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

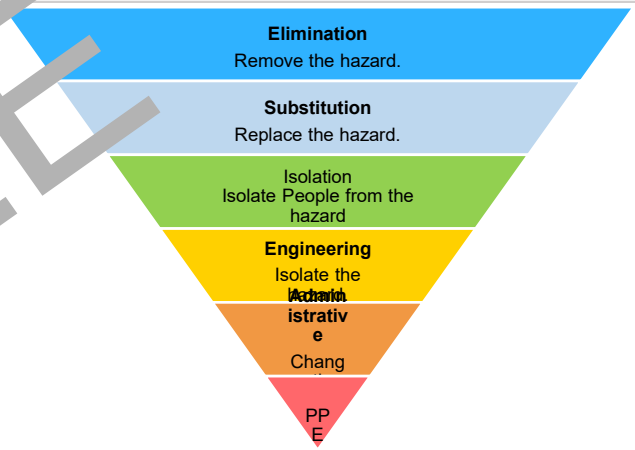
THIS RISK ASSESSMENT IS APPROVED BY THE PCBU OF THE PROJECT		
Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.		
Full Name:		
Signature:	Title:	Date:

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. Governance, WHS Duties and Legal Compliance	• Lack of clear allocation of WHS duties for loading dock operations under WHS Act 2011 leading to gaps in management oversight • Inadequate consideration of loading dock risks in the PCBUs overall WHS management system and risk register • Failure to consult, cooperate and coordinate activities with other duty holders (transport companies, labour hire, contractors, tenants) using the loading dock • No documented WHS objectives or performance indicators specific to loading dock safety (e.g. incidents involving trucks, forklifts, pedestrians, dock levellers) • Inadequate review of loading dock arrangements following plant changes (new dock levellers, redesigned bays, altered traffic routes) • Non-compliance with relevant standards, codes of practice and manufacturer instructions for dock levellers, vehicle restraints and loading equipment	High	• Establish and document a loading dock WHS governance framework that clarifies PCBUs and officers responsibilities under WHS Act 2011 for dock operations and associated plant (e.g. dock levellers, forklifts, vehicle restraints) • Include loading dock operations, loading and unloading of meat products, and dock leveller use as specific items in the organisation's WHS risk register and safety management system • Implement a formal consultation, cooperation and coordination procedure with transport providers, labour hire firms, tenants, contractors and suppliers to manage shared loading dock risks, including written interface agreements where practicable • Set measurable WHS performance indicators specific to loading docks (e.g. near misses with pedestrians, vehicle runaway events, dock leveller faults, product damage from falls) and review them at WHS committee and management meetings • Ensure that all loading dock plant selection, major modifications and layout changes are subject to documented WHS risk assessment and officer sign-off before commissioning • Maintain a compliance register referencing applicable legislation, regulations, Australian Standards, manufacturer instructions and industry guidance relating to loading docks and dock levellers, and schedule regular compliance reviews • Require management review of the loading dock safety system at least annually and after any notifiable incident, plant change, or significant process change (e.g. new meat product lines, different vehicle configurations)	Medium
2. Loading Dock Design, Layout and Traffic Management	• Poorly designed dock layout leading to vehicle–pedestrian interaction and struck-by incidents • Insufficient separation between forklifts, electric pallet jacks and pedestrians in loading bay areas • Inadequate signage, line marking and wayfinding for delivery drivers unfamiliar with the site • Dock edges, open dock wells and gaps between vehicle and dock presenting fall and crush hazards • Inadequate allowances in layout for refrigerated meat transport vehicles (e.g. tail lifts, side doors, rear dock access requirements)	High	• Undertake a professional traffic management and dock layout assessment that considers trucks, forklifts, pallet jacks and pedestrian movements, and implement a documented traffic management plan for all loading dock areas • Design and maintain physical separation controls such as bollards, guardrails, barriers, pedestrian walkways, dock gates and fenced exclusion zones around truck loading areas and active dock levellers • Install clear, standardised and illuminated signage for vehicle routes, speed limits, parking bays, reversing zones, no-go areas, and pedestrian crossings, consistent across all loading bays • Introduce engineered edge protection measures such as dock gates, dock safety barriers, wheel stops and visual edge markings to prevent falls and unplanned vehicle movements at open docks • Designate specific bays and controls for refrigerated meat vehicles where necessary, including suitable dock heights, bumpers and level access for trolleys and pallet movements • Ensure adequate fixed and emergency lighting for all docks, ramps and approach areas, and provide overhead canopies or weather shields where practicable to control wet surfaces and glare	Medium

