

**Laundry Safety**

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.	<b>Administrative</b> Change	
								<b>PPE</b>	

  

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. Governance, WHS Duties and Compliance Framework	<ul style="list-style-type: none"> <li>Lack of clear allocation of WHS responsibilities under WHS Act 2011 leading to unmanaged laundry risks</li> <li>Inadequate WHS policy specific to commercial and industrial laundry and dryclean operations</li> <li>Failure to consult workers and HSRs on laundry-specific hazards (heat, chemicals, machinery, manual handling)</li> <li>Insufficient monitoring of compliance with WHS Regulations, Codes of Practice and relevant Australian Standards</li> <li>Failure to consider contractor and labour-hire PCBU duties in multi-PCBUs laundry and dryclean workplaces</li> <li>No system to review and update WHS governance arrangements when business size, technology or process change</li> </ul>	4A	<ul style="list-style-type: none"> <li>Establish a WHS governance structure assigning clear PCBU, Officer, Manager and Supervisor responsibilities specific to drycleaning, wool wear laundering and industrial/commercial laundry operations</li> <li>Develop, endorse and communicate a written WHS policy that explicitly addresses high-risk laundry hazards including heat, chemicals, plant, biological risks and manual handling</li> <li>Implement a WHS legal compliance register covering the WHS Act 2011, WHS Regulations, nationally endorsed Codes of Practice, and relevant Australian Standards (e.g. AS/NZS 4146 Laundry Practice, AS/NZS 2243 series for safety in laboratories where applicable, AS/NZS 4024 for machinery safety)</li> <li>Establish a formal worker consultation and HSR framework (WHS committees, toolbox talks, safety forums) that regularly seeks input on laundry-specific issues and changes, including new plant or chemicals</li> <li>Integrate WHS considerations into business planning, procurement, and change management processes, ensuring officers exercise due diligence through regular WHS reports, audits and performance indicators</li> <li>Schedule annual reviews of WHS governance documents (policies, responsibilities, delegations) and any significant incident, regulatory change or expansion of laundry or dryclean service lines</li> </ul>	3H
2. Facility Design, Layout and Traffic Flow	<ul style="list-style-type: none"> <li>Poor layout creating congested work areas around washers, presses and finishing equipment</li> <li>Ineffective separation of soiled and clean laundry streams creating biological contamination risks</li> <li>Inadequate pedestrian and vehicle segregation for trolleys, forklifts, delivery vehicles and vans</li> <li>Insufficient space around plant leading to unsafe access for maintenance and cleaning</li> <li>Inadequate emergency egress routes due to accumulation of laundry bags, cages and hampers</li> <li>Poorly designed change rooms, hand-washing and hygiene facilities for workers handling contaminated workwear</li> </ul>	4A	<ul style="list-style-type: none"> <li>Undertake a professional layout and flow assessment of commercial and industrial laundry and dryclean areas to ensure clear separation of receiving, sorting, washing, drying, finishing, packing and dispatch functions</li> <li>Design and maintain distinct dirty and clean zones, including physical barriers, airflow considerations and documented procedures to minimise cross-contamination of workwear and other items</li> <li>Implement a traffic management plan covering pedestrian walkways, trolley lanes, forklift operating zones and vehicle loading areas, with clear line marking, mirrors and signage</li> <li>Ensure all plant is installed to manufacturer-specified clearance distances and access requirements to allow safe operation, inspection, cleaning and maintenance</li> <li>Maintain unobstructed emergency exits and access to fire equipment through regular housekeeping inspections and a documented housekeeping standard for storage of laundry carts and cages</li> <li>Provide adequate size and location of amenities, hand-washing stations, showers and change areas appropriate to the level of contamination in workwear being processed (e.g. industrial, healthcare, food industry garments)</li> <li>Establish dedicated ventilated chemical storage rooms or cabinets with bunding, segregation of incompatibles, and controlled access for authorised personnel only</li> </ul>	2M

