

Telehandler

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. Governance, WHS Duties and Consultation	<ul style="list-style-type: none"> Lack of clear allocation of WHS responsibilities for telehandler operations, maintenance and supervision, leading to unmanaged risks Insufficient officer due diligence in monitoring telehandler risk controls, training, maintenance and incident trends Inadequate consultation with telehandler operators, doggers, riggers and ground workers about hazards and control effectiveness Failure to integrate telehandler risks into the overarching WHS management system, leading to inconsistent practices between sites Poor change-management processes for introducing new telehandler types, attachments, operating environments or work methods 	High	<ul style="list-style-type: none"> Define and document WHS roles and responsibilities specific to telehandler procurement, operation, supervision, maintenance and contractor management in line with WHS Act 2011 (PCBU, officer, worker and other person duties) Ensure officers exercise due diligence by regularly reviewing telehandler risk assessments, training compliance, maintenance records, incident reports and audit findings, and allocating adequate resources to control telehandler risks Establish formal consultation processes (toolbox talks, safety meetings, HSR engagement) that specifically address telehandler hazards, near misses and improvement actions Integrate telehandler risk management into the organisation's WHS management system, including documented procedures, risk registers, education material and emergency planning Implement a documented change-management procedure for new or modified telehandlers, attachments, operating environments or work methods, requiring risk assessment, manufacturer guidance review and worker consultation before use Schedule periodic internal audits and management reviews focusing on telehandler risk controls, with corrective actions tracked to completion 	Medium
2. Telehandler Procurement and Selection	<ul style="list-style-type: none"> Procurement of telehandlers that are not fit for purpose, with inadequate capacity, stability or performance for planned tasks Failure to obtain complete manufacturer specifications, load charts and operating limitations during selection Purchase or hire of telehandlers and attachments that do not meet relevant Australian Standards or legislative requirements Incompatibility between telehandlers and attachments (forks, buckets, work platforms, jibs, hooks) increasing risk of load loss or structural failure Lack of consideration for site-specific conditions (ground bearing capacity, gradients, overhead services, traffic interaction) when selecting telehandlers 	High	<ul style="list-style-type: none"> Develop a formal telehandler procurement procedure requiring pre-purchase/hire risk assessment and confirmation of fitness for purpose based on intended loads, reach, terrain and work environments Specify compliance with relevant Australian Standards, design registrations (where applicable), and WHS legislative requirements as mandatory procurement criteria Require manufacturers' data (load charts, stability information, operating envelopes, attachment limitations) at tender stage and ensure they are reviewed by a competent person prior to selection Standardise and control the range of telehandler types and attachments used across the organisation to minimise complexity and incompatibility issues Implement a formal approval process for any new or specialised attachments, including written confirmation of compatibility from the manufacturer or a competent engineer Ensure procurement contracts for hired telehandlers and attachments include obligations for inspection, certification, maintenance history, and provision of operator manuals and safety information 	Medium

