

Access Control Intercoms and Smart Lock Installation

| | | | |
|-------------------|--------|--------|--|
| 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. WHS Governance, Roles and Consultation | <ul style="list-style-type: none"> Lack of clearly defined WHS responsibilities for access control and smart lock work Inadequate consultation with workers, contractors and tenants about changes to access systems Failure to integrate access control risks into the PCBU's overall WHS management system Poor communication channels for reporting faults, near misses and security concerns Inadequate oversight of subcontractors undertaking intercom and smart lock installations | 3H | <ul style="list-style-type: none"> Establish and document a WHS governance procedure specific to access control, intercom and smart lock activities, aligned with the WHS Act 2011 and WHS Regulations Define and communicate WHS roles, responsibilities and accountabilities for managers, supervisors, installers, technicians and building management in relation to electronic access systems Implement formal consultation mechanisms (e.g. WHS committee, toolbox meetings, tenant notifications) to discuss proposed access control changes and associated risks Integrate access control risk management into the organisation's WHS risk register and annual WHS planning process Include WHS performance and incident trends relating to access systems in regular management review meetings Ensure all contractors engaged for intercom and smart lock works are inducted into site-specific WHS requirements and understand consultation and escalation pathways | 2M |
| 2. Design and Specification of Access Control Systems | <ul style="list-style-type: none"> Poor system design leading to unsafe access routes or blocked emergency egress Overreliance on electronic systems without fail-safe manual overrides Intercoms and smart locks specified without considering persons with disability or limited mobility Inadequate ingress and egress space for emergency evacuations Incompatible components increasing likelihood of malfunctioning outputs Design not aligned with relevant Australian Standards (e.g. AS 1428 accessibility, AS 2201 security systems) | 4A | <ul style="list-style-type: none"> Implement a formal design review process for all new access control, intercom and smart lock installations, involving WHS, fire safety and facilities stakeholders Specify systems that default to safe egress in accordance with building fire safety requirements and applicable Australian Standards Ensure designs consider reasonable adjustment for accessibility, including height, reach, tactile indicators, audio cues and alternative access methods for people with disability Require designers and suppliers to demonstrate compliance with relevant Australian Standards and the National Construction Code for doors, locks and emergency exits Include redundancy and fail-safe features (e.g. battery backup, mechanical overrides, fire trip relays) in the system design specifications Document design assumptions, limitations and critical safety functions (e.g. how locks behave during power loss or fire alarm activation) and communicate them to building managers Undertake a pre-installation WHS and fire safety impact assessment for any major changes to access control layouts | 2M |
| 3. Procurement and Selection of Hardware and Software | <ul style="list-style-type: none"> Procurement of low-quality or non-compliant intercoms, smart locks and electric eye sensors Use of non-certified electrical components creating shock, fire or reliability risks Supply chain issues resulting in use of mismatched or substitute devices without equivalent safety performance | 3H | <ul style="list-style-type: none"> Establish procurement criteria that require compliance with relevant Australian Standards, RCM electrical safety approvals and manufacturer installation requirements Mandate that all smart locks, keyless entry and sensor devices are sourced from vetted suppliers with proven reliability and local support Include cybersecurity requirements in procurement specifications (e.g. encryption, patching capability, secure credential management, no default passwords) Require documented evidence of conformity, warranties, and product lifecycle support before acceptance of new devices | 1L |

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| | <ul style="list-style-type: none"> Inadequate consideration of cybersecurity risks in smart locks and keyless entry systems Lack of manufacturer support and firmware updates for security products | | <ul style="list-style-type: none"> Implement a technical review and sign-off process for any proposed product substitutions, ensuring equal or better safety and security performance Maintain an approved products list for intercoms, electric eye sensors and access control components and prohibit ad-hoc purchasing outside this list Ensure procurement contracts include obligations for suppliers to notify of safety recalls, critical vulnerabilities and end-of-support dates | |
| 4. Contractor and Technician Competency Management | <ul style="list-style-type: none"> Insufficient training and competency of installers and maintenance technicians Lack of electrical licensing or cabling registration where required Poor understanding of WHS obligations under the WHS Act 2011 by small contractors Inadequate supervision of apprentices or new workers undertaking access control work Failure to keep competencies up to date with emerging smart lock and IoT technologies | 3H | <p>[REDACTED]</p> | 2M |
| 5. Electrical and Low-Voltage Safety Management | <ul style="list-style-type: none"> Electric shock or fire from incorrect isolation or unsafe work on live circuits Overloaded circuits from unplanned additions to existing access control power supplies Use of damaged, non-compliant or incorrectly rated power supplies and cabling Inadequate earthing or surge protection leading to equipment failure or fire Unclear responsibilities for switching, isolation, lockout and test-before-touch procedures | 4A | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | 2M |

