

General Workshop Tasks

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.	Administrative Change	
								PPE	

  

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. Workshop WHS Management System & Legal Compliance	<ul style="list-style-type: none"> <li>Absence of a documented WHS management system aligned with WHS Act 2011 and WHS Regulations</li> <li>Unclear WHS roles, responsibilities and accountabilities for managers, supervisors and workers</li> <li>Inadequate consultation and communication processes with mechanics, apprentices and contractors</li> <li>Failure to monitor changes in legislation, Codes of Practice and Australian Standards relevant to vehicle and heavy-vehicle maintenance</li> <li>No formal process for reviewing incidents involving workshop tasks such as engine repairs, rooftop access or transmission work</li> <li>Poor integration of WHS requirements into contracts and procurement for private golf car servicing and heavy vehicle service maintenance</li> </ul>	4A	<ul style="list-style-type: none"> <li>Implement a formal WHS management system (WHS policy, objectives, plans and procedures) consistent with WHS Act 2011, WHS Regulations and relevant Codes of Practice</li> <li>Define and document WHS responsibilities (PCPs), officers, managers, leading hands and workers, including for workshop supervision and heavy vehicle maintenance coordination</li> <li>Establish a structured WHS consultation framework (toolbox talks, WHS committee, HSRs) to capture input from mechanics performing general workshop tasks (e.g. window regulator replacements, troubleshooting mechanical issues, manual car washing, engine compartment cleaning)</li> <li>Develop a WHS legal register for applicable legislation, Australian Standards and manufacturer instructions for tools, lifting equipment, engine stands and gear pullers, with scheduled reviews</li> <li>Introduce a formal management review process (at least annually) that considers incident trends, audits, worker feedback and changes in plant or processes such as new vehicle models or rooftop access systems</li> <li>Ensure contracts and purchase orders for subcontractors and suppliers include WHS requirements for competency, supervision, safe systems of work and reporting of incidents</li> <li>Maintain up-to-date documented procedures for general workshop risk management, including hazard identification, risk assessment and risk control specific to vehicle maintenance and repair activities</li> </ul>	2M
2. Workshop Layout, Traffic & Pedestrian Management	<ul style="list-style-type: none"> <li>Poor workshop layout leading to interaction between vehicles, forklifts and pedestrians</li> <li>Inadequate traffic management around heavy vehicles undergoing service maintenance or routine truck maintenance tasks</li> <li>Congestion in work bays when loading and unloading transmissions or using engine stands</li> <li>Lack of designated exclusion zones for tilt cabs, underbody steam cleaning and cleaning vehicle exteriors at height</li> <li>Insufficient lighting in areas where fine mechanical work (e.g. seatbelt locking device checks, window regulator replacements) is conducted</li> <li>No system to control visitor and contractor movements through active work zones</li> </ul>	4A	<ul style="list-style-type: none"> <li>Develop a traffic management plan for the workshop including designated pedestrian walkways, one-way vehicle flows and clearly marked parking and work bays</li> <li>Demarcate exclusion zones around heavy vehicle service bays, underbody steam cleaning areas and transmission loading/unloading areas with bollards, chains or floor markings</li> <li>Allocate dedicated bays for high-risk work such as Mercedes tilt cab forward for engine access, rooftop vehicle inspection and under-hoist work, to minimise conflicting movements</li> <li>Install adequate fixed lighting and task lighting in all workstations, including inspection pits and areas used for detailed mechanical adjustments</li> <li>Introduce a permit or sign-in system for visitors and non-regular contractors, including mandatory induction on workshop traffic rules</li> <li>Display clear and durable signage indicating speed limits, no-go areas, high-risk zones (e.g. steam cleaning, engine compartment cleaning) and pedestrian crossings</li> <li>Periodically review layout and traffic patterns to account for changes in plant, vehicle sizes and workflow</li> </ul>	2M

