

**Carpet Upholstery and Fabric Cleaning**

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, Leadership and Legal Compliance	<ul style="list-style-type: none"> <li>Lack of documented WHS policy aligned to WHS Act 2011 and WHS Regulations</li> <li>Failure to clearly define PCBUs, officers, workers and other duty holders for carpet and upholstery cleaning operations</li> <li>Inadequate consultation mechanisms with workers and Health and Safety Representatives (HSRs)</li> <li>Insufficient due diligence by officers regarding higher-risk activities (e.g. steam cleaning, truck-mounted machines, ultrasonic cleaning)</li> <li>No systematic monitoring of compliance with standards, Codes of Practice and Australian Standards (e.g. electrical, manual handling, plant)</li> <li>Poor integration of WHS requirements into business planning, procurement and service contracts</li> <li>Inadequate WHS risk management and hazard (lag indicators only, no lead indicators)</li> <li>Failure to keep adequate WHS records (training, maintenance, incidents, health monitoring, risk assessments)</li> </ul>	4A	<ul style="list-style-type: none"> <li>Develop, endorse and communicate a WHS policy committing to compliance with WHS Act 2011, WHS Regulations and relevant Codes of Practice specific to cleaning and use of plant</li> <li>Define and document WHS responsibilities and accountabilities for officers, managers, supervisors and workers involved in carpet, upholstery, blinds and drapery cleaning services</li> <li>Implement a WHS governance framework including a WHS committee and regular consultation forums with workers and HSRs about carpet cleaning, steam cleaning and ultrasonic tasks</li> <li>Require officers to demonstrate due diligence via regular WHS reviews, site visits, and verification of control implementation for high-risk plant and chemicals</li> <li>Establish a legal and standards register covering WHS, electrical safety, hazardous chemicals, plant, noise and environmental obligations relevant to carpet and upholstery cleaning</li> <li>Integrate WHS requirements into business management systems, including contract review, procurement, scheduling and subcontractor engagement processes</li> <li>Implement WHS performance reporting using both lead indicators (inspections, training completion, hazard reports, near misses) and lag indicators (injuries, claims, incidents)</li> <li>Maintain controlled WHS documentation and records (risk assessments, SWMS for high-risk activities, training, maintenance, inspections, incident investigations) with scheduled review dates</li> </ul>	2M
2. WHS Risk Management and Planning for Cleaning Services	<ul style="list-style-type: none"> <li>Absence of systematic risk assessment for diverse cleaning tasks (carpet, upholstery, blinds, draperies, silk plants, ultrasonic cleaning)</li> <li>Failure to distinguish between high-risk plant tasks and routine cleaning when planning work</li> <li>Inadequate consideration of site-specific risks such as stairs, confined spaces, poor ventilation or customer-occupied areas</li> </ul>	4A	<ul style="list-style-type: none"> <li>Implement a documented WHS risk management procedure consistent with WHS Regulations, including identify, assess, control and review steps for all service lines</li> <li>Maintain task-based and system-based risk assessments for carpet shampooing, steam cleaning, truck-mounted extraction, ultrasonic cleaning and blind/drapery cleaning</li> <li>Require formal pre-job risk assessments for new or complex sites, including layout, floor surfaces, access/egress, ventilation and interaction with building occupants</li> <li>Implement a procedure to identify when SWMS are required (e.g. high-risk construction work or complex plant use) and ensure these are prepared, reviewed and accessible</li> <li>Use a standard pre-job planning checklist for supervisors to confirm equipment, chemicals, staffing levels, and control measures before deployment</li> </ul>	2M

