

Handyman

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, WHS Responsibilities & Duty of Care	<ul style="list-style-type: none"> Unclear allocation of WHS roles and responsibilities for handyman activities Directors and officers not exercising due diligence as required under WHS Act 2011 No documented WHS policy specific to maintenance and minor works in client premises Failure to consult workers on WHS issues and procedural changes Inadequate contractor management framework for subcontracted handymen Lack of documented WHS objectives, targets and review processes 	4A	<ul style="list-style-type: none"> Develop and implement a WHS policy endorsed by senior management that specifically covers handyman activities including fixing accessories such as towel bars and shelves in domestic and commercial premises Define and document WHS roles, responsibilities and accountabilities for officers, managers, schedulers and field handymen in position descriptions and procedures Establish a due diligence framework for officers including regular WHS reports, KPI dashboards, compliance checklists and review meetings to demonstrate ongoing oversight of handyman risks Implement a documented contractor management procedure for any subcontract handymen, including WHS prequalification, induction and ongoing performance monitoring Create a WHS consultation procedure that mandates toolbox talks, regular safety meetings and feedback loops specific to recurring handyman hazards (e.g. work at height, drilling into unknown substrates, working in occupied homes) Schedule annual management review of the WHS management system, including incident trends and risk assessments for handyman work Ensure access to competent WHS advice for interpreting the WHS Act 2011 and relevant Regulations as they apply to handyman services 	3H
2. Competency, Licensing & Training of Handymen	<ul style="list-style-type: none"> Handymen performing tasks without verified competency in safe use of drill impact drivers, stud finders and fixing systems Lack of training in identifying structural elements, concealed services and load-bearing requirements for shelving and fixtures Inadequate knowledge of manufacturer installation instructions for proprietary shelving and bathroom accessories No verification of electrical awareness training when drilling near live electrical cabling Absence of training in hazard identification, risk assessment and use of job safety analysis for non-routine tasks Poor understanding of manual tasks principles leading to cumulative musculoskeletal disorders 	4A	<ul style="list-style-type: none"> Develop a competency framework for handyman roles, specifying minimum skills and experience for tasks such as drilling into masonry, plasterboard and tiled surfaces, and safe installation of wall-mounted accessories Implement documented induction and refresher training covering WHS obligations, hazard identification, risk assessment, safe use of tools and equipment, and specific risks associated with drilling and fixing accessories Require verification and recording of any relevant trade qualifications, licences and tickets (e.g. construction white card where required, electrical awareness training for working near electrical installations) Provide formal training in reading building plans, understanding wall construction types and properly assessing substrate suitability and load ratings for towel rails and shelving systems Establish training on manufacturer's instructions for common hardware systems, including correct anchors, fasteners and torque settings, and mandate availability of installation manuals in the field (hard copy or digital library) Introduce periodic competency assessments and on-site observations of handyman work, with documented corrective coaching and retraining where gaps are identified Maintain a training matrix and expiry tracking system to ensure all competencies and inductions remain current 	2M

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3. Client Site Assessment, Access & Pre-Start Planning	<ul style="list-style-type: none"> Inadequate pre-job assessment of client premises leading to unrecognised structural, electrical or asbestos risks No standardised process to obtain information about wall type, waterproofing and existing services behind surfaces Poor access planning resulting in work at inappropriate heights or over fixtures such as baths or toilets Lack of system to identify presence of vulnerable persons, children or pets that may enter the immediate work area Failure to coordinate with building management in multi-occupancy sites leading to conflicts with other contractors or residents Insufficient procedure for assessing environmental conditions (lighting, ventilation, wet or slippery surfaces) before starting work 	3H	<ul style="list-style-type: none"> Implement a standardised pre-job site assessment checklist for handyman work that must be completed before starting tasks, including questions on wall construction, known services, presence of tiles and waterproofed areas Require client or building manager to provide any available building plans, fit-out drawings or service locations for proposed fixing points, with documented review by the handyman Develop procedures for access planning that specify safe working positions, selection of suitable step platforms or ladders and prohibition of working from unstable surfaces like bath rims or toilet lids Mandate confirmation of who will be present in the work area (occupants, children, pets) and establish controls such as temporary exclusion zones and communication with the client Introduce a procedure for raising with building or facility managers in strata, commercial or healthcare environments, including permit requirements, work time restrictions and coordination with other contractors Include environmental checks (lighting levels, wet floors, ventilation, trip hazards) in the pre-start checklist with defined escalation steps if conditions are unsuitable for safe work Require documentation of any non-conformances or site access limitations and formal approval before proceeding with modified work methods 	2M
4. Structural Integrity, Fixing Design & Load Management	<ul style="list-style-type: none"> Inadequate assessment of wall substrate leading to fixings failing under normal use (e.g. towel rail pulling out of plasterboard) Lack of system to verify suitability of fixings relative to intended use (e.g. shelves used for heavy items) No formal design or approval process for fixings in high-risk locations such as bathrooms, child-accessible areas or above beds Failure to consider water ingress through penetrations, leading to concealed rot or corrosion over time Inconsistent selection of fixings and anchors between similar jobs due to absence of standard engineering guidance No clear process for escalating unusual or high-load installations to a competent designer or engineer 	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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			[REDACTED]	
5. Management of Concealed Services (Electrical, Plumbing, Other)	<ul style="list-style-type: none"> • Drilling into live electrical cables concealed in walls or behind tiles • Penetrating plumbing pipes, gas lines or fire services when fixing shelves or accessories • Absence of a systematic approach to identify safe drilling zones in different building types • Reliance on worker intuition rather than documented procedure for service identification • Inadequate communication with clients/building managers about known or suspected service routes • No escalation process for uncertain complex service layouts 	4A	[REDACTED]	2M
6. Tools, Plant & Equipment Management	<ul style="list-style-type: none"> • Lack of a preventive maintenance program for drills, impact drivers, finders and dust extraction units • Use of non-tested or non-tagged electrical tools in line with MHS electrical safety requirements • Inadequate storage, transport and inspection systems for ladders and step platforms used during accessory installation • Failure of battery systems (e.g. overheating, damage) due to poor management practices • No standard for selection and condition of accessories (drill bits, hole saws, fixings) appropriate to substrates • Uncontrolled introduction of new tools or technologies without risk assessment 	3H	[REDACTED]	2M

