

General Flooring Installation Heating and Accessories

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. WHS Leadership, Responsibilities and Consultation	<ul style="list-style-type: none"> Unclear WHS roles and responsibilities for flooring and underfloor heating works Lack of formal consultation with workers, subcontractors and PCBUs sharing the workplace Insufficient consideration of WHS Act 2011 due diligence duties by officers Inadequate worker participation in development and review of flooring and heating procedures Failure to coordinate safety arrangements with other trades (electricians, plumbers, HVAC, builders) Poor communication of WHS expectations to labour hire workers and subcontract installers Inadequate issue-resolution process for WHS concerns raised on site 	4A	<ul style="list-style-type: none"> Establish and document a WHS governance structure that clearly allocates responsibilities for flooring installation, underfloor heating and accessories in line with WHS Act 2011 sections on PCBU and officer duties Implement a formal WHS consultation procedure (e.g. toolbox talks, WHS committee or HSR structure) covering all flooring crews, subcontractors and labour hire workers Include WHS leadership and safety culture objectives in management KPIs for project managers, supervisors and leading hands Develop a written WHS responsibility matrix (RACI) for tasks such as safety inspections, plant checks, cable avoidance approvals and product compliance verification Require documented pre-start coordination meetings with other PCBUs on site to clarify work interfaces for underfloor heating, electrical connections and wet trades Implement a documented WHS issue reporting and resolution procedure with timeframes, feedback loops and escalation to officers where required Conduct periodic management safety walks and audits focused on flooring and heating activities with recorded actions and close-out tracking 	3H
2. Design, Planning and Engineering Review of Flooring and Heating Systems	<ul style="list-style-type: none"> Inadequate design coordination between flooring finishes, stair nosings, tactile indicators and underfloor heating layouts Incorrect specification of floor coverings for slip resistance, fire rating or use conditions Poorly designed floor build-ups leading to trip hazards at transitions and thresholds Underfloor and radiant heating designs exceeding safe surface temperatures or incompatible with selected floor coverings Insufficient allowance for movement joints, causing tile cracking and loose flooring Lack of design review for accessibility requirements (AS 1428 series) including tactile indicators and stair nosings 	4A	<ul style="list-style-type: none"> Implement a formal design review and verification process for all flooring and underfloor heating systems, with sign-off by a competent designer or engineer Require documented compatibility assessments between proposed floor coverings, adhesives and underfloor/radiant heating systems (temperature ratings, moisture tolerance, manufacturer guidance) Adopt design standards and checklists aligned with NCC, relevant Australian Standards (e.g. slip resistance, fire performance, accessibility) and manufacturer technical data Ensure stair nosing and tactile indicator layouts are designed and documented by a competent person in accordance with AS 1428 and relevant transport/access codes Include details of level changes, expansion joints and transition profiles in design documents to minimise trip hazards and tile/flooring failure Incorporate access panels, isolation points and safe locations for control units and thermostats into floor and heating design drawings Establish a design change management procedure requiring WHS impact assessment of any variation to flooring types, heating layouts or accessories 	2M

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	<ul style="list-style-type: none"> Failure to consider maintenance access and isolation requirements for heating components 			
3. Procurement and Verification of Flooring, Heating Components and Accessories	<ul style="list-style-type: none"> Procurement of non-compliant or substandard floor coverings, adhesives, grouts or primers Supply of underfloor and radiant heating components without appropriate electrical approvals or conformity assessment Tactile indicators, stair nosings and trims not meeting slip resistance, luminance contrast or durability requirements Lack of verification of Safety Data Sheets (SDS) for chemical products such as adhesives and sealants Supply chain variability resulting in product substitutions that are incompatible with heating systems or substrate conditions Failure to source rugs, mats and anti-slip underlays that are suitable for use over tiles and heated floors 	3H	<ul style="list-style-type: none"> Implement a procurement procedure requiring verification of compliance certificates, product data sheets and relevant Australian Standards for all flooring, heating and accessory products Maintain an approved product register listing pre-qualified floor coverings, adhesives, levelling compounds, stair nosings, tactile indicators and underfloor heating systems Require suppliers to provide current SDS for all chemical products and check them into a central WHS chemical management system Include contractual requirements that any product substitutions must undergo formal technical and WHS review before approval Specify that underlayment and radiant heating components are sourced only from suppliers with documented product approvals and installation instructions suitable for the intended application Mandate slip-resistance and luminance contrast criteria in purchase specifications for tactile indicators, stair nosings and floor coverings in pedestrian areas Establish a verification process for anti-slip rug underlays and rug stabilisation systems used over tiles and heated floors 	2M
4. Contractor, Installer Competency and Training Systems	<ul style="list-style-type: none"> Use of unqualified or inexperienced flooring installers for complex systems such as underfloor heating and tactile indicators Insufficient training in cable avoidance, service locating and use of detection equipment Lack of understanding of manufacturer installation requirements for heating mats, thermostats and insulation boards Inadequate induction on site-specific WHS risks, including shared work areas and multi-storey access No formal competency assessment for personnel supervising floor design interpretation and layout 	4A	<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"> Poor awareness of ergonomic and manual handling risks in handling tiles, rolls of flooring and heating components 		[REDACTED]	
5. Site Assessment, Cable Avoidance and Service Location Management	<ul style="list-style-type: none"> Failure to identify existing electrical, gas, water or data services prior to flooring preparation and underfloor heating installation Inadequate use or calibration of cable avoidance tools and service locators Incomplete or inaccurate site plans leading to drilling or fixing into concealed services Poor coordination with electricians regarding layout of underfloor heating cables and power feeds No formal permit or authorisation process for penetration, chasing or fixing into slabs and subfloors Disturbance of asbestos-containing materials during preparation of old floor 	4A	[REDACTED]	2M
6. Material Handling, Loading, Unloading and Storage Systems	<ul style="list-style-type: none"> Manual handling injuries from lifting and moving tiles, rolls of floor coverings and heating components Crush or impact injuries during loading and unloading of pallets and crates from vehicles Poor storage systems leading to unstable stacks of tiles and trip hazards from scattered materials Inadequate procedures for safe handling of long stair nosings, trims and tactile indicator components Insufficient planning for vertical transport of materials to upper levels via hoists or stairs Damage to finished floors from inappropriate on-site storage of tiles, adhesives or heating mats 	3H	[REDACTED]	2M

