On Site Repair and Service for Forklift

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:

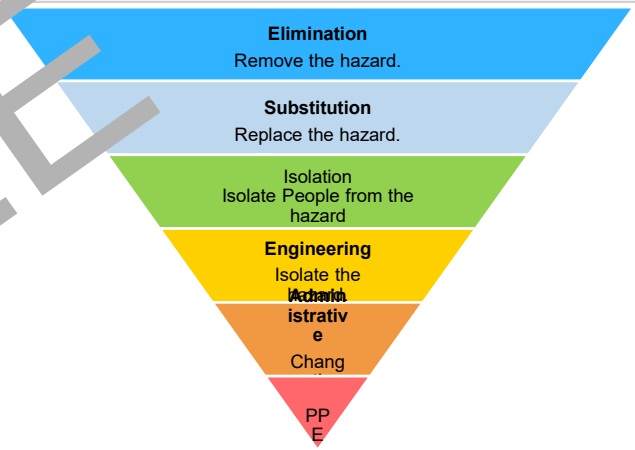
CLIENT OR PRINCIPAL CONTRACTOR DETAILS

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, Roles and Responsibilities	• Unclear WHS duties for PCBUs, officers, managers, supervisors and mobile service technicians under WHS Act 2011 • Lack of documented WHS policy specific to on site forklift repair and service activities • Inadequate officer due diligence in verifying that WHS risk controls and resources are in place for field service work • Fragmented WHS oversight where host PCBU and service company assume the other party is managing key risks • No formal process for consultation, cooperation and coordination between host workplaces and the service provider • Inadequate reporting and oversight of incidents, near misses and non conformances from field activities	High	• Establish and maintain a WHS management system that specifically addresses mobile / on site repair and service of forklifts, with clear linkages to the WHS Act 2011 and relevant Regulations and Codes of Practice • Define and document WHS roles, responsibilities and accountabilities for directors, managers, supervisors, schedulers, coordinators and technicians undertaking on site forklift service work • Require officers to exercise due diligence through regular review of WHS performance reports for field service work (incidents, audits, training status, corrective actions, verification of controls) • Develop a written WHS governance procedure describing how the service provider will consult, cooperate and coordinate with host PCBUs for each site visit, including exchange of safety information and agreed controls • Include WHS expectations, responsibilities and consultation requirements for on site work in contracts, service level agreements and work orders with customers • Implement a process so that any WHS issues identified on customer sites (unsafe plant, traffic layouts, lack of separation, housekeeping) are documented, communicated to the host PCBU and escalated internally • Schedule periodic internal audits and management reviews focusing specifically on on site forklift repair and service risks, compliance and effectiveness of system controls • Ensure a clear escalation pathway for technicians to stop work and report if site conditions or plant are considered unsafe, without fear of reprisal	Medium
2. Client and Site Engagement Management	• Assumption that host PCBU has adequately controlled all site risks relevant to the service activity • Lack of pre engagement verification of client's WHS arrangements, traffic management, emergency procedures and plant condition • Inadequate sharing of information about hazardous chemicals, confined or restricted areas, overhead powerlines or other critical hazards before arrival on site • No formal process to agree responsibilities between service provider and client for isolations, exclusion zones and supervision • Poor management of variations to scope of work on site leading to technicians working outside agreed controls	High	• Implement a client pre qualification process that includes review of the client's WHS systems, traffic management, plant safety management and emergency arrangements before entering into ongoing service agreements • Develop and use a standard pre visit WHS information form that must be completed or confirmed by the client before scheduling site attendance (site rules, induction requirements, key risks, isolation processes, emergency contacts) • Document a service engagement procedure requiring written agreement on responsibilities for isolations, permits, provision of plant information, supervision and provision of safe access for each job or contract • Require that detailed job scopes, including known hazards and agreed controls, are documented in work orders or digital job management systems and communicated to technicians before dispatch • Establish a formal variation management process so that any material change to the work scope or site conditions triggers review of risks and, where necessary, approval from a supervisor before proceeding • Ensure technicians are trained to seek and document site inductions, traffic management rules, exclusion zones and emergency procedures on arrival, and to challenge or report if critical information is not available • Maintain records of client site specific requirements (e.g. high risk work permit systems, confined spaces procedures, height access rules) within the job management system and keep them current through periodic review with the client	Medium

