

## Managing Crowd Safety In Peer Situations (Stampedes) 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<br>HIGH                                   | 3<br>HIGH     | 4<br>ACUTE         | 4<br>ACUTE | 4<br>ACUTE   | 4A<br>ACUTE | DO NOT PROCEED            | Elimination<br>Remove the hazard.  |  |
| LIKELY   | 2<br>MODERATE                               | 3<br>HIGH     | 3<br>HIGH          | 4<br>ACUTE | 4<br>ACUTE   |             |                           | Substitution<br>Replace the hazard.  |  |
| POSSIBLE   | 1<br>LOW                                    | 2<br>MODERATE | 3<br>HIGH          | 4<br>ACUTE | 4<br>ACUTE   |             |                           | Isolation<br>Isolate People from the hazard  |  |
| UNLIKELY   | 1<br>LOW                                    | 1<br>LOW      | 2<br>MODERATE      | 3<br>HIGH  | 4<br>ACUTE   |             |                           | Engineering<br>Isolate the hazard  |  |
| RARE   | 1<br>LOW                                    | 1<br>LOW      | 2<br>MODERATE      | 3<br>HIGH  | 3<br>HIGH  |             |                           | Administrative<br>Change   |  |
|  |   |               |                    |            |  | 1L<br>LOW   | Monitor and keep records. | PPE  |  |
| <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. 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   |  |
| <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            | Inadequate training, Lack of communication | 3H           | <ul style="list-style-type: none"> <li>- Conduct comprehensive training sessions for all staff involved in crowd management.</li> <li>- Develop clear communication protocols for staff and emergency services.</li> <li>- Ensure all staff are familiar with emergency procedures and equipment locations.</li> <li>- Regularly test communication equipment to ensure functionality.</li> <li>- Establish a chain of command for quick decision making in emergencies.</li> <li>- Ensure all staff have access to a training manual for crowd management.</li> <li>- Conduct mock drills to prepare staff for potential stampede situations.</li> <li>- Assign roles to personnel for managing different sections of a crowd.</li> <li>- Use visual aids to communicate crowd control strategies to staff.</li> <li>- Provide multilingual training materials to cater for diverse teams.</li> </ul> | 2M            |
| 2. Crowd Control Planning | Overcrowding, Insufficient barriers        | 4H           | <ul style="list-style-type: none"> <li>- Set capacity limits in accordance with venue size and local regulations.</li> <li>- Design layout plans highlighting emergency exits and barriers.</li> <li>- Use robust and well-maintained barriers to guide crowd flow.</li> <li>- Collaborate with local authorities to optimise crowd control plans.</li> <li>- Implement ingress and egress plans to prevent bottlenecks.</li> <li>- Monitor crowd densities via CCTV and on-site personnel.</li> <li>- Position barriers to create clear paths towards exits.</li> <li>- Ensure barriers are compliant with Australian standards.</li> <li>- Update crowd control plans based on previous event learnings.</li> <li>- Engage with experts for advice on effective crowd control solutions.</li> </ul>  | 2M            |
| 3. Ticketing Control      | Over-capacity booking, Counterfeit tickets | 3H           | <ul style="list-style-type: none"> <li>- Implement a digital ticketing system with QR code scanning.</li> <li>- Set tickets sales cap based on venue's capacity limits.</li> <li>- Use secure platforms to minimise risk of counterfeiting.</li> <li>- Conduct spot-checks for ticket authenticity at entry points.</li> <li>- Educate attendees about authorised ticket vendors.</li> <li>- Provide guidelines on ticket resale to avoid scams.</li> <li>- Integrate ticket check with ID validation to ensure legitimacy.</li> <li>- Offer refunds leading up to the event to prevent overselling.</li> </ul>  | 1L            |

| JOB STEP                                | POTENTIAL HAZARDS                                   | IR           | CONTROL MEASURES  | RR            |
|---|---|--------------|---|---------------|
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|   |   |              | <ul style="list-style-type: none"> <li>- Analyse ticket sales in real-time to identify undue surges.</li> <li>- Monitor online platforms for unauthorised ticket sales</li> </ul>   |               |
| 4. Venue Infrastructure Assessment      | Blocked exits, Poor signage                         | 3H           | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | 2M            |
| 5. Event Promotion Control              | Uncontrolled advertisements, Misleading information | 3H           | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | 1L            |
| 6. Coordination with Emergency Services | Delayed response times, Miscommunication            | 4A           | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>   | 2M            |

| 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 |
|   |   |              |  |               |
| 7. Attendee Behaviour Monitoring          | Anti-social behaviour, Non-compliance     | 3H           |  | 1L            |
| 8. Staff Allocation and Management        | Understaffing, Lack of supervision        | 3H           |  | 2M            |
| 9. Equipment Availability and Reliability | Equipment failure, Insufficient resources | 3H           |  | 2M            |

| 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 |
|                                  |   |              |  |               |
| 10. Contingency Planning         | Lack of clear alternatives, Ineffective decision-making           | 4A           |  | 2M            |
| 11. Health and Safety Compliance | Non-compliance with regulation<br>Inadequate first aid facilities | 4A           |  | 2M            |
| 12. Evacuation Procedures        | Confusion during evacuation, Delayed evacuation                   | 4A           |  | 2M            |

| JOB STEP                              | POTENTIAL HAZARDS                                    | IR           | CONTROL MEASURES   | RR            |
|---------------------------------------|--|--------------|--|---------------|
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|                                       |  |              |  |               |
| 13. Emergency Communication Systems   | System malfunctions, Lack of redundancy              | 4A           |  | 2M            |
| 14. Attendee Information and Guidance | Information overload, Misleading guidance            | 3H           |  | 1L            |
| 15. Post-Event Review and Feedback    | Inadequate documentation, Failure to act on feedback | 3H           |  | 1L            |

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|                     |                        |              | <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> |               |
|                     |                        |              |   |               |

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.