

**Pallet Jack | SAFE WORK METHOD STATEMENT (SWMS)**

**TASK OR ACTIVITY: Pallet Jack**

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

**THIS SAFE WORK METHOD STATEMENT IS APPROVED BY THE PCBU OF 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 safe work method statement (SWMS) is prepared before the proposed work starts.

Full Name:

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

Full Name:	Title:	Phone:
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**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.

**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**

<input type="checkbox"/> involves a risk of a person falling more than 2 meters	<input type="checkbox"/> is carried out on or near pressurised gas mains or piping
<input type="checkbox"/> is carried out on a telecommunication tower	<input type="checkbox"/> is carried out on or near chemical, fuel or refrigerant lines
<input type="checkbox"/> involves demolition of an element of a structure that is load-bearing	<input type="checkbox"/> is carried out on or near energised electrical installations or services
<input type="checkbox"/> involves demolition of an element related to the physical integrity of a structure	<input type="checkbox"/> is carried out in an area that may have a contaminated or flammable atmosphere
<input type="checkbox"/> involves, or is likely to involve, disturbing asbestos	<input type="checkbox"/> involves tilt-up or precast concrete
<input type="checkbox"/> involves structural alteration or repair that requires temporary support to prevent collapse	<input type="checkbox"/> is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor
<input type="checkbox"/> is carried out in or near a confined space	<input type="checkbox"/> is carried out in an area of a workplace where there is any movement of powered mobile plant
<input type="checkbox"/> is carried out in/near a shaft or trench deeper than 1.5m or tunnel involving use of explosives	<input type="checkbox"/> is carried out in areas with artificial extremes of temperature.
<input type="checkbox"/> is carried out in or near water or other liquid that involves a risk of drowning.	<input type="checkbox"/> 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 PROCEED
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review before 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	Monitor and keep records

  

HEIRARCHY OF CONTROLS	
<b>Elimination</b> Remove the hazard.	
<b>Substitution</b> Replace the hazard.	
<b>Isolation</b> Isolate People from the hazard	
<b>Engineering</b> Isolate the hazard.	
<b>Administrative</b> Change the work.	
<b>PPE</b>	

**Notes on Hierarchy of Controls:** Elimination methods are the most effective and preferred when controlling a hazard. Substitution is the second most effective method of controlling a hazard. Engineering by isolation is the third most effective, while Administrative Controls by changing the work is the fourth most effective method. PPE (Personal Protective Equipment) is the least effective method.

PERSONAL PROTECTIVE EQUIPMENT (PPE)											
Select the appropriate PPE above suitable for the equipment used or the job task being performed (if applicable).											
FOOT PROTECTION	HAND PROTECTION	HEAD PROTECTION	HEARING PROTECTION	EYE PROTECTION	RESPIRATORY PROTECTION	FACE PROTECTION	HIGH-VIS CLOTHING	PROTECTIVE CLOTHING	FALL PROTECTION	SUN PROTECTION	HAIR/JEWELLERY SECURED
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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
1. Preparation	Trip hazards, Inadequate lighting	2M	<ul style="list-style-type: none"> <li>- Clear the work area: Prioritise keeping the work area clean and clutter-free, removing any potential trip hazards such as debris, tools, loose cords, or materials that may obstruct the path of the pallet jack.</li> <li>- Proper signage: Erect appropriate signage to indicate the presence of pallet jacking activities and highlight possible trip hazard zones.</li> <li>- Sufficient lighting: Ensure adequate illumination in the working area to minimise the risk of a tripping accident, significantly increasing visibility for both team members and pedestrians.</li> <li>- Pallet inspection: Examine every pallet thoroughly before use, checking for damage, protruding nails, excessive moisture, or other issues that could lead to trip hazards or further complications during pallet movement.</li> <li>- Routine maintenance: Routinely maintain the pallet jack, addressing any mechanical issues promptly and following a thorough preventative maintenance programme that reduces the likelihood of hazardous malfunction.</li> <li>- Cord management: Organise all loose cables and cords effectively, utilising appropriate cord covers or cable ties to keep them contained and prevent trip hazards.</li> <li>- Use walkways and designated paths: Workers should follow marked walkways and designated traffic paths when operating a pallet jack, avoiding unauthorised areas where trip hazards may be concealed.</li> <li>- Establish buddy systems: Adopting a practice of having spotters or colleagues overseeing pallet jack operations can help identify trip hazards and alert operators when they're at risk of an impending incident.</li> <li>- Appropriate footwear: Encourage workers involved in pallet jacking to wear appropriate footwear with slip-resistant and sturdy soles to decrease their chances of tripping.</li> <li>- Training and communication: Regular training sessions on general workplace health and safety, including specific focus on recognizing and managing trip hazards, ensure that personnel remain vigilant and prepared for potential risks.</li> <li>- Continually monitor and improve: Implement a process for regular review and updates to safety measures based on incident reports, new equipment, process, or environment changes, ensuring that the work area remains safe and free from trip hazards as much as possible.</li> </ul>	1L
2. Inspection	Maintenance issues, Damaged equipment	3H	<ul style="list-style-type: none"> <li>- Conduct a thorough pre-use inspection of the pallet jack, focusing on all critical components, including wheels, handle, lifting mechanism, and overall frame.</li> <li>- Keep an up-to-date maintenance log for each pallet jack to ensure that any issues are recorded, tracked, and addressed promptly by qualified technicians or service providers.</li> <li>- Implement a scheduled maintenance programme for all pallet jacks, adhering to manufacturer's guidelines and recommendations to identify and address potential maintenance issues proactively.</li> <li>- Remove damaged or faulty equipment from service immediately and tag it with a "Do Not Use" sign until proper repairs or replacements have been made.</li> </ul>	2M

