

## Tow Truck - Tilt Tray | SAFE WORK METHOD STATEMENT (SWMS)

### TASK OR ACTIVITY: Tow Truck - Tilt Tray

Business Name: Coastal Hire And Sales Pty Ltd

ABN: 70114481408

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 AND DATED SIGNATURE 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, secondly to communicate those hazards and then to further take steps to either eliminate or control each hazard.

NAME

SIGNATURE

DATE

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:	<b>SCOPE OF WORKS</b>
Project Name:	Provide a detailed description of the specific work being carried out (otherwise known as a scope of works).
Project Address:	
Project Manager:	
Contact Phone:	
Project Manager Signature:	
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

<input type="checkbox"/> Forklift	<input type="checkbox"/> Crane/s	<input type="checkbox"/> Hoist/s	<input type="checkbox"/> Excavator	<input type="checkbox"/> Backhoe/Loader	<input type="checkbox"/> Boom Lift	<input type="checkbox"/> EWP	<input type="checkbox"/> Genie Lift
<input type="checkbox"/> Trencher	<input type="checkbox"/> Drilling Rig	<input type="checkbox"/> Trucks	<input type="checkbox"/> Formwork	<input type="checkbox"/> Bobcat	<input type="checkbox"/> Flammable Gas	<input type="checkbox"/> Fuel	<input type="checkbox"/> Dozer
<input type="checkbox"/> High Voltage	<input type="checkbox"/> Mulcher	<input type="checkbox"/> Tilt-up Panels	<input type="checkbox"/> Roller	<input type="checkbox"/> Scissor Lift	<input type="checkbox"/> Tractor	<input type="checkbox"/> Other -	

## RISK MATRIX

LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION	HEIRARCHY OF CONTROLS
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE	SCORE	ACTION	
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.	
<p><b>Notes on Hierarchy of Controls:</b> 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.</p>								

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

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"/>

Select the appropriate PPE above suitable for the equipment used or the job task being performed (if applicable).

**Note:** A SWMS must be reviewed regularly to make sure it remains effective. A SWMS 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 subcontractors) 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 a SWMS has been revised, the person conducting a business or undertaking must ensure all:

1. persons involved in the work are advised that a revision has been made and how they can access the revised SWMS;
2. 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; and,
3. workers that will be involved in the work are provided with the relevant information and instruction that will assist them to understand and implement the revised SWMS.

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR	RESPONSIBLE PERSON
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK	NAME OF PERSON
1. Preparation	Incorrect PPE, Inadequate vehicle pre-inspection	2M	<ul style="list-style-type: none"> <li>- Provide workers with proper training in vehicle pre-inspection processes and the selection and use of appropriate PPE for each specific task.</li> <li>- Ensure Personal Protective Equipment (PPE) is readily available on-site, including high visibility clothing, safety footwear, gloves, goggles, and hard hats if required.</li> <li>- Conduct regular toolbox talks to remind workers of the importance of wearing correct PPE and following vehicle inspection guidelines.</li> <li>- Display signage clearly indicating areas where specific PPE needs to be worn during the tow truck operations, including during the preparation stage.</li> <li>- Develop a comprehensive pre-inspection checklist tailored to the tilt tray tow truck, including necessary safety equipment and essential maintenance requirements.</li> <li>- Assign a designated person or team to carry out pre-trip inspections of tow trucks, ensuring all mechanical components, safety systems, hydraulic lines, and fluid levels are inspected and recorded before the operation begins.</li> <li>- Ensure any defects or safety concerns identified during the pre-inspection process are addressed promptly before the vehicle commences work.</li> <li>- Regularly review and update Standard Operating Procedures (SOPs) and safety documentation to ensure they remain current and accurately reflect industry best practices.</li> <li>- Employ clear communication channels to ensure workers understand their roles and responsibilities, as well as the expectations surrounding their following of established safety protocols and procedures.</li> <li>- Conduct regular audits of management practices, employee adherence to safety policies, and workplace conditions to identify any potential risks and implement corrective actions as necessary.</li> </ul>	1L	
2. Site Inspection	Pedestrians, Uneven terrain, Obstructions	3H	<ul style="list-style-type: none"> <li>- Implement traffic management and pedestrian access plans around the worksite to minimise the interaction between tow trucks, other vehicles, and pedestrians.</li> <li>- Conduct a thorough site inspection prior to each tow job to identify potential hazards like uneven terrain, obstacles, overhead powerlines and other obstructions; ensuring adjustments are made to work processes if required.</li> <li>- Provide appropriate training for tow truck operators on the correct use of equipment and how to assess site hazards to ensure they can safely perform their tasks.</li> <li>- Ensure tow truck operators maintain clear communication with colleagues and nearby pedestrians using two-way radios, hand signals or warning devices such as horns.</li> <li>- Utilise personal protective equipment (PPE) such as high visibility clothing, safety boots, and hard hats when on-site to increase worker visibility and provide additional protection.</li> </ul>	2M	

