

Road Safety During Deliveries 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>

**Risk Rating & Required Action:**

<b>4A</b>	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.
<b>3H</b>	Review and approve additional controls before task starts. Senior supervisor sign-off needed.
<b>2M</b>	Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.
<b>1L</b>	Proceed, following standard operating procedures. Monitor and keep records.

**Consequence Scale:**

Consequence	People (injury/illness)	Project / Assets	Compliance / Reputation
<b>Catastrophic</b>	Fatality or permanent total disability	project shutdown	Significant regulator intervention; criminal prosecution
<b>Major</b>	Serious injury/illness (hospital > 5 days)	critical delay	Improvement notice; major media coverage
<b>Moderate</b>	Medical-treatment injury; lost-time > 1 day	moderate delay	Minor breach; adverse client comment
<b>Minor</b>	First-aid only, no lost time	negligible delay	Isolated non-conformance
<b>Insignificant</b>	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	Insufficient training, Inadequate vehicle inspection	3H	<ul style="list-style-type: none"> <li>- Conduct thorough driver training programs focusing on defensive driving</li> <li>- Perform regular vehicle inspections before trips</li> <li>- Ensure all drivers hold valid licences and credentials</li> <li>- Review previous incident reports for learning opportunities</li> <li>- Establish a checklist for the daily vehicle inspection</li> <li>- Ensure vehicles carry all necessary safety equipment</li> <li>- Conduct safety briefings before commencing delivery routes</li> <li>- Use only vehicles that are suitable for the load</li> <li>- Implement a buddy system for new drivers</li> <li>- Provide drivers with maps and GPS advice</li> </ul>	2M
2. Loading Goods	Improper lifting techniques, Overloading of vehicle	3H	<ul style="list-style-type: none"> <li>- Train employees in correct manual handling techniques</li> <li>- Use mechanical aids for heavy items</li> <li>- Implement maximum load limits for all vehicles</li> <li>- Regularly calibrate weighing equipment</li> <li>- Supervise loading operations to ensure compliance</li> <li>- Conduct toolbox talks on loading safety</li> <li>- Use proper restraints to secure loads</li> <li>- Rotate tasks to minimise fatigue</li> <li>- Ensure items are stacked securely</li> <li>- Provide PPE to staff involved in loading</li> </ul>	2M
3. Route Planning	Unfamiliar routes, Inaccurate GPS information	3H	<ul style="list-style-type: none"> <li>- Plan routes in advance with contingency options</li> <li>- Use reliable GPS systems and update maps regularly</li> <li>- Gather and circulate local traffic information</li> <li>- Involve drivers in the planning process</li> <li>- Schedule regular rest stops on long routes</li> <li>- Brief drivers on specific route hazards</li> <li>- Implement a system for real-time updates</li> <li>- Conduct risk assessments for new routes</li> </ul>	2M

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			<ul style="list-style-type: none"> <li>- Provide alternative contacts in case of emergencies</li> <li>- Ensure drivers have maps in addition to GPS</li> </ul>	
4. Driving	Driver fatigue, Distracted driving	4A	[REDACTED]	3H
5. Emergency Situations	Delayed response, improper emergency handling	4A	[REDACTED]	2M
6. Vehicle Maintenance	Mechanical failure, Tyre blowouts	4A	[REDACTED]	3H

SAMPLE

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			[REDACTED]	
7. Interaction with Public	Aggressive behaviour, Vehicle-related injuries	3H	[REDACTED]	2M
8. Unloading Goods	Falling goods, Trip	3H	[REDACTED]	2M
9. Navigation in Heavy Traffic	Accidents, Delays leading to time pressures	4A	[REDACTED]	3H

SAMPLE

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			[REDACTED]	
10. Weather Conditions	Reduced visibility, Slippery surfaces	4A	[REDACTED]	2M
11. Customer Site Access	Poor site conditions, Unclear access points	3H	[REDACTED]	2M
12. Night-Time Deliveries	Poor visibility, Increased risk of accidents	4A	[REDACTED]	3H

SAMPLE

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			[REDACTED]	
13. Security during Deliveries	Theft, Vehicle damage	3H	[REDACTED]	2M
14. Communication	Lack of updates, Miscommunication	3H	[REDACTED]	1L
15. Delivery Accuracy	Incorrect deliveries, Undelivered items	3H	[REDACTED]	2M

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 FOR 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-of-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/work-places-and-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>

**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/work-places/codes-of-practice#COPs>

**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

**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.