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
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			<ul style="list-style-type: none"> <li>- Provide training to all staff members on how to properly operate and inspect pallet jacks, including addressing specific maintenance requirements and identifying common signs of wear and damage.</li> <li>- Establish a clear communication system for workers to report any potential hazards or equipment malfunctions, allowing for prompt action to minimise risk.</li> <li>- Ensure that only certified personnel are permitted to conduct maintenance or repair work on pallet jacks, following established procedures and guidelines.</li> <li>- Utilise high-quality replacement parts during maintenance and repair operations, consistent with manufacturer specifications and ensuring the equipment operates safely and efficiently.</li> <li>- Regularly clean and lubricate pallet jack components to prevent rust, corrosion, and other factors that could contribute to equipment wear or failure.</li> <li>- Consider implementing a preventive maintenance software system to help track equipment condition and facilitate timely maintenance interventions.</li> <li>- Conduct periodic audits of your maintenance programme to ensure compliance with industry regulations and workplace health and safety standards.</li> <li>- Implement a system for the proper disposal of damaged equipment, ensuring that it is not reintroduced into the work environment.</li> <li>- Encourage a culture of safety within the workplace where all employees understand their responsibilities in maintaining pallet jacks' safe operating conditions and feel empowered to report potential hazards or concerns.</li> </ul>	
3. Operation	Pedestrian collisions, Overloading	3H	<ul style="list-style-type: none"> <li>- Implement pedestrian exclusion zones: Clearly mark areas where pallet jacks are being used and restrict access to only authorised workers. This will help minimise the risk of pedestrian collisions.</li> <li>- Provide appropriate training: Ensure all operators are fully trained in the correct use and maintenance of pallet jacks, including how to safely navigate around obstacles and other workers in the workplace.</li> <li>- Proper communication between operators and pedestrians: Encourage clear communication between pallet jack operators and other workers to make everyone aware of movements and potential hazards.</li> <li>- Use safety gear: Ensure all workers in proximity to pallet jacks wear high-visibility clothing, slip-resistant footwear, and any other required personal protective equipment (PPE) in accordance with workplace health and safety guidelines.</li> <li>- Regularly inspect and maintain equipment: Perform regular checks on pallet jacks to ensure they are in good working order, making sure to address any issues promptly.</li> <li>- Establish designated travel paths: Create specific pathways for pallet jacks, keeping them separate from pedestrian traffic whenever possible to minimise the risk of accidents.</li> <li>- Adhere to weight restrictions: Pallet jack operators should be educated on the maximum load capacity of their equipment and never exceed these limits to prevent overloading and potential accidents.</li> <li>- Install warning devices: Equip pallet jacks with audible warning devices, such as horns or beepers, to alert nearby workers when the equipment is in operation.</li> <li>- Use spotters: If necessary, assign spotters to assist pallet jack operators in navigating crowded or obstructed areas by providing additional visibility and guidance.</li> </ul>	1L



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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
			[REDACTED]	
5. Maneuvering	Restricted work area, Floor surface damage	3H	[REDACTED]	2M
6. Stabilization	Rollovers, Unstable loads	3H	[REDACTED]	1L

SAMPLE



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]	
8. Maintenance	Incorrect maintenance procedures, Electrical hazards	3H	[REDACTED]	2M

SAMPLE

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]	
9. Battery Charging	Explosion risk, Acid spills	4A	[REDACTED]	3H

SAMPLE



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]	
11. Storage	Poor housekeeping, incorrect storage methods	2M	[REDACTED]	1L

SAMPLE

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]	
12. Communication	Lack of communication, Miscommunication	3H	[REDACTED]	2M

SAMPLE

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]	
			[REDACTED]	
			[REDACTED]	

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/lit/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.

**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 must 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 represent 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.	<input checked="" type="checkbox"/>	
All relevant personnel consulted during the development of the SWMS.	<input checked="" type="checkbox"/>	
Name, signature, position and date signed of the person approving the SWMS.	<input type="checkbox"/>	
Specific personnel and qualifications, experience is noted in the SWMS.	<input type="checkbox"/>	
Provides a step-by-step process of tasks required to carry out the activity or task.	<input checked="" type="checkbox"/>	
Adequate risk assessment of any identified hazards has been completed.	<input checked="" type="checkbox"/>	
Foreseeable hazards are identified and documented for each step.	<input checked="" type="checkbox"/>	
Any hazards listed in any site risk assessments have been added to the SWMS.	<input checked="" type="checkbox"/>	
SWMS initial risk (IR) column as well as residual risk (RR) column completed.	<input checked="" type="checkbox"/>	
Check control measures added to the SWMS are the most effective selected.	<input checked="" type="checkbox"/>	
Responsible person is assigned and listed on the SWMS for the implementation of control measures.	<input checked="" type="checkbox"/>	
Permit or licenses requirements specified, such as Hot Work, Electrical Work, Work at Heights etc.	<input checked="" type="checkbox"/>	
SWMS identifies plant and equipment to be used.	<input checked="" type="checkbox"/>	
Details of inspection checks required for any equipment listed are noted on the SWMS.	<input checked="" type="checkbox"/>	
Describes any mandatory qualifications, experience, training or skills required to perform the work.	<input checked="" type="checkbox"/>	
Applicable personal protective equipment is selected on the SWMS.	<input checked="" type="checkbox"/>	
Reflects and documents any legislative references and/or Australian Standards.	<input checked="" type="checkbox"/>	
Identifies any hazardous substances used with specific control measures in line with any SDS.	<input checked="" type="checkbox"/>	
<b>REVIEWED BY</b>		<b>DATE REVIEWED</b>
<b>SIGNATURE</b>		<b>DATE COMPLETED</b>