

**Pedestrian Management and Public Interaction 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:	



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.	<b>Administrative</b> Change	
								<b>PPE</b>	

  

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, Legal Compliance and Consultation	<ul style="list-style-type: none"> <li>Lack of a documented WHS management system addressing pedestrian and public interaction risks</li> <li>Failure to identify and comply with WHS Act 2011, WHS Regulations and relevant Australian Standards (e.g. AS 1742 series for traffic control devices)</li> <li>Inadequate consultation with workers, HSRs and contractors on pedestrian management risks and controls</li> <li>No clear allocation of WHS responsibilities for pedestrian and public safety at and around worksites</li> <li>Poor integration of client, principal contractor, road authority and local council requirements into site systems</li> <li>Inadequate review of incidents, near misses and enforcement notices related to traffic and pedestrian safety</li> </ul>	4A	<ul style="list-style-type: none"> <li>Establish and maintain a documented WHS management system that specifically addresses pedestrian management and public interaction safety, aligned with WHS Act 2011 and WHS Regulations</li> <li>Develop a Pedestrian and Public Interaction Safety Policy endorsed by senior management, setting expectations for all operations on or near public roads, footpaths and public spaces</li> <li>Define and document WHS roles, responsibilities and accountabilities for pedestrian safety (PCBU, officers, supervisors, traffic controllers, subcontractors)</li> <li>Implement formal worker consultation processes (toolbox talks, safety meetings, HSR forums) focused on traffic and pedestrian management issues before and during works</li> <li>Ensure all site and project planning incorporates relevant codes of practice (e.g. Managing the risk of plant in the Workplace, Construction Work, Traffic Management) and state-based guidance on traffic control at work sites</li> <li>Establish a process to monitor legislative and standards changes relating to roadworks and pedestrian safety and update procedures and training accordingly</li> <li>Implement a governance system for incident, near miss and complaint reporting relating to pedestrian and traffic management, including root cause analysis and system-level corrective actions</li> <li>Conduct periodic management system audits focused on pedestrian/public interaction controls, including contractor compliance with the organisation's systems</li> </ul>	3H
2. Strategic Planning and Design of Works in Public Spaces	<ul style="list-style-type: none"> <li>Insufficient early-stage planning for work in proximity to pedestrians, busy roads, footpaths and public spaces</li> <li>Failure to eliminate or minimise the need for work in live traffic or high pedestrian density environments through design</li> <li>Inadequate consideration of bystander behaviour, vulnerable pedestrians and peak pedestrian/traffic periods during planning</li> <li>Late changes to scope or design that increase pedestrian interface risks without proper reassessment</li> <li>Design of pruning or maintenance operations that requires workers and plant to encroach on public paths and roadways unnecessarily</li> <li>Lack of coordination of simultaneous operations by multiple PCBUs around the same public area</li> </ul>	4A	<ul style="list-style-type: none"> <li>Introduce a formal pre-project planning and design review process that requires assessment of pedestrian and public interaction risks for all works on or near public footways, roads and shared paths</li> <li>Apply the hierarchy of control at the design stage to eliminate or reduce the need for work in live traffic lanes or on busy footpaths (e.g. off-site prefabrication, alternative access routes, temporary relocation of work zones)</li> <li>Require designers and planners to consider pedestrian desire-lines, typical routes, vulnerable users and crowd behaviour (including events, school times, commuting peaks) when specifying work methods</li> <li>Integrate stakeholder consultation (councils, road authorities, facility owners, community representatives) into the planning phase to identify local pedestrian flow patterns and constraints</li> <li>Implement a formal management of change process so any design or scope change that alters the pedestrian or traffic interface is risk assessed and approved before implementation</li> <li>Ensure all vegetation pruning, roadside works and mobile public-space operations are designed to minimise encroachment on active pedestrian paths and to allow safe diversion routes where encroachment is unavoidable</li> <li>Coordinate planning meetings between all PCBUs sharing the work area to align on a single, coherent pedestrian and traffic control strategy</li> </ul>	2M



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
			[REDACTED]	
5. Signage, Delineation and Wayfinding for Pedestrians	<ul style="list-style-type: none"> <li>Inadequate or confusing signage leading pedestrians into hazardous areas or onto busy roads</li> <li>Signs placed too close to hazards, reducing time for pedestrians and drivers to react</li> <li>Non-compliant or unclear wording, symbols or visibility on pedestrian-related signage</li> <li>Poor night-time visibility of work areas and pedestrian detours</li> <li>Lack of clear wayfinding for alternate routes, causing pedestrians to seek unsafe shortcuts through work zones</li> <li>Sign clutter or conflicting signs from multiple PCBUs in the same area</li> </ul>	3H	[REDACTED]	2M
6. Control of Vehicle, Plant and Mobile Work in Public Areas	<ul style="list-style-type: none"> <li>Uncontrolled interaction between vehicles/mobile plant and pedestrian in or near the worksite</li> <li>Mobile work (e.g. road cleaning, maintenance) progressing without adequate adjustment of pedestrian controls</li> <li>Reversing vehicles and plant with poor visibility in shared pedestrian environments</li> <li>Inadequate traffic control systems when working on or adjacent to live carriageways and public footways</li> <li>Lack of speed management for vehicles and plant operating near pedestrian routes</li> </ul>	4A	[REDACTED]	2M

