

## Verifying Age For Certain Sales 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:

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	Insufficient paperwork, identity fraud attempt, inadequate staff training, language barriers	3H	<ul style="list-style-type: none"> <li>- Ensure all staff are trained in identifying valid ID documents</li> <li>- Provide training on recognising fake IDs</li> <li>- Develop a checklist for required documents</li> <li>- Simplify verification process for efficiency</li> <li>- Use multilingual materials to overcome language barriers</li> <li>- Establish clear procedures for escalations</li> <li>- Schedule regular refresher training sessions</li> <li>- Maintain communication lines with local authorities for quick verification</li> <li>- Implement a secure storage system for documents</li> <li>- Incorporate a monitoring system for checking compliance</li> </ul>	2M
2. Checking ID	Fake IDs, incorrect information given, language misunderstandings, expired documents	3H	<ul style="list-style-type: none"> <li>- Train staff to identify features of valid ID</li> <li>- Update staff on new ID designs and security features</li> <li>- Develop a step-by-step guide for ID verification</li> <li>- Ensure the ID checker is up-to-date with latest technology</li> <li>- Provide language translation services or materials</li> <li>- Institute procedures for checking expiration dates</li> <li>- Conduct periodic audits of the ID checking process</li> <li>- Keep records of verification checks to track issues</li> <li>- Use technology to cross-check ID information</li> <li>- Establish a policy for handling suspicious documents</li> </ul>	2M
3. Age Calculation	Mathematical errors, misinterpretation of date formats, poor lighting conditions affecting reading ID	2M	<ul style="list-style-type: none"> <li>- Use age calculation software tools</li> <li>- Provide regular training on calculating age from birth dates</li> <li>- Include guidelines to deal with different date formats</li> <li>- Ensure proper lighting at ID checkpoints</li> <li>- Implement a two-stage verification process for age</li> <li>- Develop a quick reference guide for common age-related queries</li> <li>- Encourage the use of calculators if necessary</li> <li>- Regularly test staff on age calculation accuracy</li> </ul>	1L

<p>...s, document loss or ...ed access to sensitive</p>	<p>3H</p>	<p>Utilise visual aids for clear understanding of date formats</p>
<p>...ations, ref... ...ation... with customer</p>	<p>4A</p>	

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7. Staff Training	Skill gaps, outdated knowledge, resistance to training, lack of understanding of the importance of verification	4A		2M
8. System Updates	System downtimes, software bugs, vulnerability exploits, incompatibility with existing systems	3H		2M
9. Reporting & Feedback	Inaccurate reporting, feedback misrepresentation, delayed issue resolution	3H		1L

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			<ul style="list-style-type: none"> <li>1. Establish a clear chain of command and communication protocol.</li> <li>2. Conduct regular drills and training for all staff.</li> <li>3. Ensure all staff are familiar with evacuation routes and procedures.</li> <li>4. Post clear signage for exits and assembly points.</li> <li>5. Assign specific roles and responsibilities to staff members.</li> <li>6. Maintain clear and unobstructed evacuation paths.</li> <li>7. Establish a system for accounting for all personnel.</li> <li>8. Coordinate with local emergency services.</li> <li>9. Review and update the emergency plan regularly.</li> <li>10. Provide clear instructions to customers during an emergency.</li> </ul>	
10. Emergency Procedures	Lack of preparedness, panic during an emergency, evacuation hindrances	4A	<ul style="list-style-type: none"> <li>1. Develop and document a comprehensive emergency response plan.</li> <li>2. Conduct regular drills and training for all staff.</li> <li>3. Ensure all staff are familiar with evacuation routes and procedures.</li> <li>4. Post clear signage for exits and assembly points.</li> <li>5. Assign specific roles and responsibilities to staff members.</li> <li>6. Maintain clear and unobstructed evacuation paths.</li> <li>7. Establish a system for accounting for all personnel.</li> <li>8. Coordinate with local emergency services.</li> <li>9. Review and update the emergency plan regularly.</li> <li>10. Provide clear instructions to customers during an emergency.</li> </ul>	2M
11. Customer Education	Unawareness of legal requirements for age verification, frustration due to misunderstanding of policies	3H	<ul style="list-style-type: none"> <li>1. Develop clear and concise policies regarding age verification.</li> <li>2. Train staff on the importance of age verification and the consequences of non-compliance.</li> <li>3. Post signage in high-traffic areas to inform customers of the policy.</li> <li>4. Provide verbal reminders to customers at the point of sale.</li> <li>5. Offer educational materials or brochures to customers.</li> <li>6. Implement a system for tracking and reporting age verification incidents.</li> <li>7. Establish a process for addressing customer concerns and complaints.</li> <li>8. Regularly review and update policies to ensure they are current and effective.</li> <li>9. Foster a culture of compliance and accountability among staff.</li> <li>10. Consider offering incentives for customers who adhere to the policy.</li> </ul>	2M
12. Supervisory Oversight	Inadequate monitoring, lack of policy enforcement, bias in enforcement	3H	<ul style="list-style-type: none"> <li>1. Establish clear guidelines for monitoring and enforcement.</li> <li>2. Train supervisors on the importance of consistent and unbiased enforcement.</li> <li>3. Implement a system for tracking and reporting enforcement incidents.</li> <li>4. Conduct regular audits to ensure compliance with the policy.</li> <li>5. Provide feedback and coaching to staff members who are not enforcing the policy correctly.</li> <li>6. Establish a process for addressing complaints and concerns.</li> <li>7. Regularly review and update the policy to ensure it is effective and fair.</li> <li>8. Foster a culture of accountability and transparency.</li> <li>9. Consider offering incentives for staff members who consistently enforce the policy.</li> <li>10. Regularly communicate the policy to all staff members.</li> </ul>	1L

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13. Technology Integration	Over-reliance on technology, technical malfunctions, data breaches	4A		2M
14. Ergonomic Considerations	Stress from repetitive tasks, workstation setup cause strain injuries, fatigue due to long hours standing	3H		2M
15. Environmental Controls	Distracting noise levels, inadequate ventilation, poor lighting affecting performance and safety	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.