

Shoe Repair 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			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	
								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 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, Roles and Consultation	<ul style="list-style-type: none"> Absence of a documented WHS management system aligned to WHS Act 2011 and WHS Regulations Unclear WHS roles, responsibilities and accountabilities for owners, managers, supervisors and workers Limited worker consultation and failure to establish a health and safety committee or other agreed consultation arrangements No formal process to identify, assess and control risks specific to shoe repair operations (including Sutton Finisher use) Inadequate review of incidents, near misses and corrective actions at management level Failure to keep WHS records (training, inductions, inspections, maintenance, health monitoring) in an organised system 	4A	<ul style="list-style-type: none"> Implement a documented WHS management system consistent with WHS Act 2011, WHS Regulations and relevant Codes of Practice (e.g. Managing Risks of Plant in the Workplace, Managing Noise and Preventing Hearing Loss at Work) Develop and communicate a WHS policy signed by senior management outlining commitment, responsibilities and consultation arrangements Define and document WHS roles, responsibilities and authorities for PCBU, officers, managers, supervisors and workers within position descriptions and procedures Establish formal consultation mechanisms such as regular toolbox talks, worker meetings and, where practicable, a health and safety representative (HSR) or committee Implement a structured risk management procedure including hazard identification, risk assessment, control selection and periodic review for all shoe repair activities and plant (including Sutton Finisher) Introduce a WHS incident register for tracking incidents, hazards, audits, and corrective actions, with timeframes and responsible persons Conduct annual management reviews of WHS performance including incident trends, compliance status, audit findings and resource requirements Maintain centralised WHS documentation and records (e.g. training matrix, induction records, inspection checklists, plant maintenance logs, health monitoring reports) for statutory retention periods 	2M
2. Competency, Training and Supervision	<ul style="list-style-type: none"> Workers operating machinery (including Sutton Finisher, grinders, stitchers and presses) without appropriate competency or specific training Insufficient supervision of new or young workers, apprentices or casual staff in high-risk tasks No verification of prior experience or qualifications for specialised equipment maintenance or electrical work Failure to provide refresher training on key WHS procedures (e.g. lock out tag out, emergency stop use, manual handling, hazardous chemicals) Language, literacy or cultural barriers leading to misunderstanding of safety instructions or signage 	4A	<ul style="list-style-type: none"> Develop a training and competency procedure which specifies mandatory WHS and technical training for all roles in the shoe repair workshop Create a training needs analysis and matrix covering machinery operation (including Sutton Finisher), manual handling, hazardous chemicals, fire safety, first aid and emergency response Ensure high-risk plant operators receive structured induction and task-specific training, with documented competency assessments before unsupervised work Provide additional supervision and mentoring for young, new or inexperienced workers and apprentices for an agreed minimum period Engage qualified external providers for specialised training (e.g. electrical safety awareness, plant safety, hazardous chemicals) where appropriate Implement regular refresher training, including retraining following incidents, near misses, changes in equipment or procedures Provide training materials and signage using plain English, diagrams and, where relevant, translated resources to cater for literacy and language needs Maintain individual training records, including date, course content, trainer, and competency sign-off, and review them annually 	2M

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	<ul style="list-style-type: none"> Ad-hoc on-the-job training without documented training plans, competency assessments or sign-off 			
