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Delivery Driver Courier and Goods Handling | SAFE WORK METHOD STATEMENT (SWMS)

TASK OR ACTIVITY: Delivery Driver Courier and Goods Handling

Business Name:		ABN:	SWMS#
Business Address:			
Contact Person:	Phone:	Email:	

THIS SAFE WORK METHOD STATEMENT 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 safe work method statement (SWMS) is prepared before the proposed work starts.

Full Name:		
Signature:	Title:	Date:

Details of the person(s) responsible for ensuring implementation, monitoring and compliance of the SWMS as well as reviews and modifications of the SWMS.

Full Name:	Title:	Phone:

ALL PERSONNEL PARTICIPATING IN ANY ACTIVITY ON THIS SWMS MUST HAVE THE FOLLOWING COMMUNICATED	NAME OF ALL RELEVANT PERSONNEL WHO HAVE BEEN CONSULTED AND COMMUNICATED TO IN THE DEVELOPMENT AND APPROVAL OF THIS SWMS
Safety meetings or toolbox talks will be scheduled in accordance with legislative requirements to first identify any site hazards, then to communicate those hazards and then to further take steps to either eliminate or control each hazard.	
If an incident or a near miss occurs, all work must stop immediately. Depending on the severity of the incident, a meeting will be called with all workers to amend the SWMS if required. The meeting may also be an educational opportunity.	
Any changes made to the SWMS after an incident or a near miss must be approved by the Person Conducting Business or Undertaking and communicated to all relevant personnel.	
The SWMS must be kept and be available for inspection at least until the work is completed. Where a SWMS is revised, all versions should be kept. If a notifiable incident occurs in relation to which the SWMS relates, then the SWMS must be kept for at least two years from the occurrence of the notifiable incident.	

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CLIENT OR PRINCIPAL CONTRACTOR DETAILS	
Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date SWMS supplied to Project Manager:	

ANY HIGH-RISK CONSTRUCTION WORK BEING CARRIED OUT	
☐ involves a risk of a person falling more than 2 meters	☐ is carried out on or near pressurised gas mains or piping
☐ is carried out on a telecommunication tower	☐ is carried out on or near chemical, fuel or refrigerant lines
☐ involves demolition of an element of a structure that is load-bearing	☐ is carried out on or near energised electrical installations or services
☐ involves demolition of an element related to the physical integrity of a structure	☐ is carried out in an area that may have a contaminated or flammable atmosphere
☐ involves, or is likely to involve, disturbing asbestos	☐ involves tilt-up or precast concrete
☐ involves structural alteration or repair that requires temporary support to prevent collapse	☐ is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor
☐ is carried out in or near a confined space	☐ is carried out in an area of a workplace where there is any movement of powered mobile plant
☐ is carried out in/near a shaft or trench deeper than or tunnel involving use of explosives	☐ is carried out in areas with artificial extremes of temperature.
☐ is carried out in or near water or other liquid that involves a risk of drowning.	☐ involves diving work.

ANY HIGH-RISK MACHINERY OR EQUIPMENT NEARBY

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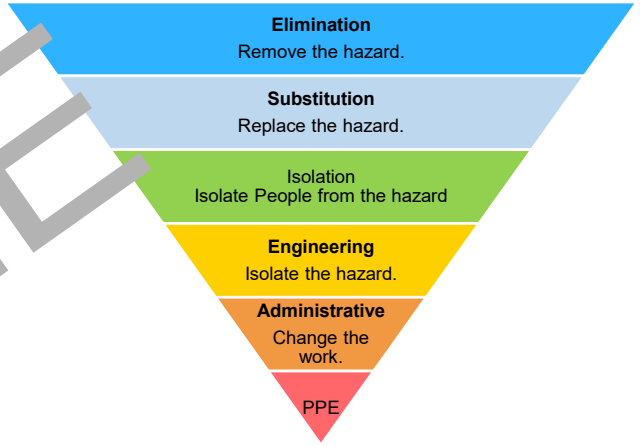
RISK MATRIX

LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE		
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEE
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review befo work starts.
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	nitor and k records

HEIRARCHY OF CONTROLS



Notes on Hierarchy of Controls: Elimination methods are the most effective and preferre en co lli a hazard. Substitution is the second most effective method of controlling a hazard. Engineering by isolation is the ost ef ve, while Administrative Controls by changing the work is the fourth most effective method. PPE (Personal Protective Eq ment) he least effective method.