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	• Inadequate management of language, literacy, cultural or competence barriers with client representatives		• Include clear stop work authority in contracts and internal procedures, allowing technicians to decline or suspend work where agreed controls or site safety standards are not in place	
3. Contractor, Subcontractor and Labour Hire Management	• Use of subcontractors or labour hire technicians without adequate vetting of their WHS competence and systems • Inconsistent induction, training and supervision standards between direct employees and external workers • Lack of clarity over which PCBU is responsible for providing equipment, PPE, training and supervision for subcontractors and labour hire workers • Inadequate communication of procedures for working on client sites, including reporting lines and escalation pathways • Subcontractors using unverified tools, test equipment or vehicles that do not meet safety standards • Poor incident reporting and investigation coverage for subcontractors leading to poor reporting of risks and trends	High	• Establish a formal contractor and labour hire management procedure that defines selection, onboarding, monitoring and review requirements in line with WHS Act 2011 duties of PCBUs sharing a workplace • Pre qualify all subcontractors and labour hire providers, requiring evidence of WHS management, licences, high risk work authorisations, training records, insurances and incident history • Ensure contracts clearly define WHS obligations, including adherence to the service provider's WHS policies and procedures, use of specified PPE and equipment, and participation in consultation, training and incident reporting • Provide subcontractors and labour hire workers with the same WHS induction, field safety procedures and job management system access as direct employees, with records retained • Implement a verification process to confirm that subcontractors' vehicles, tools, lifting equipment and test instruments used on site are inspected, maintained and compliant with relevant standards • Define clear supervision and communication arrangements for subcontractors and labour hire personnel, including named supervisors and expectations for toolbox talks, pre job checks and debriefs • Include subcontractors and labour hire workers in WHS audits, safety observations, performance reviews and lessons learned processes related to on site repair and service work • Require all subcontractors and labour hire workers to report incidents, hazards and near misses into the service provider's incident management system, with access and training provided	Medium
4. Competency, Licensing and Training Systems	• Technicians performing complex fault finding, repairs or modifications on forklifts without appropriate training or experience • Expired or invalid high risk work licences for operating forklifts or other plant as part of service work • Insufficient training on WHS legislative duties, lockout tagout (LOTO), energy isolation, and electrical safety for mobile service conditions • Lack of competence in assessing and managing site specific hazards (e.g. traffic, pedestrians, loading docks, racking, outdoor yards) • Inadequate understanding of manufacturer instructions, Australian	High	[redacted]	Medium

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	Standards and load rating requirements for forklifts and attachments • No structured process for refresher training, skills verification or mentoring of new or junior technicians • Insufficient training in dynamic risk assessment, JSA / risk assessment tools and stop work authority for changing site conditions		[redacted]	
5. Plant, Tools, Equipment and Vehicle Management	• Service vehicles not maintained, inspected or fitted out to safely transport tools, parts, gas cylinders and batteries • Use of damaged, unsuitable or uncalibrated tools, lifting equipment, jacks, stands or test instruments • Inadequate systems for inspection and tagging of lifting acces[illegible]nd safety critical equipment u[illegible]d during on site repairs • Poorly designed ve[illegible]orage leading to manual handling risks, fall[illegible]g objects or unsecured loads in vehi[illegible]s • Lack of standardisation [illegible]ls and equipment leading to inconsistent safety performance between technicians • No formal process to withdraw unsafe tools or vehicles from service and record corrective actions	High	[redacted]	Medium
6. Work Planning, Scheduling and Journey Management	• Technicians driving excessive distances or working extended hours to meet service demands, leading to fatigue	High	[redacted]	Medium

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	• Unrealistic time allocations for jobs that do not include site inductions, risk assessment and delays due to client operations • Pressure to complete urgent breakdowns that may encourage short cuts or working without full controls in place • Inadequate route planning exposing technicians to high traffic risk environments or remote / isolated work without support • Poor communication of changes to site access, operating hours or special conditions leading to rushed or unplanned work • Failure to monitor location and welfare of technicians working alone or at high risk client sites		[redacted]	
7. Site Access, Traffic and Pedestrian Interface Management	• Technicians working on lifts in areas with active traffic including trucks, forklifts and other mobile plant • Lack of formalised exclusion zone or barricades around forklifts under rep • Inadequate coordination with site traffic management plans leadi technicians working in travel paths or loading areas • Poor visibility, blind spots and reversing activities in yards and warehouses where service work occurs • Pedestrian and public exposure to the service work area, especially at multi user or open sites • Service vehicles entering congested or poorly controlled yard areas without clear right of way rules	High	[redacted]	Medium

