

**Cafe Safety**

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:	
<b>4A</b>	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.
<b>3H</b>	Review and approve additional controls before task starts. Senior supervisor sign-off needed.
<b>2M</b>	Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.
<b>1L</b>	Proceed, following standard operating procedures. Monitor and keep records.

  

Consequence Scale:			
Consequence	People (injury/illness)	Project / Assets	Compliance / Reputation
<b>Catastrophic</b>	Fatality or permanent total disability	project shutdown	Significant regulator intervention; criminal prosecution
<b>Major</b>	Serious injury/illness (hospital > 5 days)	critical delay	Improvement notice; major media coverage
<b>Moderate</b>	Medical-treatment injury; lost-time > 1 day	moderate delay	Minor breach; adverse client comment
<b>Minor</b>	First-aid only, no lost time	negligible delay	Isolated non-conformance
<b>Insignificant</b>	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 & Consultation	<ul style="list-style-type: none"> <li>Unclear WHS responsibilities between business owner, manager, supervisors and workers</li> <li>Lack of genuine consultation with workers about safety issues and changes to café operations</li> <li>No formal WHS policy or objectives aligned with WHS Act 2011 duties of PCBUs and officers</li> <li>Inadequate consideration of workers' views when introducing new equipment or processes (e.g. new coffee machines)</li> <li>Failure to allocate adequate resources (time, budget, personnel) to manage WHS risks</li> <li>Poor reporting culture leading to under-reporting of incidents, near misses and hazards</li> </ul>	4A	<ul style="list-style-type: none"> <li>Establish a written WHS policy signed by the person conducting a business or undertaking (PCBU) and communicated to all staff, outlining commitment to comply with WHS Act 2011 and WHS Regulation</li> <li>Define and document WHS roles, responsibilities and authorities for owners, managers, supervisors, baristas, kitchen staff and contractors</li> <li>Implement a worker consultation and participation procedure in line with WHS Act 2011 (e.g. regular toolbox talks, WHS meetings, suggestion systems, access to WHS information in multiple languages where required)</li> <li>Appoint a WHS coordinator or nominate a responsible manager to oversee implementation and review of the WHS management system</li> <li>Develop a documented process for workers to raise safety concerns, including anonymous reporting options and clear escalation pathways</li> <li>Set WHS objectives and KPIs (e.g. incident reporting rates, completion of corrective actions, training completion) and review them at management meetings</li> <li>Ensure officers (e.g. company directors) exercise due diligence by regularly reviewing WHS performance reports and ensuring adequate resourcing</li> <li>Maintain up-to-date WHS information and make it readily accessible (e.g. digital WHS folder, notices, QR codes linking to policies and procedures)</li> </ul>	2M
2. Risk Management & Change Management Systems	<ul style="list-style-type: none"> <li>No formal, documented process for identifying, assessing and controlling WHS risks</li> <li>Ad hoc introduction of new menu items, equipment, barista processes without risk assessment (e.g. automated coffee machine upgrades, new grinders, new cleaning chemicals)</li> <li>Failure to review controls after incidents or near misses</li> <li>Inadequate involvement of workers in risk identification and control development</li> <li>Lack of structured process for managing seasonal peak periods (e.g. staff fatigue, overcrowding behind counter)</li> <li>Failure to assess cumulative risks from interacting systems (e.g. hot surfaces, tight spaces, high customer volumes)</li> </ul>	4A	<ul style="list-style-type: none"> <li>Implement a documented WHS risk management procedure consistent with WHS Regulation (identify hazards, assess risks, implement controls using hierarchy of control, and review effectiveness)</li> <li>Use a standard WHS risk assessment template for café operations, including barista operations and automated coffee machines, to be reviewed at least annually or after significant change</li> <li>Introduce a formal change management process requiring a risk assessment before purchasing or installing new plant, automation technology, or introducing new food and beverage processes</li> <li>Require supplier safety documentation (manuals, safety data sheets, training materials) to be reviewed as part of the risk assessment for new equipment (e.g. automated espresso machines, dishwashers)</li> <li>Maintain a risk register capturing key café risk categories, existing controls, and required actions, with responsibilities and due dates</li> <li>Schedule periodic reviews of risk assessments after incidents, near misses, or when regulations, guidance material or standards change</li> <li>Train supervisors and key staff in basic WHS risk management principles so they can lead and participate in assessments</li> <li>Ensure all risk assessments consider vulnerable workers (young, new, temporary, culturally and linguistically diverse staff) and peak trading conditions</li> </ul>	2M
3. Plant & Equipment Management (Including	<ul style="list-style-type: none"> <li>Inadequate selection and procurement of café equipment leading to inherent</li> </ul>	4A		2M