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			<ul style="list-style-type: none"> <li>- Use caution signs, barriers, or cones to create a clearly marked exclusion zone surrounding the tow truck workspace and prevent unauthorised access.</li> <li>- Deploy spotters whenever necessary to assist in guiding the tow truck operator, particularly during complex maneuvers or when navigating through tight spaces.</li> <li>- Regularly maintain and inspect towing equipment and vehicles, ensuring they meet industry standards for safe operation and can accommodate any identified site hazards.</li> <li>- Implement a reporting system for workers to record incidents, near misses, or any hazards they encounter, so that corrective actions can be taken to continuously improve workplace safety measures.</li> <li>- Hold regular toolbox talks and safety meetings to keep all team members informed and up-to-date on best practices, lessons learned from other tow jobs, and any changes in relevant Workplace Health and Safety regulations.</li> <li>- Continually review and update the Safe Work Method Statements (SWMS) to ensure that control measures remain current and effectively address all potential hazards identified within the site inspection process.</li> </ul>		
3. Vehicle Loading	Rushing, Overloading, Incorrect loading method	3H	<ul style="list-style-type: none"> <li>- Provide adequate training: Ensure all operators have received proper training in the correct procedures for vehicle loading, including weight distribution and securing methods to prevent overloading or incorrect loading.</li> <li>- Implement pre-loading checks: Conduct a visual inspection of the tilt tray and surroundings before loading any vehicles, ensuring it is clear of any obstructions, debris, or uneven surfaces that could cause issues during the loading process.</li> <li>- Establish weight limits: Set specific weight limits for each type of vehicle being loaded and regularly communicate these limits to all operators. Also, ensure they have access to appropriate scales or systems to accurately weigh vehicles prior to loading.</li> <li>- Utilise appropriate equipment: Use suitable load securing devices, such as straps or chains, to ensure the proper restraint of vehicles on the tilt tray. Check their condition regularly and replace if any signs of wear or damage are observed.</li> <li>- Follow a standard operating procedure (SOP): Develop a comprehensive SOP that outlines steps for vehicle loading in a methodical manner, ensuring all operators are following the same guidelines to prevent rushing and promote consistency across the team.</li> <li>- Monitor load distribution: When positioning a vehicle on the tilt tray, be mindful of maintaining even weight distribution. This can help reduce the risk of overloading one side, leading to instability during transportation.</li> <li>- Encourage open communication: Foster an environment where operators feel comfortable discussing any concerns or difficulties they may be facing with vehicle loading. This can help to identify any potential issues early on and promote a proactive approach to addressing them.</li> </ul>	2M	

