

Office 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:	

SAMPLE

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.	Administrative Change	
								PPE	

  

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. WHS Governance, Responsibilities & Consultation	<ul style="list-style-type: none"> <li>Unclear WHS roles and responsibilities leading to unmanaged office safety risks</li> <li>Absence of a documented WHS policy aligned with WHS Act 2011 and WHS Regulations</li> <li>Inadequate officer due diligence in monitoring safety performance and compliance</li> <li>Poor consultation mechanisms with workers and HSRs resulting in unidentified hazards</li> <li>No systematic review of WHS objectives, KPIs and legal compliance</li> <li>Lack of worker empowerment to cease unsafe work or report concerns without reprisal</li> </ul>	3H	<ul style="list-style-type: none"> <li>Establish and maintain a documented WHS policy endorsed by senior management that references WHS Act 2011 duties for PCBUs, officers and workers</li> <li>Define, document and communicate WHS roles, responsibilities and accountabilities for all levels (officers, managers, supervisors, workers, contractors)</li> <li>Implement an officer due diligence framework including regular WHS reporting, legal updates and documented safety leadership activities</li> <li>Implement formal consultation arrangements, including WHS committees and Health and Safety Representatives (HSRs) where applicable, with scheduled meetings and documented actions</li> <li>Integrate WHS objectives and targets into business plans, with measurable office safety indicators (e.g. incident rates, inspection completion, corrective action closure times)</li> <li>Establish a procedure that enables workers to report hazards and cease or refuse unsafe work in line with WHS Act provisions, without adverse consequences</li> <li>Conduct an annual management review of the WHS management system, including office safety performance, to drive continual improvement</li> </ul>	2M
2. Office Layout, Housekeeping & General Work Environment	<ul style="list-style-type: none"> <li>Poor office layout creating trip hazards from cluttered walkways, cables and boxes</li> <li>Insufficient space between workstations leading to human hazards and restricted movement</li> <li>Blocked access to emergency exits, fire equipment and first aid</li> <li>Inadequate housekeeping practices leading to accumulation of waste and stored items in inappropriate areas</li> <li>Uncontrolled use of storage areas, kitchenettes and corridors as temporary storage</li> <li>Inadequate signage for emergency exits, restricted areas and shared spaces</li> </ul>	3H	<ul style="list-style-type: none"> <li>Develop and implement an office layout and space planning standard that specifies minimum clearances for walkways, workstations and access routes</li> <li>Introduce a documented housekeeping procedure with responsibilities for workers, cleaning contractors and managers, including daily checks of walkways and exits</li> <li>Implement a cable management system (e.g. floor cable covers, under-desk trays, wall routing) and prohibit loose leads across walkways</li> <li>Establish a clear policy prohibiting the storage of materials in corridors, stairwells, in front of switchboards, or blocking access to fire equipment and exits</li> <li>Conduct regular office inspections using a standard checklist that covers layout, housekeeping, emergency access and signage, with corrective actions tracked to completion</li> <li>Ensure emergency exit and information signage complies with relevant Australian Standards and is routinely checked for visibility and currency</li> <li>Include housekeeping standards and expectations in worker induction and refresher training</li> </ul>	2M
3. Ergonomics & Workstation Design (Office Furniture & Equipment)	<ul style="list-style-type: none"> <li>Poorly designed or non-adjustable office furniture leading to musculoskeletal disorders (MSDs)</li> <li>Incorrect workstation setup (chair, desk, screen, keyboard, mouse) resulting in sustained awkward postures</li> </ul>	3H	<ul style="list-style-type: none"> <li>Establish ergonomic design and procurement standards for office furniture and equipment, requiring height-adjustable chairs, appropriate desk heights and adequate leg clearance</li> <li>Implement a formal workstation assessment program, including self-assessment tools and access to trained ergonomic assessors for higher-risk cases</li> </ul>	2M