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
Automated Coffee Machines)	<p>safety issues (e.g. unguarded hot surfaces, unstable shelving, non-compliant electrical equipment)</p> <ul style="list-style-type: none"> <li>Lack of documented pre-use inspection and maintenance systems for coffee machines, grinders, dishwashers, fridges, mixers and other plant</li> <li>Failure to manage safety features of automated coffee machines (e.g. interlocks, pressure relief, automatic cleaning cycles)</li> <li>Uncontrolled access to plant by untrained staff, contractors or visitors</li> <li>Use of damaged or makeshift equipment (e.g. cracked jugs, faulty cords, unstable stools or ladders)</li> <li>No system for isolating, tagging and removing defective equipment from service</li> <li>Poor integration of new automated coffee machines into existing power supply, ventilation and drainage systems</li> </ul>		<ul style="list-style-type: none"> <li>Implement a formal plant and equipment management procedure covering procurement, installation, commissioning, maintenance, inspection and decommissioning for all café equipment</li> <li>Require that all new automated coffee machines and plant comply with relevant Australian Standards and are purchased from reputable suppliers providing clear operating and safety instructions</li> <li>Ensure installation and commissioning of automated coffee machines and electrical plant is performed by competent, licensed tradespeople with certificates and documentation retained</li> <li>Develop scheduled preventive maintenance programs for all critical plant (e.g. coffee machines, grinders, refrigeration, ventilation, dishwashers) based on manufacturer recommendations</li> <li>Introduce documented pre-start inspection checks for baristas and other staff to confirm key safety features (e.g. power on guard, emergency stops, drip trays, pressure indicators) are functional</li> <li>Implement lock-out/tag-out system and defective equipment isolation procedure to prevent the use of unsafe plant until repaired or replaced</li> <li>Maintain plant and equipment registers, including serial numbers, maintenance records, warranties and service provider details for audit trail and due diligence</li> <li>Ensure automated coffee machines with automatic cleaning cycles are programmed and supervised according to manufacturer instructions, with clear signage about hot components and moving parts</li> <li>Access physical layout around coffee machines to prevent crowding, ensure adequate clearance from edges and minimise potential contact with hot surfaces or spill points</li> </ul>	
4. Barista Operations & Coffee Machine Use (System-Level Controls)	<ul style="list-style-type: none"> <li>Inadequate system of training and authorising baristas to operate manual and automated coffee machines, grinders and hot water taps</li> <li>Lack of standardised procedures for safe coffee preparation, milk texturing, and jug handling leading to slips and scalds</li> <li>High production pressure and time targets increasing the likelihood of shortcuts and unsafe practices</li> <li>Poor configuration of barista workstations resulting in awkward reaches, cramped spaces and increased collision risk between staff</li> <li>No systematic control over coffee grinder settings, use and cleaning, increasing risk of contact with sharp or moving parts</li> </ul>	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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
	<ul style="list-style-type: none"> <li>Failure to coordinate barista tasks with other café activities, leading to congestion and cross-over of hot drinks and customer flows</li> </ul>		[REDACTED]	
5. Thermal & Burn Hazards (Hot Liquids, Steam, Surfaces)	<ul style="list-style-type: none"> <li>Inadequate systems to control exposure to hot liquids, steam wands, boilers and hot food equipment</li> <li>No clear procedures for handling and transporting multiple hot beverages during peak times</li> <li>Poorly located or unshielded hot water urns, kettles, soup warmers and toasters accessible to untrained staff or customers</li> <li>Lack of organised response procedures for scald and burn injuries, including first aid</li> <li>Inadequate control of children and vulnerable customers near hot service counters and self-service areas</li> <li>Automated coffee machine running unsupervised cleaning or flushing cycles in public-access areas</li> </ul>	4A	[REDACTED]	2M
6. Manual Handling & Ergonomics	<ul style="list-style-type: none"> <li>No systematic assessment of manual handling tasks such as lifting milk crates, coffee bean bags, dishwashers and moving furniture</li> <li>Poorly designed barista and food prep workstations causing repetitive strain, awkward postures and overreach (e.g. high shelving, low benches, twisting to reach grinders)</li> <li>Inadequate systems for safe delivery and storage of heavy items, including poor pallet or delivery drop locations</li> <li>Lack of rotation of staff between tasks, leading to prolonged standing, repetitive wrist and shoulder movements (e.g. tamping, pouring, polishing cutlery)</li> </ul>	3H	[REDACTED]	2M

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
	<ul style="list-style-type: none"> <li>• Use of unstable step stools or makeshift stands to access high storage</li> <li>• No procedure for assessing and accommodating workers with pre-existing musculoskeletal conditions</li> </ul>		[REDACTED]	
7. Slips, Trips, Housekeeping & Floor Safety	<ul style="list-style-type: none"> <li>• No structured cleaning and spill response system in high-risk areas (coffee station, dishwashers, entry points, toilets)</li> <li>• Inadequate matting or non-slip surfaces where water, coffee, milk or food frequently spill</li> <li>• Poor storage and housekeeping leading to cluttered walkways, obstructed exits and tripping hazards (e.g. boxes, bins, cables)</li> <li>• Inadequate drainage around coffee machines, sinks and dishwashers causing standing water</li> <li>• Cleaning processes carried out during busy trading without increasing slip risk to workers and customers</li> <li>• Insufficient lighting in back-of-house, storage, and waste contributing to trips and falls</li> </ul>	4A	[REDACTED]	2M
8. Chemical, Allergen & Food Safety Interface with WHS	<ul style="list-style-type: none"> <li>• Lack of a chemical management system for cleaning agents, sanitisers, descalers and machine cleaning products</li> <li>• Inadequate access to or understanding of Safety Data Sheets (SDS) and label instructions, especially for automated coffee machine cleaning cycles</li> <li>• Inappropriate storage, decanting or mixing of chemicals increasing risk of exposure, inhalation or incompatible reactions</li> <li>• Poor allergen management system for handling nuts, dairy alternatives and</li> </ul>	3H	[REDACTED]	1L

