

Maintaining Clear Communication During Operations Risk Assessment

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

THIS RISK ASSESSMENT IS APPROVED BY THE PCBU ON THE 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:

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.
3H	Review and approve additional controls before task starts. Senior supervisor sign-off needed.
2M	Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.
1L	Proceed, following standard operating procedures. Monitor and keep records.

Consequence Scale:

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

Notes on Hierarchy of Controls:

Remember to apply controls in the preferred order shown by the coloured pyramid:

1. **Eliminate**
2. Substitute
3. Isolate
4. Engineering
5. Administrative
6. PPE

Always document **why** a lower-order control is accepted if elimination or substitution is not reasonably practicable.

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	equipment malfunction, lack of training	3H	<ul style="list-style-type: none"> - Conduct regular equipment checks - Provide comprehensive training sessions - Use equipment manuals for reference - Implement a checklist for preparation tasks - Schedule regular debriefing meetings - Ensure all staff have access to training materials - Assign a trained supervisor to oversee preparation - Develop a contingency plan for malfunctions - Encourage staff to report any malfunctions immediately - Establish a clear protocol for handling equipment failure 	2M
2. Equipment Selection	wrong equipment, incorrect tools	3H	<ul style="list-style-type: none"> - Create a detailed checklist for equipment selection - Train staff on equipment specifications - Implement a double-check system - Establish a review procedure for equipment lists - Collaborate with specialists for equipment compatibility - Regularly update equipment knowledge resources - Provide access to equipment databases - Assign a team member for equipment verification - Develop guidelines for alternative equipment selection - Encourage feedback on the selection process 	2M
3. Communication Setup	signal interference, improper setup	4A	<ul style="list-style-type: none"> - Use signal boosters and repeaters - Perform regular communication tests - Provide training in communication device usage - Develop a troubleshooting guide - Assign a communication specialist to the team - Establish clear communication protocols - Ensure redundancy in communication systems - Regularly maintain communication equipment 	2M

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			<ul style="list-style-type: none"> - Keep communication lines unobstructed - Encourage reporting of communication issues 	
4. Briefing Session	misinformation, language barriers	3H	<ul style="list-style-type: none"> - Conduct briefing in a clear, concise manner - Use visual aids to support communication - Encourage participants to ask questions - Repeat key information - Use simple, clear language - Avoid jargon and technical terms - Confirm understanding of key points - Provide written materials if possible - Allow time for questions and answers - Assign a designated person to monitor understanding - Repeat key information at the end of the session - Use a checklist to ensure all key points are covered - Encourage participants to take notes - Provide a summary of key points - Allow time for questions and answers - Assign a designated person to monitor understanding - Repeat key information at the end of the session - Use a checklist to ensure all key points are covered - Encourage participants to take notes - Provide a summary of key points 	1L
5. Role Assignment	unclear roles, overlapping responsibilities	3H	<ul style="list-style-type: none"> - Clearly define roles and responsibilities - Assign roles based on skills and experience - Avoid overlapping responsibilities - Provide written instructions for each role - Conduct a role-play to ensure understanding - Assign a designated person to monitor role assignment - Repeat key information - Use simple, clear language - Avoid jargon and technical terms - Confirm understanding of key points - Provide written materials if possible - Allow time for questions and answers - Assign a designated person to monitor understanding - Repeat key information at the end of the session - Use a checklist to ensure all key points are covered - Encourage participants to take notes - Provide a summary of key points 	2M
6. Operational Testing	system errors, protocol deviations	4A	<ul style="list-style-type: none"> - Conduct testing in a controlled environment - Follow the protocol strictly - Monitor for system errors and protocol deviations - Assign a designated person to monitor testing - Repeat key information - Use simple, clear language - Avoid jargon and technical terms - Confirm understanding of key points - Provide written materials if possible - Allow time for questions and answers - Assign a designated person to monitor understanding - Repeat key information at the end of the session - Use a checklist to ensure all key points are covered - Encourage participants to take notes - Provide a summary of key points 	2M

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7. Live Operation	real-time decision making errors, fatigue	4A		2M
8. Monitoring and Reporting	data inaccuracies, reporting	3H		2M
9. Issue Resolution	escalation of issues, inadequate solutions	4A		2M

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10. Debriefing	unaddressed feedback, misinterpretation of debrief results	3H		1L
11. Documentation	incomplete records, misfiled documents	3H		2M
12. Review	biased reviews, inadequate analysis	3H		2M

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13. Feedback Loop	ignored feedback, feedback overload	3H		2M
14. Continuous Improvement	resistance to change, lack of innovation	4A		2M
15. Maintenance of Records	data loss, unauthorized access	4A		2M

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16. Stakeholder Engagement	miscommunication, stakeholder neglect	3H		1L
17. Training and Development	skill gaps, outdated training	4A		2M
18. Emergency Preparedness	unprepared response, ineffective drills	4A		2M

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19. Data Analysis	incorrect conclusions, data security breaches	4A		2M
20. Audit and Compliance	non-compliance, audit failure	4A		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>

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.