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Hook Lift Operation

Business Name:	ABN:	
Business Address:		
Contact Person:	Phone:	Email:

THIS RISK ASSESSMENT IS APPROVED BY THE PCBU OF THE 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:	

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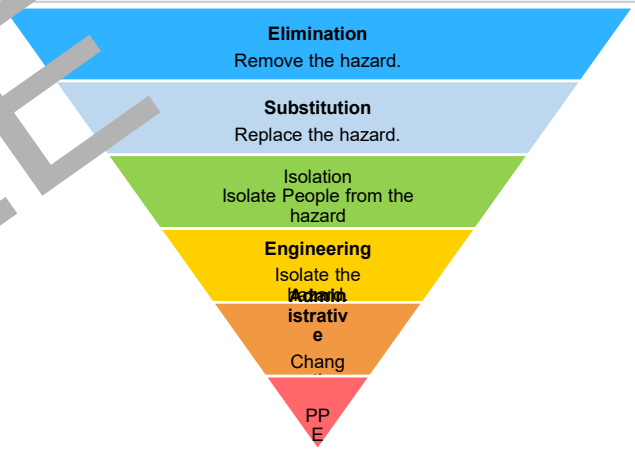
RISK MATRIX

LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE		
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Rev before work
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACU	2M MO RATE	Ensure control measures in place.
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 H	1L LOW	Monitor and keep records.

HIERARCHY OF CONTROLS



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Risk Rating & Required Action:

4A	Stop work. The risk is intolerable. E inate the hazar redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or hi er-level authorisati is required.
3H	Review and approve additional c rols b ask arts. Senior supervisor sign-off needed.
2M	Ensure all nominated controls are in ace and effe ive. 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.*

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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 Duties and Consultation	• Lack of clear allocation of WHS responsibilities for hook lift operations between PCBUs, senior management, supervisors and workers • Inadequate consultation with workers, health and safety representatives and contractors regarding hook lift operational risks and changes to systems • Failure to integrate hook lift risks into the organisation's WHS management system and risk register • Poor oversight of compliance with the WHS Act 2011, WHS Regulations and relevant Australian Standards for load restraint and plant • Inadequate incident reporting, investigation and corrective action processes specific to hook lift operations • Insufficient monitoring of contractor and labour-hire compliance with organisational WHS policies related to hook lift vehicles	High	• Establish and document a WHS governance structure that clearly allocates responsibilities for hook lift operations to officers, managers, supervisors and workers in line with WHS Act 2011 duties • Integrate hook lift operation risks into the corporate WHS risk register, including defined risk owners, review dates and escalation triggers • Develop and implement a consultation procedure that requires engagement with workers, HSRs and contractors when introducing or changing hook lift vehicles, routes, or yard layouts • Ensure officers exercise due diligence by regularly reviewing WHS performance reports on hook lift operations, including leading indicators (inspections, training completion, near misses) and lag indicators (injuries, dangerous, non-conformances) • Implement a documented incident and near-miss reporting system specific to hook lift operations, with expectations for prompt reporting, investigation, and close-out of corrective actions • Include hook lift operations in WHS committee agendas and toolbox talks to ensure ongoing consultation and feedback on system effectiveness • Formally assess and manage WHS interfaces with other PCBUs (e.g. clients' sites, waste facilities, port terminals) via written agreements that clarify responsibilities for traffic management, loading, and site rules • Schedule annual management reviews of hook lift WHS performance, policies, procedures and resources, with documented outcomes and improvement plans	Medium
2. Vehicle and Hook Lift System Procurement and Design	• Procurement of hook lift vehicles and bodies that are not fit for purpose or not compliant with relevant standards and road rules • Insufficient consideration of operator visibility, control layout, guarding and ergonomics in vehicle specification • Lack of engineering controls to prevent roll-away, tip-over, or unintended movement of the hook lift during loading/unloading • Incompatibility between hook lift units and containers (bins, skips, flatbeds) leading to poor engagement or load instability • Failure to consider load restraint requirements under relevant load restraint guides and Australian	High	• Implement a formal procurement procedure requiring WHS and operational input into hook lift vehicle and body specifications prior to purchase or lease • Specify compliance with relevant Australian Standards, road transport legislation and load restraint requirements in tender and contract documents for hook lift equipment • Require supplier evidence of risk assessments, engineering certifications, and stability analysis for hook lift systems and compatible containers • Include mandatory safety features in procurement specifications, such as stability and overload protections, interlocks to prevent unsafe operation, and emergency stop systems • Ensure visibility and ergonomics are addressed through design review (e.g. mirror and camera placement, control layout, access steps and handrails, non-slip surfaces) • Standardise container designs and engagement points across the fleet where practicable to reduce compatibility issues and loading errors • Use pre-delivery inspections and commissioning checklists to verify that all specified safety features, signage and documentation are installed and functioning before the vehicle is accepted into service • Require suppliers to provide comprehensive operator and maintenance manuals, training materials and recommended inspection regimes as part of the procurement process	Medium

