

Tiling

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 Accountability for Tiling Activities	<ul style="list-style-type: none"> Lack of clear allocation of WHS responsibilities for tiling works between PCBU, principal contractor, site management, supervisors and subcontract tilers Inadequate integration of tiling-specific risks into the organisation's WHS management system Failure to consult, cooperate and coordinate activities with other PCBUs as required under WHS Act 2011 Absence of documented WHS objectives, targets and performance indicators specific to tiling work (e.g. musculoskeletal injuries, silica exposure, slips, trips and falls) Inadequate management review of WHS performance for tiling projects leading to recurring incidents and near misses Poor supervision of subcontract tilers and labour hire workers with unclear authority to stop unsafe work 	High	<ul style="list-style-type: none"> Establish and document a WHS governance framework that explicitly includes tiling activities, aligned with WHS Act 2011 and WHS Regulation, including clear accountability for officers, managers, supervisors and contractors Develop a tiling-specific WHS responsibility matrix (RACI) covering design review, procurement, contractor selection, supervision, incident response and consultation duties Formalise consultation, cooperation and coordination arrangements with other PCBUs (e.g. head contractor, other trades) through WHS clauses in contracts, site coordination meetings and shared risk registers Include tiling-related WHS performance indicators (e.g. number of manual handling reports, silica exposure test results, housekeeping non-conformances) in monthly WHS reporting to senior management Require officers to demonstrate due diligence regarding tiling risks through periodic site walks, documented WHS reviews and verification of control effectiveness Ensure supervisors of tilers are competent in WHS legislation, hazard identification and risk controls relevant to tiling, with authority and expectation to stop or modify unsafe work Schedule formal management review (at least annually or per major project) of WHS performance for tiling works, using incident data, audit findings and worker feedback to drive system improvements 	Medium
2. Contractor and Subcontractor Management for Tiling	<ul style="list-style-type: none"> Engagement of tiling contractors based solely on cost without adequate WHS capability assessment Inconsistent or inadequate Safe Work Method Statements (SWMS) and WHS documentation for tiling work on construction sites Poor verification that subcontractors comply with WHS policies, licences, insurances and training requirements Fragmented subcontracting chains leading to unclear control of work and supervision of tilers and labourers Language and literacy barriers affecting comprehension of WHS requirements by tiling crews Inadequate induction of visiting or short-term tilers onto sites 	High	<ul style="list-style-type: none"> Implement a formal pre-qualification process for tiling contractors that evaluates WHS management systems, incident history, references and competence, not just price Require tiling contractors to submit WHS documentation including SWMS, risk assessments, training records and plant maintenance evidence for review prior to mobilisation Establish minimum WHS criteria in tiling contracts (e.g. requirement to follow PCBU WHS procedures, provide competent supervision, participate in site safety meetings, cooperate with audits) Control subcontracting tiers by requiring written approval for any secondary subcontracting and ensuring WHS responsibilities are clearly cascaded and documented Introduce a contractor performance review system that monitors WHS performance of tiling contractors using audits, observations and incident data, with consequences for poor performance Ensure site and company inductions explicitly address tiling-specific hazards (silica, manual handling, slips, work at height, chemical exposure) and site rules Provide WHS information and key procedures in plain English and, where practicable, in relevant languages, and verify understanding through questions rather than relying on signatures only Include tiling contractors in regular toolbox talks and site coordination meetings, ensuring they contribute to hazard identification and control planning 	Medium

