Installation Of Roller Shutters

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:

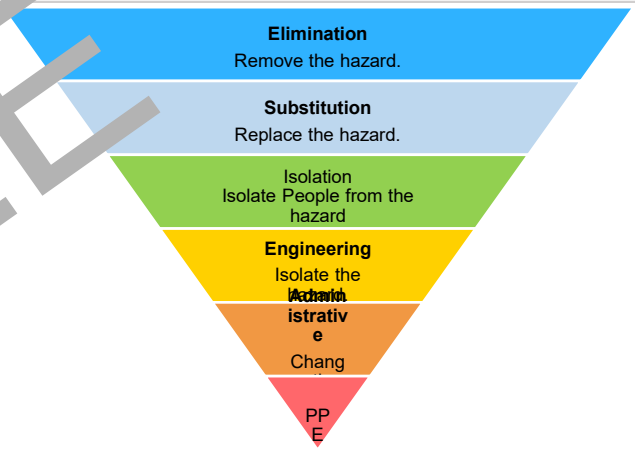
CLIENT OR PRINCIPAL CONTRACTOR DETAILS

Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date Risk Assessment supplied to Project Manager:	

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



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.*

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 Governance, Legal Compliance and PCBU Duties	• Lack of clear allocation of WHS duties for installation of roller shutters across PCBUs (host PCBU, principal contractor, subcontractor, labour hire) • Inadequate understanding of obligations under WHS Act 2011 and WHS Regulations 2011 for construction work and plant (including powered roller doors and shutter mechanisms) • No formal system to identify when work is notifiable construction work or high risk construction work (e.g. work at height, near live electrical installations, in operational warehouses) • Failure to consult, co-operate and co-ordinate activities with other duty holders on shared sites (e.g. shopping centres, warehouses, strata properties) • Insufficient documented WHS policies and procedures specific to roller shutt and garage door installation, adjustments and servicing • Inadequate monitorin eview of WHS performance f installation and servicing work (e.g no trend analysis of incidents related to oring side guide alignment oor operato tuning)	High	• Establish and maintain a WHS managemen ystem that explicitly addresses installation, adjustment and maintenance of roller shutters, vertical tracks, sid guide channels, roller mechanisms, garage doors, mechanical shutter operation and war ouse rs in line with WHS Act 2011 and WHS Regulations 2011 • Define and document WHS es, responsibilities nd acc tabilities for officers, managers, supervisors, installers, service hnicians and cont tor involved in shutter and door works, including authority to stop uns k • Implement a l gal registe at cap es appli le WHS legislation, Codes of Practice (e.g. Managing the Risk of F in the Wor lace, Co tru on Work, Hazardous Manual Tasks, Managing the Risk of Falls at Workpl es, Man ing Electric isks at the Workplace) and relevant Australian Standards for doors utters a d operators, and review this register at least annually • Deve p ocume ed procedure for determining when work is notifiable or high risk construction work (e.g. in allat n of sh ers on elevated facades, replacing warehouse doors using EWP, working above 2 m, work ear e ergised lectrical installations) and ensuring appropriate Safe Work Method Statements (SWMS) nd pe its are in place • For is consultation, co-operation and co-ordination arrangements with other PCBUs on shared sites, cluding e-start coordination meetings, exchange of WHS documentation (SWMS, site rules, e ergency plans) and clear rules for isolating affected areas during roller shutter installation or rep cement • Implement a regular WHS governance review (e.g. quarterly) that includes analysis of incidents, near misses and hazards specific to spring tension adjustment, cable replacement, mechanical operator tuning, and alignment activities, with actions tracked through a corrective action register	Medium
2. Design, Engineering and Procurement of Roller Shutter Systems	• Procurement of roller sh ters, garage doors, door operators, springs, cables and guides that are not designed or certified for intended loads, wind ratings or usage frequency • Selection of equipment without adequate safety features (e.g. lack of fall-back devices, cable break devices, photo-electric sensors, obstruction detection on mechanical shutter operation) • Incompatible components sourced for repairs (e.g. non-matching rollers, cables, vertical lift tracks or side guide	High	• Implement a formal engineering and procurement procedure requiring that all roller shutters, garage doors, tracks, guides, rollers, springs, cables and operators comply with relevant Australian Standards and manufacturer specifications, with documented verification prior to purchase • Require supplier documentation (engineering drawings, installation manuals, spring tensioning data, side guide alignment tolerances, operator tuning instructions, safe working loads, test certificates) as a condition of procurement and store this information in a central system accessible to installers and maintenance staff • Engage a competent engineer to review designs where shutters interface with building structure, elevated openings or high-cycle industrial applications, including assessment of support fixings for guide tracks, vertical droppers and head units • Standardise approved product lists for shutters, garage doors, lift tracks, guide channels, rollers, cables and controllers to minimise incompatible repairs and ensure ready access to compliant spare parts	Medium