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	<ul style="list-style-type: none"> <li>Lack of designated chemical storage and decanting areas away from heat and ignition sources</li> </ul>			
3. Plant and Equipment Safety Management	<ul style="list-style-type: none"> <li>Lack of systematic verification that washers, dryers, ironers, presses and conveyors meet WHS plant requirements</li> <li>Inadequate guarding and interlocks leading to entanglement, crush or shear injuries on rotating drums and pinch points</li> <li>Failure to manage safety for automated and continuous tunnel washers and associated conveyors</li> <li>Absence of plant risk assessments for new or modified laundry and dryclean machinery</li> <li>Uncontrolled introduction of second-hand or imported plant without Australian compliance checks</li> <li>Poor lock-out tag-out (LOTO) system resulting in energised plant during maintenance or jam clearing</li> </ul>	4A	<ul style="list-style-type: none"> <li>Implement a plant safety management procedure requiring formal plant risk assessments before installing, modifying or decommissioning washers, dryers, presses, folders, conveyors and dryclean machines</li> <li>Specify compliance with relevant Australian Standards (e.g. AS/NZS 4024 series for safeguarding of machinery) in plant and equipment procurement contracts for laundry and dryclean operations</li> <li>Ensure all plant has suitable fixed and interlocked guards on in-feed openings, belt drives, nip points and rotating components, with safety devices tested and documented in a planned inspection regime</li> <li>Develop and enforce a lock-out tag-out procedure for isolation of electrical, pneumatic, hydraulic, steam and gaseous energy sources during cleaning, maintenance, jam clearing and fault finding</li> <li>Maintain plant registers, manuals, commissioning documentation and engineering change records in a controlled document system</li> <li>Provide competency-based training for operators, fitters and electricians on specific laundry plant hazards, guarding, emergency stops, and LOTO requirements, with periodic refresher training</li> </ul>	2M
4. Preventive Maintenance, Inspection and Asset Management	<ul style="list-style-type: none"> <li>Inadequate preventive maintenance program for washers, dryers, presses, folders, conveyors and dryclean machines</li> <li>Failure to inspect and maintain safety-critical components such as brakes, guards, interlocks, emergency stops and pressure systems</li> <li>Unmanaged breakdown maintenance leading to rushed, unsafe repairs and bypassing of safety devices</li> <li>Lack of calibration and inspection of temperature and time controls for thermal disinfection of workwear</li> <li>Inadequate inspection of gas, steam and pressure vessels associated with industrial laundry equipment</li> <li>No system for workers to report plant and equipment defects or near misses</li> </ul>	4A	<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. Chemical Management and Drycleaning Solvents	<ul style="list-style-type: none"> <li>• Inadequate identification and risk assessment of laundry detergents, bleaches, solvents and spotting agents</li> <li>• Improper storage, transfer and bunding of flammable dryclean solvents (e.g. perc alternatives, hydrocarbons)</li> <li>• Lack of up-to-date Safety Data Sheets (SDS) and chemical registers for all laundry and dryclean chemicals</li> <li>• Uncontrolled manual decanting and dosing of concentrated chemicals causing burns, inhalation or splash injuries</li> <li>• Poor management of incompatible chemical segregation (e.g. oxidisers, organics, acids and alkalis)</li> <li>• Insufficient systems for solvent vapour monitoring, leak detection and still residue management in dryclean plants</li> </ul>	4A	[REDACTED]	2M
6. Heat, Steam, Fire and Explosion Risk Management	<ul style="list-style-type: none"> <li>• Excessive radiant and ambient heat exposure from dryers, ironers, presses and steam lines</li> <li>• Poorly managed lint build-up in dryers and ducting creating elevated fire risk</li> <li>• Inadequate control of flammable atmospheres in dryclean solvent systems</li> <li>• Unmanaged hot surfaces and uninsulated steam pipes leading to contact burns</li> <li>• Deficient fire detection, suppression and evacuation systems in laundry and dryclean areas</li> <li>• Failure to control ignition sources near flammable liquids and solvent vapours</li> </ul>	4A	[REDACTED]	2M

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			[REDACTED]	
7. Manual Handling, Ergonomics and Work Organisation	<ul style="list-style-type: none"> <li>Poorly designed manual handling tasks for lifting, pushing and pulling laundry bags, trolleys and workwear bundles</li> <li>Inadequate engineering controls for high-volume workwear sorting, feeding, folding and packing tasks</li> <li>Repetitive movements and awkward postures at sorting tables, feeding stations and pressing equipment</li> <li>Lack of job rotation and task variation leading to cumulative musculoskeletal disorders</li> <li>Inadequate assessment of manual handling risks associated with wet, heavy workwear and mats</li> </ul>	3H	[REDACTED]	2M
8. Contaminated Workwear, Infection Control and Biological Hazards	<ul style="list-style-type: none"> <li>Inadequate systems for sorting, segregating and processing contaminated workwear (e.g. healthcare, food industry, industrial sites)</li> <li>Poor handling and containment of sharps, bodily fluids or hazardous residues within soiled laundry</li> <li>Lack of documented infection control procedures and disinfection standards for different customer sectors</li> <li>Failure to manage cross-contamination between contaminated items and general laundry or clean workwear</li> <li>Insufficient immunisation programs and health monitoring where there is risk of specific biological agents</li> </ul>	4A	[REDACTED]	2M

