Pest Control

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

	SCOPE OF WORKS
Client:	
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

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, Legal Compliance & PCBU Duties	• Lack of clear WHS governance structure for pest control operations • Failure to identify and comply with WHS Act 2011 and WHS Regulations duties relating to hazardous chemicals and remote/isolated work • No formal allocation of WHS responsibilities and due diligence duties to officers and managers • Inadequate consultation mechanisms with workers and health and safety representatives (HSRs) • Failure to monitor changes in Australian Standards, Codes of Practice and label/permit conditions for pest control products • Insufficient WHS budget and resourcing for safe pest control systems	4A	• Establish a documented WHS management system aligned with WHS Act 2011, WHS Regulations and relevant Codes of Practice (e.g. Managing Risks of Hazardous Chemicals in the Workplace, How to Manage Work Health and Safety Risks) • Define and document WHS roles, responsibilities and authorities for officers, managers, schedulers and technicians specific to pest control activities • Implement a legal and other requirements register covering pesticides, fumigants, transport of dangerous goods, waste disposal and licensing obligations, reviewed at least annually • Set up structured worker consultation arrangements (toolbox meetings, safety committees, HSRs) specifically addressing pest control hazards and control effectiveness • Include WHS performance and compliance status as a standing agenda item in senior management meetings with documented actions and close-out timeframes • Allocate dedicated WHS resources (budget, personnel, specialist advice) proportional to the scale and risk profile of pest control operations	3H
2. Contractor, Labour Hire & Subcontractor Management	• Use of unlicensed or inadequately trained pest control contractors • Poor coordination of WHS responsibilities between PCBU, labour hire providers and subcontractors • Lack of verification of insurances, licences and competency for high-risk treatments (e.g. fumigation, termite barriers, stored product treatments) • Inconsistent application of company WHS policies across subcontracted crews • Insufficient induction of subcontractors to client site rules, emergency procedures and chemical safety requirements • No system for monitoring contractor performance and non-conformances	4A	• Implement a documented contractor and labour hire management procedure specifying WHS selection, engagement, monitoring and review requirements for pest control work • Require evidence and periodic re-verification of pest management technician licences, tickets and insurances prior to engagement and at renewal dates • Include WHS performance criteria, adherence to company procedures and incident reporting obligations in all pest control service contracts and purchase orders • Provide a structured WHS induction package for contractors covering company policies, hazardous chemicals management, PPE standards and client-specific rules • Establish a contractor audit program (desktop and field observations) focusing on compliance with label directions, safe access, isolation and notification requirements • Maintain a contractor performance register tracking incidents, near misses, corrective actions and authorisation status (approved, probation, suspended)	2M
3. Competency, Licensing, Training & Supervision	• Technicians operating without appropriate pest management licences or endorsements	4A	• Develop a pest control competency framework mapping required licences, units of competency and refresher training for each role (technician, supervisor, scheduler, storeperson)	2M

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	• Inadequate training in specific chemical products, label conditions and SDS requirements • Insufficient understanding of risk assessment, hierarchy of controls and emergency response procedures • Lack of supervision for new or inexperienced pest control staff • No verification of competency for specialised tasks (fumigation, confined spaces, working at heights, food premises) • Training records incomplete, out of date or not linked to role requirements		• Implement a training and assessment program that covers hazardous chemical management, risk assessment, label compliance, exposure controls and first aid for pesticide exposure • Ensure all pest control technicians hold and maintain relevant state/territory pest management licences and endorsements, with a licence register and expiry alerts • Provide structured on-the-job supervision and mentoring for new starters, with documented sign-off when they demonstrate safe and competent performance • Conduct periodic competency reassessments (e.g. biennially) for high-risk activities such as fumigation or heat treatments, with records stored centrally • Include WHS performance and safe work practices in annual performance reviews for pest control staff and supervisors	
4. Hazardous Chemicals Procurement, Approval & Inventory	• Procurement of unapproved, banned or unsuitable pesticides and fumigants • No centralised control over who can purchase pest control chemicals and in what quantities • Inaccurate or outdated hazardous chemical inventory, leading to poor emergency planning • Failure to obtain or maintain current Safety Data Sheets (SDS) for all pest control products • Bulk purchasing leading to excessive on-site quantities and storage risks • Use of decanted or unlabelled containers resulting in misidentification and incorrect application			2M
5. Chemical Storage, Segregation & Security (Depots and Vehicles)	• Improper storage leading to leaks, spills, fire or incompatible chemical reactions • Inadequate segregation of pesticides from ignition sources, food, feed, PPE and first aid supplies • Unauthorised access to pest control chemicals by the public, children or untrained workers	4A		2M