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3. WHS Planning, Design and Pre-Construction Risk Management for Tiling	<ul style="list-style-type: none"> • Designs and specifications that do not consider constructability, manual handling and ergonomic risks for tiling tasks • Inadequate planning for access, egress and working platforms for wall and ceiling tiling, increasing the risk of falls and strains • Lack of early identification of materials containing crystalline silica and other hazardous substances (adhesives, grouts, waterproofing compounds) • Failure to sequence work to minimise congestion and interaction between tilers and other trades, leading to increased slips, trips and struck-by risks • Insufficient planning for wet weather, curing times, lighting and ventilation in areas to be tiled • Omission of tiling-specific WHS risks from project risk registers and construction phase WHS plans 	High	<ul style="list-style-type: none"> • Integrate WHS risk assessment into design and pre-construction meetings, specifically considering tiling methods, tile size and weight, layout heights and access needs • Specify tile sizes, systems and construction details that reduce manual handling strain where reasonably practicable (e.g. limit oversized tiles unless mechanical aids and systems are provided) • Plan suitable access and working platforms for tiling (e.g. scaffold, mobile platforms) at the design and scheduling stage, with provision for compliant edge protection and load ratings • Identify all products and materials to be used for tiling during planning, obtain Safety Data Sheets (SDS) and incorporate controls for silica and chemical exposure into project WHS plans • Develop a work sequencing plan that reduces overlap between tiling and incompatible tasks (high dust, heavy traffic, overhead works), document in the construction program and communicated to all PCBUs • Include tiling-specific risks in the project WHS risk register, with designated risk owners and due dates for implementing controls • Ensure design and planning account for adequate lighting, ventilation, drainage and temporary services in tiling areas to reduce slips, fume exposure and poor visibility • Consult early with tiling supervisors and workers to test the practicality of proposed methods, materials and tile frames, and adjust plans where undue WHS risks are identified 	Medium
4. Procurement of Materials, Plant and Substances for Tiling	<ul style="list-style-type: none"> • Procurement of heavy oversized tiles without suitable handling systems, increasing risk of musculoskeletal disorders (MSDs) • Purchasing high-silica content tiles adhesives or grouts without considering exposure controls • Use of hazardous chemicals (primers, waterproofing, cleaners, sealers) without adequate SDS, labelling or compatibility with ventilation capabilities • Acquisition of hand tools and small plant that produce excessive vibration, noise or dust without considering safer alternatives • Inadequate consideration of storage requirements for tiles, adhesives and waterproofing products leading to unstable stacking and chemical degradation 	High	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	Medium

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	<ul style="list-style-type: none"> Sourcing of low-quality tools and PPE that do not meet Australian Standards or are not fit for tiling tasks 		[REDACTED]	
5. Training, Competency and Supervision Systems for Tiling	<ul style="list-style-type: none"> Tilers and labourers undertaking high-risk work without appropriate training or verification of competency Insufficient knowledge of silica hazards, safe manual handling techniques and correct use of PPE among tiling crews Supervisors lacking competence in WHS risk management, particularly for tiling-specific hazards (e.g. waterproofing failures, slips, repetitive strain) No structured refresher training leading to skill fade and unsafe short-cuts becoming normal practice Inadequate systems to manage inductions, licences and competency records, leading to expired or missing qualifications Assumption that experience alone equals competency without formal assessment or observation 	High	[REDACTED]	Medium
6. Plant, Tools and Equipment Management for Tiling	<ul style="list-style-type: none"> Unmanaged use of powered tile cutters, grinders, mixers and drills leading to electrical, entanglement, noise and vibration risks Lack of maintenance and inspection of dust extraction equipment, vacuum systems and water-suppression attachments, resulting in ineffective silica controls Use of non-compliant extension leads, portable RCDs and power boards in wet 	High	[REDACTED]	Medium