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			[REDACTED]	
9. Contractor, Labour-Hire and Supplier Management	<ul style="list-style-type: none"> <li>• Poor coordination of WHS responsibilities between PCBUs for laundry plant maintenance, chemical supply and transport</li> <li>• Inadequate vetting of contractor competency for high-risk tasks such as boiler servicing, electrical work or solvent system maintenance</li> <li>• Failure to induct labour-hire workers into specific laundry and dryclean hazards, safe systems and emergency procedures</li> <li>• Lack of WHS performance criteria and monitoring in contracts for outsourced transport or off-site laundering</li> <li>• Insufficient communication about contamination risks and PPE requirements for external drivers handling soiled workwear</li> </ul>	3H	[REDACTED]	2M
10. Training, Competency and Supervision Systems	<ul style="list-style-type: none"> <li>• Inconsistent skills and knowledge among workers operating complex laundry and dryclean equipment</li> <li>• No formal competency framework for key roles (operators, supervisors, maintenance personnel, etc.)</li> <li>• Reliance on informal buddy-training without documented learning outcomes or assessment</li> <li>• Inadequate supervision levels for new starters, young workers and those with limited English proficiency</li> <li>• Lack of refresher training on critical risk controls such as LOTO, chemical handling and emergency response</li> </ul>	3H	[REDACTED]	2M

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11. Fatigue, Working Hours and Psychosocial Risk Management	<ul style="list-style-type: none"> <li>Extended shifts, night work and high production demands leading to worker fatigue and reduced vigilance</li> <li>Workload pressures and tight turnaround times for commercial and industrial clients creating stress</li> <li>Poor management of bullying, harassment or conflict in fast-paced production environments</li> <li>Limited worker input into scheduling and insufficient breaks during hot or high-intensity periods</li> <li>Inadequate systems to support workers experiencing mental health issues related to work or external factors</li> </ul>	3H	[REDACTED]	2M
12. Transport, Logistics and Off-Site Collection/Delivery	<ul style="list-style-type: none"> <li>Inadequate journey management for collection and delivery of soiled and clean workwear to industrial and commercial client sites</li> <li>Poor load security systems for trolleys, cages and solvent containers during transport</li> <li>Lack of hygiene controls for vehicles transporting contaminated workwear</li> <li>Insufficient control of driver competency, licensing and fatigue for in-house and contracted drivers</li> <li>Limited communication and emergency response arrangements for drivers operating in remote or high-risk locations</li> </ul>	3H	[REDACTED]	2M
13. Incident Reporting, Investigation and Corrective Action	<ul style="list-style-type: none"> <li>Under-reporting of incidents, near misses and hazards in laundry and dryclean operations</li> </ul>	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> <li>• Superficial investigations that do not identify underlying system and management causes</li> <li>• Ineffective corrective actions that focus only on worker behaviour rather than higher-level controls</li> <li>• Lack of trend analysis to identify recurring issues with plant, chemicals or processes</li> <li>• Failure to meet notifiable incident requirements under WHS legislation</li> </ul>		[REDACTED]	
14. Documented Procedures, SWMS Interface and Change Management	<ul style="list-style-type: none"> <li>• Critical laundry and dryclean tasks performed without documented procedures or SWMS where required</li> <li>• Out-of-date procedures that do not reflect current plant, chemicals or production volumes</li> <li>• Poor integration between high-level risk assessments and task-based SWMS leading to control gaps</li> <li>• Uncontrolled changes to plant or layouts without formal risk assessment and consultation</li> <li>• Lack of version control and communication when procedures or work instructions are updated</li> </ul>		[REDACTED]	2M
15. Emergency Preparedness and Response Planning	<ul style="list-style-type: none"> <li>• Unclear roles and responsibilities during emergencies involving fire, chemical spills or plant failures</li> <li>• Insufficient capacity of emergency equipment for specific laundry and dryclean hazards (e.g. solvent fires, lint fires)</li> <li>• Inadequate training of wardens, first aiders and spill responders for the specific risks on site</li> </ul>	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> <li>• Poor coordination of emergency arrangements with neighbouring businesses in shared facilities</li> <li>• Failure to review and update emergency plans after incidents, changes or drills</li> </ul>		<div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></div>	

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.