Appliance Repair			
Business Name:		ABN:	
Business Address:			
Contact Person:	Phone:	Email:	

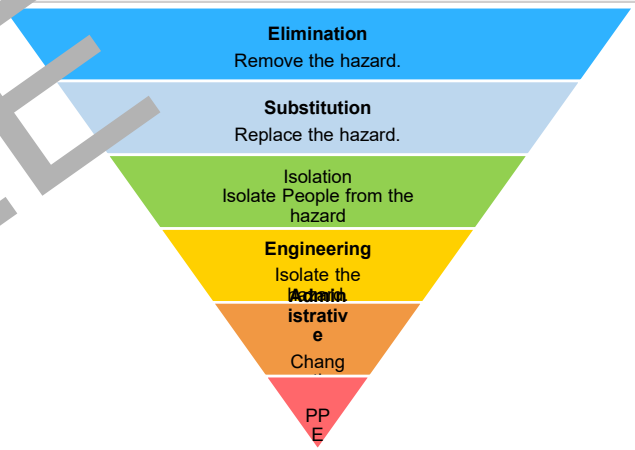
THIS RISK ASSESSMENT IS APPROVED BY THE PCBU OF THE PROJECT		
Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.		
Full Name:		
Signature:	Title:	Date:

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
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE		
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Rev before work
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACU	2M MO RATE	Ensure control measures in place.
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 H	1L LOW	Monitor and keep records.

HIERARCHY OF CONTROLS



Risk Rating & Required Action:

4A	Stop work. The risk is intolerable. E inate the hazar redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or hi er-level authorisati is required.
3H	Review and approve additional c rols b ask arts. Senior supervisor sign-off needed.
2M	Ensure all nominated controls are in ace and effe ive. 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, Legal Compliance & Consultation	• Lack of documented WHS management system aligned with WHS Act 2011 and WHS Regulations • Inadequate consultation with workers and health and safety representatives on appliance repair risks • Failure to identify and apply relevant Australian Standards (e.g. AS/NZS 3760, AS/NZS 60335 series, AS/NZS 3012, AS/NZS 4836) • Poor integration of WHS requirements into business planning and contractor management for appliance repair • Insufficient resources allocated for WHS (time, budget, competent persons) leading to unmanaged risks • No systematic review of incidents, near misses and regulatory changes relating to kitchen and large appliance work	4A	• Establish and maintain a documented WHS management system aligned with WHS Act 2011, WHS Regulations and relevant Codes of Practice, specifically addressing electrical appliance installation, repair and testing • Develop a WHS legal register identifying applicable legislation, regulations, Codes of Practice and Australian Standards relevant to appliance repair, microwave testing, dishwasher management and large electrical appliances, and review at least annually • Implement a formal consultation procedure requiring regular toolbox talks, WHS committee meetings and issue resolution processes for all appliance repair technicians and supervisors • Ensure PCBU officers meet due diligence obligations by receiving regular WHS performance reports (incidents, inspections, audit findings, corrective actions) specific to appliance repair activities • Integrate WHS requirements into business contracts and service level agreements with clients and subcontractors, including clear allocation of WHS responsibilities for appliance installation and maintenance work • Schedule annual external or internal WHS audits of the appliance repair operations, with documented improvement plans and management review • Maintain documented policies on electrical safety, plant and equipment, hazardous manual tasks, remote work, and driving for work, applicable to all appliance repair and installation activities	3H
2. Competency, Licensing, Induction & Training	• Appliance repair work performed by unqualified or unlicensed personnel, particularly for fixed wiring and large electrical appliances • Inadequate competency in fault-finding, microwave oven testing, and isolation procedures • Insufficient training on WHS duties, hazard identification and safe work procedures for coffee machine installation, dishwasher management and kitchen equipment repair • Failure to verify and monitor electrical licences, test and tag competencies, and high-risk work where applicable • No structured induction for new workers and subcontractors entering client sites (e.g. commercial kitchens, hospitality venues) • Lack of refresher training on changes to equipment, procedures, or standards related to appliance repair	4A	• Establish a competency framework defining required qualifications, licences and experience for each appliance repair role, including electricians, appliance technicians and test-and-tag personnel • Implement a verification of competency (VOC) system prior to permitting technicians to perform unsupervised work on large electrical appliances, dishwashers, microwaves and coffee machines • Maintain a training and licence register with expiry dates for electrical licences, test and tag qualifications, and relevant WHS training (e.g. electrical awareness, manual handling, working in commercial kitchens) • Provide structured WHS and technical induction covering organisational policies, client-specific rules, electrical safety, safe dismantling of appliances for inspection, and microwave leakage testing requirements • Deliver periodic refresher training and toolbox talks on incident learnings, changes to Australian Standards and updated procedures for appliance fitting, repair and maintenance • Audit subcontractors' competencies and licences against documented criteria before engagement and periodically during the contract term • Include assessment of competency in performance reviews, with remediation plans for identified gaps	2M