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	• Insufficient ventilation in storage areas leading to accumulation of toxic vapours • Poor vehicle storage systems causing container damage, leaks or exposure in a crash • Lack of secondary containment and spill retention capacity in depots and vehicles			
6. Chemical Handling, Mixing, Application Systems & Exposure Control	• Inhalation, dermal or ingestion exposure to pesticides and fumigants during mixing and application • Faulty or poorly maintained application equipment (sprayers, bait stations, dusters, fumigation rigs) • Inadequate engineering controls such as ventilation and closed transfer systems • Use of incorrect dilution rates or application methods due to poor instructions or labels • Secondary exposure to residual chemicals from contaminated equipment, vehicles or workwear • No system for monitoring technician exposure or health effects from repeated low-level exposure	4A		2M
7. Health Monitoring, Fitness for Work & Occupational Hygiene	• Chronic health effects from cumulative low-level pesticide exposure • Failure to identify workers with increased susceptibility (e.g. respiratory conditions, pregnancy) to certain chemicals • Inadequate management of acute pesticide exposure incidents and follow-up • Poor management of fatigue, heat stress and dehydration during outdoor pest control work • Lack of occupational hygiene assessments for airborne contaminants, noise and vibration from equipment	4A		2M

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	• No systematic process to assess fitness for work for safety-critical roles			
8. Work Planning, Scheduling & Client Communication	• Last-minute or poorly planned jobs leading to rushed work and omitted controls • Overloaded schedules contributing to fatigue and shortcuts in chemical handling or site assessment • Inadequate pre-job information from clients about site hazards (e.g. vulnerable persons, food production, pets, bees, confined spaces) • Failure to notify occupants, neighbours or regulatory bodies where required for certain treatments • Miscommunication of re-entry intervals, exclusion zones and post-treatment precautions to clients • No process to manage work in high-risk environments (schools, hospitals, aged care, food manufacturing)	3H		2M
9. Vehicle, Plant & Equipment Management	• Vehicle crashes due to poor maintenance, overloading or unsecured chemical loads • Failure of pest control equipment in the field leading to spills, uncontrolled releases or exposure • Unmanaged use of ladders, elevated platforms or portable plant in pest control tasks • Lack of pre-start checks for vehicles, pumps, sprayers and fumigation equipment • Inadequate system for isolating, tagging out and repairing defective equipment • No verification that vehicles are suitable for transporting hazardous chemicals in line with regulatory requirements	4A		2M

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10. Remote, Lone & After-Hours Work Management	• Technicians working alone in remote, rural or high-crime locations without effective communication • Delayed emergency response due to poor location tracking or check-in systems • Exposure to aggressive animals, hostile persons or unsafe premises during unsupervised visits • Driving fatigue associated with long distances between pest control sites • Inadequate planning for environmental conditions (heat, storms, floods, bushfire risk) during remote work • Failure to manage security and personal safety risks when accessing sites after hours	4A			2M
11. Site Access, Traffic Management & Public Safety	• Uncontrolled interaction between pest control vehicles, pedestrians and other traffic at client sites • Technicians working near loading docks, forklifts or mobile plant without coordination • Public or occupants inadvertently entering pesticide application / fumigation exclusion zones • Inadequate signage and barriers during treatments in shared or public areas • Poor coordination with client emergency procedures and evacuation plans • Lack of documented arrangements to protect vulnerable persons (children, patients, elderly) during treatments	3H			2M
12. Emergency Preparedness, Spill Response & First Aid	• Ineffective response to chemical spills, leaks or accidental releases during transport or application • Lack of appropriate first aid equipment and trained personnel for pesticide exposures	4A			2M

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	• Confusion or delays in emergency response due to unclear procedures or communication channels • Inadequate preparation for fire, explosion or asphyxiation risks associated with certain fumigants • Failure to notify regulators, clients or emergency services when thresholds are met • Poor post-incident clean-up leading to residual contamination and further exposure				
13. Waste Management, Disposal & Environmental Protection	• Improper disposal of pesticide waste, containers and rinsate causing environmental contamination • No system for managing unused, expired or banned stock in depots and vehicles • Cross-contamination of stormwater, soil or sensitive ecosystems during outdoor treatments • Failure to comply with container management schemes and environmental regulations • Inadequate guidance to clients on safe disposal of dead pests, contaminated materials • Poor segregation of hazardous and general waste leading to uncontrolled exposures	3H			2M
14. PPE, Decontamination & Hygiene Facilities	• Reliance on PPE as the primary control without robust higher-order controls • Inconsistent selection, issue and maintenance of respiratory, eye, hand and body protection • No system for cleaning, decontaminating and replacing contaminated PPE and work clothing • Inadequate washing and change facilities leading to take-home contamination risks	3H			2M

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	• Incorrect storage of PPE in vehicles or depots causing degradation or contamination • Lack of fit testing, fit checking and training for respirator users			
15. Documentation, Records, Incident Management & Continuous Improvement	• Critical WHS and pest control records (licences, SDS, training, maintenance, monitoring) incomplete or not readily retrievable • Incidents, near misses and client complaints under-reported or not analysed for root causes • Outdated procedures, forms and labels remaining in circulation and being used operationally • No systematic review of WHS performance indicators for pest control operations • Failure to integrate learnings from audits, inspections and incidents into system changes • Poor document control leading to inconsistent practices across branches or regions	3H		1L

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 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/legislati...
Codes of Practice NSW: https://www.safework.nsw.gov.au/resource-library/lis...odes-of-practi...

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-s...ty-laws
Codes of Practice NT: https://worksafe.nt.gov.au/f...nd-resour...s/co...s-of-...actice

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/le...lation
Codes of Practice for SA: https://www.safework.sa.gov.au/wor...aces/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