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			[redacted]	
8. Energy Isolation, Lockout and Plant Safety Management	• Uncontrolled movement of forklifts during inspection, testing or repair due to inadequate isolation of drive or braking systems • Failure to de energise and lockout electrical, hydraulic, pneumatic or battery systems before working on them • Absence of standardised lockout tagout devices and procedures suitable for the range of forklift types serviced • Reliance on informal controls (keys removed only) without consideration o stored energy or remote activation • Modifications or non st attachments on forkli not covered by manufacturer docu entation or risk assessments • Inadequate verificatio that parking brakes, chocks and support stands e correctly used and maintained	High	[redacted]	Medium
9. Hazardous Chemicals, Fuels and Batteries Management	• Exposure to hazardous substances such as fuels, oils, hydraulic fluids, solvents, cleaning agents and battery electrolytes during service work • Inadequate systems for storage, transport and disposal of hazardous chemicals and waste from service vehicles and client sites • Lack of up to date safety data sheets (SDS) accessible to technicians at the point of use	High	[redacted]	Medium

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	• Poor management of lead acid and lithium ion battery hazards, including fire, explosion, arc flash and chemical exposure risks • Inconsistent use of appropriate PPE and spill containment measures when handling chemicals or batteries on site • Environmental contamination from spills not properly contained and cleaned, potentially breaching environmental obligations		[redacted]	
10. Manual Handling, Ergonomics and Physical Demands	• Technicians repeatedly lifting, carrying or handling heavy components, wheels, batteries and parts without mechanical assistance • Awkward postures and constrained working positions when accessing components in tight are[redacted]nder forklifts on client site[redacted] • Use of inappropr[redacted]e manual h[redacted]dling techniques due to l[redacted]k of [redacted]pmen[redacted] time pressure • Poor ergonomic design of servic[redacted] vehicles and storage sys[redacted]ding to excessive reaching, twisting or over shoulder lifting • Cumulative musculoskeletal strain from repetitive tasks and vibration exposure from power tools and driving • Inadequate early reporting and management of discomfort or musculoskeletal symptoms	High	[redacted]	Medium
11. Communication, Consultation and Worker Participation	• Technicians working largely alone and mobile with limited access to	Medium		Low

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	consultation forums and WHS communication • Inadequate mechanisms for workers to raise WHS concerns about clients, equipment or procedures and receive timely feedback • Poor dissemination of safety alerts, technical bulletins and lessons learned from incidents across geographically dispersed teams • Lack of involvement of technicians in risk assessments and development of procedures for on site service work • Miscommunication between schedulers, supervisors and technicians regarding hazards, client expectations or changes to work scope • Language, literacy or cultural barriers that reduce understanding of WHS information or confidence to speak up		[redacted]	
12. Incident, Near Miss and Non Conformance Management	• Under reporting of incidents, near misses and hazards by mobile technicians due to time pressure, administrative burden or cultural factors • Delayed or incomplete investigations that fail to identify systemic causes and necessary control improvements • Lack of feedback to technicians and clients about incident outcomes and corrective actions, reducing learning and engagement • Inconsistent classification and recording of incidents occurring on client sites versus the service provider's premises • Failure to capture significant client side hazards identified by technicians (e.g. repeated unsafe traffic conditions) into the service provider's risk register	High	[redacted]	Medium

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	• Inadequate process for notifiable incident identification and notification to the regulator as required by WHS legislation		[redacted]	
13. Documentation, Procedures and Information Management	• Technicians using outdated or inconsistent procedures, service bulletins or technical information when performing on site repairs • Critical WHS information (e.g. isolation steps, emergency contacts, client rules) not readily accessible in the field • Overly complex or lengthy procedures that discourage use and lead to informal, undocumented practices • Lack of version control leading to multiple conflicting copies of risk assessments, SWMS ar… instructions • Inadequate docu…entation of sit… specific variations, … st… …d installations or client specific risk controls • Loss of records relating … …ctions, maintenance, training or incidents affecting legal defensibility and trend analysis	M…m	[redacted]	Low
14. Emergency Preparedness and Response for Field Service	• Technicians and clients unprepared for emergencies arising during on site service such as fire, battery thermal events, spills, crush injuries or medical episodes • Inconsistent understanding of roles and responsibilities between service provider and host PCBU during emergencies	High	[redacted]	Medium

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	• Lack of suitable emergency equipment in service vehicles for foreseeable incidents (first aid, fire extinguishers, spill kits) • Inadequate knowledge of site specific emergency procedures, assembly points and communication channels • Delayed emergency response for technicians working alone, in remote areas or outside normal hours • No post incident support or debrief process leading to unresolved psychological impacts and missed learning		[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 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