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Locksmith

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	HIERARCHY OF CONTROLS
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	Review before work start	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	

Hierarchy of Controls (pyramid):
- **Elimination** – Remove the hazard.
- **Substitution** – Replace the hazard.
- Isolation – Isolate People from the hazard
- **Engineering** – Isolate the hazard
- **Administrative** – Change
- PPE

SAMPLE

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 the 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. WHS Governance, Leadership & Legal Compliance	• Lack of clear WHS policy specific to locksmith work and mobile service environments • Directors and officers not adequately informed of due diligence duties under WHS Act 2011 • Inadequate consultation and communication with workers and subcontractors • Absence of defined WHS objectives, KPIs and review processes • Poor integration of WHS requirements into business planning and budgeting • Failure to monitor compliance with WHS Act 2011, WHS Regulations and relevant Codes of Practice	4A	• Develop, endorse and regularly review a WHS policy that specifically addresses locksmith operations, mobile work and after-hours call-outs • Ensure officers undertake WHS due diligence training, including obligations under WHS Act 2011 and relevant state/territory regulations • Establish a documented WHS management system aligned with AS/NZS ISO 45001, including clear responsibilities, accountabilities and authorities • Implement formal consultation arrangements (e.g. safety meetings, toolbox talks, HSR election where applicable) for all staff and regular contractors • Set measurable WHS objectives and KPIs (e.g. incident reporting rates, audit completion, training coverage) and review them at management meetings • Schedule annual WHS legal compliance reviews, including updates from regulators (e.g. SafeWork NSW, WorkSafe Victoria, WHSQ) and industry bodies • Integrate WHS considerations into strategic and financial planning, ensuring adequate resourcing for training, equipment, and risk controls • Maintain a documented process to review and implement relevant Safe Work Australia guidance and Codes of Practice for plant, hazardous manual tasks and mobile work	2M
2. Worker Competency, Licensing & Training Systems	• Inadequate verification of locksmith trade qualifications and security licensing requirements • Insufficient training on WHS responsibilities, hazard identification and risk reporting • Lack of competency assessment for use of specialised locksmith tools, portable power tools and small plant • No systematic induction for new workers, subcontractors or labour hire personnel • Failure to provide refresher training for high-risk tasks such as safe use of grinders, drills and key-cutting machinery • Inconsistent instruction for managing work in customers' premises, including access control and privacy requirements	4A	• Implement a formal competence and licensing register covering locksmith trade certificates, security licences, driving licences and any high-risk work licences where relevant • Develop a structured induction program covering WHS duties, hazard reporting, emergency procedures, manual task risks, and client-site expectations • Introduce competency-based training and assessment for key-cutting machines, portable power tools, battery tools and lock-picking equipment • Schedule periodic refresher training on WHS topics such as hazardous manual tasks, plant safety, electrical awareness and working alone/after hours • Include behavioural safety and client-interaction expectations in training, particularly for residential and sensitive commercial sites • Ensure subcontractors are required by contract to demonstrate qualifications, licensing and WHS training equivalent to direct employees • Maintain training records, attendance logs and competency sign-offs, and audit them at set intervals to identify gaps • Provide supervisors with training on coaching, observation and corrective feedback to reinforce safe systems of work	2M
3. Vehicle & Mobile Workshop Management	• Poorly maintained vehicles or mobile workshops leading to road accidents or breakdowns	4A	• Implement a scheduled vehicle maintenance program, including documented servicing, defect reporting and decommissioning criteria	2M

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	• Inadequate securing of tools, cylinders and stock within vehicles causing projectiles during braking or collision • Lack of system for managing driver fatigue for after-hours and emergency call-outs • Insufficient controls for parking and working from vehicles on roadsides, carparks and driveways • Inadequate inventory and storage systems for hazardous substances or gas cylinders transported in vehicles • Failure to manage distracted driving due to mobile phone use or GPS devices		• Fit vehicles with appropriate racking, tie-downs and barriers, and develop standards for load restraint of tools, machinery and cylinders • Introduce a journey management and fatigue policy addressing maximum hours, rest breaks, after-hours call-out limits and escalation protocols • Develop procedures for safe parking and work zones, including use of hazard lights, traffic cones, high-visibility workwear and where required, spotters • Establish a vehicle pre-start checklist (paper or digital) covering tyres, lights, restraints, first aid kit, fire extinguisher and emergency equipment • Prohibit handheld mobile phone use while driving and require hands-free systems and call diversion protocols • Ensure vehicles used as mobile workshops have adequate ventilation, separation of driver compartment from chemical storage and compliance with dangerous goods transport requirements where applicable • Include vehicle safety performance (e.g. ANCAP ratings, ABS, airbags) as a criterion in procurement and replacement policies	
4. Plant, Tools & Equipment Management	• Lack of systematic inspection and maintenance of key-cutting machines, grinders, drills and power tools • Use of damaged, unguarded or non-compliant equipment • Inadequate management of electrical safety for portable equipment and extension leads • Absence of procedures for tool selection leading to misuse or overloading • Uncontrolled introduction of new tools or technology without risk assessment • Inadequate labelling and management of defective equipment	4A		2M
5. Hazardous Manual Tasks & Ergonomics Management	• Repetitive movements and awkward postures when working on doors, frames, safes and vehicle locks • Manual handling of safes, commercial locksets, door hardware and bulk stock without mechanical aids	4A		2M