PERS AL P TECTIVE EQUIPMENT (PPE)

Select the appropriate PPE bov uitable or the equipment used or the job task being performed (if applicable).

FOOT PROTECTION	HAND PROTECTION	HEAD PROTECTION	HEARING PROTECTION	EY PROTECTION	RESPIRATORY PROTECTION	FACE PROTECTION	HIGH-VIS CLOTHING	PROTECTIVE CLOTHING	FALL PROTECTION	SUN PROTECTION	HAIR/JEWELLERY SECURED
											
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Other PPE Required:

Permit or Licenses Requirements	Mandatory Qualifications and Training

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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
Pre-start planning and scheduling	• Unrealistic delivery timeframes • Fatigue accumulation • Adverse weather conditions • Remote or unfamiliar locations • Traffic congestion • Poor route planning • Inadequate information from client • Mobile phone distraction	3H	• Confirm delivery windows with scheduler and allow realistic loading, travel and unloading times to eliminate rushing • Check weather forecasts for route and reschedule or modify runs when severe weather warnings are issued • Plan routes using GPS and local knowledge to minimise U-turns, narrow alleys and complex reversing where possible • Obtain site access instructions, contact details and any specific delivery conditions from client before departure • Print or download clear delivery run sheets and maps to reduce reliance on mobile phone while driving • Program GPS and review route while parked before leaving depot; DO NOT enter destinations while vehicle is moving • Schedule regular rest breaks in line with company fatigue policy and Heavy Vehicle National Law (where applicable) • Confirm vehicle type and load capacity are suitable for planned appliances, including tall fridges and bulky white goods • Identify school zones, residential streets and known high-risk intersections along the route and brief drivers accordingly • Verify drivers hold the correct class of licence and are familiar with company driving and mobile phone policies • Instruct drivers to stop at a safe location before making or taking calls, including hands-free calls • Record any known site hazards (steep driveways, unstable verges, limited parking) on job sheets for driver reference	2M
Vehicle pre-start inspection	• Brake failure • Steering malfunction • Tyre blowout • Lighting failure • Load restraint failure • Door or tailgate failure • Fluid leaks • Reversing camera malfunction	3H	• Conduct a full pre-start inspection of delivery van, Ute or truck at the start of each shift using a documented checklist • Inspect tyres for damage, correct pressure and tread depth; DO NOT operate vehicle with tyres below legal tread limits • Test brakes, steering and horn in depot yard at low speed before leaving • Check all lights, indicators, brake lights and hazard lights are operating; replace blown globes before departure • Verify mirrors and reversing cameras or sensors are clean and functioning; DO NOT rely on cameras alone when reversing • Inspect tailgate, side doors and roller doors for smooth operation and secure latching • Check seatbelts for fraying and locking function; DO NOT operate vehicle if seatbelts are defective	2M

