General Logistics Delivery and Goods Handling | SAFE WORK METHOD STATEMENT (SWMS)

TASK OR ACTIVITY: General Logistics Delivery 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, 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.	

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

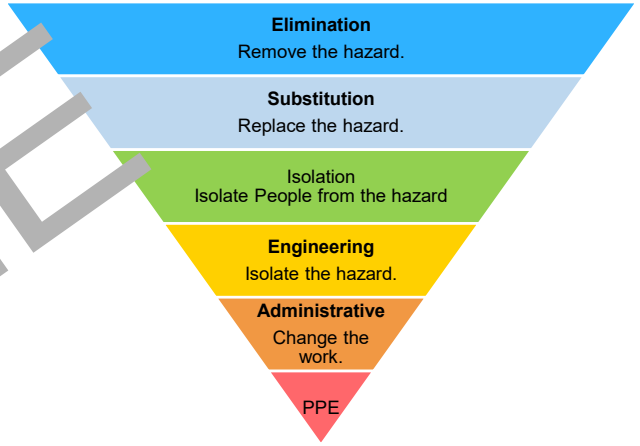
ANY HIGH-RISK CONSTRUCTION WORK BEING CARRIED OUT	
☐ involves a risk of a person falling more than 2 meters	☐ is carried out on or near pressurised gas mains or piping
☐ is carried out on a telecommunication tower	☐ is carried out on or near chemical, fuel or refrigerant lines
☐ involves demolition of 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

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 abo uitable or the equipment used or the job task being performed (if applicable).

FOOT PROTECTION	HAND PROTECTION	HEAD PROTECTION	HEARING TECTION	EY CTION	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

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	• Inadequate route planning • Incorrect load information • Unrealistic delivery timeframes • Conflicting site activities • Fatigue from excessive hours • Emergency access obstruction	3H	• Confirm delivery scope, locations, access restrictions, and site contacts before scheduling runs • Verify load dimensions, weights, and special handling requirements against consignment notes and purchase orders • Plan routes using heavy-vehicle approved roads and check for low bridges, weight limits, and clearances • Schedule deliveries to avoid peak site congestion, school zones, and known high-traffic periods where reasonably practicable • Set realistic delivery windows and DO NOT allocate to timeframes that require speeding or skipping mandated fatigue breaks • Confirm whether loads include fragile items, sensitive components, bulk orders, large assembled fixtures, bagged materials and plan appropriate vehicles and restraints • Determine delivery to a multi-storey building and identify loading docks, goods lifts, and floor loading limits • Coordinate with site management to avoid clashes with crane lifts, concrete pours, or other high-risk construction activities • Review weather forecasts and reschedule or modify tasks where high winds, storms, or extreme heat will impact safe lifting or handling • Check that emergency access routes, hydrants, and fire exits at delivery sites are known and will not be blocked by trucks or materials • Allow additional time within schedules for safe manual handling, unpacking, and inspection of shipment cargo • Plan internal transport routes between premises and within warehouses to separate pedestrian and vehicle movements	2M
Vehicle and load restraint inspection	• Unroadworthy delivery vehicle • Brake or steering failure • Tyre blowout • Defective load restraint equipment • Overloaded vehicle • Incorrectly distributed load • Unsecured fragile items	4A	• Conduct a pre-start inspection of the truck, Ute, or van including lights, indicators, horn, wipers, mirrors, tyres, and fluid levels • Inspect brakes and steering for abnormal noises, pulling, or excessive travel and DO NOT operate the vehicle if defects are identified • Check all tyres for damage, adequate tread depth, and correct inflation pressure according to manufacturer specifications • Inspect load restraint equipment including straps, chains, corner protectors, ratchets, winches, and anchor points for wear, damage, and WLL tags • Remove from service any damaged or non-compliant load restraint gear and label as 'Do Not Use' • Verify total load weight against vehicle GVM and GCM, ensuring the load does not exceed these limits	2M

