

Valet Parking 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 | | | 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:

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 | Inadequate knowledge of parking locations, Unfamiliarity with vehicle types | 3H | <ul style="list-style-type: none"> - Provide valet staff with detailed maps of parking areas. - Conduct regular training on different vehicle types and their operations. - Ensure staff are aware of emergency procedures. - Verify that all valets have valid driver's licenses. - Implement a communication system to relay parking instructions. - Schedule routine familiarisation sessions for new parking areas. - Develop standard operating procedures (SOPs) for car handling. - Document and circulate operating manuals for specific vehicles. - Conduct risk assessments for different car models and parking locations. - Regularly update training materials based on new information. | 2M |
| 2. Vehicle Acceptance | Inadequate damage documentation, Miscommunication with vehicle owner | 4M | <ul style="list-style-type: none"> - Use a digital platform to document vehicle condition before acceptance. - Take photographs of vehicle condition upon arrival. - Establish a clear protocol for discussing pre-existing damages with owners. - Train staff on effective communication skills. - Provide a checklist for vehicle acceptance procedures. - Use standardised forms for damage documentation and reporting. - Place signage indicating steps for vehicle acceptance. - Ensure all valets know the procedure for escalating issues. - Conduct customer service training focusing on transparency. - Develop a feedback mechanism for customer and valet interactions. | 2M |
| 3. Parking Vehicle | Vehicle collisions, Inadequate space management | 4A | <ul style="list-style-type: none"> - Design parking zones with clear markings and signage. - Limit the speed of vehicles in the parking area. - Ensure adequate lighting in all parking zones. - Use mirrors and sensors to enhance visibility. - Implement staggered parking to avoid congestion. - Train valet staff on collision prevention techniques. - Allocate dedicated lanes for different vehicle sizes. - Renew and maintain parking markings regularly. | 3H |

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| | | | <ul style="list-style-type: none"> - Develop traffic flow plans that minimise cross-traffic. - Conduct regular audits of parking area conditions. | |
| 4. Retrieving Vehicle | Vehicle misplacement, Communication breakdown | 3H | <ul style="list-style-type: none"> - Assign staff to specific vehicle retrieval zones. - Implement a clear communication protocol for vehicle location. - Use a tracking system to monitor vehicle locations. - Conduct regular vehicle counts and audits. - Establish a clear point of contact for vehicle retrieval. - Provide staff with a map of the parking area. - Implement a system for marking reserved or special vehicles. - Assign staff to monitor vehicle retrieval process. - Implement a system for tracking vehicle retrieval times. - Establish a clear protocol for handling vehicle misplacement. | 2M |
| 5. Driving Vehicles | Accidents due to unfamiliar vehicle controls, Speeding in parking area | 4A | <ul style="list-style-type: none"> - Provide staff with a comprehensive training program on vehicle operation. - Implement a speed limit system in the parking area. - Assign staff to monitor vehicle operation and speed. - Establish a clear protocol for handling vehicle accidents. - Implement a system for tracking vehicle speed. - Assign staff to monitor vehicle speed. - Implement a system for tracking vehicle location. - Assign staff to monitor vehicle location. - Implement a system for tracking vehicle retrieval times. - Assign staff to monitor vehicle retrieval times. | 2M |
| 6. Customer Interaction | Miscommunication, Customer dissatisfaction | 3H | <ul style="list-style-type: none"> - Implement a clear communication protocol for customer interaction. - Assign staff to monitor customer interaction. - Implement a system for tracking customer satisfaction. - Assign staff to monitor customer satisfaction. - Implement a system for tracking vehicle retrieval times. - Assign staff to monitor vehicle retrieval times. - Implement a system for tracking vehicle location. - Assign staff to monitor vehicle location. | 1L |

| JOB STEP | POTENTIAL HAZARDS | IR | CONTROL MEASURES | RR |
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| | | | | |
| 7. Key Management | Key misplacement, Unauthorised access to keys | 4A | | 2M |
| 8. Handing Over Vehicle | Incorrect vehicle handover, vehicle checks | 4A | | 2M |
| 9. Handling Customer Complaints | Escalation of disputes, Inadequate record of complaints | 3H | | 1L |

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| 10. Managing Emergencies | Fire in parking area, Vehicle theft | 4A | | 2M |
| 11. Weather Considerations | Visibility issues during rain, Slippery surfaces | 3H | | 2M |
| 12. Use of Technology | System failures, Data breaches | 4A | | 2M |

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| 13. Staff Training and Induction | Inadequate initial training, Knowledge gaps for new procedures | 3H | | 1L |
| 14. Managing Customer Belongings | Damage to personal property, Loss of belongings | 4A | | 2M |
| 15. Monitoring Workspaces | Inadequate surveillance, Lack of accountability | 3H | | 1L |

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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.