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Working in Public Areas			
Business Name:		ABN:	
Business Address:			
Contact Person:	Phone:	Email:	

THIS RISK ASSESSMENT IS APPROVED BY THE PCBU OF THE 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:	

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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 / Administrative Chang
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	PPE

SAMPLE

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 the 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	• Lack of clear allocation of WHS duties for work in public areas, leading to gaps in planning, supervision and oversight • Senior management not adequately aware of WHS Act 2011 due diligence obligations in relation to public interface work • Inadequate consultation with workers and Health and Safety Representatives (HSRs) about risks associated with public spaces • Poor coordination of WHS responsibilities between principal contractor, subcontractors and facility owners or local councils • Failure to integrate public area risks into the organisation's WHS management system and risk register	High	• Define and document WHS governance arrangements for all work in public areas, including clear roles, responsibilities and authority in accordance with WHS Act 2011 • Ensure officers meet due diligence obligations by establishing regular WHS reporting that specifically covers work in public spaces (incidents, near misses, changes in public interface, enforcement actions) • Establish formal consultation mechanisms with workers and HSRs (toolbox talks, WHS committee meetings, safety alerts) that explicitly address public interface risks and controls • Include requirements for managing work in public areas in contracts, service agreements and project documentation, defining who controls the site, traffic, public communication and emergency response • Maintain a corporate risk register that includes specific high-level risks for work in public areas and review them at least annually or after significant incidents or changes • Implement a documented process to coordinate WHS responsibilities with other PCBUs (e.g. local government, principal contractors, building managers) including information sharing, joint inspections and agreed points of contact • Periodically audit governance and consultation arrangements against WHS Act 2011 and WHS Regulation requirements, with corrective actions tracked to completion	Medium
2. Planning, Design and Risk Management System	• Inadequate pre-planning for work in public areas resulting in uncontrolled interaction between workers, vehicles and members of the public • Absence of a formal risk management procedure for public area work (identify, assess, control, review) • Design of work methods and layout that do not prioritise separation of workers and public • Failure to consider vulnerable public groups (children, elderly, people with disability, culturally and linguistically diverse communities) in planning • No structured process for reviewing and updating risk assessments when site conditions or work scope change	High	• Implement a documented risk management procedure for all work in public areas, consistent with WHS Act 2011 and WHS Regulation, including formal risk assessment templates and sign-off requirements • Require project and operations planning to incorporate public interface considerations at concept and design stage (e.g. safe design reviews, constructability reviews, Crime Prevention Through Environmental Design where relevant) • Mandate that all proposals for work in public spaces include a high-level WHS risk assessment addressing access, public movement patterns, traffic, crowding, nearby businesses and community use • Integrate public area risk controls into project plans, traffic management plans, event management plans and site safety management plans, rather than treating them as stand-alone documents • Establish a change management procedure that triggers review of the risk assessment when there are changes in scope, location, schedule, nearby works or public activities (e.g. markets, events, school times) • Include requirements to consider vulnerable public groups in all planning documents, including accessible routing, clear signage and support for non-English-speaking members of the public • Conduct periodic management reviews of the effectiveness of planning and risk management systems for public area work, using findings from incidents, near misses, site inspections and worker feedback	Medium
3. Contractor and Supplier Management	• Engagement of contractors who lack competence or systems to manage public interface risks safely	High	• Implement a contractor pre-qualification system that specifically assesses competence and experience in managing work in public areas, including evidence of relevant WHS systems and past performance • Include explicit requirements for public safety, traffic management, signage, barricading, communication and incident reporting in contracts and scopes of work	Medium