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
	<ul style="list-style-type: none"> <li>other allergens in the barista area, increasing risk to workers and customers</li> <li>Inadequate separation between food and chemical storage and use areas</li> <li>No process for ensuring staff with sensitivities or allergies are identified and controls are implemented</li> </ul>		[REDACTED]	
9. Electrical, Fire & Emergency Preparedness	<ul style="list-style-type: none"> <li>No systematic testing and tagging program for portable electrical equipment (e.g. grinders, blenders, kettles, extension leads)</li> <li>Overloaded power boards, inappropriate use of extension leads and unapproved modifications to electrical installations</li> <li>Inadequate fire detection, firefighting equipment and emergency lighting for café layout and equipment load</li> <li>Staff not trained in emergency procedures, including coffee machine and gas equipment shutdown during fire or power failure</li> <li>Blocked or poorly designed emergency exits and evacuation routes, especially during busy periods and storage practices</li> <li>Failure to consider electrical and power loads when introducing new power appliances or automated machines</li> </ul>	4A	[REDACTED]	2M
10. Psychosocial Risks, Workload & Fatigue	<ul style="list-style-type: none"> <li>High work intensity and sustained peak demand periods leading to fatigue, stress and reduced attention to safety procedures</li> <li>Inadequate staffing levels or poorly designed rosters resulting in excessive work hours or insufficient breaks</li> <li>Customer aggression or unreasonable behaviour towards staff (e.g. complaints about wait times, orders, or pricing)</li> </ul>	3H	[REDACTED]	2M

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
	<ul style="list-style-type: none"> <li>Lack of clarity around performance expectations, job roles and support during busy periods</li> <li>Poor communication and conflict management between staff and supervisors</li> <li>Limited systems to identify and respond to mental health concerns among workers</li> </ul>		[REDACTED]	
11. Training, Competency & Supervision	<ul style="list-style-type: none"> <li>No structured WHS induction program for new baristas and café staff</li> <li>Inconsistent competency standards for operating coffee machines (manual and automated), grinders, dishwashers and other plant</li> <li>Insufficient supervision of young, new or temporary workers, particularly during busy periods</li> <li>Lack of refresher training on key WHS topics (e.g. emergency procedures, manual handling, chemical safety)</li> <li>Training delivered informally without records, making it difficult to verify competence or meet due diligence obligations</li> <li>Failure to ensure contractors (e.g. equipment technicians, cleaners) understand café-specific WHS requirements</li> </ul>	4A	[REDACTED]	2M
12. Incident Reporting, Investigation & Corrective Actions	<ul style="list-style-type: none"> <li>Under-reporting of injuries, near misses, equipment faults and customer incidents due to cultural or procedural barriers</li> <li>No clear procedure for prompt incident notification, recording and investigation in line with WHS legislation</li> <li>Failure to identify root causes and systemic issues, resulting in repeated similar incidents (e.g. burns, slips, manual handling injuries)</li> </ul>	3H	[REDACTED]	1L

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
	<ul style="list-style-type: none"> <li>Inadequate follow-up on corrective actions, with controls not implemented or reviewed for effectiveness</li> <li>Lack of mechanism to share lessons learned with all staff and integrate findings into training and procedures</li> </ul>		[REDACTED]	
13. Contractor, Supplier & Service Technician Management	<ul style="list-style-type: none"> <li>No system to ensure maintenance contractors, coffee machine technicians and cleaners operate safely while on site</li> <li>Lack of coordination between café operations and contractor work, leading to conflicts in space, access and emergency procedures</li> <li>Inadequate vetting of contractor competence, licences and insurances</li> <li>Poor communication of café-specific hazards to visiting suppliers and delivery drivers</li> <li>Failure to manage safety when major upgrades or installations occur during trading hours (e.g. new automated coffee machine installation, electrical works)</li> </ul>	3H	[REDACTED]	1L
14. Workplace Environment, Layout & Amenities	<ul style="list-style-type: none"> <li>Café layout not designed with staff workflow in mind, causing congestion around coffee machines, counters and doorways</li> <li>Insufficient separation between staff work areas and customer circulation, particularly near hot drink pass and payment points</li> <li>Inadequate staff amenities (break areas, drinking water, seating) contributing to fatigue and discomfort</li> <li>Poor indoor air quality or inadequate ventilation near coffee roasting (if applicable), cooking equipment and cleaning chemical use</li> <li>Noise from grinders, dishwashers, music and customers affecting communication and concentration</li> </ul>	3H	[REDACTED]	2M

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
	<ul style="list-style-type: none"> <li>Temperature extremes in work areas due to ovens, windows, or poorly balanced air-conditioning</li> </ul>			

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/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>

**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.