li> <li>- Have a designated area for patrons who are waiting for a plane.</li> <li>- Have a designated area for patrons who are waiting for a ship.</li> </ul>	2M

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7. Intoxicated Patrons	serving intoxicated individuals, inability to manage aggressive patrons	3H		2M
8. Underage Service Prevention	serving underage patrons, ID checks	3H		2M
9. Record Keeping	inaccurate service logs, non-compliance with legal records	3H		2M

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10. Closing Procedures	leaving premises unsecured, improper storage of alcohol	3H		2M
11. Equipment Maintenance	malfunctioning dispensing equipment unhygienic storage conditions	3H		2M
12. Staff Fatigue Management	increased errors due to fatigue, reduced ability to manage patrons	3H		2M

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13. Communication Systems	inadequate staff communication, delays in emergency response	3H		1L
14. Waste Management	spillage from overfilled bins, harboring pests due to uncleared waste	3H		2M
15. Emergency Procedures	unpreparedness for fire, lack of medical emergency response	3H		1L

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SAMPLE



## EMERGENCY RESPONSE – CALL 000 FOR EMERGENCIES

Ensure to have an Emergency Management Plan in place as well as adequate numbers of trained first aid staff with easy access to fully stocked first aid kits, rescue equipment, material safety data sheets, adequate access to emergency communication equipment and fire-fighting equipment suitable for all classes of fire and ignition sources.

## LEGISLATIVE REFERENCES

RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES IF ANY STATE THAT ARE NOT APPLICABLE

### Queensland & Australian Capital Territory

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

Legislation QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>

Codes of Practice QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>

Legislation ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations>

Codes of Practice ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice>

### Victoria

Occupational Health and Safety Act 2004

Occupational Health and Safety Regulations 2017

Legislation VIC: <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>

Codes of Practice VIC: <https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice>

### New South Wales

Work Health and Safety Act 2011

Work Health and Safety Regulations 2017

Legislation NSW: <https://www.safework.nsw.gov.au/legal-obligations/legislation>

Codes of Practice NSW: <https://www.safework.nsw.gov.au/resource-library/list-codes-of-practice>

### Western Australia

Work Health and Safety Act 2020

Work Health and Safety Regulations 2022

Legislation Western Australia: <https://www.commerce.wa.gov.au/worksafe/legislation>

Codes of Practice WA: <https://www.commerce.wa.gov.au/worksafe/codes-practice>

### Northern Territory

Work Health and Safety (National Uniform Legislation) Act 2011

Work Health and Safety (National Uniform Legislation) Regulations 2011

Legislation NT: <https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws>

Codes of Practice NT: <https://worksafe.nt.gov.au/laws-and-compliance/codes-of-practice>

### Safe Work Australia Links

Law and Regulation (All States): <https://www.safeworkaustralia.gov.au/law-and-regulation>

Model Codes of Practice: <https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice>

### Model Codes of Practice

- Managing noise and preventing hearing loss at work
- Confined spaces
- Labelling of workplace hazardous chemicals
- Managing risks of hazardous chemicals in the workplace
- Welding processes
- First aid in the workplace
- Managing the risk of falls at workplaces
- Hazardous manual tasks
- Managing the risk of falls in housing construction
- Managing electrical risks in the workplace
- Demolition work
- Excavation work
- Work health and safety consultation, cooperation and coordination
- Managing the work environment and facilities
- How to manage work health and safety risks
- Managing risks of plant in the workplace
- Construction work

### South Australia

Work Health and Safety Act 2012 (SA)

Work Health and Safety Regulations 2012 (SA)

Legislation for SA: <https://www.safework.sa.gov.au/resources/legislation>

Codes of Practice for SA: <https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs>

### Tasmania

Work Health and Safety Act 2012

Work Health and Safety (Transitional and Consequential Provisions) Act 2012

Work Health and Safety Regulations 2012

Work Health and Safety (Transitional) Regulations 2012

Legislation for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations>

Codes of Practice for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice>

Details of permits, licenses or access required by regulatory bodies (add or delete as required):

- Permits from local council
- Authorisation to commence work
- Any required documents.