

Vehicle and Fleet Cleaning

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

  

Risk Rating & Required Action:	
<b>4A</b>	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.
<b>3H</b>	Review and approve additional controls before task starts. Senior supervisor sign-off needed.
<b>2M</b>	Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.
<b>1L</b>	Proceed, following standard operating procedures. Monitor and keep records.

  

Consequence Scale:			
Consequence	People (injury/illness)	Project / Assets	Compliance / Reputation
<b>Catastrophic</b>	Fatality or permanent total disability	project shutdown	Significant regulator intervention; criminal prosecution
<b>Major</b>	Serious injury/illness (hospital > 5 days)	critical delay	Improvement notice; major media coverage
<b>Moderate</b>	Medical-treatment injury; lost-time > 1 day	moderate delay	Minor breach; adverse client comment
<b>Minor</b>	First-aid only, no lost time	negligible delay	Isolated non-conformance
<b>Insignificant</b>	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 Legal Compliance	<ul style="list-style-type: none"> <li>Lack of documented WHS governance framework for vehicle and fleet cleaning operations (including aircraft, buses, trailers and depots)</li> <li>Unclear allocation of WHS duties between PCBU, suppliers, subcontractors and host workplaces (airports, depots, transport hubs)</li> <li>Failure to consult, cooperate and coordinate with other PCBUs (e.g. airlines, bus operators, freight companies, facility owners)</li> <li>Risk management not aligned with WHS Act 2011 and WHS Regulations, leading to unmanaged critical risks</li> <li>No regular review of WHS management system as operations expand (e.g. growth in public transport deep cleaning and cargo space cleaning)</li> <li>Inadequate integration of safety obligations into service contracts and KPIs</li> <li>Poor change management when introducing new cleaning equipment or processes</li> </ul>	4A	<ul style="list-style-type: none"> <li>Establish and maintain a documented WHS management system aligned with WHS Act 2011, WHS Regulations and relevant Australian Standards for vehicle, aircraft and depot cleaning</li> <li>Define and document WHS roles, responsibilities and accountabilities for executives, line managers, supervisors, HSRs and workers across all cleaning operations</li> <li>Implement a formal process to consult, cooperate and coordinate with other PCBUs at airports, depots, bus interchanges and freight terminals, including shared risk registers</li> <li>Embed WHS requirements and performance measures into all contracts, tenders and service level agreements with clients and subcontractors</li> <li>Implement a documented risk management procedure (identify, assess, control, review) specifically covering vehicle and depot cleaning, including aircraft cabins, bus toilets and trailer cargo spaces</li> <li>Establish a formal management-of-change procedure to assess health and safety impacts of new chemical equipment, technology or changes to shift structures and routes</li> <li>Schedule periodic management reviews (at least annually) of WHS performance, audit findings, incidents and corrective actions relating to cleaning activities</li> <li>Provide governance training to senior managers and supervisors on due diligence duties and PCBU obligations under the WHS Act 2011</li> </ul>	2M
2. Contractor, Labour Hire and Subcontractor Management	<ul style="list-style-type: none"> <li>Use of contractors or labour hire staff without verification of WHS competence for vehicle, aircraft and depot cleaning tasks</li> <li>Inconsistent safety standards between in-house staff and external cleaning providers (e.g. bus interior sanitisation providers, aircraft cabin cleaners)</li> <li>Failure to provide site-specific inductions for contractors working in depots, airport aprons, bus terminals and freight yards</li> <li>Poor communication of client and host PCBU safety rules (airside safety, traffic management, confined space in cargo holds, toilet servicing procedures)</li> </ul>	4A	<ul style="list-style-type: none"> <li>Implement a contractor management procedure that includes prequalification of WHS capability, licences, insurances and reference checks for all cleaning contractors</li> <li>Require documented SWMS, risk assessments and chemical safety information from contractors performing higher-risk work (e.g. aircraft cleaning near fuelled aircraft, deep cleaning of bus toilets, trailer interior access)</li> <li>Provide mandatory site-specific WHS induction for all contractors and labour hire workers, covering traffic management, restricted zones, emergency procedures and reporting requirements</li> <li>Develop written interface agreements with host PCBUs (airports, bus operators, freight terminals) outlining roles, responsibilities and control measures for shared risks</li> <li>Include WHS performance indicators (incident rates, audit scores, training completion, corrective action closure) in contractor evaluations and contract reviews</li> <li>Undertake scheduled and spot safety audits of contractor activities, including verification that agreed risk controls and PPE standards are implemented</li> </ul>	2M

