

Roadside Assistance

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			Elimination Remove the hazard.
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	Substitution 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.	Engineering Isolate the hazard
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	Administrative Change

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. Governance, WHS Responsibilities & Due Diligence	<ul style="list-style-type: none"> Lack of clearly defined WHS roles, responsibilities and accountabilities for roadside assistance operations Officer due diligence obligations under WHS Act 2011 not understood or documented No documented WHS objectives, targets or key performance indicators specific to roadside risks Inadequate consultation with workers and Health and Safety Representatives about roadside hazards Failure to allocate sufficient resources (time, budget, competent people) to manage roadside risks Inadequate WHS policies and procedures for assisting stranded motorists, changing tyres, jump starting and battery replacement No formal process for reviewing compliance with WHS legislation, Code of Practice and Australian Standards 	4A	<ul style="list-style-type: none"> Develop and implement a WHS Governance framework that clearly allocates responsibilities for managing roadside assistance risks in line with WHS Act 2011 due diligence requirements Document an organisational WHS Policy that explicitly references roadside assistance activities and is signed and endorsed by senior management Establish a WHS Committee and/or consultative forums that regularly review roadside risks, incidents and improvement actions Define WHS roles and responsibilities for managers, dispatchers, supervisors and technicians in position descriptions and procedures Set measurable WHS objectives and KPIs relevant to roadside assistance (e.g. vehicle incident rates, near miss reports, claims, fatigue breaches, client property damage trends) Implement a legislative compliance register and periodic legal review to ensure WHS Act 2011 and relevant Regulations/Standards are monitored and addressed Require senior leaders to complete WHS due diligence training specific to mobile and roadside work environments Schedule formal management review meetings (at least annually) to verify effectiveness of the WHS management system for roadside operations 	3H
2. Fleet Procurement, Design & Safety Standards	<ul style="list-style-type: none"> Procurement of vehicles that are not fit-for-purpose for roadside assistance activities Vehicles without adequate crash protection (e.g. less than 5-star ANCAP rating) Insufficient space or restraints for tools, batteries and parts, leading to unsecured loads in a collision Lack of in-vehicle safety technology (e.g. ABS, ESC, reversing cameras, telematics, hands-free systems) Inadequate inbuilt lighting and warning systems for safe work on the roadside and at night Inappropriate vehicles for carrying heavy replacement batteries or jacks, increasing manual handling risk 	4A	<ul style="list-style-type: none"> Develop a Fleet Procurement Standard that requires all new vehicles to be fit-for-purpose for roadside assistance and compliant with relevant Australian Design Rules Specify a minimum 5-star ANCAP safety rating for all frontline roadside assistance vehicles Ensure all vehicles are fitted with appropriate cargo barriers, racking and tie-down points to secure tools, batteries and equipment Include reversing cameras, parking sensors and in-vehicle telematics to monitor driving behaviour and incidents Specify high-visibility reflective vehicle markings, LED beacons, hazard lighting and directional arrow boards where relevant Standardise vehicle configurations so technicians have consistent layouts for tools and batteries, reducing confusion and manual handling errors Include dual battery systems or appropriate power management for frequent jump starts and electrical loads Periodically review fleet specification against emerging technology and industry best practice for roadside assistance vehicles 	2M

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	<ul style="list-style-type: none"> No standardisation of fleet resulting in inconsistent safety features across vehicles 			
3. Vehicle Maintenance, Inspection & Defect Management Systems	<ul style="list-style-type: none"> Inadequate preventative maintenance leading to vehicle breakdowns while assisting motorists Lack of formal pre-start inspection processes for tyres, brakes, lights and warning devices Delayed repair of identified defects (e.g. beacons, hazard lights, reversing cameras) increasing roadside exposure risk Poorly maintained lifting equipment (jacks, hoists) used for changing tyres or handling batteries Faulty or degraded jump start equipment creating electrical and fire hazards No system to track service history, recalls and safety-critical repairs for each vehicle Reliance on verbal reporting of defects without documentation or follow-up 	4A	<ul style="list-style-type: none"> Implement a scheduled fleet maintenance program