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	<ul style="list-style-type: none"> <li>High use of laptops without docking stations or external peripherals leading to neck and shoulder strain</li> <li>Insufficient variation in tasks and postures contributing to static loading and fatigue</li> <li>Lack of system for ergonomic assessment of workers with pre-existing injuries or specific needs</li> <li>Inadequate procurement standards for office furniture and equipment not meeting ergonomic requirements</li> </ul>		<ul style="list-style-type: none"> <li>Require the provision and use of external monitors, keyboards and mice when laptops are used as primary devices for more than a defined threshold (e.g. 2 hours per day)</li> <li>Develop and communicate a workstation setup guideline (with diagrams or videos) that covers chair adjustment, screen height, keyboard and mouse positioning</li> <li>Introduce policies encouraging task variation, micro-breaks and the use of sit-stand desks where available, integrated into workload planning and performance expectations</li> <li>Ensure that reasonable adjustments and tailored ergonomic solutions are provided for workers with reported discomfort, injuries, or disability, with follow-up monitoring</li> <li>Audit compliance with ergonomic standards as part of routine WHS inspections and management reviews of office safety</li> </ul>	
4. Work-Related Stress, Psychosocial Hazards & Workload Management	<ul style="list-style-type: none"> <li>Excessive workload, unrealistic deadlines and poor resource allocation causing work-related stress</li> <li>Lack of role clarity and conflicting priorities leading to anxiety and reduced psychological safety</li> <li>Inadequate systems to manage bullying, harassment, discrimination or occupational violence (including online)</li> <li>Limited support for workers experiencing mental health issues or exposure to traumatic incidents</li> <li>Poor change management processes creating uncertainty and job insecurity</li> <li>Inflexible work arrangements leading to work-life conflict and fatigue</li> </ul>		<p>[REDACTED]</p>	2M
5. Office Equipment Safety (Electrical, Mechanical & General Use)	<ul style="list-style-type: none"> <li>Uncontrolled use of electrical office equipment (e.g. printers, shredders, heaters, chargers) creating fire or electric shock risks</li> <li>Use of non-compliant personal electrical appliances brought from home without inspection</li> </ul>	3H	<p>[REDACTED]</p> <p>[REDACTED]</p>	1L

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	<ul style="list-style-type: none"> <li>Poorly maintained photocopiers and printers emitting excessive heat, noise or ozone in confined areas</li> <li>Inadequate guarding or controls on paper shredders and other mechanical devices</li> <li>Overreliance on double adaptors and powerboards, leading to overloading and overheating</li> <li>Lack of clear instructions or training for safe use of multifunction devices and shared equipment</li> </ul>		[REDACTED]	
6. Electrical Infrastructure, Data Cabling & Power Management	<ul style="list-style-type: none"> <li>Inadequate design or maintenance of fixed electrical installations increasing risk of fire or electric shock</li> <li>Overloaded circuits due to uncontrolled expansion of office equipment</li> <li>Unprotected or poorly routed data and power cabling creating trip hazards or damage potential</li> <li>Lack of documented inspection and maintenance schedules for switchboards and distribution boxes</li> <li>Absence of surge protection or UPS systems for critical data and IT equipment</li> <li>Unclear responsibilities between landlord, building manager and tenant for electrical safety and maintenance</li> </ul>	3H	[REDACTED]	2M
7. Office Furniture Procurement, Installation & Maintenance	<ul style="list-style-type: none"> <li>Procurement of low-quality or non-compliant office furniture that fails or collapses</li> <li>Uncontrolled installation processes resulting in unsecured shelves, screens or storage units</li> <li>Inadequate load rating or misuse of shelving and storage units leading to structural failure</li> </ul>	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> <li>Lack of inspection and maintenance regime for chairs, desks and storage furniture</li> <li>Furniture placement interfering with fire systems, air-conditioning or access routes</li> <li>Uncoordinated disposal of old furniture creating manual handling and trip hazards</li> </ul>		[REDACTED]	
8. Manual Handling, Storage Systems & Document Management	<ul style="list-style-type: none"> <li>Frequent lifting, carrying or reaching for files, stationery and equipment without manual handling controls</li> <li>Poorly designed storage systems with heavy items placed at high or low levels</li> <li>Uncontrolled use of archive boxes, water bottles and IT equipment as ad hoc lifting tasks</li> <li>Inadequate provision of trolleys or mechanical aids for internal office moves</li> <li>Lack of guidance on safe handling when relocating work from furniture or equipment</li> <li>Unmanaged accumulation of records leading to cluttered shelves and housekeeping issues</li> </ul>	3H	[REDACTED]	2M
9. Slips, Trips & Falls (Floors, Stairs, Entryways)	<ul style="list-style-type: none"> <li>Wet or contaminated floors at entrances, kitchens and amenities creating slip risks</li> <li>Uneven flooring, loose carpet tiles or thresholds causing trip hazards</li> <li>Stairways without adequate handrails, lighting or visual contrast markings</li> <li>Inadequate control of cords, boxes and personal items in walkways and under desks</li> <li>Poorly managed cleaning activities with no warning signage or area isolation</li> </ul>	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> <li>Insufficient footwear guidance for workers who frequently move between office and external areas</li> </ul>		[REDACTED]	
10. Fire, Emergencies & First Aid Preparedness	<ul style="list-style-type: none"> <li>Lack of a documented emergency plan specific to the office layout and occupancy</li> <li>Insufficient number or training of Wardens and First Aiders for office population</li> <li>Inadequate maintenance and testing of fire detection, alarm and suppression systems</li> <li>Workers unfamiliar with evacuation routes, assembly areas or procedures for mobility-impaired persons</li> <li>First aid facilities and kits not aligned with risk profile or not maintained</li> <li>Poor coordination with building management, neighbouring tenants and emergency services</li> </ul>	4A	[REDACTED]	2M
11. Information & Communication Technology (ICT) Use & Screen-Based Work	<ul style="list-style-type: none"> <li>Extended periods of screen-based work leading to visual strain and fatigue</li> <li>Inadequate guidance on safe use of mobile devices, including tablets and smartphones</li> <li>Poorly designed software interfaces or work processes leading to cognitive overload and error</li> <li>Lack of protocols for managing notifications, emails and after-hours contact contributing to stress</li> <li>Inadequate cyber security training leading to phishing or data breaches</li> </ul>	3H	[REDACTED]	2M