3. Plant and Equipment Safety Management (Including Sutton Finisher)	<ul style="list-style-type: none"> Use of Sutton Finisher and other rotating equipment without adequate guarding or emergency stop systems Inadequate selection, design or installation of plant not suitable for workshop layout or workload Failure to conduct plant risk assessments prior to introducing new machinery or modifying existing installations Missing or overridden safety devices, guards or interlocks due to production pressure or poor maintenance practices Uncontrolled exposure to entanglement, drawing-in, contact with moving parts, ejection of materials and abrasive surfaces Noise and vibration from plant not being assessed or controlled, leading to long-term health effects Inadequate work space around machines causing congestion, collision or restricted emergency egress Power tools, grinding wheels and accessories being used beyond their rated capacity or service life 	4A	<ul style="list-style-type: none"> Undertake formal plant risk assessments for all key equipment (including the Sutton Finisher, grinders, stitchers, presses and cutting devices) as required by WHS Regulations Ensure machinery is sourced, installed and commissioned in accordance with manufacturer's instructions, Australian Standards and relevant Codes of Practice Implement engineering controls such as fixed and adjustable guarding, tool rests, work piece supports and emergency stop devices compatible with the Sutton Finisher and other plant Establish a written procedure that prohibits operation of plant with missing or defective guards or safety devices including a lock-out tag-out system for isolating unsafe equipment Specify minimum clearance zones and safe access routes around machinery in the workshop layout and mark them on the floor Conduct a noise assessment for the workshop and implement controls (engineering modifications, dampening, isolation, rotation of workers, hearing protection program) where required Develop and communicate standard operating procedures (SOPs) for each major plant item, focusing on safe set-up, use, adjustment and shutdown Monitor compliance through periodic plant safety inspections, including guard condition, emergency stop function checks and control labelling 	2M
4. Plant Maintenance, Inspection and Asset Management	<ul style="list-style-type: none"> Lack of a scheduled preventive maintenance program for Sutton Finisher and other critical equipment Unrecorded breakdowns and ad-hoc repairs leading to recurring faults and unsafe conditions Use of unqualified persons for electrical or mechanical repairs on plant Failure to inspect and replace worn components such as abrasive belts, brushes, wheels, drive belts and guards 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	1L

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	<ul style="list-style-type: none"> Inadequate tagging and isolation of equipment during repairs or servicing Poor management of spare parts and consumables, leading to unsafe substitution of incompatible components 		[REDACTED]	
5. Electrical Safety and Energy Isolation	<ul style="list-style-type: none"> Overloaded power boards and extension leads used to supply multiple machines and portable tools Damaged cords, plugs and outlets near grinding dust, adhesives and other contaminants Inadequate residual current device (RCD) protection on circuits feeding machinery and portable equipment Lack of routine test and tag program for portable electrical equipment Unauthorised alteration of electrical supply for Sutton Finisher or other fixed plant No documented procedure for isolating electrical energy during maintenance, cleaning or belt changes 	3H	[REDACTED]	1L
6. Hazardous Chemicals, Adhesives and Fumes Management	<ul style="list-style-type: none"> Use of solvent-based adhesives, cleaners, polishes and finishes without adequate ventilation or fume extraction Lack of current safety data sheets (SDS) and risk assessments for hazardous chemicals stored and used in the workshop Incompatible storage of flammable liquids with ignition sources, including near grinders, Sutton Finisher, electrical panels or open flames 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> Inadequate labelling of decanted chemicals leading to misuse or accidental exposure Failure to manage skin and respiratory exposure to chemicals, causing dermatitis, sensitisation or respiratory illness Improper disposal of waste adhesives, contaminated rags and chemical containers, creating fire and environmental risks 		[REDACTED]	
7. Dust, Noise and Air Quality Control	<ul style="list-style-type: none"> Generation of fine leather, rubber and abrasive dust from grinding, buffing and finishing operations (including Sutton Finisher) leading to respiratory issues and housekeeping hazards Noise from machinery, compressors and finishing equipment exceeding exposure standards and contributing hearing loss and fatigue Accumulation of combustible dust in ducts, filters and work surfaces increasing fire and explosion risk Inadequate ventilation causing build-up of fumes from adhesives/polishes in combination with dust Lack of monitoring or assessment of noise and dust levels to ensure compliance with standards 	3H	[REDACTED]	1L