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	<ul style="list-style-type: none"> <li>No formal monitoring of contractor WHS performance, incident reporting or corrective actions</li> <li>Inadequate management of overlapping duties where multiple contractors operate simultaneously (e.g. cleaners, maintenance staff, fuelling crews)</li> </ul>		<ul style="list-style-type: none"> <li>Ensure contractors are integrated into consultation arrangements, toolbox meetings and incident investigations relevant to their work areas</li> </ul>	
3. Workforce Competency, Training and Supervision	<ul style="list-style-type: none"> <li>Insufficient training for staff performing aircraft cabin cleaning, bus interior sanitisation, toilet servicing and cargo space cleaning</li> <li>Lack of competency in chemical handling, dilution, decanting and emergency spill response</li> <li>Inadequate understanding of hazard and risk controls specific to working in confined or restricted spaces such as bus toilets, aircraft galleys and trailer interiors</li> <li>Poor supervision of new or young workers and labour hire staff working alone during night depot cleaning or remote trailer sweeping</li> <li>No verification of literacy, language and numeracy needs for understanding labels, SDS and procedures</li> <li>Ad-hoc on-the-job training with no structured competency assessment or refresher requirements</li> <li>Limited training in manual tasks risk management, leading to poor technique when handling cleaning equipment, hoses and waste containers</li> </ul>		<ul style="list-style-type: none"> <li>Develop a competency framework and training matrix for all roles involved in vehicle and fleet cleaning, including specific roles for aircraft, buses, trailers and depot facilities</li> <li>Provide formal induction training covering WHS duties, site hazards, emergency procedures, hazard reporting and use of safe work procedures</li> <li>Implement task-specific training and competency assessment for chemical handling, decanting systems, use of drying equipment and response to chemical exposure</li> <li>Deliver targeted training in infection prevention and control for public transport deep cleaning and bus toilet sanitation, aligned with relevant public health guidance</li> <li>Provide manual handling and ergonomics training tailored to repetitive cleaning movements, awkward access in cargo spaces and handling of waste and water tanks</li> <li>Ensure adequate supervision ratios for inexperienced workers and high-risk tasks, including buddy systems for initial shifts and spot checks by supervisors</li> <li>Offer training materials and assessments in appropriate languages and formats, and verify understanding through practical demonstration rather than relying solely on written tests</li> <li>Schedule refresher training based on risk, incident trends and changes to products, equipment or procedures, with records maintained in a learning management system</li> </ul>	2M
4. Chemical Management and Hazardous Substances Control	<ul style="list-style-type: none"> <li>Inadequate chemical approval process leading to use of incompatible or overly hazardous cleaning agents, disinfectants and toilet chemicals</li> <li>Poor labelling and decanting practices, including unlabelled spray bottles used in bus interiors, aircraft cabins and depots</li> </ul>	4A	<p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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	<ul style="list-style-type: none"> <li>Limited access to, or outdated, Safety Data Sheets (SDS) for products used in toilet cleaning, cargo space sanitisation and deep cleaning</li> <li>Inadequate storage controls for flammable, corrosive or oxidising chemicals in depots, vehicles and mobile cleaning units</li> <li>Lack of engineering controls for chemical dosing, resulting in manual handling and splash exposure risks</li> <li>Inadequate ventilation controls when using volatile or irritant cleaning agents in enclosed vehicles, toilets or aircraft interiors</li> <li>Insufficient training on chemical incompatibilities, leading to mixing of products (e.g. acids and chlorinated agents) and dangerous gas release</li> </ul>		[REDACTED]	
5. Plant, Equipment and Fleet Selection, Fit-Out and Maintenance	<ul style="list-style-type: none"> <li>Selection of vehicles and cleaning equipment without considering WHS design features and ergonomic requirements</li> <li>Inadequate maintenance systems for pressure washers, vacuum units, extraction machines, pumps and servicing equipment</li> <li>Lack of safety interlocks, guards and emergency stops on automated or powered cleaning equipment</li> <li>No standardisation of equipment between sites, increasing training complexity and misuse risk</li> <li>Failure to consider noise, vibration and emissions when procuring plant used in depots and enclosed spaces</li> <li>Use of makeshift access equipment for cleaning high vehicle surfaces or aircraft interiors (e.g. unapproved steps, crates)</li> <li>Poorly designed or unsecured storage of equipment in vehicles leading to</li> </ul>	4A	[REDACTED]	2M