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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
			• Confirm no obvious fluid leaks under the vehicle and that oil, coolant and washer fluid are at required levels • Verify load restraint points, anchor rails and intern[illegible]arriers are in good condition and securely mounted • Confirm fire extinguisher (if fitted) is in place[illegible]hin test date and with seal pin intact • Tag out and report any vehicle with safety [illegible]tical defe[illegible], DO NOT use vehicle until defects are rectified by a mechanic	
Loading goods at depot	• Crush injury from falling appliances • Overexertion during lifting • Unstable pallet stacks • Slip and trip on loading dock • Unplanned vehicle movement • Trolley or pallet jack rollover • Damaged packaging [illegible]s	4A	• Position vehicle on level, des[illegible]nated loading area[illegible]ith pa[illegible]brake applied and wheels chocked where required • Verify tailgate lo[illegible]rating[illegible]d DO[illegible]OT exceed Safe Working Load (SWL) or vehicle Gross Vehicle Mass (GVM) • Use pallet jac[illegible] forklifts[illegible] powered li[illegible]s operated by trained personnel for heavy whitegoods where availa[illegible] • Proh[illegible]t [illegible]nual li[illegible]n of large fridges and large appliances beyond safe team-lift limits; use at least two person[illegible]plus[illegible]rolleys Stack a[illegible]pliani[illegible]s upright and in accordance with manufacturer markings; DO NOT lay fridges on their s[illegible]unle[illegible]s manu[illegible]cturer approved Inspec[illegible]ckaging, straps and corner protectors; re-strap or re-wrap if damaged or weakened • [illegible]cure each item immediately after loading using rated load restraints, tie-downs and bars compliant wit[illegible] Load Restraint Guide • Place heaviest items low and forward of rear axle to maintain vehicle stability and prevent load shift • Maintain clear walkways on the dock; promptly remove plastic wrap, strapping and cardboard from floor • Confirm tailgate, dock leveller or ramp is correctly docked, locked and free of gaps before moving trolleys • DO NOT stand between moving pallets or trolleys and fixed structures where crush risk exists • Record load configuration and any special handling requirements on the delivery paperwork	2M
Load restraint and securing	• Load shift during braking • Appliance toppling in transit • Strap failure • Inadequate anchor points • Crush injury when opening doors	4A	[redacted]	2M

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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
			[redacted]	
Driving between locations	• Road collision • Sudden braking incidents • Fatigue while driving • Distraction from devices • Adverse weather conditi • Roadwork and det rs	H	[redacted]	2M
Road safety during deliveries	• Urban traffic congestion • Sudden pedestrian movement • Cyclist interaction • Unclear road signage • Aggressive road users • School zone risks	3H	[redacted]	1L

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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
			[redacted]	
Parking and position at delivery site	• Parked in unsafe location • Vehicle rollaway • Parking on unstable surfaces • Limited space in full [illegible] parks • Obstructing eme[illegible]ency access • Collision while ma[illegible]	3[illegible]	[redacted]	2M
Reversing and narrow access manoeuvres	• Collision with obstacles • Striking pedestrians • Vehicle side scrape • Reversing off ramps • Limited visibility in alleys • Unclear directions from spotter	4A	[redacted]	2M

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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
			[redacted]	
Site assessment and communication	• Unclear signage or directions • Unstable paths or driveways • Trip hazards on site • Aggressive customers or dogs • Poor lighting at entry • Vehicle–pedestrian interaction	3H	[redacted]	2M
Manual handling preparation	• Musculoskeletal strain • Overexertion during lifting • Poor team coordination • Inadequate grip on packaging • Sudden load shift on trolleys	4A	[redacted]	2M

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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
			[redacted]	
Moving fridges on trolleys	• Trolley tip-over • Crush injury agains[redacted]alls • Damage to floori[redacted] • Loss of control on [redacted] • Finger pinch between trolley and l[redacted]d	4A	[redacted]	2M
Unloading large appliances	• Crush injury during unloading • Tailgate failure • Slip and trip on ramp • Uncontrolled roll of trolley	4A	[redacted]	2M

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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
	• Pinch points on doors and gates		[redacted]	
Placing and installing appliances	• Strain while final positioning • Contact with live electrical outlets • Trip hazards from packaging • Damage to plumbing connections • Working in confined spaces indoors	3H	[redacted]	1L
Post-delivery wrap up and departure	• Missed equipment checks • Loose items in vehicle	2M	[redacted]	1L

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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
	• Fatigue on return trip • Poor hygiene after handling • Paperwork errors		[redacted]	

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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

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

Northern Territory
Work Health and Safety (National Uniform Legislation) Act 2011
Work Health and Safety (National Uniform Legislation) Regulations 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

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

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.

