

Manage Disputes Between Buyers And Sellers 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:								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				
								<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	Lack of clear process, Inadequate communication	3H	<ul style="list-style-type: none"> - Establish a clear dispute resolution policy - Communicate policy to all stakeholders - Provide training on dispute resolution processes - Develop a communication plan for disputes - Ensure availability of competent personnel - Implement a tracking system for disputes - Schedule regular review of dispute processes - Provide resources for dispute resolution - Encourage feedback to improve processes - Establish escalation processes 	2M
2. Initial Assessment	Incomplete documentation, Biases in assessment	3H	<ul style="list-style-type: none"> - Develop standard assessment templates - Ensure impartiality in assessments - Train assessors on objective assessment - Verify completeness of documentation - Use a checklist for initial assessments - Implement a peer review process - Encourage thoroughness over speed - Provide guidance documents - Use technology to assist in assessments - Keep assessors informed of legal obligations 	2M
3. Communication with Parties	Miscommunication, Unresolved issues	3H	<ul style="list-style-type: none"> - Establish a formal communication protocol - Schedule regular communication intervals - Use clear and simple language - Confirm understanding with parties - Implement conflict management techniques - Record all communications - Use multiple communication channels - Provide interpretation services if needed 	2M

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			<ul style="list-style-type: none"> - Offer mediation services - Empower communication champions 	
4. Collect Evidence	Inadequate evidence collection, Bias in evidence handling	3H	<ul style="list-style-type: none"> - Conduct evidence collection in a structured manner - Use standardized evidence collection forms - Ensure evidence collection is conducted by trained personnel - Implement a system for tracking and managing evidence - Conduct regular audits of evidence collection process - Provide ongoing training and support for evidence collection personnel - Establish a clear chain of custody for evidence - Implement a system for documenting evidence collection process - Conduct regular reviews of evidence collection process - Implement a system for addressing complaints and concerns - Establish a clear policy on bias and discrimination - Implement a system for monitoring and evaluating the effectiveness of the evidence collection process - Conduct regular training and support for evidence collection personnel - Establish a clear chain of custody for evidence - Implement a system for documenting evidence collection process - Conduct regular reviews of evidence collection process - Implement a system for addressing complaints and concerns - Establish a clear policy on bias and discrimination - Implement a system for monitoring and evaluating the effectiveness of the evidence collection process 	2M
5. Evaluation	Lack of expertise, inaccurate evaluations	3H	<ul style="list-style-type: none"> - Conduct evaluations in a structured manner - Use standardized evaluation forms - Ensure evaluations are conducted by trained personnel - Implement a system for tracking and managing evaluations - Conduct regular audits of evaluation process - Provide ongoing training and support for evaluation personnel - Establish a clear chain of custody for evaluations - Implement a system for documenting evaluation process - Conduct regular reviews of evaluation process - Implement a system for addressing complaints and concerns - Establish a clear policy on bias and discrimination - Implement a system for monitoring and evaluating the effectiveness of the evaluation process - Conduct regular training and support for evaluation personnel - Establish a clear chain of custody for evaluations - Implement a system for documenting evaluation process - Conduct regular reviews of evaluation process - Implement a system for addressing complaints and concerns - Establish a clear policy on bias and discrimination - Implement a system for monitoring and evaluating the effectiveness of the evaluation process 	2M
6. Decision Making	Unfair decisions, Inconsistent outcomes	4A	<ul style="list-style-type: none"> - Conduct decision making in a structured manner - Use standardized decision making forms - Ensure decision making is conducted by trained personnel - Implement a system for tracking and managing decision making - Conduct regular audits of decision making process - Provide ongoing training and support for decision making personnel - Establish a clear chain of custody for decision making - Implement a system for documenting decision making process - Conduct regular reviews of decision making process - Implement a system for addressing complaints and concerns - Establish a clear policy on bias and discrimination - Implement a system for monitoring and evaluating the effectiveness of the decision making process - Conduct regular training and support for decision making personnel - Establish a clear chain of custody for decision making - Implement a system for documenting decision making process - Conduct regular reviews of decision making process - Implement a system for addressing complaints and concerns - Establish a clear policy on bias and discrimination - Implement a system for monitoring and evaluating the effectiveness of the decision making process 	3H

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7. Communication of Outcome	Misinterpretation, Delayed communication	3H		2M
8. Implementation of Resolution	Non-compliance, Poor communication	3H		2M
9. Monitoring and Reviewing	Lack of ongoing oversight, Ineffective review processes	3H		2M

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10. Feedback and Improvement	Lack of feedback mechanisms, Ignored feedback	3H		2M
11. Training and Awareness	Inadequate training, Lack of awareness	3H		2M
12. Documentation and Record Keeping	Inaccurate records, Data breaches	3H		2M

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13. Conflict Management	Escalation of conflicts, Unresolved disputes	4A		3H
14. Identify Repeat Patterns	Recurring issues, Patterns not resolved	3H		2M
15. Legal Compliance	Non-compliance with laws, Legal action risks	4A		3H

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16. Crisis Management	Inadequate crisis response, Escalation of disputes	4A		3H
17. Stakeholder Engagement	Poor stakeholder relations, Misaligned expectations	3H		2M
18. Technology Utilisation	System failures, Data security risks	3H		2M

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19. Review of Dispute Outcomes	Inaccurate reviews, Lack of accountability	3H		2M
20. Continual Improvement	Stagnation, Resistance to change	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>

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.