Pallet Jack			
Business Name:		ABN:	
Business Address:			
Contact Person:	Phone:	Email:	

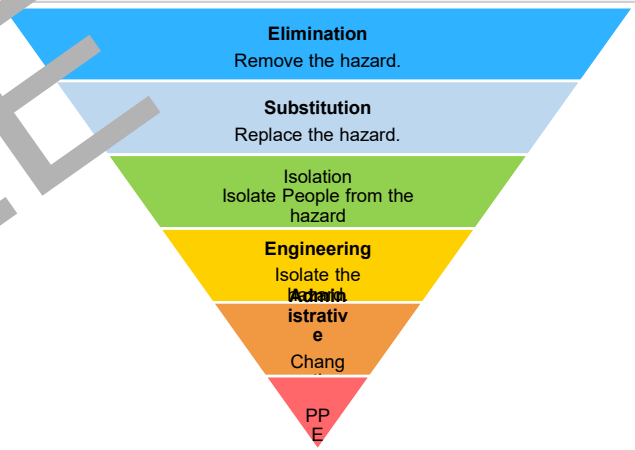
THIS RISK ASSESSMENT IS APPROVED BY THE PCBU OF THE PROJECT		
Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.		
Full Name:		
Signature:	Title:	Date:

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. Procurement and Design Selection	• Selection of pallet jacks (manual, powered, ride-on) that are not fit for the intended task, load type or operating environment • Purchase of equipment that does not comply with relevant Australian Standards or manufacturer safety specifications • Inadequate consideration of ergonomic design leading to excessive pushing, pulling or awkward postures • No standardised procurement criteria, resulting in inconsistent safety features across the fleet (e.g. lack of emergency stop, guards, speed limiting) • Failure to consider battery type, charging systems and associated fire/electrical risks for powered and ride-on pallet jacks	High	• Develop and implement a formal procurement procedure that requires WHS review and sign-off for all pallet jacks in accordance with the WHS Act 2011 and WHS Regulation • Specify compliance with relevant Australian Standards and manufacturer recommendations in purchase contracts for manual, powered and ride-on pallet jacks • Use a documented plant risk assessment process before purchase to evaluate suitability for load type, gradient, floor condition, pedestrian traffic, racking layout and operating environment (including cold stores and docks) • Standardise preferred models and configurations to ensure consistent safety features such as deadman controls, emergency stop, speed limiting, anti-tilt devices and horn • Consult workers, Health and Safety Representatives (HSRs) and maintenance personnel during procurement to identify practical design and usability issues • Ensure ergonomic considerations are built into selection criteria (handle height, control layout, visibility, steering effort, ride platform design) • Include requirements for safe battery systems, appropriate chargers, ventilation and fire protection in procurement specifications for powered units	Medium
2. Governance, WHS Management System and Legal Compliance	• Lack of clear WHS governance for the management of pallet jacks as plant under the WHS Act 2011 and WHS Regulation • No documented policies or procedures covering selection, operation, inspection, maintenance and decommissioning of pallet jacks • Failure to identify and discharge the primary duty of care and due diligence obligations of PCBUs and officers in relation to mobile plant • Inadequate integration of pallet jack risks into the organisation's WHS management system and risk register • Poor consultation with workers and HSRs regarding changes to pallet jack systems, layout, traffic management or procedures	High	• Establish a documented WHS Plant Management Procedure that explicitly covers manual, powered and ride-on pallet jacks in line with WHS Act 2011 and WHS Regulation requirements for plant • Assign clear roles and responsibilities for pallet jack governance, including officers, line management, supervisors, maintenance and operators • Include pallet jack risks in the corporate WHS risk register, with defined risk owners, review dates and performance indicators • Implement a change management process for new or modified pallet jack types, operating environments, traffic routes or storage systems, including formal risk assessment and consultation • Ensure officer due diligence through regular reporting on pallet jack incidents, near misses, inspections and training compliance at WHS committee and leadership meetings • Formalise worker and HSR consultation mechanisms for pallet jack issues via toolbox talks, safety committees and documented feedback loops • Periodically audit compliance of pallet jack management practices against the WHS Act 2011, WHS Regulation and relevant Codes of Practice (e.g. Managing Risks of Plant in the Workplace)	Medium
3. Training, Competency and Authorisation	• Operators using powered and ride-on pallet jacks without formal competency-based training	High	• Develop and implement a structured training and competency program for all pallet jack types that includes theory, practical assessment and site-specific hazards	Medium