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	• Insufficient lighting or weather protection at loading bays creating slip, trip and fall risks and reduced visibility • Lack of provision for safe staging and marshalling of pallets of meat awaiting loading/unloading, leading to congestion and unstable stacking		• Create defined staging zones for meat pallets, with controlled stacking heights, racking where appropriate, and clear access paths for materials handling equipment • Formally consult with workers and drivers about p[illegible]ical issues with the dock layout and review the traffic management plan following any incident o[illegible]hange to operations	
3. Dock Levellers and Hydraulic Dock Levelers Management	• Failure of hydraulic dock leveller systems due to inadequate inspection and preventative maintenance • Uncontrolled movement of dock levellers during loading or unloading of meat creating crush, fall or tip-over risks • Bypassing or disabling of dock leveller interlocks, emergency stops or safety props by untrained personnel • Installation of dock levellers not suited to load type, vehicle type or frequency of use, leading to structural failure or overloading • Lack of clear procedures for isolation, lock-out and tagging of f[illegible]ock levellers and associ[illegible]d control panels • Use of dock leve[illegible]rs in a man[illegible] inconsistent with m[illegible]f[illegible] instructions or rated capacities	High	• Select dock levellers and hy[illegible]ulic dock levelers[illegible]sed on[illegible]ormal design risk assessment that considers load characteristics (i[illegible]uding meat produ[illegible]) ehicle types, traffic frequency, environmental conditions and com[illegible] with [illegible]er dock systems • Implement a[illegible]cumented [illegible]eventa[illegible]e maint[illegible]nce program for all dock levellers, hydraulic systems and control p[illegible]els, aligned[illegible]th manu[illegible] instructions and Australian Standards, and maintain service record[illegible]for the[illegible] of the[illegible]nt • Esta[illegible]a form[illegible]e-use inspection process for dock levellers, integrated into daily supervisor checks, with cl[illegible]r c[illegible]eria fo[illegible]fect reporting, tagging out and escalation to maintenance • Ensur[illegible]dock[illegible]vellers[illegible]e fitted with appropriate safety devices (e.g. maintenance props, interlocks, merger[illegible]y stop[illegible]toe guards, anti-roll-off features) and verify their effectiveness through periodic testing a[illegible]sp[illegible]tion • Develo[illegible]nd enforce a lock-out, tag-out and isolation procedure for dock levellers during maintenance, r[illegible]air or when defects are reported, and train all relevant staff and contractors in its use • Document operating limits and rated capacities for each dock leveller, including maximum load and allowable fork truck configurations, and display this information at each bay in clear signage • Prohibit unauthorised adjustments to hydraulic settings or control systems and ensure only competent maintenance personnel perform repairs or commissioning works • Review dock leveller incident and defect data regularly to identify systemic issues and prioritise engineering upgrades or replacements where recurring problems are identified	Medium
4. Vehicle Management and Loading Bay Operations	• Uncontrolled vehicle mo[illegible]nits in and around loading bays leading to collisions with people, structures or equipment • Vehicle roll-away or creep at the dock during loading and unloading, particularly when using dock levellers and forklifts • Inadequate systems for managing third-party drivers unfamiliar with site rules, including overseas or non-English speaking drivers • Lack of a standardised procedure for allocating bays and sequencing arrivals	High	[redacted]	Medium