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
	<ul style="list-style-type: none"> <li>Plant slewing or load movement crossing into pedestrian areas due to poor planning</li> </ul>		[REDACTED]	
7. Worker Competency, Licensing and Training for Public Interaction	<ul style="list-style-type: none"> <li>Workers and contractors lacking competency in traffic and pedestrian management principles</li> <li>Unlicensed or inadequately trained personnel performing traffic control or directing pedestrians</li> <li>Limited understanding of legal duties regarding public safety and duty of care</li> <li>Insufficient training in managing conflict or challenging behaviour from members of the public</li> <li>Inadequate awareness of risks associated with pruning, lifting and plant use near public paths and roads</li> </ul>	4A	[REDACTED]	2M
8. Communication, Public Information and Stakeholder Engagement	<ul style="list-style-type: none"> <li>Members of the public unaware of work activities or changes to pedestrian routes</li> <li>Insufficient communication with local businesses, residents, schools and public transport providers about access changes</li> <li>Language barriers or low literacy among pedestrians leading to misunderstanding of signs or instructions</li> <li>Inaccurate or outdated information about footpath closures, detours or changed conditions</li> </ul>	3H	[REDACTED]	2M

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
	<ul style="list-style-type: none"> <li>Lack of clear communication channels for public complaints or reports of unsafe conditions</li> </ul>		[REDACTED]	
9. Managing Vulnerable Pedestrians and Accessibility Requirements	<ul style="list-style-type: none"> <li>Temporary routes or detours unsuitable for people with disability, older persons, prams or mobility devices</li> <li>Insufficient warning or guidance for people with visual impairment or hearing impairment</li> <li>Steep gradients, uneven surfaces or obstructions on temporary footways</li> <li>Removal or relocation of crossings and access points critical for vulnerable users without suitable alternatives</li> <li>Failure to comply with disability and access legislation and standards in temporary arrangements</li> </ul>	3H	[REDACTED]	2M
10. Fatigue, Work Scheduling and Environmental Conditions	<ul style="list-style-type: none"> <li>Worker fatigue leading to errors in traffic and pedestrian management particularly on long or night shifts</li> <li>Scheduling high-risk works during peak pedestrian or traffic times without adequate controls</li> <li>Adverse weather (rain, wind, heat, low visibility) reducing effectiveness of signage, barriers and control measures</li> <li>Glare or poor lighting affecting the ability of workers, drivers and pedestrians to perceive hazards</li> <li>Rushed work due to time pressure causing shortcuts in setting up or maintaining pedestrian controls</li> </ul>	3H	[REDACTED]	2M

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
			[REDACTED]	
11. Supervision, Monitoring and Enforcement of Controls	<ul style="list-style-type: none"> <li>Inadequate on-site supervision of pedestrian and traffic management arrangements</li> <li>Failure to detect and correct removal, damage or deterioration of barriers, signs and exclusion zones</li> <li>Workers or contractors deviating from approved TMPs and procedures without authorisation</li> <li>Complacency leading to gradual encroachment of work activities into pedestrian routes</li> <li>Lack of enforcement of PPE, positioning and communication protocols for staff controlling pedestrian flows</li> </ul>	3H	[REDACTED]	2M
12. Contractor and Subcontractor Management	<ul style="list-style-type: none"> <li>Contractors operating under different or lower traffic and pedestrian management standards</li> <li>Inconsistent implementation of TMPs and exclusion zones across multiple contractors on the same site</li> <li>Lack of clarity over which PCBU controls specific areas affecting public and pedestrian safety</li> <li>Inadequate verification of contractor competencies, licences and insurances for traffic management work</li> <li>Poor communication of changes to pedestrian arrangements between principal contractor and subcontractors</li> </ul>	3H	[REDACTED]	2M

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
			[REDACTED]	
13. Incident, Near Miss and Behavioural Risk Management	<ul style="list-style-type: none"> <li>• Unreported or under-reported near misses involving pedestrians and vehicles or plant</li> <li>• Inadequate investigation of public interaction incidents, leading to repeat events</li> <li>• Failure to recognise and act on unsafe behaviours or recurring patterns in pedestrian movements</li> <li>• Lack of data to inform continuous improvement of pedestrian management systems</li> <li>• Blame-focused culture discouraging workers from raising concerns about pedestrian controls</li> </ul>	3H	[REDACTED]	1L
14. Emergency Preparedness, Response and Public Protection	<ul style="list-style-type: none"> <li>• Lack of planning for emergencies involving pedestrians (e.g. vehicle strikes, medical events, falling branches or materials)</li> <li>• Confusion about roles, responsibilities and communication pathways during an incident affecting members of the public</li> <li>• Inadequate access routes for emergency services due to traffic and pedestrian control layouts</li> <li>• Failure to safely manage crowds or bystanders during an emergency</li> <li>• Insufficient arrangements for preserving the scene while protecting</li> </ul>	3H	[REDACTED]	1L

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
	public safety and complying with notification duties		[REDACTED]	
15. Documentation, Records and Continuous Improvement	<ul style="list-style-type: none"> <li>• Incomplete or inaccurate records of TMPs, inspections, training and incidents related to pedestrian safety</li> <li>• Difficulty demonstrating due diligence and compliance in the event of enforcement action or litigation</li> <li>• Loss of organisational knowledge about effective pedestrian management practices over time</li> <li>• Inability to benchmark performance or track improvements in pedestrian and public interaction safety</li> <li>• Failure to integrate lessons learned into standard procedures or project planning</li> </ul>	2M	[REDACTED]	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 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.