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	Standards during design and procurement • Omission of safety-critical options (e.g. interlocks, cameras, audible alarms, stability systems) due to cost-driven purchasing decisions			
3. Hook Lift Operation Procedures and Safe Systems of Work	• Absence of standardised, documented procedures for hook lift operations across different depots and routes • Inconsistent application of safe systems of work between day, night and weekend operations • Procedures not reflecting actual work conditions, leading to informal and unsafe work-arounds by drivers • Failure to address interaction with other vehicles, pedestrians and third parties at customer sites in procedures • Lack of integration between hook lift procedures and other organisational processes (e.g. fatigue management, drug and alcohol policy, mobile phone use) • Operational decisions driven by schedule pressure or client demands that override safe systems of work	High	• Develop and maintain documented safe operating procedures (SOPs) for hook lift operations that address typical yard and off-site environments, including high-risk scenarios such as confined sites and sloping ground • Ensure SOPs clearly define pre-conditions for operation (e.g. exclusion zones, ground conditions, communication requirements, weather limits) rather than step-by-step body movements • Consult workers and HSRs in the development and periodic review of SOPs to ensure they reflect actual work practices and constraints • Align hook lift procedures with broader organisational policies on fatigue, drugs and alcohol, mobile phone use, journey management and emergency response • Control schedules and productivity targets so they do not incentivise unsafe short-cuts; incorporate WHS performance into KPIs for relevant managers and schedulers • Implement a version control system so that only current procedures are accessible, and archived versions are clearly marked as superseded • Provide easy access to current procedures in-cab (electronically or hard copy) and in depots, and verify at induction that workers know how to access and interpret them • Conduct periodic field verification (e.g. ride-alongs, site observations) to confirm that actual practices align with documented safe systems of work, and update procedures when gaps are identified	Medium
4. Driver and Operator Competency and Training Systems	• Drivers operating hook lift equipment without sufficient competency beyond basic licence requirements • Training focused on vehicle controls but not on hazard identification, risk management and decision-making • No formal verification of competency for new drivers, labour-hire staff or contractors before unsupervised operation • Insufficient refresher training leading to skill fade or outdated practices persisting • Failure to train supervisors and schedulers in the WHS implications of	High	[redacted]	Medium

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	their decisions affecting hook lift operations • Inadequate records of training, competency assessments and authorisations for specific vehicle types		[redacted]	
5. Vehicle, Hook Lift and Container Maintenance Systems	• Inadequate scheduled servicing and inspection regimes for the hook lift mechanism, hydraulics, load securing devices and chassis • Reliance on reactive maintenance only, leading to deterioration of safety-critical components • Poor defect reporting culture resulting in known faults not being recorded, prioritised or rectified in a timely mann • Use of unapproved modifications or repairs that affect stability, capacity or load engagement poi • Lack of traceabili for maintenance records, including leased contractor vehicles • Mismatched or damaged containe remaining in service, increasing of load shifts, drops or detac	igh	[redacted]	Medium
6. Journey Management and Route Planning	• Routes selected without considering road geometry, gradients, overhead obstructions and access suitable for hook lift vehicles and typical loads • Schedule pressure leading to speeding, inadequate rest breaks and rushed operations at customer sites	High	[redacted]	Medium