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	with potential psychosocial and operational impacts		[REDACTED]	
12. Contractor, Vendor & Visitor Management (Office Environment)	<ul style="list-style-type: none"> <li>Contractors (e.g. cleaners, maintenance, IT) performing tasks without adequate induction or supervision in the office environment</li> <li>Poor coordination of maintenance or construction works leading to noise, dust, trip hazards or restricted access for office workers</li> <li>Inadequate controls for visiting clients or members of the public in reception and meeting areas</li> <li>Lack of clarity about responsibilities for WHS when using co-working spaces shared facilities</li> <li>Inadequate due diligence on contractor safety performance and competences</li> </ul>	3H	[REDACTED]	2M
13. Environmental Conditions (Lighting, Thermal Comfort, Noise & Air Quality)	<ul style="list-style-type: none"> <li>Insufficient or excessive lighting causing eye strain, headaches or trip hazards</li> <li>Poor thermal comfort (temperature, drafts, humidity) contributing to discomfort and reduced productivity</li> <li>Inappropriate noise levels from open-plan layouts, office equipment or construction works leading to distraction and stress</li> <li>Inadequate ventilation or poorly maintained HVAC systems affecting indoor air quality</li> <li>Unmanaged exposure to fragrances, chemicals or allergens in the office environment</li> </ul>	2M	[REDACTED]	1L

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14. Training, Induction & Competency for Office-Based Roles	<ul style="list-style-type: none"> <li>Workers unaware of WHS expectations, office procedures and emergency arrangements</li> <li>Supervisors and managers lacking competency in risk management and WHS consultation</li> <li>Inconsistent induction for temporary staff, contractors and volunteers working in office areas</li> <li>No structured refresher training resulting in erosion of safety knowledge over time</li> <li>Lack of evaluation of training effectiveness and learning transfer into daily practice</li> </ul>	3H	[REDACTED]	2M
15. Incident Reporting, Investigation & Corrective Actions	<ul style="list-style-type: none"> <li>Under-reporting of hazards, near misses and minor incidents due to complex processes or fear of blame</li> <li>Inadequate investigation of office-based incidents leading to repeated events</li> <li>Failure to identify and address systemic causes such as poor processes or workload issues</li> <li>Poor tracking and closure of corrective actions from inspections, audits and investigations</li> <li>Lack of analysis of incident data to identify trends specific to the office environment</li> </ul>	3H	[REDACTED]	2M
16. Remote, Hybrid & Home-Based Office Work	<ul style="list-style-type: none"> <li>Inadequate risk management for workers performing office tasks from home or remote locations</li> <li>Poor ergonomic setup of home workstations leading to musculoskeletal and visual strain</li> </ul>	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> <li>• Blurring of work–life boundaries increasing psychosocial risks and fatigue</li> <li>• Reduced visibility of workload, isolation and reduced access to informal support</li> <li>• Inadequate information security and data protection when working offsite</li> </ul>		<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.