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
3. Planning, Risk Assessment and Work Method Development	<ul style="list-style-type: none"> Inadequate pre-planning of telehandler use, resulting in ad-hoc decisions and unsafe operating environments Failure to conduct or document risk assessments and Safe Work Method Statements (SWMS) for higher-risk telehandler activities such as working near people, roads, excavations or overhead power lines Lack of consideration for simultaneous operations, including interaction with pedestrians, plant and vehicles in shared workspaces Poor planning for load characteristics (centre of gravity, stability, load integrity) and lift paths, increasing risk of overturning or load drop Insufficient planning for environmental conditions such as wind, rain, soft ground, slopes and restricted visibility Absence of systematic controls for using telehandlers with personnel work platforms or crane-like operations when permitted 	High	<ul style="list-style-type: none"> Implement a mandatory planning process for telehandler operations that includes site assessment, load analysis, traffic management and environmental considerations prior to commencement Require documented risk assessments and, where legally required, SWMS for high-risk construction work involving telehandlers (e.g. proximity to mobile plant, work at heights, near traffic or services) Develop standard work methods and guidance documents for common telehandler tasks, including limits on crane use, working near edges, and use of work platforms in accordance with manufacturer instructions and applicable codes of practice Mandate pre-use planning meetings (e.g. pre-start or Job Safety Analysis meetings) involving operators, supervisors and signers to review telehandler hazards, lift plans and exclusion zones Integrate telehandler considerations into traffic management plans, including designated routes, speed limits, loading/unloading areas and pedestrian segregation Get clear organisational rules on environmental limits for telehandler use (wind thresholds, slope limits, ground conditions) and require supervisors to enforce suspension of work when thresholds are exceeded 	Medium
4. Site Layout, Traffic Management and Segregation	<ul style="list-style-type: none"> Uncontrolled interaction between telehandlers, pedestrians and mobile plant resulting in collision or crush injuries Inadequate planning of telehandler travel routes, blind spots and reversing areas, increasing risk of vehicle-person contact Poorly defined loading/unloading zones and material laydown areas leading to congestion and unsafe manoeuvring Lack of effective exclusion zones around operating telehandlers, particularly during lifting, extending or slewing movements Insufficient signage, line-marking and physical barriers to alert workers and visitors to telehandler operating zones 	High	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	Medium

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"> Use of telehandlers on unsuitable ground conditions, uneven surfaces, soft edges or near excavations without engineering assessment 			
5. Telehandler Fleet Management, Registration and Documentation	<ul style="list-style-type: none"> Incomplete or inaccurate records of telehandler specifications, attachments, inspections and maintenance leading to use of unsafe equipment Use of telehandlers or attachments that are not registered, certified or verified as required by legislation and standards Absence of up-to-date operator manuals, load charts and safety information on or near the telehandler Poor control over key access, leading to unauthorised or untrained persons operating telehandlers Inadequate labelling of safe working load (SWL), rated capacities and attachment limitations 	High	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	Low
6. Operator Competency, Licensing and Training	<ul style="list-style-type: none"> Operators lacking required high risk work licence (where applicable) or competency for the specific telehandler type and attachments Insufficient training on load charts, stability principles, rated capacity and the impact of boom extension and attachments on safe working limits Inadequate understanding of site-specific risks such as traffic rules, ground conditions, overhead services and exclusion zones No formal verification of competency, refresher training or assessment of contractors and labour hire workers Reliance on informal on-the-job learning without structured induction or assessment 	High	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	Medium

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
7. Supervision, Monitoring and Enforcement	<ul style="list-style-type: none"> Inconsistent supervision of telehandler operations leading to drift from safe systems of work Failure to intervene when unsafe behaviours such as overloading, bypassing controls or operating in exclusion zones are observed Supervisors lacking specific telehandler knowledge to identify non-compliance with rated capacities, stability requirements or manufacturer limitations Inadequate monitoring of contractor telehandler operations and standards on shared worksites Poor enforcement of organisational rules regarding telehandler use, training and maintenance 	High	[REDACTED]	Medium
8. Maintenance, Inspection and Pre-Use Systems	<ul style="list-style-type: none"> Telehandlers operating with mechanical defects, worn components or safety-critical failures due to inadequate maintenance systems Lack of scheduled preventative maintenance and statutory inspections, increasing risk of failure of braking, steering, hydraulics or lifting components No formal system for pre-use condition checks or fault reporting, leading to continued use of unsafe machines Use of non-approved parts or unqualified repairers compromising the integrity of telehandlers and attachments Poor management of tyres, forks, lifting points and quick-hitch mechanisms, elevating risk of load drops or instability 	High	[REDACTED]	Low
9. Attachments, Loads and Lifting Configuration Management	<ul style="list-style-type: none"> Incorrect selection, fitting or locking of attachments (forks, buckets, hooks, jibs, work platforms) resulting in load loss or structural failure 	High	[REDACTED]	Medium