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	• Inadequate induction for new workers, labour hire staff, contractors and temporary workers • No verification of competency specific to each plant type (manual, powered walk-behind, ride-on) • Lack of refresher training and competency reassessment, leading to skill fade and unsafe habitual practices • Absence of an authorisation system leading to unauthorised use of pallet jacks		• Maintain a documented competency matrix that records who is trained and authorised to operate each type of pallet jack • Introduce an operator authorisation system (e.g. p licence, ID indicator, or access control) so only competent persons can operate powered and ri on units • Include pallet jack safety, traffic manage t, load stabil , battery charging areas and emergency procedures in the workplace induction progr • Schedule regular refresher training and comp cy reassessm t (e.g. every 2–3 years or following incidents, near misses or sig cant changes to s ems) • Ensure supervisors are traine monitor operato haviour, correct unsafe practices and escalate competency concer • Provide addi al targete raining high-r environments such as loading docks, drive-in racking, steep gradie and high-p estrian z	
4. Supervision, Behaviour and Safety Culture	• Unsafe driving behaviours such as excessive speed, riding on equipment not designed for riding, or horseplay with pallet jacks • Normalisation of unsafe shortcuts in busy periods (e.g. operating without checking route, overloading, carrying passengers on ride-on pla rms) • Inadequate supervi on and enforcement of sit ules for powered and ride-on pallet j ks • Failure to report near misses, mino collisions and unsafe conditions involving pallet jacks • Production pressure overriding safe systems of work	gh	[redacted]	Medium
5. Traffic Management and Workplace Design	• Interaction between pallet jacks (particularly powered and ride-on) and pedestrians in shared spaces • Congested aisles, blind corners, poor line of sight and inadequate separation of people and plant • Unsuitable flooring, ramps or dock levellers creating instability, loss of control or tip/roll-away events	High	[redacted]	Medium

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	• Inadequate signage, line marking, mirrors and lighting in pallet jack operating areas • Poor layout of storage, staging and loading zones leading to high reversing frequency and complex manoeuvring		[redacted]	
6. Maintenance, Inspection and Pre-Use Systems	• Pallet jacks used while faulty, with ineffective brakes, steering, wheels, forks, controls or safety devices • Lack of scheduled servicing for powered and ride-on pallet jacks leadin to mechanical or electrical failure • No documented pre-use inspection process, resulting in hazards not being identified or reported • Inadequate mana ement of out-of-service equipment llowing nt use • Use of non-genuine parts or unqualified repairers compromisi safety and compliance	Hig	[redacted]	Low
7. Battery Charging, Energy and Fire Risk Management	• Improper charging of powered and ride-on pallet jacks leading to battery failure, fire or explosion • Inadequate ventilation in charging areas, creating build-up of gases or heat • Poor management of electrical hazards including damaged chargers, leads or outlets	High	[redacted]	Medium

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	• Uncontrolled storage of flammable materials near charging stations • Lack of procedures for handling battery leaks, spills or thermal events		[redacted]	
8. Load Management, Storage Systems and Stability Controls	• Systemic overloading of pallet jacks beyond rated capacity due to production or storage pressures • Inadequate control of pallet and load quality (broken pallets, unwrapped loads, unstable stacks) • Poor racking design or configuration leading to difficult access, awkward manoeuvring and collision risk • No documented load stability standards for pallet height, wrapping a[redacted] stacking arrangements • Lack of controls to prev[redacted]se of palle jacks in unsuitable ra[redacted]g or storage systems (e.g. steep gradients, drive-in racks without appr[redacted]riate desig[redacted]iew)	High	[redacted]	Medium
9. Ergonomics and Manual Handling Risk Management	• Excessive pushing and pulling forc[redacted] required to move manual pallet jac[redacted], particularly on slopes, dar[redacted]ages[redacted]ors or with heavy loads • Poor workplace design leading to awkward postures, repetitive movements or twisting when operating pallet jacks • Insufficient consideration of operator size, capability and fitness for ride-on platforms and controls • Systematic assignment of high-exertion pallet jack tasks to a small subset of workers, increasing cumulative injury risk	High	[redacted]	Medium

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SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
	• Lack of integration between manual handling risk assessment and plant selection for pallet movement tasks		[redacted]	
10. Contractor, Labour Hire and Visitor Management	• Contractors and labour hire workers operating pallet jacks without site-specific training or authorisation • Inconsistent safety standards where contract logistics providers operate within the same warehouse or loading dock • Visitors and drivers entering pallet jack operating zones without adequate briefing or controls • Unclear allocation of WHS responsibilities between PCBUs sharing the workplace	Medium	[redacted]	Low
11. Emergency Preparedness, Incident Management and First Aid	• Inadequate planning f[redacted] jack-related emergencies[redacted]uch as collisions, crush injuries, batt[redacted]y fires or spills • Delayed or ineffe[redacted]nse to incidents due to lack of training or unclear responsibilities • Under-reporting of minc[redacted]nts and near misses, leading to missed opportunities for systemic improvement • Insufficient first aid resources or training for likely pallet jack injuries	Medium	[redacted]	Low
12. Monitoring, Auditing and Continuous Improvement	• Failure to detect deteriorating controls or emerging risks associated with pallet jacks	Medium	[redacted]	Low

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SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
	• Inadequate performance monitoring leading to complacency about pallet jack safety • Lack of structured review of risk assessments, traffic management and plant systems after changes or incidents • Data on pallet jack incidents and maintenance not being analysed for trends or systemic issues		[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