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
	channels) leading to jamming, derailment or uncontrolled movement • Insufficient engineering input on spring tension requirements, counterbalance design or support structure capacity, resulting in excessive stored energy or structural failure • Lack of documentation from suppliers (installation instructions, load ratings, maintenance requirements, operator tuning specifications) to support safe system of work • Purchasing decisions made solely on cost without evaluation of WHS risks, lifecycle maintenance requirements or availability of spare parts for safe replacement of rollers, cables and warehouse doors		• Include WHS performance and safety features (e.g. fail-safe brakes, cable break protection, soft-start/soft-stop motors, obstruction sensing, emergency manual override) as weighted criteria in procurement decisions, not just price and lead time • Establish a change management process so any variation from specified products or design (e.g. alternate cable assemblies, different roller types, modified side guides) is subject to risk assessment and engineering sign-off before installation	
3. Competency, Licensing and Training of Installers and Technicians	• Installers and technicians adjusting spring tension, aligning tracks or tuning operators without demonstrated competency in roller shutter and garage door systems • Lack of formal training in managing stored mechanical energy in torsion or tension springs, particularly when adjusting spring tension or replacing roller door cables • Insufficient knowledge of safe isolation procedures for electrical door operators and associated controls during tune-ups or mechanical shutter operation testing • No structured induction for new workers or subcontractors covering company WHS procedures, safe work systems for track alignment, guide channel alignment and roller replacement • Failure to keep competency records up to date, leading to workers performing tasks (e.g. operating EWPs, using power tools, working in warehouses) without required licences or verifications	High	• Define competency profiles for all roles involved in installation and servicing of roller shutters, garage doors, vertical lift tracks, rollers, cables and operators, including required trade qualifications, high risk work licences, EWP licences and evidence of plant-specific training • Implement a formal training program covering hazards of stored energy in springs and cables, safe methods for adjusting spring tension, safe replacement of rollers and cables, and alignment of guide tracks, with periodic refresher training • Provide specific training on electrical safety, lock-out tag-out principles for door operators, and safe testing of mechanical shutter operation, including recognition of fault conditions during tune-up of door operators • Introduce a structured WHS and task-specific induction for all employees and subcontractors that includes company procedures on risk assessment, permits, incident reporting and emergency responses relevant to shutter and garage door installation • Maintain a competency and licensing register that tracks qualifications, expiry dates and training completed for all workers, with system prompts for renewal and verification prior to allocation to higher-risk tasks • Require field supervision audits where technically competent supervisors observe work methods for spring tensioning, alignment and component replacement, provide coaching, and record findings in a competency development log	Medium