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			<ul style="list-style-type: none"> <li>- Enforce breaks and limit work hours: To avoid rushing caused by fatigue, develop policies limiting work hours and enforcing regular breaks for all towing operatives.</li> <li>- Implement a buddy system: Have two operators present during vehicle loading, with one person responsible for directing the other as needed, ensuring correct and secure positioning of the vehicles on the tilt tray.</li> <li>- Continuously review processes: Regularly review the loading procedures and any incidents that have occurred to identify areas for improvement, adapt existing guidelines, and maintain a safe working environment.</li> <li>- Maintain equipment: Regularly inspect and maintain the tilt tray and other relevant equipment to ensure it remains in proper working order, reducing the risk of accidents caused by faulty machinery or parts.</li> </ul>		
4. Load Securing	Inadequate restraint equipment, Use of damaged equipment	3H	<ul style="list-style-type: none"> <li>- Proper Inspection: Regularly inspect all restraint equipment, such as straps, chains, and binders, to ensure they are in good working condition and free from wear or damage.</li> <li>- Equipment Maintenance: Develop a routine maintenance schedule for all restraint equipment to maintain their reliability and functionality.</li> <li>- Load Restraint Guidelines: Follow local and national guidelines for load restraint, including the Australian Load Restraint Guide, to ensure proper practices are in place for securing loads on tilt tray tow trucks.</li> <li>- Use of Appropriate Equipment: Ensure the appropriate type and size of restraint equipment is used for each specific load, considering factors such as weight, shape, and dimensions, to prevent potential accidents and damages.</li> <li>- Load Distribution: Properly distribute the load on the tilt tray to maintain stability and reduce the risk of shifting or sliding during transportation.</li> <li>- Employee Training: Provide regular training and refresher courses for employees on proper load securing techniques and procedures to reduce the risk of incidents caused by human error.</li> <li>- Equipment Replacement: Replace damaged or worn-out equipment immediately to avoid any risk of failure while securing loads.</li> <li>- Double-check Restraints: Always double-check that all restraints are properly fastened and secured before moving the vehicle to minimise the risk of errors.</li> <li>- Visual Inspections: Conduct visual inspections of the load securing system at regular intervals throughout the transportation process to ensure that no changes or issues have arisen.</li> <li>- Emergency Response Plan: Develop an emergency response plan for dealing with situations where the load becomes unstable or unsecured, including the necessary communication protocols and emergency procedures.</li> </ul>	1L	

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			<ul style="list-style-type: none"> <li>- Supervision and Accountability: Establish clear lines of responsibility and supervision among employees, ensuring that everyone is accountable for maintaining proper load securing standards and practices.</li> </ul>		
5. Tilt Tray Operation	Hydraulic failure, Unintentional operation, Pinch points	3H	<ul style="list-style-type: none"> <li>- Regular inspections and maintenance: Schedule routine inspections and maintenance for the hydraulic systems to ensure they are in proper working condition, to prevent failures or leaks during operation.</li> <li>- Train operators: Ensure all tilt tray operators receive adequate training on proper equipment use, hazard identification, and emergency response, to minimize the risk of unintentional operation and other hazards.</li> <li>- Install guarding: Use appropriate guarding around pinch points and moving components to reduce the chance of injury due to inadvertent contact with the machinery.</li> <li>- Warning signs and labels: Clearly post warning signs and labels on the tilt tray and within the work area to alert workers of potential hazards associated with its operation.</li> <li>- Establish communication protocols: Develop clear communication protocols among team members to coordinate movements and actions during tilt tray operation, reducing the risk of miscommunication or oversight.</li> <li>- Implement a pre-start checklist: Develop a comprehensive pre-start checklist to ensure that all necessary safety measures are in place before operating the tilt tray.</li> <li>- Isolate power sources: When not in use, isolate the power source of the tilt tray to prevent unauthorised or unintentional operation.</li> <li>- Use proper lifting techniques: Always follow proper lifting and loading procedures when operating the tilt tray, including securing loads to prevent shifting and maintaining a safe distance from the edge of the tray.</li> <li>- Personal protective equipment (PPE): Require workers in the vicinity of tilt tray operations to wear appropriate PPE, such as high visibility vests, gloves, steel-toed boots, and hard hats.</li> <li>- Emergency stop controls: Ensure that tilt tray vehicles are equipped with easily accessible emergency stop controls to allow for quick shutdown in case of a hazardous situation.</li> <li>- Establish an exclusion zone: Set up a clearly marked exclusion zone around the perimeter of the tilt tray operation to keep unauthorised personnel at a safe distance and minimize exposure to potential hazards.</li> </ul>	2M	
6. Transportation	Weather conditions, Traffic hazards, Route planning errors	2M	<ul style="list-style-type: none"> <li>- Conduct regular weather checks: Monitor weather conditions and forecasts to ensure safe transportation, postponing operations if necessary due to extreme weather events such as heavy rain, high winds, or snow.</li> </ul>	1L	