8. Ergonomics, Manual Handling and Work Design	<ul style="list-style-type: none"> Poor workshop layout requiring excessive reaching, twisting or carrying of heavy items such as industrial lasts, shoe repair machinery attachments and bulk material stock Inadequate workbench heights around Sutton Finisher and other machines leading to awkward postures and repetitive strain 	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> Manual handling of heavy shoe repair equipment during installation, relocation or maintenance without mechanical aids Repetitive fine hand tasks (cutting, stitching, nailing) contributing to musculoskeletal disorders over time Lack of systematic task rotation or breaks in busy periods, increasing fatigue and strain 		[REDACTED]	
9. Safe Work Procedures and Change Management	<ul style="list-style-type: none"> Critical tasks such as plant start-up/shutdown, abrasive belt changes, use of the Sutton Finisher and chemical handling being undertaken without documented safe work procedures Inconsistent work practices between workers, increasing likelihood of incidents and near misses Introduction of new machinery, materials or processes without formal change management or re-assessment of risks Outdated procedures not reflecting current equipment, reagents or industry best practice Workers not consulted or trained on new or revised procedures leading to poor compliance 	3H	[REDACTED]	1L
10. Housekeeping, Slips, Trips and General Workshop Layout	<ul style="list-style-type: none"> Build-up of offcuts, dust, shavings and packaging on floors and walkways leading to slips, trips and puncture injuries Poor storage practices for shoes awaiting repair, completed work and materials, creating congested work areas and blocked access to emergency exits or fire equipment Improper routing of electrical leads, air lines and vacuum hoses, including around Sutton Finisher, across walkways 	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> • Insufficient lighting at workstations, especially near rotating equipment and sharp tools • Inadequate segregation between customer areas and the workshop, exposing members of the public to plant hazards 		[REDACTED]	
11. Emergency Preparedness, Fire Safety and First Aid	<ul style="list-style-type: none"> • Presence of flammable adhesives, finishes and dust near ignition sources such as grinding equipment, Sutton Finisher motors and electrical systems • Inadequate fire detection, alarm and suppression equipment for workshop size and risk profile • Blocked or poorly signed emergency exits, particularly in small or crowded retail/workshop environments • Lack of documented emergency response procedures for fire, chemical spill, serious injury or plant entrapment • Insufficient first aid equipment or trained first aiders on site during operating hours • No practice of emergency drills leading to confusion and delays in response 	4A	[REDACTED]	2M
12. Incident Reporting, Investigation and Continuous Improvement	<ul style="list-style-type: none"> • Under-reporting of incidents, near misses and hazards due to fear of blame or lack of simple reporting channels • Failure to investigate incidents and near misses to identify root causes and systemic issues, especially relating to plant such as Sutton Finisher • Corrective actions not documented, implemented or verified, resulting in repeat incidents • No analysis of incident trends, preventing targeted improvements in training, plant design or procedures 	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> Limited communication of lessons learned to workers, supervisors and management 		[REDACTED]	
13. Contractor, Supplier and Visitor Management	<ul style="list-style-type: none"> External technicians working on Sutton Finisher or other plant without adequate induction to site-specific WHS requirements Supplied plant or materials not meeting Australian standards or WHS expectations for guarding, labelling and SDS provision Visitors or customers entering workshop areas without awareness of hazards or site rules Lack of coordination of work when multiple contractors are present (e.g. electricians, ventilation installers) creating overlapping risks 	3H	[REDACTED]	1L
14. Fatigue, Workload, Psychosocial and Lone Work Risks	<ul style="list-style-type: none"> Long operating hours, weekend work and peak retail periods increasing fatigue and error rates during shoe repair tasks and plant operation Pressure to complete urgent jobs leading to shortcuts with safety controls on machinery such as Sutton Finisher Workers operating alone in the workshop, with delayed assistance in case of injury or entrapment Poor management of work-related stress, customer aggression or financial pressures impacting mental health and safety focus Lack of clear policies on working hours, breaks and after-hours work 	3H	[REDACTED]	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 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/factsheets-and-resources/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.