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
	• Limited supervisor capability to identify unsafe techniques (e.g. makeshift methods for lifting shutters, ad-hoc adjustments to side guide clearances) due to lack of technical training			
4. Planning, Job Scoping and Risk Assessment Processes	• Inadequate pre-job planning for installation or replacement of shutters and warehouse doors, leading to unrecognised site-specific risks (e.g. traffic interfaces, overhead services, racking, confined spaces) • Failure to assess risks associated with working at height when fixing guide tracks, vertical droppers or side guide channels on building facades or inside warehouses • No systematic assessment of manual handling demands related to lifting curtain sections, drums, tracks, and door panels during assembly of the roller mechanism and garage door installati • Insufficient consideration of operation interfaces, such as ongoing warehouse traffic, forklifts and pedes during mechanical shutter o ation testing or tune-up of door op ators • Use of generic S MS or assessments that do cover speci hazards of spring tension adjustmen cable replacement and track alig ent for the particular site • Inadequate planning for access requirements (ladders, scaffolds, EWPs) and structural adequacy of mounting points for guide tracks and head assemblies	High	[redacted]	Medium
5. Plant, Tools and Equipment Management	• Use of inappropriate or poorly maintained tools for spring tensioning, track alignment, cable replacement or roller changes (e.g. improvised bars, worn sockets, damaged ladders) • Failure of lifting equipment, EWPs or temporary supports during installation of heavy roller drums, head units or	High	[redacted]	Medium

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
	warehouse doors due to inadequate inspection and maintenance systems • Lack of standardisation and control over specialist tools required for safe adjustment of spring tension and cable systems, leading to unsafe improvisation • No systematic pre-use inspection process for portable electrical equipment used in garage door installation and door operator tune-ups • Inadequate processes for ensuring that plant and equipment hired for short-term works (e.g. mobile scaffolds, EWPs, temporary props) meets safety and inspection requirements • Uncontrolled modification of shutter components or operators on site (e.g. adjustment of end stops, safety sensor bypassing) without engineering oversight		[redacted]	
6. Contractor and Subcontractor Management	• Use of subcontract installers and technicians without adequate vetting of WHS systems, competencies or experience with roller [illegible], garage doors and mechani[illegible] operators • Inconsistent work[illegible]ractices [illegible] direct employees a[illegible]ntractor[illegible] when adjusting spring tension, aligni[illegible] tracks and replacing cables, leadin[illegible]o uncontrolled variations in [illegible] • Poor communication of site-specific risks, client requirements and company procedures to subcontractors, particularly on large warehouse or shopping centre projects • Lack of monitoring and verification that subcontractors are implementing agreed control measures and SWMS on site • Ambiguity over who is responsible for providing plant, tools, supervision and emergency arrangements when subcontractors are used	High	[redacted]	Medium

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
	• Inadequate integration of subcontractor incident reporting into the principal contractor's WHS management system			
7. Site Access, Traffic and Public Interface Management	• Interaction between installation activities and vehicle movements (cars, delivery trucks, forklifts) at garages, warehouses and retail sites, particularly during door replacement and testing of mechanical shutter operation • Unauthorised persons entering work zones while tracks, side guide channels and vertical droppers are being installed or removed • Inadequate demarcation of exclusion zones below suspended loads or partially secured shutters and doors during assembly of roller mechanisms • Poor coordination with client site operations leading to shutter testing during peak traffic or pedestrian periods • Lack of planning for safe access and egress for installers when working at loading docks, underground carparks o laneways	High	[redacted]	Medium
8. Electrical Safety and Control Systems for Door Operators	• Uncontrolled exp ure to live electrical parts during instal on, repla or tuning of door oper oller shutters and garage doors • Inadequate isolation and lock-o systems during tune-up o operators and testing of mechanical shutter operation • Bypassing or incorrect configuration of safety devices (photo-electric beams, pressure edges, emergency stop circuits) during commissioning or fault finding • Lack of coordination between electricians and mechanical installers leading to energisation of circuits while mechanical adjustments (e.g. spring tensioning, track alignment) are underway	High	[redacted]	Medium