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3. Job Planning, Scheduling & Work Allocation	• Reactive call-out culture leading to rushed jobs, poor planning and increased error rates • Inadequate pre-job risk assessment for complex tasks such as dismantling appliances, installing dishwashers, or repairing commercial kitchen equipment • Overloading technicians with excessive workload or unrealistic response time expectations, contributing to fatigue and shortcuts • Poor coordination where multiple contractors work concurrently in confined kitchen areas, increasing congestion and interaction risks • Inadequate assessment of site-specific risks (e.g. confined plant rooms, hot surfaces, wet floors, customer operations) prior to attendance	3H	• Implement a job allocation and scheduling system that incorporates complexity ratings, estimated duration and risk factors for each appliance repair or installation task • Require completion of a documented pre-job risk assessment or site assessment checklist for new or high-risk clients, including kitchen layout, access constraints, utilities isolation points and expected traffic • Introduce a policy setting maximum job numbers or travel hours per day to manage workload and reduce fatigue for appliance technicians • Establish procedures to coordinate work with other trades and client operations, including pre-start meetings for major installations or kitchen refurbishments • Integrate WHS prompts into the job management software (e.g. flags for heavy appliances, hot work, energised testing, confined areas) to trigger additional planning controls • Ensure supervisors review and approve high-risk or complex tasks (e.g. major dishwasher change-outs, large oven installs, multiple appliance shutdowns) before commencement	2M
4. Client Site Access, Security & Interface Management	• Uncontrolled access to commercial kitchens, back-of-house areas and plant rooms during normal operations • Conflicting priorities between client production needs and safe work requirements for appliance repairs • Lack of clear responsibility for isolation of services (power, gas, water, steam) when working on appliances • Poor communication of local emergency procedures and site-specific hazards to visiting technicians • Technicians working alone at client premises without appropriate sign-in/out and monitoring procedures	3H	[redacted]	2M
5. Electrical Safety Systems & Isolation Procedures	• Inadequate procedures for safe isolation, lockout and tagout when repairing or dismantling appliances	4A	[redacted]	2M

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	• Working on energised equipment due to pressure to minimise downtime, particularly in commercial kitchens • Incomplete testing and verification of de-energisation before commencing work on large electrical appliances and dishwashers • Inconsistent application of AS/NZS 4836 principles for low-voltage electrical work • Improper use or absence of appropriate test instruments and residual current device (RCD) protection for temporary supplies		[redacted]	
6. Tools, Test Equipment & Plant Management	• Use of defective or untested portable electrical tools and test equipment • Lack of a formal test and tag system for company-owned equipment used at client sites • Inadequate storage, transport and inspection regimes for specialist tools used on large appliances and microwave ovens • No standardisation of test equipment, leading to inconsistent safety features and unfamiliarity among technicians • Failure to remove from service or repair damaged tools and test devices	3H	[redacted]	2M
7. Appliance Handling, Installation & Physical Environment	• Poor system for managing hazardous manual tasks when moving or fitting heavy appliances such as dishwashers, ovens and large fridges • Inadequate assessment of access routes, stairs and confined kitchen areas prior to appliance delivery or removal	3H	[redacted]	2M

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	• Absence of standard lifting aids, trolleys or team lift procedures for large appliances • Unsafe temporary positioning of appliances during dismantling or inspection, leading to crush or fall hazards • Lack of controls for sharp edges, pinch points and unstable components when dismantling appliances for inspection		[redacted]	
8. Specific Controls for Microwaves & High-Temperature Equipment	• Inadequate systems for microwave oven leakage testing and verification against applicable standards • Improper reassembly of microwave shielding following repairs, leading to radiation leakage • Lack of documented procedures for testing, tagging and using microwave ovens in workplaces • Exposure to hot surfaces, steam and heated fluids when servicing coffee machines, dishwashers and ovens • Insufficient controls for resetting safety interlocks and thermostats after repairs		[redacted]	2M
9. Water, Drainage, Chemicals & Hygiene in Kitchen Environments	• Exposure to wet, slippery floors during dishwasher management and appliance fitting • Water ingress into electrical components due to poor installation or maintenance systems • Inadequate management of cleaning chemicals and sanitisers used around appliances • Poorly controlled waste water discharge during dismantling, repair or	3H	[redacted]	2M

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	removal of dishwashers and other wet appliances • Cross-contamination risks in food preparation areas when working on kitchen equipment		[redacted]	
10. Driving for Work, Remote Work & Communications	• Motor vehicle incidents while travelling between appliance repair jobs • Fatigue from extended driving times and irregular hours responding to urgent breakdowns • Lone work in remote or isolated areas without effective communication or emergency support • Poor vehicle loading systems for transporting large appliances, leading t[redacted] shifting loads and crush[redacted]s	3H	[redacted]	2M
11. Fatigue, Stress, Psychosocial & Ergonomic Risks	• Extended work hours and after-[redacted]urs call-outs for urgent appli[redacted]pairs in hospitality settings • Job demands, client pressure and time constraints leading to stress and reduced attention to safety • Repetitive or awkward postures when accessing under-bench appliances, overhead cupboards and confined spaces • Inadequate systems to manage exposure to aggressive or abusive customers during service calls	3H	[redacted]	2M

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			[redacted]	
12. Incident Reporting, Investigation & Corrective Actions	• Under-reporting of incidents, near misses and equipment failures during appliance repair work • Superficial investigations that do not identify underlying system and management causes • Failure to implement and verify corrective actions, leading to repeated events • Lack of trend analysis to identify recurring issues with specific appliance types, sites or technicians	3H	[redacted]	1L
13. Documentation, Records, Change Management & Continuous Improvement	• Outdated or inconsistent procedures for appliance repair, installation and testing across different teams or regions • Loss of critical records (e.g. test results, commissioning certificates, calibration data, isolation records) • Uncontrolled changes to equipment, software, or work processes without WHS risk assessment • Failure to capture lessons learned from new appliance types or emerging technologies (e.g. smart appliances, networked equipment)	3H	[redacted]	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 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

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-of-codes-of-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/forms-and-resources/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

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.

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

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

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