

Working Alone

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 for the task parts. 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 Lone Worker Policy Framework	<ul style="list-style-type: none"> Absence of a formal lone worker policy leading to inconsistent risk controls across sites and shifts Officers and managers not clearly understanding their due diligence obligations under the WHS Act 2011 for workers who work alone and after hours No documented risk assessment specific to lone working, late-night call-outs or isolated work environments Inadequate consultation with workers about lone working risks, resulting in blind spots in management's understanding of actual field conditions Lack of clearly defined roles and responsibilities for monitoring and responding to lone worker incidents (e.g. who is on-call, escalation hierarchy) Failure to integrate lone worker risks into the organisation's overall WHS management system and risk register 	High	<ul style="list-style-type: none"> Develop and implement a comprehensive Lone Worker and After-Hours Work Policy that defines scope, responsibilities, risk tolerances, and mandatory controls for working alone, including travel to and from properties and working in isolation Ensure officers exercise due diligence in relation to lone worker risks by regularly reviewing lone worker incident data, resourcing controls, and monitoring compliance with the WHS Act 2011 and associated Regulations and Codes of Practice Undertake and document a formal WHS risk assessment for lone working and isolated work, including late-night visits and call-outs, and review it at least annually or following any significant incident or change in operations Establish clear governance structures (e.g. WHS Committee or HSR consultation processes) to review lone worker risks, consult with affected workers, and verify the effectiveness of controls Clearly define and document roles and responsibilities for lone worker oversight, including after-hours duty managers, on-call supervisors and escalation points for critical events Integrate lone worker risks, controls and incident trends into the organisation-wide WHS risk register and management review processes so that they are systematically monitored and improved Ensure policies explicitly address the right of workers to refuse unsafe work, especially in relation to unsafe late-night calls or visits, and outline processes for reporting and resolving safety concerns 	Medium
2. Planning, Scheduling and Authorisation of Lone and After-Hours Work	<ul style="list-style-type: none"> Uncontrolled acceptance of late-night calls or visits without risk screening or authorisation, exposing workers to unpredictable and potentially dangerous situations Workers rostered to work alone at high-risk times or locations without management review (e.g. early hours, remote properties, areas with known crime or antisocial behaviour) No structured journey management or visit plan for travelling to and from properties alone, especially after dark or in unfamiliar areas Fatigue risk from excessive hours, back-to-back shifts, or frequent after-hours call-outs without adequate rest periods Pressure to meet client expectations leading to workers feeling compelled to 	High	<ul style="list-style-type: none"> Implement a formal lone work and after-hours authorisation procedure that specifies when lone work is permitted, when a second person or security support is required, and when jobs must be declined or deferred Introduce structured pre-attendance risk screening for late-night calls and property visits (e.g. client history of aggression, location crime profile, prior incidents, availability of safe access and parking) Develop and enforce a journey management procedure for travelling to and from properties alone, including pre-trip approvals for higher-risk journeys, defined check-in milestones and escalation if workers miss check-ins Apply a fatigue management policy that sets clear limits on working hours, minimum rest periods between shifts, restrictions on last-minute late-night requests, and processes to decline work when fatigue thresholds are exceeded Establish clear criteria and guidance for workers on when they must refuse or withdraw from a late-night or isolated job due to unacceptable risk, backed by management commitment and communication Plan rosters so that higher-risk activities after hours are either avoided, shared across the team to reduce individual exposure, or supported by additional controls such as escorts or on-site security Embed lone worker and journey planning requirements into scheduling systems or work order software so that high-risk tasks are automatically flagged for review and approval 	Medium

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	<p>attend unsafe after-hours jobs or properties</p> <ul style="list-style-type: none"> Inadequate contingency planning for weather events, public holidays, or periods of heightened community risk (e.g. local events, severe storms) 			
3. Communication, Monitoring and Escalation Systems for Lone Workers	<ul style="list-style-type: none"> Inadequate real-time communication between lone workers and supervisors, especially in areas with poor mobile coverage or during late-night periods with reduced staffing No reliable check-in or welfare monitoring system, resulting in delays in identifying that a worker is in distress, missing or overdue Ambiguous or overly complex escalation protocols leading to confusion, delays and inconsistent responses during critical incidents Lack of redundancy in communication systems (e.g. reliance on a single mobile phone network or app) increasing the risk of communication failure After-hours contact points (e.g. duty manager) not being consistently available, properly briefed or able to manage lone worker emergencies Workers hesitating to use distress or escalation functions due to fear of 'overreacting' or being blamed for false alarms 	High	<ul style="list-style-type: none"> Implement a formal lone worker monitoring system (e.g. dedicated lone worker app, satellite device or monitored check-in platform) with mandatory use for all after-hours, isolated work and travel to and from properties alone Establish clear minimum communication standards, including scheduled check-ins, automated alerts if check-ins are missed and procedures for workers to confirm safe completion of visits and journeys Define and document a simple, step-by-step escalation protocol for when a worker fails to check in, triggers distress or reports a threat, including timeframes for each action and responsibilities at each level Provide redundant communication methods such as dual-network mobile phones, satellite devices or vehicle-mounted radios for workers operating in areas with known communication black spots Normalise an after-hours on-call supervisor or duty manager system with clear coverage times, contact details, training in incident response and authority to deploy emergency services or additional resources Train workers and supervisors in the correct use of communication and monitoring systems, emphasising that false alarms are acceptable and that early escalation is encouraged to manage risk Conduct periodic tests and drills of the lone worker communication and escalation systems, review the outcomes, and rectify any technical or procedural weaknesses identified 	Medium
4. Competency, Training and Induction for Lone and After-Hours Work	<ul style="list-style-type: none"> Workers not adequately trained to recognise, assess and manage the specific risks of working alone, at night or in isolation Insufficient training in de-escalation, dealing with aggressive clients, or managing unexpected visitors during late-night calls or property visits New or casual workers commencing lone or after-hours duties without a structured induction and demonstrated competence 	High	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	Medium