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	and departures, resulting in congestion and time pressure • Loading or unloading of meat at unsuitable locations due to full docks or scheduling conflicts, increasing risk of manual handling and equipment incidents		[redacted]	
5. Materials Handling Equipment and Plant Management	• Inadequate selection and management of forklifts, pallet jacks and other plant used on loading docks • Use of unsuitable attachments or equipment for handling meat products (e.g. over-reliance on manual handling when mechanical aids should be used) • Plant interface hazards between forklifts, dock levellers and vehicle bodies causing instability or pallet falls • Lack of systems to manage speed, access control and operating zones within loading bays • Insufficient controls for charging, parking and maintaining battery-powered or LPG equipment within dock environments	High	[redacted]	Medium
6. Loading and Unloading Meat – Systems of Work	• Systemic reliance on manual handling for meat products due to poor planning or lack of appropriate equipment • Inadequate controls for maintaining cold chain requirements leading to rushed work or unsafe shortcuts at docks	High	[redacted]	Medium

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	• Unclear allocation of responsibilities between site personnel and drivers during meat loading/unloading • Inconsistent practices between shifts or different docks resulting in confusion and increased risk of incidents • Poorly designed pallet, crate or hook systems causing instability or dropped meat products during transfer at the dock		[redacted]	
7. Contractor, Driver and Third-Party Management	• Inconsistent safety standards between the PCBU and external transport or logistics contractors using the loading dock • Inadequate vetting and onboarding of contractors performing d[redacted]eller maintenance, repair[redacted]nstallation • Lack of clear co[redacted]unication [redacted]nels for third-party drive[redacted] haza[redacted] or incidents at docks • Contractual arrangements that incentivise unsafe behavi[redacted]h as unrealistic delivery timeframes or penalties for delays • Use of labour hire workers at docks without integration into host safety systems and supervision	High	[redacted]	Medium
8. Competency, Training and Supervision	• Workers and supervisors not competent in managing loading dock and dock leveller risks at a system level • Inadequate training on site-specific loading dock procedures, including for	High	[redacted]	Medium

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	meat loading/unloading and cold chain requirements • Failure to verify and refresh competencies for high-risk activities such as forklift operation and dock leveller isolation • Insufficient supervisory presence at busy times, leading to informal work-arounds and unsafe practices becoming normalised • Lack of awareness of legal duties under WHS Act 2011 among managers and supervisors responsible for docks		[redacted]	
9. Maintenance, Inspection and Asset Management	• Failure to identify deterioration or defects in loading dock infrastructure, dock levellers, bumpers and restraint systems • Uncoordinated maintenance activities occurring at docks without appropriate isolation and segregation from operations • Inaccurate or incomplete maintenance records leading to missed inspections and unplanned failures • Inadequate budgeting and planning for replacement of end-of-life dock equipment • Reliance on reactive repairs instead of systematic preventative maintenance programs	High	[redacted]	Medium
10. Incident Management, Monitoring and Continuous Improvement	• Under-reporting of loading dock incidents, near misses and unsafe conditions, particularly involving contractors and drivers	High	[redacted]	Low

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	• Lack of structured analysis of dock-related events, resulting in repeated similar incidents • No systematic review of dock procedures and controls following changes or incidents • Inadequate communication of lessons learned from dock leveller failures or dock-related injuries • Failure to use leading indicators (e.g. near misses, equipment faults, traffic violations) to improve dock safety performance		[redacted]	
11. Emergency Preparedness and Response at Loading Docks	• Unclear emergency arrangements for incidents occurring at loading docks, including crush injuries, roll-aways and falls from height • Poor coordination between site emergency response and external emergency services where docks are shared or part of larger complexes • Inaccessible or unsuitable first aid and rescue equipment for the dock environment • Lack of emergency drills that reflect realistic loading dock scenarios, including dock leveller entrapment or vehicle impact	High	[redacted]	Medium
12. Consultation, Communication and Worker Engagement	• Insufficient involvement of workers, drivers and contractors in identifying and managing loading dock risks • Information about changes to dock systems, dock levellers or traffic routes not reaching all affected parties	Medium	[redacted]	Low

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	• Language, literacy or cultural barriers leading to misunderstanding of dock rules and procedures • Dock safety issues raised by workers not being addressed in a timely or transparent manner		[redacted]	

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