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			[REDACTED]	
7. Equipment, Tooling and Heating System Plant Management	<ul style="list-style-type: none"> • Use of defective or untested electrical equipment such as grinders, cutters, drills and heating control units • Inadequate maintenance and tagging of portable electrical tools used during flooring installation • Lack of appropriate guards, dust extraction or noise controls on cutting and grinding equipment • Improper testing and commissioning of radiant and underfloor heating systems prior to covering with flooring • Ungoverned modification of thermostats, sensors or wiring by unqualified personnel • Inadequate systems for managing hire equipment, including correct setup of cutters and mixing equipment 	4A	[REDACTED]	2M
8. Electrical Safety and Isolation for Underfloor and Radiant Heating	<ul style="list-style-type: none"> • Electric shock due to damaged heating cables, improperly terminated joints or incorrect connections • Inadequate isolation and lock-out procedures during installation, inspection or repair of heating systems • Lack of residual current devices (RCD) protection for temporary and permanent electrical circuits used during installation • Unclear delineation of responsibilities between flooring installers and electricians for electrical work • Failure to identify and control the risk of energised circuits beneath new flooring and stair nosings 	4A	[REDACTED]	2M
9. Chemical, Dust and Environmental Exposure Management	<ul style="list-style-type: none"> • Exposure to hazardous substances from adhesives, sealants, primers and 	4A	[REDACTED]	2M

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	<p>levelling compounds used during flooring works</p> <ul style="list-style-type: none"> • Inhalation of respirable crystalline silica and other dusts during floor grinding, tile cutting and substrate preparation • Poor ventilation when using solvent-based products, especially in enclosed spaces • Inadequate assessment of combined exposure when multiple chemical products are used sequentially • Uncontrolled release of dust and fumes affecting other workers, occupants or sensitive equipment • Environmental contamination from improper disposal of waste adhesives, containers and wash-water 		[REDACTED]	
10. Work Environment, Housekeeping and Protection of Finished Flooring	<ul style="list-style-type: none"> • Slips, trips and falls due to poor housekeeping, loose offcuts, packaging and hoses across walkways • Damage to newly laid flooring and heating systems from subsequent trades or premature access • Failure to maintain safe egress while protecting finished floor with coverings and barriers • Use of inappropriate protective coverings that create slip hazards or trap moisture, affecting floor performance • Uncontrolled movement of loose rugs over tiles leading to slip and trip incidents post-installation • Inadequate signage and segregation of areas where adhesives or coatings are curing 	3H	[REDACTED]	1L
11. Stair Nosings, Tactile Indicators and Pedestrian Interface Management	<ul style="list-style-type: none"> • Incorrect placement or specification of stair nosings leading to slips, trips and falls on stairs 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> • Tactile indicators installed in the wrong location or pattern, compromising accessibility and wayfinding • Poor luminance contrast, wear or debonding of nosings and tactiles over time • Insufficient coordination with building management on pedestrian access restrictions during installation • Inadequate long-term inspection and maintenance regime for nosings and tactile indicators 		[REDACTED]	
12. Systematic Risk Management, Documentation and Change Control	<ul style="list-style-type: none"> • Inconsistent application of risk assessments across different flooring and heating projects • Out-of-date or incomplete WHS documentation for standard flooring system installations • Uncontrolled changes to work methods, product selection or sequencing without WHS review • Lack of integration between risk assessments, SWMS and project-specific WHS plans • Failure to record reasons for system incidents, near misses or product failures • Poor document control leading to crews working from superseded design or installation instructions 	4A	[REDACTED]	2M
13. Scheduling, Fatigue and Coordination of Multi-Trade Activities	<ul style="list-style-type: none"> • Compressed timeframes for flooring and heating installation resulting in extended work hours and fatigue • High congestion of multiple trades working in the same areas increasing collision and interference risks • Installation of heating systems or flooring out of sequence with other building works leading to damage and rework 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> Inadequate planning for curing times, commissioning and inspections within program schedules Pressure from clients or other contractors to access floors before they are safe or fully commissioned 		[REDACTED]	
14. Emergency Preparedness and Incident Response for Flooring and Heating Works	<ul style="list-style-type: none"> Lack of specific emergency response procedures for electrical incidents related to underfloor heating systems Unclear evacuation routes due to temporary floor protection, stored materials or barricades Delayed response to chemical spills, dust releases or fires involving adhesives and sealants Inadequate first aid resources and trained personnel for the nature of flooring and heating tasks Poor incident reporting and investigation systems leading to repeat events 	3H	[REDACTED]	1L
15. Post-Installation Inspection, Commissioning and Handover	<ul style="list-style-type: none"> Incomplete commissioning of underfloor or radiant heating systems prior to occupation Undetected defects in flooring, stair nosings, tactile indicators or rug stabilisation systems at handover Lack of clear instructions to building managers and occupants on safe use and limitations of heating and flooring systems Failure to document locations of heating elements, sensors and joints, increasing future damage risk from fixings or alterations No defined responsibility for early life inspections following initial occupation 	3H	[REDACTED]	2M

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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.