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	<ul style="list-style-type: none"> <li>No formal process to assess risks for after-hours work, lone work, or remote locations</li> <li>Insufficient pre-job planning for complex or deep carpet cleaning requiring multiple passes and extended machine use</li> <li>Inconsistent or out-of-date Safe Work Method Statements (SWMS) for tasks involving powered plant and hazardous chemicals</li> <li>Poor documentation and communication of site-specific risk controls to workers and subcontractors</li> <li>Failure to review and update risk assessments following incidents, near misses or introduction of new equipment or processes</li> </ul>		<ul style="list-style-type: none"> <li>Include review triggers in the risk management procedure (new plant, new chemicals, significant incident, organisational changes, regulatory updates)</li> <li>Provide training to supervisors and leading hand on how to conduct and document practical WHS risk assessments in the cleaning context</li> <li>Audit adherence to risk management procedures through periodic field inspections and management system audits</li> </ul>	
3. Competency, Induction and Training Systems	<ul style="list-style-type: none"> <li>Workers operating commercial vacuum cleaners, carpet extractors and steam cleaners without verified competency</li> <li>Inadequate training on truck-mounted cleaning machines and mounted high-pressure and hot-water systems</li> <li>Lack of competency in safe storage and dilution of cleaning chemicals, spotting agents and upholstery cleaning chemicals</li> <li>Insufficient instruction on techniques for blind cleaning, drapery handling and delicate fabrics (e.g. silk, wool, velvet)</li> <li>No formal training in manual handling, leading to poor lifting and pushing/pulling techniques with heavy equipment</li> <li>Workers unaware of emergency procedures, including electrical isolation, chemical spills, burns and scalds from steam</li> </ul>	4A	<ul style="list-style-type: none"> <li>Develop a competency framework for all job roles covering commercial vacuuming, carpet extraction, steam cleaning, truck-mounted equipment, ultrasonic cleaning and blind/drapery care</li> <li>Implement a formal induction program that includes WHS responsibilities, reporting procedures, emergency response and site rules for client premises</li> <li>Provide structured task-specific training (theory and practical) for powered cleaning plant, including set-up, safe operation, de-energising, isolation and cleaning/maintenance requirements</li> <li>Ensure workers handling chemicals receive training in label interpretation, Safety Data Sheets (SDS), dilution, decanting, safe storage and first aid for exposures</li> <li>Deliver manual handling training tailored to carpet and upholstery work (e.g. moving hoses, wands, extractors, drum vacuums, ultrasonic tanks and blinds)</li> <li>Implement a competency assessment process (including observation in the field) before workers are permitted to work unsupervised on higher-risk tasks</li> <li>Schedule refresher training and toolbox talks addressing emerging risks, new equipment, new chemicals and any incident learnings</li> <li>Maintain a training matrix and individual training records, and link these to scheduling so only competent workers are allocated to specialised tasks</li> </ul>	2M



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	<ul style="list-style-type: none"> <li>No formal system to ensure electrical equipment used in damp environments is suitably rated and protected</li> <li>Lack of noise and vibration assessment when selecting powerful vacuums and extractors</li> <li>Inappropriate accessories or fittings (e.g. hoses, wands, connectors) leading to leaks, bursts or ergonomic issues</li> <li>Absence of engineering controls to manage heat and steam release from carpet and upholstery cleaning equipment</li> <li>Poor segregation of plant and pedestrian/occupant movement in client sites</li> </ul>		<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
6. Plant Inspection, Testing, Maintenance and Tag-Out	<ul style="list-style-type: none"> <li>Lack of scheduled maintenance for vacuums, extractors, steam cleaners and ultrasonic baths</li> <li>Failure to inspect hoses, cables, plugs and wheels leading to leaks, electrical faults or uncontrolled movement</li> <li>No test and tag regime for portable electrical equipment used in carpet and upholstery cleaning</li> <li>Inadequate system for removing defective equipment from service and preventing re-use</li> <li>Poor tracking of repairs resulting in repeated failures or unaddressed design issues</li> <li>Unplanned downtime or on-site failures leading to rushed work and increased safety risks</li> <li>Use of improvised repairs (e.g. tape on hoses or cables) without competent assessment</li> <li>Inconsistent maintenance of truck-mounted systems and vehicle-mounted generators or pumps</li> </ul>	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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7. Electrical Safety and Power Supply Management	<ul style="list-style-type: none"> <li>• Use of high-powered electrical cleaning equipment in wet environments without RCD protection</li> <li>• Overloading of circuits when multiple machines (vacuums, extractors, steam cleaners) operate on a single supply</li> <li>• Extension leads and power boards run through doorways, across stairs or under carpets creating trip and crush hazards</li> <li>• Use of damaged plugs, sockets, leads or adaptors</li> <li>• Lack of understanding of client site electrical limitations and power point ratings</li> <li>• Improper use of generators or inverters for remote carpet steam cleaning or truck-mounted systems</li> <li>• No documented process for isolating equipment after faults or incidents</li> <li>• Inadequate communication with client about electrical safety expectations during service delivery</li> </ul>	3H	<p>[REDACTED]</p>	2M
8. Manual Handling, Ergonomics and Work Design	<ul style="list-style-type: none"> <li>• Regular pushing, pulling and lifting of heavy vacuums, extractors and ultrasonic tanks without ergonomic design considerations</li> <li>• Dragging long hoses and cables up stairs and around corners, causing musculoskeletal strain</li> <li>• Poor posture and repetitive movements during prolonged vacuuming, carpet shampooing and upholstery cleaning</li> <li>• Awkward handling of blinds, draperies and silk plants, especially at height or in restricted spaces</li> <li>• Lack of job rotation leading to cumulative strain for workers frequently assigned to deep carpet cleaning or furniture moving</li> </ul>	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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	<ul style="list-style-type: none"> <li>Inadequate planning of equipment loading/unloading from vehicles</li> <li>Failure to consider individual worker capacity and pre-existing conditions when allocating tasks</li> <li>Limited access to handling aids such as trolleys, ramps or hoists for heavy items</li> </ul>		[REDACTED]	
9. Work Environment, Ventilation and Indoor Air Quality	<ul style="list-style-type: none"> <li>Inadequate ventilation during steam cleaning, carpet drying or ultrasonic cleaning leading to heat stress or respiratory irritation</li> <li>Accumulation of moisture in confined or poorly ventilated areas, increasing slip and mould risks</li> <li>Use of chemicals in small rooms or enclosed spaces without appropriate controls</li> <li>Heat build-up around truck-mounted machines or steam cleaners parked close to building air intakes</li> <li>Insufficient control of humidity and temperature for sensitive furnishings, draperies and silk plants</li> <li>Noise exposure from commercial vacuums and truck-mounted systems in echo-prone buildings</li> <li>Poor illumination in stairwells, under furniture and in work areas affecting visibility and increasing trip or contact risks</li> <li>Work conducted in occupied premises without controls for occupant exposure to noise, odours and aerosols</li> </ul>	3H	[REDACTED]	1L
10. Traffic Management, Site Access and Vehicle Operations	<ul style="list-style-type: none"> <li>Uncontrolled movement of vehicles and pedestrians around vans and truck-mounted cleaning machines at client sites</li> <li>Parking in unsafe locations (driveways, loading zones, sloping surfaces) when unloading equipment</li> </ul>	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> <li>Hoses and cables run across public walkways, carpark or stairwells without protection</li> <li>Lack of guidance for working near loading docks, basements or multi-storey carpark</li> <li>Inadequate journey management and fatigue controls for mobile cleaning teams servicing multiple sites</li> <li>No formal verification of driver licensing, competence and vehicle use rules for work purposes</li> <li>Insufficient systems to manage reversing, blind spots and traffic at crowded commercial sites</li> <li>Poor coordination with building management about access times, loading areas and emergency egress routes</li> </ul>		[REDACTED]	
11. Contractor, Subcontractor and Labour-Hire Management	<ul style="list-style-type: none"> <li>Use of subcontractors for specialised tasks (e.g. deep carpet cleaning, ultrasonic cleaning) without checking WHS systems and competencies</li> <li>Inconsistent safety standards between in-house workers and contractors on shared sites</li> <li>Lack of clarity regarding WHS responsibilities and supervision for labour-hire workers</li> <li>Inadequate induction of contractors to specific site and task risks such as steam cleaning machinery operation and blind cleaning at height</li> <li>Poor communication about changes in site conditions or client requirements affecting multiple PCBUs</li> <li>No verification that contractors maintain compliant insurance, licences and equipment maintenance programs</li> <li>Contracting arrangements that drive unsafe work practices due to unrealistic timeframes or payment structures</li> </ul>	3H	[REDACTED]	2M