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"> • Use of non-approved or homemade attachments without engineering verification or manufacturer approval • Exceeding rated capacities due to lack of understanding of the impact of boom extension, reach and attachment weight on load charts • Inadequate control over lifting slings, chains and other lifting gear used with telehandlers, leading to use of damaged or uncertified equipment • Using telehandlers as cranes beyond manufacturer-approved crane-like operations 		[REDACTED]	
10. Safe Systems for Working Near People, Services and Edges	<ul style="list-style-type: none"> • Telehandler contact with pedestrians, leading to crush or struck-by incidents in congested areas or blind spots • Contact with overhead or underground services, including electrical power lines, communications and pipes • Operation near open edges, trenches, embankments or cut verges increasing risk of rollover or collapse • Inadequate control of loads over people or public areas, risking dropped objects onto workers or pedestrians • Poor communication protocols between operators, spotters and ground workers 	High	[REDACTED]	Medium
11. Environmental Conditions and Site Constraints Management	<ul style="list-style-type: none"> • Telehandler instability and reduced control in adverse weather conditions such as high winds, rain, dust or poor visibility • Soft, uneven or contaminated ground conditions reducing tyre traction and stability, increasing rollover risk 	Medium	[REDACTED]	Low

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"> • Operation on excessive slopes or ramps beyond manufacturer recommendations • Glare, darkness or inadequate lighting compromising operator visibility and judgement • Noise, vibration or dust levels affecting operator concentration and communication with ground personnel 		[REDACTED]	
12. Fatigue, Fitness for Work and Human Factors	<ul style="list-style-type: none"> • Operator fatigue reducing reaction time, attention and decision-making when operating telehandlers for extended periods • Impairment due to drugs, alcohol, medication or health conditions affecting ability to operate safely • Distraction from mobile phones, radios or other tasks leading to loss of situational awareness • Stress, time pressure or inappropriate productivity incentives encouraging unsafe telehandler operation • Musculoskeletal strain from poor cabin ergonomics, prolonged seated postures or repeated control use 	Medium	[REDACTED]	Low
13. Contractor, Labour Hire and Hire Equipment Management	<ul style="list-style-type: none"> • Inconsistent telehandler safety standards where contractors or labour hire workers are engaged • Assumption that hired telehandlers and operators are adequately maintained and trained without verification • Lack of clarity about control of the workplace and overlapping WHS duties between PCBUs when multiple organisations share telehandler operations • Inadequate communication of site-specific rules, traffic management 	High	[REDACTED]	Medium

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
	<p>plans and emergency procedures to contractor operators</p> <ul style="list-style-type: none"> • Failure to include telehandler-specific safety requirements in contracts and scopes of work 		[REDACTED]	
14. Incident Reporting, Investigation and Continuous Improvement	<ul style="list-style-type: none"> • Under-reporting of telehandler incidents, near misses and defects leading to missed learning opportunities • Superficial investigation of telehandler-related events that focuses on operator error rather than systemic causes • Lack of trend analysis across sites to identify recurring telehandler issues such as load handling errors, collisions or maintenance failures • Failure to implement and monitor corrective actions, allowing known telehandler risks to persist • Poor sharing of lessons learned and updated controls with operators and supervisors 	Medium	[REDACTED]	Low
15. Emergency Preparedness and Response for Telehandler Incidents	<ul style="list-style-type: none"> • Inadequate planning to handle emergencies such as rollovers, entrapment, contact with power lines, load drops or fuel spills • Operators and ground workers being unsure how to respond to telehandler incidents, including when to evacuate or isolate equipment • Insufficient coordination with emergency services for complex sites where telehandlers operate in confined or high-risk environments • Lack of emergency equipment suitable for telehandler incidents, such as spill kits, fire extinguishers and rescue gear 	Medium	[REDACTED]	Low

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"> No arrangements to manage post-incident scene preservation and regulatory notification requirements 			

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.