based on manufacturer recommendations and vehicle usage patterns Introduce a mandatory electronic pre-start inspection checklist for each shift, covering tyres, brakes, lights, beacons, hazard lights and safety equipment Establish a documented defect reporting and tagging process, including removing unsafe vehicles from service until repaired Maintain a centralised maintenance record for each vehicle including services, repairs, recalls and safety inspections Develop servicing standards for jacks, stands, hoists, battery testers and jump start units in accordance with manufacturer instructions Set escalation triggers for critical defects (e.g. non-functioning hazard lights or beacons) to ensure same-day rectification or vehicle stand-down Conduct periodic audits of vehicle inspection records and maintenance providers to verify compliance with company standards Train all drivers and technicians in defect identification, reporting procedures and the consequences of operating unsafe vehicles 	2M
4. Worker Competency, Licensing & Training Systems	<ul style="list-style-type: none"> Inadequate driver competency for frequent roadside stopping and merging in high-speed environments Insufficient technical training for safe tyre changes, jump starting and battery replacement on diverse vehicle types Lack of electrical and battery safety training, including hybrid and EV systems No verification of licences, authorisations or trade qualifications for technicians performing electrical work Improvised work methods due to lack of structured induction and refresher training 	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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	<ul style="list-style-type: none"> Inconsistent understanding of WHS responsibilities, hazard reporting and stop-work authority Training delivered but not assessed for competency or retained knowledge 		[REDACTED]	
5. Journey Management, Dispatch & Work Allocation	<ul style="list-style-type: none"> Technicians dispatched to roadside jobs without considering distance, time of day, road type and weather High work volumes leading to rushing, speeding or unsafe stopping locations Insufficient planning for remote or regional jobs where support and services are limited No system to avoid sending lone workers to high-risk locations or hostile environments Poor coordination between call centre, dispatch and field staff resulting in miscommunication of hazards Inadequate management of concurrent tasks (e.g. multiple breakdowns on a freeway) causing congestion and exposure Lack of real-time information about road works, road closures and emergency incidents 	4A	[REDACTED]	2M
6. Fatigue Management & Working Time Arrangements	<ul style="list-style-type: none"> Extended shifts, frequent rotations and irregular hours causing fatigue-related errors On-call arrangements leading to insufficient recovery sleep between shifts Workers driving long distances to remote breakdowns without rest breaks Inadequate monitoring of hours of work across multiple rosters or sites Workers working secondary jobs, compounding fatigue risks 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> • Cultural pressure to accept all call-outs, even when tired, to meet customer expectations • Lack of training for supervisors to recognise and manage fatigue 		[REDACTED]	
7. Traffic Exposure, Roadside Positioning & Scene Management Systems	<ul style="list-style-type: none"> • Technicians working in live traffic lanes or on narrow shoulders while changing tyres or replacing batteries • Inconsistent use of vehicle positioning, cones and warning devices to create safe work zones • Lack of procedures for working on high-speed roads, motorways, tunnels and multi-lane carriageways • Inadequate coordination with police, tow operators and road authorities at complex incidents • Poor visibility at night or in adverse weather conditions increasing risk of secondary collisions • No standard process for deciding when a location is too dangerous for roadside repair and must be relocated • Stranded motorists exiting vehicles and moving unpredictably nearby 	4A	[REDACTED]	2M
8. Remote, Isolated & After-Hours Work Management	<ul style="list-style-type: none"> • Technicians working alone in remote or low-traffic areas without immediate assistance • Limited mobile coverage affecting emergency communication and navigation • Delayed emergency response times in regional and remote locations • Increased risk of violence or aggression during night operations or in isolated car parks • Inadequate location tracking for workers in the field • No clear escalation process when workers fail to check-in 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> Exposure to environmental extremes (heat, cold, bushfire conditions) while assisting stranded motorists 		[REDACTED]	
