

Emergency Lockout Services Drilling and Forced Entry

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. Governance, Legal Compliance & Contractor Management	<ul style="list-style-type: none"> Lack of documented WHS management system specific to emergency lockout and forced-entry activities Failure to align policies and procedures with Work Health and Safety Act 2011 and WHS Regulations Inadequate consultation with workers and subcontractors regarding WHS obligations Poor management of subcontracted locksmiths and technicians (no WHS pre-qualification, no performance monitoring) No clear authorisation process for forced entry, drilling and bypass methods (legal and safety exposures) Inadequate incident reporting, investigation and corrective-action system Insufficient insurance coverage for property damage, personal injury and public liability 	4A	<ul style="list-style-type: none"> Develop and implement an integrated WHS management system aligned with WHS Act 2011, WHS Regulations and relevant Australian Standards (e.g. AS/NZS ISO 45001) Establish and document a WHS policy endorsed by senior management that explicitly covers emergency lockout, drilling, forced entry and residential work Implement a contractor management procedure including WHS pre-qualification, competency verification, insurance and ongoing performance review Create a formal forced-entry authorisation protocol (including verification of client identity, property ownership / right of access and necessity of drilling or destructive methods) Make written safe operating procedures (SOPs) for drilling locks, lock bumping, garage door bypass, padlock removal and other destructive / semi-destructive techniques Implement structured incident and near-miss reporting system with root-cause analysis and documented corrective actions Conduct periodic internal audits and management reviews to verify legal compliance and effectiveness of WHS controls Ensure appropriate public liability, professional indemnity and workers compensation cover limits are maintained and annually reviewed 	3H
2. Worker Competency, Licensing & Training Systems	<ul style="list-style-type: none"> Technicians performing drilling and forced-entry tasks without appropriate locksmith qualifications or licences (state based) Inadequate training in lock picking, impact tools, grinders and lock bypass equipment Lack of competency in risk assessment, dynamic decision-making and hazard identification at sites Insufficient training on non-destructive entry techniques leading to unnecessary property damage No formal induction program addressing residential lockouts, garage door mechanisms and high-risk scenarios 	4A	<ul style="list-style-type: none"> Implement a competency framework specifying required qualifications, trade certificates and licences for all lockout and forced-entry roles Establish a formal induction and onboarding program incorporating WHS responsibilities, hazard identification and reporting processes Provide structured training and assessment on safe operation of drilling equipment, lock picking tools, bump keys, garage door release mechanisms and padlock removal tools Introduce refresher training at defined intervals and when new equipment, techniques or legislation changes occur Maintain an electronic training and competency register with expiry alerts for licences, police checks and key certifications Include scenario-based training on residential lockouts (including domestic violence, dispute and welfare-check situations) and associated risk controls Require all workers to complete accredited WHS awareness or construction-induction style training relevant to their operating environments 	2M

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	<ul style="list-style-type: none"> Failure to maintain training records, refresher cycles and verification of competency Limited awareness of legal constraints around lock bumping, lock picking and bypassing for non-authorized persons 			
3. Client Verification, Access Authorisation & Privacy Controls	<ul style="list-style-type: none"> Forced entry or lock bypass for persons who are not lawfully entitled to access the property Inadequate identity checks leading to involvement in unlawful entry, domestic disputes or criminal activity Poor communication with police or building management in high-risk or contentious circumstances Lack of procedure for dealing with clients under the influence of drugs or alcohol or displaying aggressive behaviour Failure to manage client confidentiality and privacy relating to security arrangements and lock systems No documentation for work requested, approved and received access services 	4A	<ul style="list-style-type: none"> Develop a standard operating procedure for client identity and right-of-access verification before any drilling, forced entry or lock bypass work is undertaken Require photo ID, proof of ownership/tenancy or written authority from building management or landlord, with exceptions only under documented emergency protocols Implement a mandatory escalation process for ambiguous or disputed access requests, including consultation with supervisor or on-call manager Establish a protocol for involving police or authorised emergency services where there are concerns about legality, safety or welfare Introduce secure recordkeeping of access requests, approvals, identification checks, signatures and any waivers or disclaimers Provide training on privacy and confidentiality obligations, including secure handling of client data, lock codes and key details Ensure procedures address situations involving domestic disputes, AVOs, custody issues or suspected criminal intent with mandatory refusal/escalation triggers 	2M
4. Emergency Response, After-Hours & Lone Worker Management	<ul style="list-style-type: none"> Technicians working alone at night in remote locations during emergency residential lockouts Delayed emergency response for injuries from tools, falls or aggression at site Fatigue and impaired decision-making due to irregular shifts, long hours and night work Poor location tracking for mobile technicians performing call-outs Lack of clear procedure for high-risk call-outs (domestic violence, self-harm, drug-affected persons) Inadequate first aid resources or training for field staff 	4A	<div style="background-color: black; height: 15px; width: 100%;"></div>	2M