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			[REDACTED]	
7. Work at Height & Access Equipment Systems	<ul style="list-style-type: none"> No formal system for selecting appropriate access equipment for installing towel bars or shelving at height Use of domestic-grade ladders or improvised platforms in bathrooms and confined spaces Inadequate training in ladder setup, inspection and safe use procedures Failure to control overreaching or carrying tools while climbing Absence of procedures for working over bathtubs, stairs or uneven surfaces Lack of periodic inspection and record-keeping for access equipment 	3H	[REDACTED]	2M
8. Hazardous Materials, Silica Dust & Asbestos Management	<ul style="list-style-type: none"> Generation of respirable crystalline silica dust when drilling into masonry, tiles or concrete Uncontrolled disturbance of asbestos-containing materials in old buildings Lack of a system to identify asbestos-containing materials prior to drilling or cutting Insufficient controls for airborne dust within occupied premises, including residential bathrooms and bedrooms No procedure for decontamination and cleaning after drilling operations Inadequate worker training in recognising suspect materials and following asbestos procedures 	4A	[REDACTED]	2M

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9. Manual Tasks, Ergonomics & Fatigue Management	<ul style="list-style-type: none"> Cumulative musculoskeletal strain from repetitive drilling, overhead work and holding fixtures in awkward postures Inadequate systems for planning loads and handling of bulky shelving components or glass panels Poor scheduling leading to excessive daily workload, rushed jobs and increased risk of strain No formal process for early reporting and management of musculoskeletal discomfort Lack of ergonomic consideration in tool selection and vehicle layout Insufficient fatigue management for mobile handymen working extended hours or multiple jobs per day 	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> <p>[REDACTED]</p>	2M
10. Interaction with Clients, Occupants & Public Safety	<ul style="list-style-type: none"> Uncontrolled access of clients, children or pets into the immediate work area during drilling and painting Inadequate communication about temporary hazards (e.g. sharp tools, slip hazards, wet floors after cleaning) Failure to manage noise, dust and vibration in sensitive environments (childcare, aged care, hospitals) Lack of a system to secure the work area in shared corridors or common property Potential for fixtures to be misused by occupants (e.g. towel rails used as grab rails) beyond design capacity No formal process for client sign-off or communication on limitations and maintenance of installed accessories 	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

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			[REDACTED]	
11. Vehicle, Travel & Mobile Work Management	<ul style="list-style-type: none"> • Inadequate system for safe loading and securing of tools, fixings and shelving components in vehicles • Poor route and schedule planning leading to time pressure, speeding or distracted driving between jobs • No documented vehicle maintenance and inspection regime for mobile handymen • Use of vehicles as mobile workshops without assessment of ventilation, lighting and manual handling risks • Inadequate systems for communication and emergency response for workers travelling alone to client homes • Fatigue and stress associated with unpredictable travel times and client cancellations 	3H	[REDACTED]	2M
12. Procurement, Materials Quality & Supplier Management	<ul style="list-style-type: none"> • Use of low-quality or non-compliant towel bars, brackets and shelving components • Inconsistent sourcing of fixings leading to variable performance and unknown load ratings • Lack of traceability for batches of fixings or accessories in the event of product failure • No formal evaluation of new products before field use • Supplier changes without WHS or engineering review of alternative products • Insufficient information provided with materials (installation instructions, safety data, load data) 	3H	[REDACTED]	1L

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			[REDACTED]	
13. Documentation, Records, Reporting & Incident Management	<ul style="list-style-type: none"> • Incomplete or inaccurate recording of risk assessments, site conditions and installation details • Under-reporting of incidents, near misses and product failures involving installed accessories • No systematic investigation of incidents such as fixings pulling out or fixtures failing in service • Inability to demonstrate compliance with WHS Act 2011 due to poor record management • Lack of trend analysis for recurring handyman hazards across multiple sites • Confusion among workers about what, how and when to report 	3H	[REDACTED]	2M
14. Emergency Preparedness & First Aid for Mobile Handymen	<ul style="list-style-type: none"> • Lack of clear procedures for responding to electric shock, fire, or other emergencies or serious situations while working on client sites • Inadequate first aid supplies in vehicles and for work in remote or isolated locations • No training for handymen in basic first aid and emergency response relevant to typical handyman injuries • Poor communication and location information for emergency services when working across diverse client sites • Absence of protocols for post-incident support and return to work management • Failure to test and review emergency procedures for practicality in the field 	3H	[REDACTED]	1L

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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.