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	shifting loads and struck-by hazards during transport			
6. Traffic Management, Segregation and Airside/Yard Safety	<ul style="list-style-type: none"> <li>Inadequate traffic management plans for depots, airports, bus interchanges and freight yards where cleaning operations occur</li> <li>Poor segregation of cleaners from moving vehicles, aircraft tugs, forklifts and heavy plant</li> <li>Lack of standard procedures for positioning and immobilising buses, aircraft, trailers and service vehicles during interior cleaning and toilet servicing</li> <li>Insufficient lighting in depots, hardstands and trailer yards during night-shift cleaning, increasing collision and trip risk</li> <li>Uncontrolled reversing, hitching and unhitching of trailers near cleaning activity areas</li> <li>Failure to coordinate with site owners about exclusion zones, signalling areas and speed limits</li> </ul>	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M
7. Working in Confined, Enclosed and Restricted Spaces	<ul style="list-style-type: none"> <li>Undertaking cleaning in enclosed or poorly ventilated areas such as bus toilets, aircraft lavatories, cargo hold and closed trailers without adequate risk assessment</li> <li>Exposure to chemical vapours, bioaerosols and low oxygen levels in restricted areas</li> <li>Restricted access and egress from trailer cargo spaces and lower aircraft compartments during deep cleaning</li> <li>Lack of specific procedures for tasks that may fall under confined space regulations, leading to non-compliance</li> <li>Inadequate communication systems for workers cleaning alone inside trailers or remote parking bays</li> </ul>	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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			[REDACTED]	
8. Infection Prevention, Biohazards and Hygiene Management	<ul style="list-style-type: none"> <li>Exposure to bodily fluids, sharps, infectious agents and sanitary waste during public transport deep cleaning and bus toilet servicing</li> <li>Lack of clear procedures for managing suspected or confirmed contamination events (e.g. vomit, blood, faecal matter in buses, aircraft cabins or trailers)</li> <li>Inadequate disposal systems for clinical and biological waste generated during deep cleaning activities</li> <li>Insufficient training and controls for managing heightened infection risks during outbreaks or pandemics</li> <li>Inadequate hand hygiene facilities, change areas and decontamination systems for staff returning from biohazard cleaning tasks</li> </ul>	4A	[REDACTED]	2M
9. Manual Tasks, Ergonomics and Musculoskeletal Risk	<ul style="list-style-type: none"> <li>Repetitive cleaning motions and awkward postures when cleaning interiors, aircraft cabins and trailer cargo spaces</li> <li>Handling heavy or awkward equipment such as extraction machines, pressure washers and waste tanks in depots and on vehicles</li> <li>Pushing and pulling of service carts over uneven depot surfaces and up ramps to buses or aircraft bridges</li> <li>Reaching above shoulder height or twisting in tight spaces when cleaning overhead compartments, high windows and interior panels</li> <li>Lack of job rotation and task variation, increasing cumulative musculoskeletal strain</li> </ul>	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> <li>Inadequate design of depot layouts and storage systems, leading to frequent bending, overreaching and carrying over long distances</li> </ul>			
10. Fatigue, Shift Work and Remote/Isolated Work	<ul style="list-style-type: none"> <li>Extended or irregular shifts to meet transport schedules, including overnight bus depot cleaning and early-morning aircraft cleaning</li> <li>Split shifts and rotating rosters leading to cumulative fatigue among cleaning staff and supervisors</li> <li>Workers performing solo tasks in remote trailer yards, layover areas or quiet depots without effective communication and monitoring</li> <li>Inadequate rest breaks during high-volume public transport deep cleaning periods (e.g. special events, peak seasons)</li> <li>Lack of organisational policies addressing secondary employment, commuting time and overtime for cleaning crews</li> </ul>	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>	1L
11. PPE, Hygiene Facilities and Welfare Provisions	<ul style="list-style-type: none"> <li>Over-reliance on PPE as the primary control for chemical/biohazard cleaning risks without other controls</li> <li>Inconsistent PPE specifications between sites and clients leading to confusion and non-compliance</li> <li>Insufficient supply, storage and maintenance of PPE for bus toilet cleaning, aircraft sanitisation and trailer deep cleaning tasks</li> <li>Lack of suitable hygiene and welfare facilities (toilets, showers, change rooms, rest areas) at depots or remote yards</li> <li>Inadequate processes for laundering or disposing of contaminated work clothing and reusable PPE</li> </ul>	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>	1L

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12. Emergency Preparedness, First Aid and Incident Response	<ul style="list-style-type: none"> <li>Lack of coordinated emergency response arrangements for chemical spills, fires or medical emergencies in depots, airports and bus terminals</li> <li>Insufficient first aid equipment, trained first aiders and eyewash/shower facilities where hazardous chemicals are handled</li> <li>Inadequate planning for evacuation of workers from aircraft, buses, trailers or confined depot areas during emergencies</li> <li>Poor incident reporting culture, resulting in under-reporting of near misses, chemical exposures and minor injuries</li> <li>Failure to analyse incidents from cleaning operations and implement systemic corrective actions</li> </ul>	3H	[REDACTED]	1L
13. Environmental Management and Waste Handling Interface with WHS	<ul style="list-style-type: none"> <li>Inadequate systems for handling and disposing of liquid and solid waste from bus toilets, aircraft lavatories and cargo space cleaning, leading to worker exposure</li> <li>Uncontrolled discharge of wash-water and chemicals from depot cleaning duties affecting environmental compliance and creating secondary spill and exposure risks</li> <li>Poor segregation of general, recyclable and hazardous waste (e.g. sharps, contaminated materials) at depots and in vehicles</li> <li>Lack of coordination between environmental and WHS management systems, resulting in conflicting or ineffective procedures</li> </ul>	3H	[REDACTED]	1L
14. Information, Communication, Consultation and Worker Participation	<ul style="list-style-type: none"> <li>Insufficient mechanisms for cleaners to provide input into risk assessments and procedure development for vehicle and fleet cleaning</li> </ul>	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> <li>• Inconsistent communication of safety information between shifts, sites and mobile crews</li> <li>• Lack of elected Health and Safety Representatives (HSRs) or safety committees covering all cleaning operations, including contractors and labour hire workers</li> <li>• Failure to communicate changes in client requirements, chemicals or equipment in a timely and structured way</li> </ul>		<div style="background-color: black; height: 15px; width: 100%;"></div>	

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.