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	<p>environments increasing electric shock risk</p> <ul style="list-style-type: none"> • Improvised or unsuitable platforms, benches and trestles for tiling at height or over baths and voids • Inadequate systems for selection, inspection and replacement of worn hand tools (hammers, chisels, trowels) increasing risk of eye injuries and hand injuries • No central record of tiling plant, leading to missed testing and tagging, servicing and recalls 		[REDACTED]	
7. Hazardous Substances, Silica and Chemical Management for Tiling	<ul style="list-style-type: none"> • Respirable crystalline silica exposure from cutting, grinding or chasing tiles, screeds and substrates • Inadequate control of airborne contaminants in enclosed or poorly ventilated spaces during tiling • Exposure to hazardous chemicals in adhesives, grouts, waterproofing compounds, sealers and cleaners causing skin, respiratory and eye irritation or sensitisation • Lack of current SDS and poor labelling of decanted or mixed tiling products • Improper storage and incompatibility of chemicals (e.g. flammable solvents, corrosive cleaners) increasing fire or reaction risk • Inadequate systems for health monitoring where required for silica or specific hazardous substances 	High	[REDACTED]	Medium
8. Manual Handling, Ergonomics and Fatigue Management in Tiling	<ul style="list-style-type: none"> • High frequency lifting, carrying and positioning of heavy tile boxes and large-format tiles leading to acute and chronic musculoskeletal injuries 	High	[REDACTED]	Medium

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	<ul style="list-style-type: none"> • Prolonged kneeling, bending, twisting and working in awkward postures during floor and wall tiling • Inadequate systems for planning tile delivery points and internal distribution to minimise carrying distances and stair handling • Use of unrealistic productivity targets and piecework payment arrangements contributing to rushed work and fatigue • Insufficient job rotation or micro-breaks in tasks requiring repetitive movements, kneeling or overhead reaching • Limited access to ergonomic aids (trolleys, lifters, benches) due to poor planning or budget constraints 		<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
9. Site Coordination, Traffic Management and Housekeeping for Tiling Areas	<ul style="list-style-type: none"> • Congestion and interaction between tilers and other trades leading to collisions, dropped objects and trip hazards • Slips and trips caused by slurry, adhesive spilt on even surfaces, packaging waste and poor housekeeping • Inadequate separation from mobile plant, forklifts and delivery vehicles used to move tile pallets and materials • Restricted access and emergency egress from tiled areas due to stacked materials and tools • Poor lighting in areas where tiles are laid, impairing visibility of uneven surfaces, edges and wet areas • Lack of clear responsibility for maintaining housekeeping standards within shared work zones 	High	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	Medium

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			[REDACTED]	
10. Working at Height, Confined or Restricted Areas in Tiling	<ul style="list-style-type: none"> • Tiling on walls, stairways or elevated platforms without adequate fall prevention systems • Work in bathrooms, plant rooms or other small spaces creating restricted movement, awkward access and potential for entrapment • Inadequate systems to ensure safe access to tiling surfaces over baths, voids or shafts • Insufficient assessment of whether tiling occurs within a confined space as defined by WHS Regulation and associated risks • Use of non-compliant ladders or platforms due to poor planning and lack of available alternatives onsite • Limited emergency escape planning for workers in tight or elevated tiling locations 	High	[REDACTED]	Medium
11. Incident Reporting, Investigation and Corrective Action for Tiling Risks	<ul style="list-style-type: none"> • Under-reporting of near misses, minor injuries and property damage related to tiling activities • Superficial incident investigations that focus on worker behaviour rather than system and management causes • Delayed or ineffective implementation of corrective actions, allowing repeat incidents involving tilers • Poor communication of lessons learnt across different projects and tiling crews 	Medium	[REDACTED]	Low

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	<ul style="list-style-type: none"> Lack of integration of incident findings into training, procedures and procurement decisions Failure to meet notifiable incident requirements under WHS Act 2011 where serious incidents occur 		[REDACTED]	
12. Consultation, Communication and Worker Participation in Tiling Safety	<ul style="list-style-type: none"> Lack of effective consultation with tilers and subcontractors on WHS issues, leading to impractical controls and non-compliance Language, literacy and cultural barriers that reduce understanding of WHS expectations and procedures Infrequent or ineffective communication between principal contractor and tiling contractors regarding changes to site conditions or program Limited opportunities for tilers to raise WHS concerns anonymously without fear of reprisal Inadequate feedback loops so workers do not see outcomes of reported hazards or suggestions Inconsistent communication of critical information such as hazardous substance updates or changes to access plans 	Medium	[REDACTED]	Low

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.