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	• Inadequate assessment of remote or unfamiliar sites prior to dispatching hook lift vehicles • Poor integration of fatigue management requirements into journey planning, particularly for long-distance or night operations • Lack of contingency planning for adverse weather, traffic disruptions or site closures • Insufficient communication of route risks (low bridges, rail level crossings, tight turns) to drivers and supervisors		[redacted]	
7. Site Interface and Traffic Management (Yards and Client Sites)	• Lack of agreed traffic management arrangements at client or third-party sites used by hook lift vehicles • Inconsistent implementation of exclusion zones around [redacted] hook lift vehicles in yards [redacted] customer locations • Poor segregation [redacted], forklifts and other mobile plant from [redacted] lift operating areas • No formal process to as[redacted] approve new customer sites for hook lift access and stability of operating surfaces • Conflicting instructions between site controllers and company procedures leading to unsafe positioning or operation • Limited control over multi-PCBU environments such as transfer stations, ports, construction sites and public roadsides	High	[redacted]	Medium

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SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
8. Load Management, Container Compatibility and Load Restraint Systems	• Systemic overloading of containers due to inadequate controls on waste or material acceptance and collection practices • Inconsistent or unclear guidance to clients and yard staff on maximum load levels and distribution for containers used with hook lifts • Use of containers or loads that are incompatible with specific hook lift units or vehicle configurations • Lack of organisational standards for load restraint devices, inspection and replacement, leading to failure during transport • Insufficient procedures for assessing load stability and centre of gravity prior to transit • Commercial pressures encouraging acceptance or transport of marginal or non-compliant loads	High	[redacted]	Medium
9. Contractor, Labour-Hire and Third-Party Management	• Contractor and lab[redacted] drivers operating hook lift vehicles without meeting the organisation's compet[redacted]cy and training standards • Inadequate verification of contractor WHS management systems relating to hook lift operations • Inconsistent application of organisational procedures and policies by contractors and sub-contractors • Poor communication of site-specific and route-specific risks to third-party providers • Reliance on commercial contracts without effective WHS performance monitoring and enforcement	High	[redacted]	Medium

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	• Unclear allocation of responsibilities between PCBUs for incident reporting, investigation and corrective actions involving contractors		[redacted]	
10. Pre-Start, Monitoring and Assurance Systems	• Inconsistent or informal pre-start checks on hook lift vehicles and associated equipment • Lack of reliable data on whether key safety checks and procedures are actually undertaken by drivers • Limited supervision and field presence by line managers to verify compliance with safe systems of work • Failure to identify and act on early warning signs such as near misses, minor damage or abnormal wear • Audit and inspection programs that are paper-based, infrequent or not targeted at hook lift-specific risks • Safety culture issues leading to normalisation of deviance from procedures over time	High	[redacted]	Medium
11. Emergency Preparedness and Incident Response for Hook Lift Operations	• Lack of specific emergency response planning for incidents involving hook lift vehicles (e.g. vehicle roll-over, dropped container, load loss) • Inadequate training of drivers and supervisors in managing incidents on public roads and client sites • Poor coordination with emergency services and other PCBUs when serious incidents occur	High	[redacted]	Medium

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SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
	• Insufficient provision or maintenance of emergency equipment (e.g. spill kits, first aid, communication devices) suited to hook lift operations • Failure to effectively capture and disseminate lessons learned from hook lift-related incidents and near misses • Public and environmental harm arising from unplanned release of materials transported via hook lift containers		[redacted]	

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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

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-of-codes-of-practice

Northern Territory
Work Health and Safety (National Uniform Legislation) Act 2011
Work Health and Safety (National Uniform Legislation) Regulations 2011
Legislation NT: https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws
Codes of Practice NT: https://worksafe.nt.gov.au/forms-and-resources/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

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.

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

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

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

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

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