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 axle load distribution complies with manufacturer specifications and adjust placement of pallets or goods if necessary • Secure all loads using appropriate restraint system in accordance with the Load Restraint Guide and relevant Australian Standards • Individually protect and restrain fragile items and sensitive components using padding, cartons, foam, and dividers to prevent movement • Ensure bagged materials are stacked stably, shrink-wrapped or banded on pallets to prevent shifting during braking or cornering • Check that large assembled frames and plasterboard sheets are supported vertically where required and secured against tipping • Verify tailgate, doors, curtains, and side gates are locked and latched prior to departure • DO NOT use damaged anchor points, weak side rails, or makeshift tie-down points for securing loads • Report vehicle defects and load restraint issues in the pre-start checklist and report to the supervisor before leaving the depot	
Depot and yard traffic management	• Vehicle and pedestrian collision • Reversing vehicle • Forklift impact • Unplanned vehicle movement • Slips on oily or uneven surfaces • Poor visibility in loading zones	4A	• Establish and maintain a traffic management plan for the depot including designated pedestrian walkways, loading zones, and exclusion areas • Install clear signage, line marking, convex mirrors, and speed limit signs at entries, exits, and crossings • Separate forklift operating areas from pedestrian walkways using barriers, bollards, or guard rails where practicable • Require drivers to adhere to low speed limits in yards and DO NOT allow mobile phone use while vehicles are moving • Use spotters trained in hand signals when reversing heavy vehicles in confined areas or shared spaces • Fit reversing alarms, flashing beacons, and cameras to trucks, forklifts, and yard vehicles where practicable • Designate and maintain suitable vehicle parking and loading bays that are level, well-lit, and free from trip hazards • Keep yard surfaces clean, repair potholes, and promptly clean up oil, fuel, or hydraulic fluid spills using absorbent material • Ensure employees and visitors use high-visibility clothing in vehicle traffic areas • Confirm that heavy vehicles are parked with park brake applied and wheels chocked where there is a risk of rolling • DO NOT allow pedestrians to walk through operating forklift zones or between vehicles and loading docks • Conduct regular traffic management reviews following any incident, near miss, or change to yard layout	2M
On-road driving and route travel	• Road traffic collision	3H		2M

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-related error • Speeding and harsh braking • Adverse weather conditions • Load movement during transit • Interaction with vulnerable road users		[redacted]	
Site arrival and access assessment	• Unstable or uneven ground • Overhead powerlines • Low clearances and awnings • Restricted access in laneways • Interaction with other plant • Unauthorised entry to high-risk areas	4A	[redacted]	2M

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]	
Loading goods and materials	• Crush injury from moving plant • Falling objects during • Being struck by swinging load • Muscular strain from manual handling • Vehicle or trailer roll-away • Forklift and pedestrian interaction	4A	[redacted]	2M

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]	
Load restraint and securing	• Load shift in transit • Toppling of stacked goods • Failure of restraint equipment • Falling from vehicle [redacted] • Struck by recoiling straps or chains • Crushed by moving [redacted]	4[redacted]	[redacted]	2M
Manual handling and internal transport	• Musculoskeletal strain • Back and shoulder injury	3H	[redacted]	2M

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
	• Trips on cluttered pathways • Hand and finger crush injuries • Overexertion lifting bagged materials • Collision with pedestrians internally		[redacted]	
Deliveries to multi-storey buildings	• Overloaded goods lifts • Obstructed fire exits • Manual handling on stairs • Congested loading docks • Noise and disturbance to public • Falling objects from upper levels	3H	[redacted]	2M

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]	
Control equipment delivery and removal	• Equipment tip-over during loading • Struck by swinging or suspended plant • Incorrect lifting points used • Contact with energised equipment • Pinch points at connection points • Damaged control systems during transport	4A	[redacted]	2M
Handling corry and wheel transport	• Sharp edge lacerations • Sheet metal wind uplift • Foot crush from dropped wheels • Unstable stacking of corry sheets • Musculoskeletal strain • Rolling wheels in transit	3H	[redacted]	2M

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]	
On-site unloading and distribution	• Falling objects d[redacted]ng unloadin[redacted] • Being struck by m[redacted]nt • Load collapse during unpacking • Slips on loose packagin[redacted] • Noise and dust exposure • Public interface near site boundaries	4A	[redacted]	2M

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]	
Unpacking and inspection of goods	• Cuts from knives and banding • Spring-back of strapping • Damage to sensitive components • Unexpected load shift on opening • Exposure to hazardous contents • Waste handling injuries	3H	[redacted]	1L
Packaging products for dispatch	• Inadequate packaging strength • Incorrect labelling of dangerous goods • Overweight cartons • Repetitive strain from packing • Staple and tape gun injury • Crush hazards at strapping machines	3H	[redacted]	2M

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]	
Managing commercial bulk orders and shipments	• Order picking errors • Overloaded racking systems • Forklift incidents during bulk loading • Incorrect documentati[redacted]ulk freigh • Unbalanced bulk [redacted]llets • Delayed emerge[redacted] resp[redacted] blocked aisles	3[redacted]	[redacted]	2M
Completion, return transport and pickup	• Residual loose materials in vehicle • Unsecured returns or dunnage • Fatigue at end of shift • Poor housekeeping in trucks • Back injuries from late manual handling • Slips while exiting cabins	2M	[redacted]	1L

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]	

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

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							

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 are 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**	