

## Response To Broken Underground Utilities 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			<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	Insufficient planning, Inadequate information	3H	<ul style="list-style-type: none"> <li>- Conduct a detailed site assessment</li> <li>- Obtain underground utility maps</li> <li>- Verify utility maps with site conditions</li> <li>- Coordinate with utility companies</li> <li>- Establish emergency contact protocols</li> <li>- Train personnel on procedures</li> <li>- Prepare emergency response plan</li> <li>- Review recent incident history</li> <li>- Secure necessary permits and approvals</li> <li>- Ensure communication devices are operational</li> </ul>	2M
2. Site Inspection	Site access hazards, Unidentified utilities	3H	<ul style="list-style-type: none"> <li>- Conduct visual inspection of the area</li> <li>- Identify safe access points</li> <li>- Use non-intrusive methods for utility detection</li> <li>- Mark known utility locations</li> <li>- Document all findings</li> <li>- Use geophysical methods to detect unknown utilities</li> <li>- Implement flagging or barrier systems</li> <li>- Ensure team is briefed on potential hazards</li> <li>- Review latest utility plans</li> <li>- Implement a health and safety plan for inspectors</li> </ul>	2M
3. Risk Assessment	Failure to identify risks, Underestimating potential consequences	3H	<ul style="list-style-type: none"> <li>- Conduct thorough risk analysis</li> <li>- Engage an experienced risk assessor</li> <li>- Review past incident data</li> <li>- Update risk register</li> <li>- Use risk assessment software tools</li> <li>- Involve all relevant stakeholders</li> <li>- Prepare risk scenarios and consequences</li> <li>- Prioritise risks based on impact and likelihood</li> </ul>	1L

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			<ul style="list-style-type: none"> <li>- Validate risk assessment with external experts</li> <li>- Implement risk monitoring measures</li> </ul>	
4. Communication Plan	Misinformation dissemination, Delayed communication	3H	<ul style="list-style-type: none"> <li>- Develop a communication plan</li> <li>- Assign roles and responsibilities</li> <li>- Establish communication channels</li> <li>- Conduct regular communication</li> <li>- Provide training and education</li> <li>- Monitor and evaluate communication</li> <li>- Have a backup plan</li> <li>- Document communication</li> <li>- Review and update communication plan</li> </ul>	1L
5. Excavation	Striking underground utilities, Soil collapse	4A	<ul style="list-style-type: none"> <li>- Obtain utility maps</li> <li>- Conduct utility locates</li> <li>- Use proper excavation techniques</li> <li>- Shoring and bracing</li> <li>- Monitor soil conditions</li> <li>- Have a backup plan</li> <li>- Document excavation</li> <li>- Review and update excavation plan</li> </ul>	2M
6. Utility Access and Repair	Utility damage during access, Inadequate repair	3H	<ul style="list-style-type: none"> <li>- Obtain utility maps</li> <li>- Conduct utility locates</li> <li>- Use proper access techniques</li> <li>- Shoring and bracing</li> <li>- Monitor utility conditions</li> <li>- Have a backup plan</li> <li>- Document access and repair</li> <li>- Review and update access and repair plan</li> </ul>	2M

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7. Backfilling and Site Restoration	Improper backfilling, Subsequent surface collapse	3H		2M
8. Incident Response	Delayed response, inadequate resources for response	3H		2M
9. Decontamination and Site Clean-up	Exposure to contaminants, Residual utility hazards	3H		2M

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10. Documentation and Reporting	Incomplete documentation, False reporting	2M		1L
11. Continuous Improvement	Ignoring past incidents, Resistance to change	2M		1L
12. Auditing and Compliance	Regulatory non-compliance, Ineffective auditing processes	3H		1L

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13. Training and Competency	Skill deficiencies, Outdated training materials	3H		1L
14. Stakeholder Engagement	Misaligned stakeholder interests Communication gaps	3H		1L
15. Technology Integration	Technical failures, Implementation complexity	3H		2M

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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.