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
	• Inadequate documentation and labelling of control panels and isolation points for future maintenance and emergency response			
9. Hazardous Manual Tasks and Ergonomic Risk Management	• Repetitive or forceful manual handling of heavy shutter curtains, door panels, tracks, side guide channels and drums during installation, replacement and alignment • Awkward postures when working overhead to fix guide tracks and vertical droppers or to align vertical lift tracks and side guide channels • Manual handling of coiled springs and cable drums under partial tension when assembling the roller mechanism or replacing roller door cables • Extended static postures during fine adjustment and tune-up of door operators, particularly in tight plant rooms or ceiling spaces • Lack of planning for team lifting or mechanical aids for large warehouse doors and commercial [illegible]	High	[redacted]	Medium
10. Work at Height and Fall Prevention Systems	• Risk of falls when [illegible]stalling or aligning guide tracks, verti[illegible] droppers[illegible]de guide channels on [illegible]facades, within warehouses or at elevated openings • Unsecured ladders or in[illegible]priate use of ladders for extended tasks such as track alignment and fixing of roller mechanisms above head height • Inadequate planning for edge protection or fall arrest when working near open docks, mezzanine edges or voids during roller shutter installation or warehouse door replacement • Failure to manage fall objects risk where tools, fasteners or components can fall from height into work or public areas during installation or service	High	[redacted]	Medium

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
	• Insufficient supervision of work at height and non-compliance with SWMS and procedures			
11. Emergency Preparedness and Incident Management	• Lack of preparedness for serious incidents such as uncontrolled shutter descent, spring or cable failures, falls from height or electrical shock during installation and maintenance • Inadequate first aid resources or trained first aiders at remote or after-hours sites where roller shutter works commonly occur • Poorly defined arrangements with client sites for emergency response, including access for emergency services when working in secure carparks or warehouses • Failure to investigate incidents related to incorrect spring tensioning, track misalignment or malfunctioning operators, leading to repeat events • Insufficient systems for capturing and acting on near misses (e.g. dropped components, near entrapments during mechanical shutter operation testing)	High	[redacted]	Medium
12. Maintenance, Inspection and Lifecycle Management of Installed Systems	• Absence of structured maintenance programs for installed roller shutters, garage doors and warehouse doors, leading to progressive deterioration of springs, cables, rollers and guides • Failure to identify and rectify misalignment of side guide channels, vertical lift tracks or rollers during routine servicing, increasing risk of derailment or jamming • Inconsistent tune-up and calibration of door operators across sites, leading to excessive forces, incomplete travel or unreliable safety device operation • Lack of clear responsibility between PCBU and clients for routine inspection and maintenance of installed doors and shutters	High	[redacted]	Medium

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
	• Inadequate documentation of service activities, adjustments and component replacements, affecting future risk assessments and troubleshooting			
13. Health, Wellbeing and Fatigue Management	• Fatigue from long driving and work hours when servicing multiple sites for installation, replacement or tune-ups of shutters and doors • Exposure to extreme temperatures and weather when working on external shutters, affecting concentration and physical performance • Stress and time pressure due to tight project deadlines or pressure to minimise downtime for client operations, increasing likelihood of shortcuts in spring adjustment, alignment and testing • Limited systems to identify and support workers experiencing physical strain or mental health issues related to demanding installation work	Medium	[redacted]	Low
14. Documentation, Records and Continuous Improvement	• Inadequate documentation of risk assessments, SWMS, training, inspections and maint[illegible]elated to roller shutter and d[illegible] works, reducing ability to demonstr[illegible] due diligence under WHS Act 20[illegible] • Loss of technical information (e.g. as-built drawings, spring specificati[illegible]s, operator settings) require[illegible] for[illegible] future adjustments and component replacements • Failure to systematically review incident data, audit findings and worker feedback to improve systems for track alignment, spring tensioning, cable replacement and operator tuning • Inconsistent version control of procedures, forms and SWMS across depots or regions	Medium	[redacted]	Low

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