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	• Inadequate pre-qualification processes that do not assess contractor capability for work in public areas • Poor alignment between principal's WHS expectations and contractor procedures, causing inconsistent controls • Lack of monitoring of contractor performance in relation to public safety, signage and exclusion zones • Subcontractor activities creating unmanaged additional risk to workers and the public		• Require contractors to submit project-specific WHS documentation for review (e.g. risk assessments, traffic management plans, communication plans) that address public interface risks, prior to commencement • Establish processes for induction and onboarding of contractors that align them with the principal's WHS policies, expectations and escalation procedures for public safety matters • Conduct planned WHS inspections and performance reviews of contractors, focusing on management of public access, adherence to approved traffic and exclusion plans, and responsiveness to emerging risks • Require contractors to manage their subcontractors under the same WHS criteria and to provide evidence of their subcontractor selection, induction and supervision arrangements • Include performance measures and potential sanctions or incentives in contracts relating to WHS outcomes in public areas, such as incident rates, complaints and audit results	
4. Worker Competency, Training and Supervision	• Workers and supervisors not adequately trained in managing the additional risks of working in public areas compared with controlled worksites • Insufficient awareness of legal obligations when interacting with members of the public, including aggression management and privacy considerations • Inadequate supervision levels for new, young or inexperienced workers exposed to the public • Language or literacy barriers reducing worker understanding of procedures, signage requirements and escalation processes • Lack of competency verification for roles requiring specific skills, such as traffic controllers, spotters or event marshals	High		Medium
5. Public Interface, Communication and Stakeholder Engagement	• Lack of timely communication with the public, local residents, businesses and facility users about upcoming work and associated restrictions	High		Medium

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	• Confusing or inconsistent messaging between different PCBUs working in the same public area • Community complaints escalating into aggression, non-compliance with directions, or interference with work areas • Failure to consider cultural, language and accessibility needs in communication strategies • Media or social media escalation following incidents, leading to reactive rather than planned risk management responses			
6. Site Access, Segregation and Traffic Management Systems	• Lack of organisational standards for segregation of workers and members of the public in shared spaces such as footpaths, plazas and car parks • Inconsistent or adequate barriers, fencing, signage and spotters across different sites • Inadequate traffic management planning for vehicles operating in or near public areas, including deliveries and mobile plant • Reliance on administrative and behavioural controls without a systematic preference for physical separation and engineered controls • Failure to address dynamic changes in public movement patterns (e.g. school hours, events, peak tourist seasons)	High		Medium

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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. Incident, Emergency and Security Management	• Lack of integrated emergency plans that address incidents involving both workers and members of the public • Unclear arrangements with local emergency services and facility owners regarding access, muster points and communications during an incident • Poor systems for managing aggressive or disruptive behaviour from members of the public towards workers • Delayed or inconsistent reporting and investigation of incidents and near misses involving the public • Inadequate consideration of security risks such as theft, vandalism, unauthorised access to work zones or intentional harm	High		Medium
8. Psychological Health, Community Interaction and Worker Wellbeing	• Psychological stress and fatigue from ongoing exposure to public scrutiny, complaints or abuse • Lack of organisational support systems for workers dealing with traumatic events or near misses involving members of the public • Stigma or fear associated with reporting public aggression, harassment or discrimination • Insufficient planning for roster patterns and breaks when working in high-intensity public environments (e.g. large events, transport hubs) • Poorly managed expectations from community stakeholders leading to conflict and moral injury for workers	High		Medium

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SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
9. Equipment, Technology and Information Management	• Use of equipment and technology in public areas without adequate system controls to prevent public access or misuse • Inadequate procedures for managing privacy, images and personal information when using CCTV, body-worn cameras or mobile devices in public • Lack of maintenance and inspection systems for equipment used near the public, increasing likelihood of failure or detachment of components • Poor data management for risk assessments, permits, inspections and incident records, leading to inconsistent decision-making • Over-reliance on informal communication methods (e.g. text, verbal instructions) without proper documentation for public safety decisions	Medium		Low
10. Monitoring, Audit and Continuous Improvement	• Failure to systematically monitor the effectiveness of WHS controls for work in public areas over time • Inconsistent or informal site inspections that overlook systemic issues in public interface management • Lack of performance indicators relating specifically to safety outcomes where workers and public interact • Poor sharing of lessons learned between different projects, regions or business units undertaking public area work	Medium		Low

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SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS		RESIDUAL RISK
	• Complacency following periods without serious incidents, leading to erosion of controls and standards				

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 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-of-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/forms-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.