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	<ul style="list-style-type: none"> Lack of understanding of organisational safety protocols for after-hours work, including refusal of unsafe work, incident reporting and emergency procedures Workers unfamiliar with the use and limitations of lone worker devices, apps or other monitoring technologies Supervisors not trained to support lone workers, interpret risk information, or make timely decisions on whether work can proceed safely 		[REDACTED]	
5. Procedures and Protocols for Late-Night Calls, Visits and Working in Isolation	<ul style="list-style-type: none"> No clear procedural guidance on how workers should manage unplanned late-night calls, requests for visits or unexpected visitors at properties Inconsistent application of safety protocols for after-hours work, leading to ad-hoc decisions based on client demand rather than risk Lack of structured pre-arrival information about the property, occupants, access routes, security features or known behavioural concerns Workers entering or remaining in high-risk environments (e.g. intoxicated occupants, domestic disputes, poorly lit areas) without an agreed process for pausing or stopping work Inadequate procedures for safe waiting, withdrawal, or relocating to a place of safety while maintaining professional obligations No clear rules about the types of tasks that must not be performed when working alone or after hours due to the level of inherent risk 	High	[REDACTED]	Medium
6. Travel, Journey Management and Vehicle Use for Lone Workers	<ul style="list-style-type: none"> Workers travelling alone to and from properties, especially at night, without a formal journey management plan or oversight 	High	[REDACTED]	Medium

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	<ul style="list-style-type: none"> Exposure to road-related risks such as fatigue-related crashes, driving in poor weather or low-visibility conditions, and navigating unfamiliar or remote routes Breakdowns, vehicle failures or fuel shortages occurring in isolated locations without adequate communication or recovery arrangements Workers parking or walking in poorly lit or higher-crime areas when arriving at or leaving properties after hours Lack of clarity around expectations for safe travel speeds, mobile phone use, and stopping in unsafe areas during late-night journeys No procedure for managing situations where workers feel followed, harassed or threatened while in transit 		[REDACTED]	
7. Psychological Health, Fatigue and Isolation Risks	<ul style="list-style-type: none"> Psychological stress, anxiety or fear arising from working alone, particularly during late-night shifts, in unfamiliar locations or after exposure to aggressive or distressed individuals Cumulative fatigue from irregular hours, on-call duties and disrupted sleep due to late-night callouts Social isolation and reduced informal support for lone workers, increasing vulnerability to mental health issues and reducing likelihood of early reporting of concerns Stigma or cultural attitudes that discourage workers from voicing fears about working alone or after hours Insufficient organisational systems to monitor psychological wellbeing and fatigue risk among workers regularly undertaking isolated or after-hours duties Lack of structured post-incident support after exposure to violence, 	High	[REDACTED]	Medium

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	threats, near misses or traumatic events while working in isolation			
8. Emergency Preparedness, Incident Response and Reporting for Lone Work	<ul style="list-style-type: none"> Inadequate planning for medical emergencies, violence, accidents or environmental hazards affecting workers who are alone or working after hours Workers unsure how to request urgent assistance, what information to provide, or how to prioritise actions when alone in an emergency Delayed emergency response due to unclear location information for properties, remote sites or travel routes Under-reporting of incidents, near misses and threats involving lone or after-hours work, resulting in missed opportunities to improve controls No structured post-incident review process to identify systemic issues in lone worker procedures, communication systems or management decisions Lack of coordination between workplace procedures and external emergency services, especially for remote or multi-occupancy properties 	High	[REDACTED]	Medium
9. Equipment, Technology and Environmental Controls for Lone Work	<ul style="list-style-type: none"> Lone workers not provided with appropriate equipment or technology to manage risks associated with after-hours and isolated work (e.g. reliable lighting, communication devices, identification) Failure or unreliability of lone worker devices, apps or communication tools due to poor procurement, maintenance or testing practices Inadequate lighting, signage or security features at workplaces and properties visited after hours, increasing exposure to slips, trips, falls and personal security risks Lack of systematic assessment of new technologies or tools for privacy, 	High	[REDACTED]	Medium

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	usability and suitability for lone worker environments • Workers improvising or bypassing equipment due to poor design, complexity or perceived inconvenience • No clear ownership within management for the ongoing review and improvement of technology that supports lone worker safety		[REDACTED]	
10. Continuous Improvement, Consultation and Compliance Monitoring	• Static lone worker procedures that are not updated in response to changing work patterns, emerging risks or lessons learned from incidents • Lack of structured consultation with workers and health and safety representatives on the practical effectiveness of lone worker controls • Inadequate monitoring of compliance with lone worker procedures such as check-ins, journey plans and use of monitoring technology • Insufficient analysis of incident trends, near misses and complaints related to after-hours and isolated work • Management assumptions that systems are effective despite limited field verification or frontline feedback • Failure to keep up with relevant WHS legislation, codes of practice and industry guidance concerning working alone or in isolation		[REDACTED]	Medium

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.