

## Effectively Communicate With Other Workers 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 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	unclear instructions, poor communication channels	3H	<ul style="list-style-type: none"> <li>- Conduct pre-brief meetings to clarify tasks and roles</li> <li>- Use visual aids for complex procedures</li> <li>- Establish clear communication channels using radios</li> <li>- Ensure all team members have access to communication devices</li> <li>- Train staff on the importance of clear communication</li> <li>- Develop a communication protocol for emergencies</li> <li>- Use interpreters for non-English speaking workers</li> <li>- Provide written instructions alongside verbal briefings</li> <li>- Schedule regular check-ins during shifts</li> <li>- Ensure backup communication methods are available</li> </ul>	2M
2. Identify Team Roles	misunderstanding roles, duplication	3H	<ul style="list-style-type: none"> <li>- Clearly define roles before work commences</li> <li>- Ensure each team member understands their responsibilities</li> <li>- Use role charts displayed in a common area</li> <li>- Designate a team leader for oversight</li> <li>- Conduct regular team meetings to reaffirm roles</li> <li>- Use checklists to track task completion</li> <li>- Update roles regularly to reflect team changes</li> <li>- Utilize role-play scenarios in training sessions</li> <li>- Encourage team members to ask questions if unsure</li> <li>- Provide role descriptions in multiple languages if needed</li> </ul>	1L
3. Task Allocation	unequal workload, incorrect task assignment	4A	<ul style="list-style-type: none"> <li>- Allocate tasks based on skills and experience</li> <li>- Use a task management system to track allocation</li> <li>- Discuss workloads regularly with team members</li> <li>- Adjust workloads as necessary to prevent fatigue</li> <li>- Ensure clarity in task descriptions</li> <li>- Utilize a buddy system for complex tasks</li> <li>- Monitor task progress and provide feedback</li> <li>- Allow for task swaps if mutually agreed</li> </ul>	2M

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			<ul style="list-style-type: none"> <li>- Encourage reporting of task overload immediately</li> <li>- Provide training for tasks if required</li> </ul>	
4. Use of Technology	misuse of equipment, technical failures	3H	<ul style="list-style-type: none"> <li>- Provide training on correct use of equipment</li> <li>- Implement safety checks before use</li> <li>- Ensure equipment is maintained and inspected regularly</li> <li>- Use backup systems for critical data</li> <li>- Establish clear protocols for equipment use</li> <li>- Limit use of equipment to trained personnel</li> <li>- Implement safety barriers to prevent misuse</li> <li>- Provide clear instructions and warnings</li> <li>- Regularly update software and firmware</li> <li>- Conduct safety drills and simulations</li> <li>- Establish a clear chain of command</li> <li>- Implement a strict safety protocol</li> <li>- Use personal protective equipment (PPE)</li> <li>- Ensure proper ventilation and lighting</li> <li>- Conduct regular safety audits</li> <li>- Implement a strict safety protocol</li> <li>- Use personal protective equipment (PPE)</li> <li>- Ensure proper ventilation and lighting</li> <li>- Conduct regular safety audits</li> </ul>	1L
5. Conduct Meetings	miscommunication, information overload	3H	<ul style="list-style-type: none"> <li>- Establish clear communication protocols</li> <li>- Limit meeting duration and frequency</li> <li>- Use structured agendas and agendas</li> <li>- Encourage active listening and participation</li> <li>- Avoid multitasking during meetings</li> <li>- Use visual aids to support presentations</li> <li>- Establish a clear chain of command</li> <li>- Implement a strict safety protocol</li> <li>- Use personal protective equipment (PPE)</li> <li>- Ensure proper ventilation and lighting</li> <li>- Conduct regular safety audits</li> </ul>	2M
6. Reporting Incidents	delay in reporting, incomplete information	3H	<ul style="list-style-type: none"> <li>- Establish a clear reporting protocol</li> <li>- Encourage immediate reporting of incidents</li> <li>- Provide training on incident reporting</li> <li>- Use standardized reporting forms</li> <li>- Ensure reporting channels are accessible</li> <li>- Implement a strict safety protocol</li> <li>- Use personal protective equipment (PPE)</li> <li>- Ensure proper ventilation and lighting</li> <li>- Conduct regular safety audits</li> </ul>	1L

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7. Language Barriers	misinterpretation, non-compliance	4A		2M
8. Work in Teams	conflict, ineffective communication	3H		2M
9. Handling Complaints	lack of resolution, escalation of issue	3H		1L

use of information

4A

exclusion

3H

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13. Feedback Mechanisms	ignored input, demotivation	3H		1L
14. Remote Work	communication lag, feeling of isolation	3H		2M
15. Hand Signals and Sign Language	misinterpretation, lack of understanding	3H		2M

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16. Emergency Communication	failure to communicate, incorrect information relayed	4A		2M
17. Non-verbal Cues	misjudging cues, cultural misunderstandings	3H		2M
18. Safety Signs and Labels	misinterpretation, non-compliance	4A		1L



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19. Document Sharing	unauthorised access, data fragmentation	4A		1L
20. Change Management	resistance to change, miscommunication	3H		2M

## 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>

### 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>

### 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>

### 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.

### 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>

### 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>

### 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