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			[REDACTED]	
5. Mobile Work, Journey Management & Road Safety	<ul style="list-style-type: none"> • Vehicle accidents while responding urgently to emergency lockouts or garage door failures • Poor journey planning leading to excessive driving hours, fatigue and time pressure • Inadequate vehicle maintenance systems for service vans carrying drilling and cutting equipment • Unsecured tools and cylinders in vehicles becoming projectiles in a collision • Use of mobile phones and navigation devices while driving, including accepting job details on the road • Lack of emergency equipment (triangles, fire extinguisher) in vehicle 	3H	[REDACTED]	2M
6. Tools, Plant & Equipment Management (Drills, Cutters, Bypass Tools)	<ul style="list-style-type: none"> • Failure or misuse of power tools (corded/cordless drills, impact drivers, grinders) during drilling and padlock removals • Lack of inspection and maintenance program for special tools with a bypass tools • Use of non-compliant, home-made or modified equipment for forced entry • Tool bit or cutting disc failure causing flying fragments and eye or face injury • Incompatible power sources, damaged cords or battery charging failures creating fire or electric shock risks • Inadequate guarding or safety features on cutting tools used on doors, padlocks or roller shutters 	4A	[REDACTED]	2M
7. Task Planning, Job Safety Analysis & Dynamic Risk Assessment	<ul style="list-style-type: none"> • Technicians commencing drilling or forced entry without assessing structural, electrical or security system risks 	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> • Failure to recognise adjacent hazards such as glass panels, energised garage door motors, or concealed services • Inadequate consideration of escape routes and manual handling during residential lockouts • Poor adaptation of procedures to non-standard or degraded locks, corroded padlocks or damaged doors • No system for pausing or stopping work when risk level escalates beyond controls in place 		[REDACTED]	
8. Work Environment, Site Access & Public Safety	<ul style="list-style-type: none"> • Uncontrolled public access around work zones during forced entry or drilling activities • Trips, slips and falls due to poor lighting, uneven surfaces, cluttered garages or wet conditions • Working near vehicle traffic in driveways, apartment entrances or street-facing garages • Falling objects from garage doors, door closers or overhead storage when access hardware is disturbed • Noise and dust generated during drilling that affect occupants or neighbours • Disruption to other building occupants, leading to conflict or crowding around the work area 		[REDACTED]	2M
9. Electrical, Mechanical & Structural Interface Risks	<ul style="list-style-type: none"> • Drilling into locks or door frames that conceal electrical wiring, alarm cabling or sensor circuits • Uncontrolled release of mechanical energy from garage door springs or counterweights during forced entry • Compromise of fire doors, exit locks or egress hardware reducing fire safety compliance 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> Structural damage to doors, frames, walls or roller shutters resulting from inappropriate forced-entry methods Failure to consider interaction with automatic garage door openers and manual release mechanisms 		[REDACTED]	
10. Hazardous Substances, Fire Risk & Housekeeping	<ul style="list-style-type: none"> Ignition of combustible materials from sparks or heat generated during drilling, grinding or cutting Inhalation of dust, fumes or particles from older doors, coatings or surrounding materials Storage of flammable aerosols, lubricants and solvents in service vehicles without segregation or ventilation Build-up of metal shavings, off-cuts and debris around work areas increasing slip, trip and eye-injury hazards Use of aerosol lubricants or cleaners poorly ventilated residential garage spaces 	3H	[REDACTED]	1L
11. Psychosocial Risks, Aggression & Customer Interaction	<ul style="list-style-type: none"> Exposure of technicians to aggressive, distressed or intoxicated persons during lockout situations Psychological stress from high-pressure emergencies, verbal abuse or confronting residential environments Harassment or bullying from clients or bystanders dissatisfied with delays, costs or property damage outcomes No formal process for reporting and managing psychosocial incidents and threats Inadequate support following traumatic call-outs (e.g. self-harm or crime scenes) 	3H	[REDACTED]	2M

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12. Information Security, Keys & Access Control Integrity	<ul style="list-style-type: none"> Loss or theft of master keys, bump keys, decoding tools or key impression records Unauthorised duplication of keys or sharing of lock codes obtained during residential lockouts Inadequate tracking and recording of keys produced, re-keyed cylinders or access changes Poor digital security for client data, lock plans and access-control records Breach of manufacturer or client confidentiality regarding security vulnerabilities or bypass methods 	3H	[REDACTED]	1L
13. Documentation, Records, Reporting & Continuous Improvement	<ul style="list-style-type: none"> Incomplete or inaccurate recording of work performed, including forced-entry justification and methods used Lack of traceability for property damage, near misses and minor incidents Inability to review trends or identify recurring WHS issues across emergency lockout tasks Outdated or inaccessible procedures and forms for field service Failure to communicate lessons learned and updated controls across the workforce 	2M	[REDACTED]	1L
14. Consultation, Worker Engagement & WHS Culture	<ul style="list-style-type: none"> Workers not involved in development of procedures for drilling, forced entry and residential lockouts Low reporting of hazards and near misses due to fear of blame or lack of feedback Inconsistent WHS practices between employees and subcontractors Poor understanding of rights and responsibilities under WHS Act 2011 	2M	[REDACTED]	1L

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	<ul style="list-style-type: none"> Limited avenues for raising safety concerns or improvement ideas 			

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.