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| | | | [REDACTED] | |
| 6. Fire Safety, Egress and Emergency Integration | <ul style="list-style-type: none"> • Access control systems failing to release doors during fire or emergency evacuations • Intercom and smart lock installations obstructing fire doors or altering fire-rated assemblies • Electric eye sensors or gates creating entrapment or crush hazards during emergencies • Conflicting control logic between fire panels, building management systems and smart locks • Lack of clarity for emergency services about how to override or bypass access control | 4A | [REDACTED] | 2M |
| 7. Physical Security and Crime Prevention | <ul style="list-style-type: none"> • Smart locks, keypads and intercom being bypassed or tampered with, enabling unauthorised entry • Tailgating through controlled doors and gates leading to security breaches • Inadequate lighting and camera coverage at intercom and access points • Poorly configured visitor access procedures increasing risk of aggression, theft or assault • Loss or theft of master credentials, fobs, cards or mobile access tokens | 3H | [REDACTED] | 2M |

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| | | | [REDACTED] | |
| 8. Cybersecurity and Data Protection for Smart Systems | <ul style="list-style-type: none"> • Unauthorised remote access to smart locks and intercoms via network vulnerabilities • Insecure storage or transmission of access credentials and personal data • Use of default passwords or weak authentication on management consoles • Lack of patch management leading to exploitation of known vulnerabilities • Privacy breaches through intercom video, audio or access logs | 4A | [REDACTED] | 2M |
| 9. Working at Heights and Manual Handling during Installations | <ul style="list-style-type: none"> • Falls from ladders or temporary platforms while mounting intercom sensors and controls • Musculoskeletal injuries from handling doors, door closers, heavy locks or gate hardware • Inadequate planning for lifting and positioning large gates, posts or door assemblies • Improper use of access equipment in confined or public areas • Injury from repetitive or awkward postures when running cabling in ceilings or cavities | 3H | [REDACTED] | 2M |

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| 10. Work in Occupied, Public and Residential Environments | <ul style="list-style-type: none"> • Uncontrolled interaction with residents, visitors or members of the public including potential aggression • Trip, slip or impact hazards to occupants caused by tools, cables and temporary works • Reduced security for occupants during periods when intercoms or locks are disabled for repair • Noise and dust disturbing occupants, particularly vulnerable persons (elderly, children, shift workers) • Inadequate notification of outages leading to people being locked in or locked out | 3H | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | 2M |
| 11. System Commissioning, Testing and Verification | <ul style="list-style-type: none"> • Critical safety functions (e.g. egress release, emergency overrides) not operating as designed • Inconsistent programming leading to unpredictable lock behaviour between doors or levels • Failure to test intercom and electric eye sensor integration with gates and barriers • Insufficient soak testing leading to early-life failures after handover • Lack of documented acceptance criteria and sign-off for new or modified systems | 3H | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | 1L |

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| 12. Preventive Maintenance and Inspection Regime | <ul style="list-style-type: none"> Gradual degradation of locks, sensors, hinges and power supplies leading to failure-in-use Unnoticed faults in intercom call functions impacting emergency communication Lack of regular testing of emergency release mechanisms and override devices Reactive-only maintenance increasing downtime and safety risks Inadequate record-keeping obscuring patterns of recurring faults | 3H | [REDACTED] | 2M |
| 13. Change Management, Upgrades and Decommissioning | <ul style="list-style-type: none"> Uncontrolled modifications to intercom and access control leading to conflicting or unsafe states Legacy systems left partially operational causing security and safety gaps Data loss or misalignment of access rights during migration to smart lock platforms Insufficient assessment of WHS and security impacts of new technologies (e.g. mobile credentialing) Improper disposal of devices containing stored credentials or personal information | 3H | [REDACTED] | 1L |
| 14. Incident Reporting, Fault Escalation and Emergency Response | <ul style="list-style-type: none"> Delayed response to critical faults such as failed main entry intercom or stuck electric gate | 3H | [REDACTED] | 2M |

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| | <ul style="list-style-type: none"> • Under-reporting of near misses, access malfunctions and minor lock failures • Lack of clarity about who to contact when people are trapped behind gates or locked doors • Inconsistent incident investigation leading to repeated failures of access systems • No integration between WHS incident management and maintenance reporting systems | | [REDACTED] | |
| 15. Training, Information and User Competency | <ul style="list-style-type: none"> • Users unable to operate intercoms, keyless entry or smart locks correctly, leading to lockouts or unsafe behaviours • Misuse of emergency release mechanisms as routine access, compromising security • Staff unaware of procedures during partial outages or system failures • Poor understanding of policies and confidentiality obligations when using video intercoms • Overreliance on a small number of 'super users' without adequate backup knowledge | 2M | [REDACTED] | 1L |
| 16. Documentation, Records and Compliance Monitoring | <ul style="list-style-type: none"> • Incomplete or outdated records of system configuration, wiring, and emergency overrides • Lack of evidence to demonstrate compliance with WHS Act 2011 duties and relevant standards • Inability to trace decisions about design, product selection or critical settings | 2M | [REDACTED] | 1L |

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| | <ul style="list-style-type: none"> Loss of knowledge when key personnel leave, due to undocumented systems Audit non-conformances arising from poor documentation of inspections and maintenance | | <div style="background-color: black; height: 15px; width: 100%;"></div> | |
| | | | | |

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 2025
 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) Regulation 2011
 Legislation NT: <https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws>
 Codes of Practice NT: <https://worksafe.nt.gov.au/factsheets-and-resources/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/workplaces/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.