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3. Plant, Tools & Equipment Management	<ul style="list-style-type: none"> <li>Lack of a planned inspection, maintenance and tagging system for hoists, engine stands, gear pullers, torque wrenches and lifting equipment</li> <li>Use of unsuitable or uncertified lifting devices for loading and unloading transmissions or accessing vehicle rooftops</li> <li>Inadequate control of defective tools used for loosening rusted nuts and bolts or disassembling vehicle components</li> <li>Uncalibrated torque wrenches leading to incorrect fastening on critical components such as seat belt checks and repairs or headlight assemblies</li> <li>Inadequate guarding or condition monitoring of pressure cleaners used for underbody steam cleaning and engine compartment cleaning</li> <li>No system for ensuring compatibility new plant with existing workshop infrastructure and electrical capacity</li> </ul>	4A	<ul style="list-style-type: none"> <li>Establish a plant and equipment register covering all key workshop items including hoists, jacks, engine stands, gear pullers, pressure cleaners and specialised tools</li> <li>Implement a preventative maintenance and inspection schedule in line with manufacturer recommendations and relevant Australian Standards for lifting equipment and pressure systems</li> <li>Introduce a formal tagging and lock-out system for defective tools and equipment, ensuring they are removed from service until repaired or replaced</li> <li>Ensure torque wrenches and other calibrated instruments are subject to periodic calibration by a competent service provider with records retained</li> <li>Standardise approved gear pullers, lifting slings, trolleys and stands for specific tasks such as removing bus seats and installing car parts and loading transmissions</li> <li>Under take pre-purchase assessments for new plant, including verification of guarding, emergency stop controls, safe working loads and electrical safety requirements</li> <li>Provide documented instructions and training for workers on safe selection, set-up and use of plant, including limitation on improvised lifting or supporting methods</li> </ul>	2M
4. Work at Height & Access Systems	<ul style="list-style-type: none"> <li>Inadequate systems for accessing high-mounted tail lights, vehicle rooftops for inspections and cleaning windshields manually at height</li> <li>Use of makeshift access methods such as wheels, bumpers, tyres or parts lists instead of approved platforms or steps</li> <li>Lack of inspection and maintenance of ladders, mobile platforms and step-up systems</li> <li>Insufficient controls for people working from height near vehicle edges or pits when cleaning vehicle exteriors at height or performing headlight restoration</li> <li>No documented procedure for anchoring and stabilising mobile platforms adjacent to heavy vehicles and buses</li> <li>Inadequate supervision and competency verification for high-risk</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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	work at height involving heavy vehicles and buses			
5. Hazardous Manual Tasks & Ergonomics	<ul style="list-style-type: none"> <li>• Repetitive and forceful tasks when loosening rusted nuts and bolts, using gear pullers and performing routine truck maintenance</li> <li>• Awkward postures when working in engine bays, under dashboards, or during window regulator replacements and cabin filter changes</li> <li>• Heavy lifting and handling when loading and unloading transmissions, removing bus seats or handling tyres and wheels</li> <li>• Poor ergonomic setup for bench work such as headlight restoration, seat belt repairs or small component disassembly</li> <li>• Lack of mechanical aids or trolleys for moving heavy vehicle parts and transmissions</li> <li>• No systematic assessment of hazardous manual tasks for private goods car servicing or repair work</li> </ul>	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M
6. Hazardous Substances, Chemicals & Steam Cleaning	<ul style="list-style-type: none"> <li>• Inadequate control of degreasers, solvents, cleaning agents and engine compartment cleaning fluids</li> <li>• Exposure to aerosols, mists and hot vapours during underbody steam cleaning and engine bay cleaning</li> <li>• Lack of Safety Data Sheets (SDS) or failure to implement SDS recommendations in workshop procedures</li> <li>• Inadequate ventilation in enclosed areas where spray products are used for headlight restoration or engine cleaning</li> <li>• Improper storage, labelling or segregation of incompatible chemicals and fuel products</li> <li>• No system for managing chemical spills, contamination of drainage and environmental discharges</li> </ul>	3H	<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. Fire, Hot Work & Hot Surfaces	<ul style="list-style-type: none"> <li>Ignition of flammable vapours during engine compartment cleaning, use of solvents or underbody steam cleaning</li> <li>Burn injuries from handling hot engine surfaces during vehicle maintenance including engine repairs and troubleshooting mechanical issues</li> <li>Inadequate controls for ad-hoc hot work such as cutting, grinding or heating stuck components and rusted bolts</li> <li>Poor maintenance or incorrect location of fire extinguishers in heavy vehicle service and steam cleaning areas</li> <li>No systematic segregation of hot work from combustible materials including seat foam, interiors and stored parts</li> <li>Lack of emergency shut-off systems or isolation procedures for fuel and electrical systems during high-risk tasks</li> </ul>	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	1L
8. Electrical Safety, Energy Isolation & Tilt Cab Systems	<ul style="list-style-type: none"> <li>Inadequate lock-out/tag-out systems for isolating vehicle electrical systems during repairs and troubleshooting</li> <li>Uncontrolled movement of mechanical or hydraulic systems when Mercedes tilt cab forward for engine access</li> <li>Electric shock risks associated with portable electrical tools, pressure cleaners and lighting used around wet areas and during cleaning of exteriors</li> <li>No structured inspection and test-tag program for plug-in tools and extension leads</li> <li>Failure to depower or isolate stored energy in components such as window regulators, seat belt devices and electric seat controls</li> <li>Insufficient controls for working on hybrid or electric vehicles, including private golf car servicing and repair golf carts</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>	2M

