

Handling Alcohol Sales 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			Elimination Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	Substitution 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.	Engineering Isolate the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	Administrative Change	
								PPE	
Risk Rating & Required Action:								Notes on Hierarchy of Controls:	
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. Eliminate	
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	
Consequence Scale:								Always document why 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				
								aligned with Safe Work Australia's Managing the risk of fatigue at work (2023) and ISO 45001:2018 clauses 6–8.	

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	Fatigue, Inadequate training	3H	<ul style="list-style-type: none"> - Conduct pre-shift briefings to prioritise safety - Provide adequate rest breaks to prevent fatigue - Ensure all staff have completed relevant training - Display a manual on alcohol service procedures - Develop a checklist for opening responsibilities - Monitor worker workload to prevent overworking - Ensure all licenses are up-to-date - Promote mental health awareness and support - Train staff in customer interaction protocols - Implement a buddy system for new workers 	2M
2. Checking identification	Underage sales, Violence from refused service	4H	<ul style="list-style-type: none"> - Use an ID scanner for age verification - Train staff in conflict resolution techniques - Display signage indicating ID is required - Implement a refusal log to record incidents - Have security present during peak hours - Role-play scenarios during training sessions - Display a clear policy on minimum age purchase - Use of CCTV cameras to deter violence - Collaborate with local police for support - Ensure staff are aware of age verification laws 	2M
3. Pouring drinks	Spillages, Repetitive strain injuries	3H	<ul style="list-style-type: none"> - Use ergonomic bottle and serving equipment - Train staff in proper lifting and pouring techniques - Provide non-slip mats in service areas - Regular breaks for staff to prevent strains - Use automated or measured pouring systems - Regular assessment and maintenance of equipment - Allocate tasks to avoid repetitive tasks for long periods - Keep work areas clear from unnecessary obstructions 	1L

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			<ul style="list-style-type: none"> - Supply personal protective equipment as needed - Introduce rotating drink serving duties 	
4. Managing intoxicated customers	Aggression, Accidents due to intoxication	4A	<ul style="list-style-type: none"> - Establish a policy for dealing with intoxicated customers - Train staff on how to deal with intoxicated customers - Establish a policy for dealing with aggressive customers - Train staff on how to deal with aggressive customers - Establish a policy for dealing with accidents - Train staff on how to deal with accidents - Establish a policy for dealing with spills - Train staff on how to deal with spills - Establish a policy for dealing with broken glass - Train staff on how to deal with broken glass 	2M
5. Closing procedures	Injury from cleaning chemicals, Slips and falls	2M	<ul style="list-style-type: none"> - Establish a policy for dealing with cleaning chemicals - Train staff on how to deal with cleaning chemicals - Establish a policy for dealing with slips and falls - Train staff on how to deal with slips and falls - Establish a policy for dealing with broken glass - Train staff on how to deal with broken glass - Establish a policy for dealing with spills - Train staff on how to deal with spills - Establish a policy for dealing with accidents - Train staff on how to deal with accidents 	1L
6. Financial transactions	Theft, Incorrect cash handling	3H	<ul style="list-style-type: none"> - Establish a policy for dealing with theft - Train staff on how to deal with theft - Establish a policy for dealing with incorrect cash handling - Train staff on how to deal with incorrect cash handling - Establish a policy for dealing with broken glass - Train staff on how to deal with broken glass - Establish a policy for dealing with spills - Train staff on how to deal with spills - Establish a policy for dealing with accidents - Train staff on how to deal with accidents 	1L

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7. Handling deliveries	Manual handling injuries, Inventory mismanagement	3H		1L
8. Stocking shelves and storeroom	Overreaching, Falling objects	3H		1L
9. Communicating with suppliers and vendors	Miscommunications, Supply chain disruptions	2M		1L

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10. Customer service and engagement	Customer dissatisfaction, Stress from high demands	3H		2M
11. Utilising technology	Data breaches, System	3H		1L
12. Managing events and promotions	Overcrowding, Promotion misunderstandings	4A		2M

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13. Implementing waste management	Chemical exposure, Rodent infestations	2M		1L
14. Staff meetings	Poor communication, Decision-making delays	2M		1L
15. Maintaining regulatory compliance	Non-compliance penalties, Lack of current knowledge	3H		1L

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16. Crisis management	Panic, Miscommunication during emergencies	4A		2M
17. Promoting workplace diversity	Discrimination, Cultural misunderstandings	3H		2M
18. Vehicle use for alcohol delivery	Road accidents, Vehicle breakdowns	4A		2M

[illegible]

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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.