

## Miscommunicated Instructions 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	Lack of information, Inconsistent instructions	3H	<ul style="list-style-type: none"> <li>- Conduct thorough briefing sessions before task commencement</li> <li>- Prepare a checklist to ensure all information is covered</li> <li>- Use standardised formats for documentation</li> <li>- Allow for questions and clarification during preparation</li> <li>- Ensure multilingual support if necessary</li> <li>- Assign responsibility for document accuracy</li> <li>- Provide visual aids for clarity</li> <li>- Implement feedback loop for preparation phase</li> <li>- Regularly update informational materials</li> <li>- Practice effective listening during preparation</li> </ul>	2M
2. Gathering Resources	Miscommunication of required materials Incorrect quantities	3H	<ul style="list-style-type: none"> <li>- Use detailed resource lists with exact specifications</li> <li>- Provide training on resource identification</li> <li>- Double-check gathered materials against a checklist</li> <li>- Use visual aids to confirm resource selection</li> <li>- Implement a verification process by a second staff member</li> <li>- Ensure all material specifications are clear and concise</li> <li>- Use colour-coding to match resources to tasks</li> <li>- Make use of resource planning software</li> <li>- Regularly audit resource selection processes</li> <li>- Communicate changes in resource requirements promptly</li> </ul>	2M
3. Task Assignment	Assigning tasks to unqualified staff, Overloading staff with tasks	4A	<ul style="list-style-type: none"> <li>- Match task requirements to staff qualifications</li> <li>- Provide competency-based training</li> <li>- Use a workload management tool to distribute tasks evenly</li> <li>- Implement regular check-ins to monitor task completion</li> <li>- Set clear, achievable deadlines for tasks</li> <li>- Document all task assignments clearly</li> <li>- Encourage staff to voice concerns about workload</li> <li>- Apply a buddy system for assignment verifications</li> </ul>	2M

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			<ul style="list-style-type: none"> <li>- Have a supervisor review task assignments</li> <li>- Set up automatic alerts for assignment changes</li> </ul>	
4. Communication of Instructions	Use of jargon or technical language, Inadequate explanation methods	3H	<ul style="list-style-type: none"> <li>- Provide clear, concise instructions using plain language</li> <li>- Use visual aids (diagrams, photos) to supplement verbal instructions</li> <li>- Encourage questions and confirm understanding</li> <li>- Repeat instructions for critical steps</li> <li>- Document instructions for future reference</li> <li>- Assign experienced staff to assist with complex tasks</li> <li>- Conduct regular check-ins during task execution</li> <li>- Provide immediate feedback on performance</li> <li>- Use standardized terminology and abbreviations</li> <li>- Limit the number of instructions at one time</li> <li>- Allow time for questions and clarification</li> <li>- Use a checklist to ensure all steps are covered</li> <li>- Assign a second person to verify understanding</li> <li>- Provide written instructions for complex tasks</li> <li>- Use a "teach back" method to confirm understanding</li> <li>- Assign a supervisor to observe and provide feedback</li> <li>- Use a standardized format for instructions</li> <li>- Provide training on effective communication</li> <li>- Encourage a culture of open communication</li> <li>- Use a variety of communication methods (verbal, written, visual)</li> <li>- Assign a dedicated person to provide instructions</li> <li>- Use a clear, structured format for instructions</li> <li>- Provide a clear starting point and ending point for instructions</li> <li>- Use a clear, structured format for instructions</li> <li>- Provide a clear starting point and ending point for instructions</li> </ul>	1L
5. Implementation	Failure to follow instructions, Overcomplicated processes	4A	<ul style="list-style-type: none"> <li>- Provide clear, concise instructions</li> <li>- Use visual aids (diagrams, photos) to supplement verbal instructions</li> <li>- Encourage questions and confirm understanding</li> <li>- Repeat instructions for critical steps</li> <li>- Document instructions for future reference</li> <li>- Assign experienced staff to assist with complex tasks</li> <li>- Conduct regular check-ins during task execution</li> <li>- Provide immediate feedback on performance</li> <li>- Use standardized terminology and abbreviations</li> <li>- Limit the number of instructions at one time</li> <li>- Allow time for questions and clarification</li> <li>- Use a checklist to ensure all steps are covered</li> <li>- Assign a second person to verify understanding</li> <li>- Provide written instructions for complex tasks</li> <li>- Use a "teach back" method to confirm understanding</li> <li>- Assign a supervisor to observe and provide feedback</li> <li>- Use a standardized format for instructions</li> <li>- Provide training on effective communication</li> <li>- Encourage a culture of open communication</li> <li>- Use a variety of communication methods (verbal, written, visual)</li> <li>- Assign a dedicated person to provide instructions</li> <li>- Use a clear, structured format for instructions</li> <li>- Provide a clear starting point and ending point for instructions</li> <li>- Use a clear, structured format for instructions</li> <li>- Provide a clear starting point and ending point for instructions</li> </ul>	2M
6. Monitoring Progress	Delayed feedback, Unclear progress measures	3H	<ul style="list-style-type: none"> <li>- Provide clear, concise instructions</li> <li>- Use visual aids (diagrams, photos) to supplement verbal instructions</li> <li>- Encourage questions and confirm understanding</li> <li>- Repeat instructions for critical steps</li> <li>- Document instructions for future reference</li> <li>- Assign experienced staff to assist with complex tasks</li> <li>- Conduct regular check-ins during task execution</li> <li>- Provide immediate feedback on performance</li> <li>- Use standardized terminology and abbreviations</li> <li>- Limit the number of instructions at one time</li> <li>- Allow time for questions and clarification</li> <li>- Use a checklist to ensure all steps are covered</li> <li>- Assign a second person to verify understanding</li> <li>- Provide written instructions for complex tasks</li> <li>- Use a "teach back" method to confirm understanding</li> <li>- Assign a supervisor to observe and provide feedback</li> <li>- Use a standardized format for instructions</li> <li>- Provide training on effective communication</li> <li>- Encourage a culture of open communication</li> <li>- Use a variety of communication methods (verbal, written, visual)</li> <li>- Assign a dedicated person to provide instructions</li> <li>- Use a clear, structured format for instructions</li> <li>- Provide a clear starting point and ending point for instructions</li> <li>- Use a clear, structured format for instructions</li> <li>- Provide a clear starting point and ending point for instructions</li> </ul>	1L

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7. Review and Adjustment	Entrenched processes not reviewed, Resistance to change	3H		1L
8. Evaluation	Failure to evaluate effectively, biased metrics	4A		2M
9. Documentation	Incomplete records, Misfiled documentation	4A		2M

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10. Feedback Collection	Biased data collection, Low response rate	3H		1L
11. Corrective Actions	Delayed implementation, Ignored recommendations	4A		2M
12. Training and Development	Inadequate training resources, Outdated training materials	3H		1L

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13. Auditing	Overlooked critical issues, Inconsistent audit procedures	4A		2M
14. Communication after Action	Delayed communication of results, lack of recipient understanding	3H		1L
15. Continuous Improvement	Stagnation due to lack of change, Inconsistent improvement efforts	3H		1L

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16. Review of Outcomes	Disregarded negative outcomes, Skewed outcome analytics	4A		2M
17. Post-Implementation Feedback	Feedback not sought timely, ignoring post-implementation issues	3H		1L
18. Document Archiving	Loss of critical documents, Misclassification of archived materials	4A		2M



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19. Reporting Lessons Learned	Unreported failures, Biased reports	3H		1L
20. Process Closure	Premature closure, Lack of closure documentation	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>

### 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