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	• Poor design of mobile workshop layout leading to overreaching, twisting and extended static postures • Insufficient consideration of ergonomic risks when planning jobs and allocating resources • Lack of guidance for safe lifting techniques and team lifting requirements • Inadequate management of cumulative strain from frequent hand-tool use and fine motor tasks				
6. Safe Systems for Customer-Site Work & Access Control	• Uncontrolled entry to unfamiliar premises, including high-crime or volatile environments • Poor site assessment leading to exposure to existing hazards (e.g. construction works, asbestos, live electrical parts) • Conflicts over property access, landlord–tenant disputes or domestic situations • Breach of client security protocols or privacy expectations • Lack of standard procedures for high-risk environments such as correctional facilities, hospitals, or secure government sites	4A			2M
7. Lone Work, After-Hours & Remote Response Management	• Workers attending call-outs alone at night or in remote areas without adequate communication systems • Exposure to aggression, violence or criminal activity during emergency lockouts or repossession-related work • Inadequate tracking of worker location and expected return times • Lack of structured escalation and emergency response protocols for lone workers	4A			2M

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	• Fatigue from irregular hours, on-call duties and extended shifts due to emergency work				
8. Security of Keys, Codes, Customer Data & Information	• Unauthorised access to master keys, restricted key blanks, codes or digital credentials • Poor recordkeeping of key cutting, duplication and distribution activities • Inadequate procedures for storage, transport and handover of high-security keys and lock components • Data breaches involving customer address details, access instructions or security system configuration • Conflicts of interest or fraud risks where controls do not separate duties for ordering, cutting and issuing high-security keys	4A			2M
9. Hazardous Substances, Dust & Noise Management	• Exposure to metal swarf, fine particulates and dust from key cutting, drilling and grinding • Noise exposure from key-cutting machines, grinders and impact tools in workshops or confined spaces • Use of lubricants, solvents, cleaners and adhesives without adequate control or information • Poor labelling and storage of hazardous substances in vehicles and workshops	3H			1L

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	• Lack of consideration for customer and bystander exposure to dust, fumes and noise at site				
10. Electrical, Fire & Emergency Preparedness	• Inadequate management of electrical hazards when working near live services, door strikes or security systems • Lack of clear emergency procedures for fire, medical events or violence at workplaces and customer sites • Insufficient fire protection equipment and maintenance in workshops and mobile units • Poor planning for evacuation or emergency access in cluttered workshops or storage areas • Workers not trained or drilled in emergency responses, including first aid and use of fire extinguishers	3H			1L
11. Psychosocial Risks, Workload & Client Interaction	• Exposure to aggressive, distressed or intoxicated clients during lockouts or repossession-related work • High workload, unpredictable call volumes and time pressure leading to stress and fatigue • Inadequate support for workers dealing with traumatic incidents (e.g. domestic violence call-outs, crime scenes) • Bullying, harassment or unreasonable demands within the workplace or from clients	4A			2M

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	• Limited worker input into scheduling and job allocation contributing to psychosocial strain				
12. Contractor, Supplier & Client WHS Interface	• Contractors performing locksmith work under the business name without equivalent WHS standards • Poor coordination of safety responsibilities between the locksmith business, host employers and other trades on site • Suppliers providing non-compliant hardware, tools or chemicals without adequate safety documentation • Ambiguity around who controls the workplace and associated WHS duties on host client sites • Lack of WHS criteria for contractor selection, evaluation and ongoing performance review	3H			1L
13. Incident Reporting, Investigation & Continuous Improvement	• Under-reporting of incidents, near misses and hazards due to blame or lack of simple systems • Failure to investigate incidents thoroughly and identify root causes • Lack of corrective action tracking leading to repeat incidents • Inadequate analysis of trends in injuries, vehicle accidents or customer complaints • No formal process for reviewing and updating risk assessments and procedures	3H			1L

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14. Documentation, Records, Audit & Monitoring	• Critical WHS procedures not documented, leading to inconsistent implementation across workers and sites • Outdated or uncontrolled documents causing confusion about current requirements • Inadequate recordkeeping for training, maintenance, inspections and risk assessments • Lack of internal audit or verification that WHS systems are operating as intended • Overly complex paperwork discouraging compliance and accurate completion	3H			1L

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 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-of-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/forms-and-resources/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.