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9. Vehicle Support, Lifting & Stability Controls	<ul style="list-style-type: none"> <li>• Failure of jacks, stands or hoists supporting vehicles during underbody steam cleaning or routine truck maintenance tasks</li> <li>• Incorrect placement of stands or supports when performing vehicle maintenance including engine repairs, underbody work or seat removal</li> <li>• No standard process for verifying safe working loads of lifting gear used for transmissions, engines and large components</li> <li>• Vehicle roll-away due to inadequate chocking or brake application during inspections and repairs</li> <li>• Insufficient supervision of high-risk lifting tasks performed by apprentices or less experienced mechanics</li> <li>• Overreliance on single support points when accessing vehicle underbodies working closely with another mechanic beneath vehicles</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>	2M
10. Training, Competency & Supervision	<ul style="list-style-type: none"> <li>• Workers performing high-risk tasks such as loading and unloading transmissions or engine stand usage without assessed competency</li> <li>• Insufficient training on use of specialised tools (gear pullers, torque wrenches) leading to component failure or secondary hazards</li> <li>• Apprentices or new workers undertaking high-risk work at height or on heavy vehicles without close supervision</li> <li>• Lack of structured induction covering workshop-specific hazards, including cleaning windshields at height and underbody steam cleaning</li> <li>• No formal verification of competency for private golf car servicing, repair golf carts and heavy vehicles service maintenance</li> </ul>	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"> <li>Inadequate communication skills or language barriers affecting safe coordination when working closely with another mechanic</li> </ul>			
11. Fatigue, Work Scheduling & Psychosocial Risks	<ul style="list-style-type: none"> <li>Extended hours or high workload during peak maintenance periods leading to fatigue and reduced attention to detail</li> <li>Time pressure to complete vehicle maintenance, heavy vehicle servicing and private golf car servicing within tight deadlines</li> <li>Inadequate breaks for workers performing physically demanding tasks such as manual car washing or repeated underbody work</li> <li>Stress and conflict when workers are required to work closely with another mechanic in cramped spaces without clear role allocation</li> <li>Lack of systems for workers to report fatigue, stress or psychosocial concern without fear of reprisal</li> <li>Poor roster design leading to insufficient recovery time between shifts</li> </ul>	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M
12. PPE, Housekeeping & General Workshop Environment	<ul style="list-style-type: none"> <li>Reliance on PPE without adequate higher-order controls for tasks such as engine compartment cleaning, underbody steam cleaning, manual car washing</li> <li>Poor housekeeping leading to slips, trips and falls in areas where parts are disassembled or removed (e.g. bus seats, window regulators, mudguards)</li> <li>Inadequate storage systems for tools, parts and offcuts, causing clutter around hoists and access zones</li> <li>Insufficient systems to keep walkways clear when multiple vehicles are undergoing maintenance simultaneously</li> </ul>	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	1L

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	<ul style="list-style-type: none"> <li>No consistent management of noise, lighting and ventilation affecting worker comfort and concentration</li> <li>Failure to replace damaged PPE or ensure correct selection for specific tasks</li> </ul>			
13. Incident Reporting, Emergency Preparedness & First Aid	<ul style="list-style-type: none"> <li>Under-reporting of near misses and minor incidents related to tasks such as engine stand usage, rooftop access or steam cleaning</li> <li>Lack of clear emergency procedures for fire, chemical spills, crush injuries or falls from height</li> <li>Insufficient first aid facilities or trained first aiders to respond to burns, cuts or crush injuries in the workshop</li> <li>No drills or practice exercises to test emergency response for scenarios involving multiple vehicles and workers</li> <li>Inadequate communication systems raise alarms when working alone or in remote sections of large workshops</li> <li>Failure to analyse incident trends and implement system corrective actions</li> </ul>	3H		1L
14. Contractor, Visitor & Customer Vehicle Management	<ul style="list-style-type: none"> <li>Contractors carry out maintenance tasks (e.g. engine stand servicing, underbody steam cleaning) without alignment to site WHS procedures</li> <li>Visitors and customers entering active work areas without awareness of hazards or traffic flows</li> <li>Inconsistent communication with tow truck drivers, parts suppliers or off-site repairers regarding vehicle condition and hazards</li> <li>Lack of system for checking that subcontractors have appropriate insurances, licenses and WHS systems before commencing work</li> </ul>	3H		1L

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	<ul style="list-style-type: none"> <li>Poor control over ignition keys, vehicle documentation and permission to move vehicles within the workshop</li> <li>Unclear responsibilities for damage, spills or incidents involving customer vehicles</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.