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	<ul style="list-style-type: none"> <li>irritations from frequent chemical exposure</li> <li>Inadequate access to amenities, rest breaks, drinking water and sanitary facilities when working across multiple client sites</li> <li>Poor reporting culture for discomfort or early signs of health issues, leading to chronic conditions</li> <li>No integration of WHS and HR systems to manage fitness for work concerns</li> </ul>		[REDACTED]	
14. WHS Communication, Consultation and Worker Engagement	<ul style="list-style-type: none"> <li>Workers and supervisors not informed of changes to procedures, equipment or chemicals</li> <li>Limited opportunity for front-line cleaners to raise safety concerns or suggest improvements</li> <li>Inadequate consultation with workers regarding selection of new plant for carpet and upholstery cleaning</li> <li>Language, literacy or cultural barriers affecting understanding of WHS information</li> <li>Information about client sites and hazards not consistently passed on to all staff attending sites</li> <li>Use of informal communication channels only, resulting in inconsistent safety messages</li> <li>Lack of feedback loop to workers about actions taken following reported hazards or incidents</li> <li>Reduced worker trust and engagement leading to under-reporting of issues</li> </ul>	3H	[REDACTED]	1L
15. Quality Assurance, Client Interface and Change Management	<ul style="list-style-type: none"> <li>Client contract requirements or variations that conflict with safe work methods (e.g. unrealistic timeframes, restricted access windows)</li> </ul>	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> <li>• Scope creep during jobs leading to rushed work or omission of safety checks</li> <li>• Failure to manage changes such as new building layouts, renovations or new floor coverings that affect slip or trip risk</li> <li>• Inconsistent standards for assessing carpet and upholstery condition before work, leading to damage claims and pressure on staff</li> <li>• Poor integration of quality, environmental and WHS requirements in cleaning procedures</li> <li>• Client requests for non-approved chemicals or methods that bypass established WHS controls</li> <li>• Lack of formal process to review service outcomes and incident data with key clients</li> <li>• Inadequate documentation of pre-existing damage to carpets, upholstery, blinds or draperies leading to disputes and stress for</li> </ul>		<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/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.