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

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

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

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

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SIGNATORIES OF THE SAFE WORK METHOD STATEMENT

The signed and dated personnel listed below have cooperated in the consultation and development of this Safe Work Method Statement which has been approved by the Person/s Conducting a Business or Undertaking (PCBU). In signing this Safe Work Method Statement each individual acknowledges and confirms that they have read this SWMS in full, having raised any questions for items on this Safe Work Method Statement that require clarification, and confirms that they are competent, skilled and knowledgeable for the task assigned to them. Every person acknowledges that they have received the relevant training and qualifications where required, before carrying out any work contained in this Safe Work Method Statement. By signing this Safe Work Method Statement each individual agrees to work safely, to follow any safe work instructions which are provided, and agrees to use all Personal Protective Equipment where appropriate.

Worker Name	Signature	Date

SAFE WORK METHOD STATEMENT MONITORING AND REVIEW

The SWMS must be reviewed regularly to make sure it remains effective and must be reviewed (and revised if necessary) if relevant control measures are revised. The review process should be carried out in consultation with workers (including contractors and sub-contractors) who may be affected by the operation of the SWMS and their health and safety representatives who represented that work group at the workplace.

When the SWMS has been revised the PCBU must ensure that all persons involved with the work are advised that a revision has been made and how they can access the revised SWMS, including all persons who will need to change a work procedure or system as a result of the review are advised of the changes in a way that will enable them to implement their duties consistently with the revised SWMS. All workers that will be involved in the work must be provided with the relevant information and instruction that will assist them to understand and implement the revised SWMS.

The SWMS must be monitored regularly for the effectiveness of ensuring hazard controls are effective in reducing the risk of incidents, keeping the workplace safe for all personnel. The person responsible for monitoring the effectiveness of the Safe Work Method Statement should employ a multi-faceted approach which includes but is not limited to:

1. Spot Checks.
2. Consultation with workers, contractors and sub-contractors.
3. Internal audits on a continual basis.

An approach of continuous improvement, promptly recording inconsistencies or deficiencies, followed up by immediate corrective action and consultation with all relevant personnel ensures that the PCBU is consistently developing ever-improving systems of safe work principles.

REVIEW NUMBER	1	2	3	4	5	6	7
NAME							
INITIALS							
DATE							

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SAFE WORK METHOD STATEMENT REVIEW CHECKLIST

This Safe Work Method Statement Review Checklist is to be followed and used upon initial development of the SWMS to help ensure that all steps have been adequately taken before work commences. Think of this document as an internal audit review checklist before commencing work, and may form part of a Toolbox Talk (safety meeting) and may be used as an opportunity for education and training.

ITEMS WHICH MUST BE INCLUDED IN THE SWMS	COMPLETED	COMMENTS
The company details have been entered, including the project name and address.	☒	
All relevant personnel consulted during the development of the SWMS.	☒	
Name, signature, position and date signed of the person approving the SWMS.	☐	
Specific personnel and qualifications, experience is noted in the SWMS.	☒	
Provides a step-by-step process of tasks required to carry out the activity or task.	☒	
Adequate risk assessment of any identified hazards has been completed.	☒	
Foreseeable hazards are identified and documented for each step.	☒	
Any hazards listed in any site risk assessments have been added to the SWMS.	☒	
SWMS initial risk (IR) column as well as residual risk (RR) column completed.	☒	
Check control measures added to the SWMS are the most effective selection.	☒	
Responsible person is assigned and listed on the SWMS for the implementation of control measures.	☒	
Permit or licenses requirements specified, such as Hot Work, Electrical Work, Work at Heights etc.	☒	
SWMS identifies plant and equipment to be used.	☒	
Details of inspection checks required for any equipment listed and noted on the SWMS.	☒	
Describes any mandatory qualifications, experience, training or skills required to perform the work.	☒	
Applicable personal protective equipment is selected on the SWMS.	☒	
Reflects and documents any legislative references and/or Australian Standards.	☒	
Identifies any hazardous substances used with specific control measures in line with any SDS.	☒	

REVIEWED BY		**DATE REVIEWED**	
SIGNATURE		**DATE COMPLETED**	

SAMPLE