9. Tools, Equipment, Batteries & Hazardous Energy Management	<ul style="list-style-type: none"> Use of untested or unsuitable jacks and lifting devices for changing tyres on different vehicle types Poorly maintained or incompatible jump start leads, clamps or power packs causing arcing or battery explosion Incorrect connection of jumper leads, leading to short circuits, damage to sensitive electronics or fire Inadequate systems for handling, storing and transporting lead-acid and lithium batteries Lack of procedures for isolating energy sources in modern vehicles with complex electrical systems No standard process for managing faulty, swollen or leaking batteries Insufficient spill response arrangements for battery acid or electrolyte releases 	4A	[REDACTED]	2M
10. Manual Handling, Ergonomics & Work Design	<ul style="list-style-type: none"> Frequent lifting and carrying of heavy replacement batteries, leading to musculoskeletal disorders Awkward postures when changing tyres on the roadside, especially on uneven or sloping ground Repetitive use of hand tools in constrained spaces causing strain injuries Poor vehicle and equipment layout requiring excessive reaching, twisting or overhead lifting Insufficient planning for two-person lifts where battery size or wheel assemblies exceed safe handling weights No structured assessment of manual handling risks associated with typical roadside tasks 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> Inadequate recovery time between physically demanding jobs 		[REDACTED]	
11. Customer, Public Interaction & Psychosocial Risk Management	<ul style="list-style-type: none"> Aggressive or distressed motorists, particularly in high-stress or after-hours situations Threats, harassment or physical assault in isolated or poorly lit locations Emotional strain on technicians dealing with traumatised motorists following collisions or near misses Pressure from customers to take shortcuts (e.g. unsafe repairs, working too close to live traffic) Lack of clear boundaries about acceptable behaviour and worker right to refuse service No system for reporting and managing work-related violence or psychosocial hazards Stigma or lack of support for workers experiencing stress, anxiety or trauma from repeated exposure to roadside incidents 	3H	[REDACTED]	2M
12. Information, Communication & Technology Systems	<ul style="list-style-type: none"> Technicians relying on mobile phones or tablets while driving, leading to distraction Poorly designed apps or dispatch systems requiring complex interaction on the road Inaccurate location data causing additional driving, U-turns or unsafe roadside stops Lack of real-time communication capability during critical incidents System outages preventing access to procedures, vehicle data or safe work instructions Inadequate privacy and security controls for storing customer and job information 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> No process for updating staff on urgent changes to procedures or identified hazards 		[REDACTED]	
13. Emergency Preparedness, Incident Response & First Aid	<ul style="list-style-type: none"> Lack of clear procedures for managing collisions or near misses involving company or customer vehicles at breakdown scenes Inadequate first aid resources for injuries occurring during tyre changes or battery handling No structured process for responding to vehicle fires, battery thermal events or hazardous spills Poor communication with emergency services about exact roadside locations Technicians unsure when to cease work and prioritise emergency response Failure to capture learnings from incidents and near misses for continuous improvement Infrequent testing of emergency response arrangements for roadside scenarios 	3H	[REDACTED]	2M
14. Contractor, Supplier & Third-Party Interface Management	<ul style="list-style-type: none"> Use of tow operators, suppliers or subcontracted technicians without adequate WHS controls Inconsistent safety standards between the organisation and contracted roadside partners Poor communication and role clarity when multiple agencies attend an incident (e.g. tow trucks, police, road authorities) No verification of contractor licences, insurances and competency for battery work and roadside activities Inadequate oversight of third-party call centres that may pressure technicians or omit critical hazard information 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> Lack of incident reporting from contractors preventing system-wide learning Misalignment of incentives (e.g. payment per job) that encourages rushing or shortcuts 			
15. WHS Documentation, Consultation, Monitoring & Continuous Improvement	<ul style="list-style-type: none"> Policies and procedures not reflecting actual roadside assistance practices Workers unaware of or unable to access current WHS documentation while in the field Low levels of hazard and near miss reporting, masking systemic issues No structured consultation process to capture worker insights on roadside risks Infrequent review of WHS performance data, leading to repeat incidents Lack of audits or inspections specific to changing tyres, jump starts and battery replacements roadside Actions from investigations and audits not implemented or lacked to completion 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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.