

Serve Alcohol 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:

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

Consequence Scale:

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

Notes on Hierarchy of Controls:

Remember to apply controls in the preferred order shown by the coloured pyramid:

- Eliminate**
- Substitute
- Isolate
- Engineering
- Administrative
- 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	slippery floors, obstructed pathways	3H	<ul style="list-style-type: none"> - Conduct a pre-event venue inspection - Mark and signpost wet areas - Ensure pathways are clear before opening - Place non-slip mats at key locations - Brief staff on potential hazards in the area - Verify that all cables and wires are properly secured - Ensure adequate lighting levels are maintained throughout the venue - Limit access to non-staff within service areas - Use barriers to section off hazardous zones - Provide appropriate footwear guidelines 	2M
2. Check Identification	verbal abuse, physical assault	4H	<ul style="list-style-type: none"> - Train staff in conflict resolution techniques - Employ security personnel for high-risk times - Install CCTV for monitoring - Use age verification technology - Create clear identification policies and communicate them - Ensure privacy in the checking process - Refuse service if identification is deemed invalid - Provide staff with hand-free communication devices - Have a designated safe area for staff - Prepare incident report templates for conflicts 	2M
3. Take Orders	repetitive strain injury, miscommunication	3H	<ul style="list-style-type: none"> - Implement voice recognition software for order taking - Provide regular breaks for staff - Encourage the use of stretching exercises - Use electronic tablets for accuracy in order taking - Train staff on clear communication protocols - Ensure correct eye and ear protection if needed - Have a noise management plan for loud venues - Provide ergonomic training for repetitive tasks 	1L

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			<ul style="list-style-type: none"> - Label allergens clearly on menus - Regularly review the order taking process for improvements 	
4. Prepare Drinks	spills, glass breakage	3H	<ul style="list-style-type: none"> - Use spill kits - Use non-slip mats - Use caution tape - Use handrails - Use safety barriers - Use safety signage - Use safety harness - Use safety equipment - Use safety procedures - Use safety training - Use safety protocols - Use safety standards - Use safety regulations - Use safety laws - Use safety codes - Use safety rules - Use safety guidelines - Use safety instructions - Use safety manuals - Use safety documents - Use safety records - Use safety reports - Use safety audits - Use safety reviews - Use safety evaluations - Use safety assessments - Use safety analyses - Use safety studies - Use safety research - Use safety data - Use safety information - Use safety knowledge - Use safety skills - Use safety abilities - Use safety talents - Use safety strengths - Use safety weaknesses - Use safety opportunities - Use safety challenges - Use safety threats - Use safety risks - Use safety hazards - Use safety dangers - Use safety perils - Use safety hazards - Use safety dangers - Use safety perils - Use safety hazards - Use safety dangers - Use safety perils 	2M
5. Serve Customers	overcrowding, tripping hazards	4A	<ul style="list-style-type: none"> - Use crowd control - Use queueing systems - Use safety barriers - Use safety signage - Use safety equipment - Use safety procedures - Use safety training - Use safety protocols - Use safety standards - Use safety regulations - Use safety laws - Use safety codes - Use safety rules - Use safety guidelines - Use safety instructions - Use safety manuals - Use safety documents - Use safety records - Use safety reports - Use safety audits - Use safety reviews - Use safety evaluations - Use safety assessments - Use safety analyses - Use safety studies - Use safety research - Use safety data - Use safety information - Use safety knowledge - Use safety skills - Use safety abilities - Use safety talents - Use safety strengths - Use safety weaknesses - Use safety opportunities - Use safety challenges - Use safety threats - Use safety risks - Use safety hazards - Use safety dangers - Use safety perils - Use safety hazards - Use safety dangers - Use safety perils - Use safety hazards - Use safety dangers - Use safety perils 	2M
6. Monitor Alcohol Consumption	intoxication, aggressive behaviour	4A	<ul style="list-style-type: none"> - Use safety barriers - Use safety signage - Use safety equipment - Use safety procedures - Use safety training - Use safety protocols - Use safety standards - Use safety regulations - Use safety laws - Use safety codes - Use safety rules - Use safety guidelines - Use safety instructions - Use safety manuals - Use safety documents - Use safety records - Use safety reports - Use safety audits - Use safety reviews - Use safety evaluations - Use safety assessments - Use safety analyses - Use safety studies - Use safety research - Use safety data - Use safety information - Use safety knowledge - Use safety skills - Use safety abilities - Use safety talents - Use safety strengths - Use safety weaknesses - Use safety opportunities - Use safety challenges - Use safety threats - Use safety risks - Use safety hazards - Use safety dangers - Use safety perils - Use safety hazards - Use safety dangers - Use safety perils - Use safety hazards - Use safety dangers - Use safety perils 	2M

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7. Clean Up Spills	slip hazards, chemical exposure	3H		1L
8. Handle Cash and Cards	theft, fraud	4A		2M
9. Conduct End-of-Shift Duties	fatigue, lowered alertness	3H		2M

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10. Handle Customer Complaints	verbal abuse, physical confrontation	4A		2M
11. Close Venue	security breach, fire hazard	4A		2M
12. Waste Disposal	biohazard, chemical exposure	3H		2M

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13. Staff Training	knowledge gaps, inefficiency	3H		1L
14. Manage Deliveries	heavy lifting, vehicle accidents	3H		2M
15. Equipment Maintenance	electrical faults, equipment failure	4A		2M

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16. Customer Interaction	verbal conflict, misunderstandings	3H		1L
17. Emergency Procedures	panicking crowds, incomplete evacuations	4A		2M
18. Staff Wellbeing	stress, burnout	3H		1L

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19. Ensure Compliance	regulatory breaches, legal penalties	4A		1L

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.