

Catering Services

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 the 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. Governance, WHS Leadership and Consultation	<ul style="list-style-type: none"> Lack of clear WHS accountability for catering services across management levels Insufficient consultation with workers and health and safety representatives on catering-related risks Poor integration of WHS obligations for catering into broader organisational governance Inadequate resourcing (time, budget, competent persons) for WHS in catering operations Failure to monitor and review WHS performance specific to catering services Limited understanding of PCBU duties under WHS Act 2011 for contracted and in-house catering 	High	<ul style="list-style-type: none"> Establish and document a WHS governance framework that specifically covers catering services, including clear roles, responsibilities and reporting lines in accordance with WHS Act 2011 Include catering operations in the organisation's WHS policy, signed and endorsed by senior leadership, and communicate it to all catering personnel and contractors Implement a structured WHS consultation process (e.g. WHS committees, toolbox sessions, HSR involvement) with dedicated agenda items for catering risks and improvement actions Define and resource a dedicated WHS coordinator or responsible manager for catering services with authority to implement controls and stop unsafe work where required Integrate WHS objectives and key performance indicators for catering (e.g. incident rates, audit actions closed out, training completion) into management performance plans Ensure contractual arrangements with external caterers recognise PCBU duties, consultation, cooperation and termination requirements under WHS legislation Schedule regular WHS management review meetings that include analysis of catering incidents, near misses, audit findings and worker feedback, with documented action plans Develop and maintain a WHS responsibilities matrix for catering (management, supervisors, chefs, catering assistants, contractors) and review at least annually 	Medium
2. WHS Risk Management System for Catering	<ul style="list-style-type: none"> Absence of a documented, systematic risk management process for catering services Inconsistent identification and assessment of hazards across different catering sites or events Failure to consider health risks (e.g. fatigue, heat stress, psychosocial risks) in catering risk assessments Risk assessments not reviewed following incidents, changes to menus, equipment or work locations Over-reliance on informal knowledge instead of documented risk registers and controls Inadequate communication of identified risks and controls to staff and contractors 	High	<ul style="list-style-type: none"> Implement a documented WHS risk management procedure (identify, assess, control, review) that explicitly includes catering activities (preparation, service, delivery, events) Develop and maintain a catering-specific risk register capturing system-level and operational hazards, assessed risk ratings and agreed control measures Use standardised risk assessment templates tailored for catering services that prompt consideration of physical, chemical, biological, ergonomic and psychosocial hazards Establish triggers for review of catering risk assessments, including new menus, significant equipment changes, new venues, incidents, near misses or regulatory changes Ensure consultation with catering workers and HSRs during risk assessments to capture practical knowledge and variations between sites and shifts Implement a centralised, accessible platform (e.g. WHS software or shared drive with version control) to store and communicate catering risk assessments and control procedures Provide managers and supervisors in catering with training on WHS risk management principles and application, including qualitative risk rating and hierarchy of control Regularly verify the effectiveness of controls for catering through inspections, observations, incident analysis and worker feedback, and update the risk register accordingly 	Medium
3. Contractor Management and Outsourced Catering	<ul style="list-style-type: none"> Poorly defined WHS responsibilities between the host PCBU and catering contractors 	High	<ul style="list-style-type: none"> Implement a formal contractor management procedure for catering that aligns with WHS Act 2011 duties to consult, cooperate and coordinate between PCBUs 	Medium

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	<ul style="list-style-type: none"> Inadequate separation of clean and dirty workflows leading to contamination and ergonomic issues Poorly maintained catering equipment (ovens, dishwashers, slicers, mixers, coffee machines) increasing risk of injury and failure Insufficient ventilation, extraction and temperature control in kitchens causing heat stress and fumes exposure Lack of suitable storage systems for food, consumables and chemicals leading to clutter and trip hazards Inadequate consideration of accessibility and emergency egress for workers and patrons in catering areas 		<p>[REDACTED]</p>	
6. Procurement and Supply Chain Management	<ul style="list-style-type: none"> Purchasing of unsafe or substandard catering equipment, utensils or cleaning chemicals Inconsistent standards for suppliers of food, consumables and services affecting WHS and food safety Failure to assess WHS implications of new menus, products or preparation methods Poor control of deliveries and logistics leading to traffic, manual handling and storage risks Lack of supplier performance monitoring for WHS and food safety issues 	Medium	<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>	Low

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			[REDACTED]	
7. Workforce Competency, Training and Supervision	<ul style="list-style-type: none"> Inadequate WHS induction and role-specific training for catering workers, supervisors and managers Reliance on transient, casual or agency staff with limited familiarity with local WHS and food safety systems Insufficient competency assessment in use of specialised catering equipment and hazardous chemicals Lack of supervision during peak periods, special events or late-night catering Failure to provide ongoing refresher training on key WHS risks (manual handling, slips, burns, psychosocial hazards) 	High	[REDACTED]	Medium
8. Fatigue, Workload and Psychosocial Risk Management	<ul style="list-style-type: none"> Long hours, split shifts and high peak workloads associated with functions, events and weekends Work-related stress from time pressures, demanding customers, noise and heat in kitchens Bullying, harassment or poor workplace culture within catering teams Limited control by workers over rosters, breaks and work methods 	High	[REDACTED]	Medium

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	<ul style="list-style-type: none"> Insufficient systems for reporting and managing psychosocial hazards and injuries 		[REDACTED]	
9. Incident, Hazard and Non-Conformance Management	<ul style="list-style-type: none"> Under-reporting of near misses, minor injuries and food safety issues in catering areas Inconsistent incident investigation quality, leading to recurrence of similar events Lack of trend analysis specific to catering incidents and hazards Failure to close off corrective and preventive actions in a timely manner Poor worker feedback on reported issues and implemented controls 	Medium	[REDACTED]	Low
10. Emergency Preparedness, First Aid and Business Continuity	<ul style="list-style-type: none"> Lack of catering-specific emergency planning for fires, gas leaks, burns, cuts and chemical exposures Inadequate first aid coverage during catering operations, including off-site events and functions Poor communication of emergency procedures to catering staff and contractors 	Medium	[REDACTED]	Low

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	<ul style="list-style-type: none"> • Insufficient planning for continuity of catering services in the event of major incidents or outbreaks • Failure to consider evacuation routes and muster points for both workers and patrons in dining areas 		[REDACTED]	
11. Chemical, Cleaning and Waste Management Systems	<ul style="list-style-type: none"> • Inadequate control of hazardous chemicals such as cleaning agents, sanitisers and degreasers • Lack of accessible safety data sheets and chemical risk assessments for catering areas • Improper storage, labelling or decanting of chemicals increasing risk of exposure or ingestion • Poorly designed cleaning schedules causing slips, trips or exposure to residues during service periods • Substandard waste and sharps management practices leading to contamination, pests and injury 	High	[REDACTED]	Medium

SAMPLE

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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 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.