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			<ul style="list-style-type: none"> <li>- Train drivers in defensive driving techniques: Provide proper training for tow truck operators on defensive driving techniques to help them identify potential hazards and avoid accidents in various traffic situations.</li> <li>- Pre-plan transportation routes: Plan the most efficient and safest route before starting any trip, taking into account any road construction or closures that might cause delays or additional hazards.</li> <li>- Utilise GPS technology with real-time traffic updates: Use GPS devices or applications with real-time traffic updates to stay informed about road conditions and possible obstructions during transportation.</li> <li>- Perform regular vehicle maintenance checks: Ensure tow trucks are regularly inspected and well-maintained to prevent mechanical failures or malfunctions that could pose safety risks during transportation.</li> <li>- Properly secure the load: Make sure the towed vehicle is securely fastened to the tilt tray using appropriate straps, chains, or other securement devices to prevent movement or dislodgement during transport.</li> <li>- Implement a communication protocol between drivers and dispatch: Maintain clear and constant communication between tow truck operators and dispatch personnel to update drivers on changing weather conditions, potential hazards, and alternative route options.</li> <li>- Establish a designated safe speed limit: Develop company-wide guidelines specifying a safe speed limit for tow truck operation, considering road conditions, traffic, and other factors during transportation.</li> <li>- Utilise escort vehicles and/or signage: When transporting oversized loads, make use of escort vehicles or appropriate signage to announce the presence of the heavy load to other motorists and reduce traffic hazards.</li> <li>- Encourage rest breaks during long shifts: To maintain alertness and focus while driving, encourage tow truck operators to take regular rest breaks during long shifts, and discourage drowsy driving.</li> <li>- Follow local laws and regulations: Ensure drivers are familiar with and adhere to local traffic laws and regulations, including obeying all posted speed limits, following road signs, and adhering to rules on mobile phone usage while driving.</li> <li>- Conduct regular safety training sessions: Conduct periodic safety training sessions with tow truck operators to review best practices, potential hazards, and new safety guidelines to help prevent accidents during tilt tray transportation.</li> </ul>		
7. Vehicle Unloading	Incorrect unsecuring process, limited working space	3H	<ul style="list-style-type: none"> <li>- Proper Training: Ensure all tow truck operators are adequately trained and certified in the correct unsecuring and unloading procedures, as well as on how to operate a tilt tray safely.</li> <li>- Pre-Unload Safety Assessment: Conduct a thorough safety assessment of the unloading site, ensuring that there is sufficient working space for the task and</li> </ul>	2M	

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			<p>recognizing any potential hazards such as overhead obstacles, uneven terrain, or traffic hazards.</p> <ul style="list-style-type: none"> <li>- Correct Equipment: Use appropriate tools and equipment, such as gloves, safety glasses, and hard hats, to protect workers during the unsecuring and unloading process.</li> <li>- Signage and Barricades: Set up visible signage and barricades around the work area to create a safe working space and to warn bystanders, pedestrians, and other drivers of the ongoing unloading operation.</li> <li>- Communication: Establish clear communication channels between the tow truck operator and other workers involved in the unloading process, using hand signals, radios, or mobile phones to ensure everyone is aware of the vehicle's movements and any issues that may arise.</li> <li>- Systematic Approach to Unsecuring: Follow a systematic approach to unsecuring loads, typically starting with the heavier items and working towards lighter items to maintain balance and prevent accidents.</li> <li>- Work in Teams: If possible, have multiple workers help with the unloading process to minimize the time spent and risk exposure, while also providing an extra set of hands to support any awkward loads.</li> <li>- Use of Stabilizers: Deploy tow truck stabilizers to ensure the vehicle remains level during the unloading process, reducing the risk of tipping over due to uneven terrain.</li> <li>- Controlled Speed: Maintain a slow, controlled speed during the unloading process to allow ample reaction time in case any issues arise.</li> <li>- Loading Ramp Inspection: Inspect the loading ramp before unloading to make sure it is free of debris, and secure in place to prevent the load from slipping or tipping during the unloading process.</li> <li>- Emergency Procedures: Have a clear understanding of emergency procedures in the event of an accident or unexpected issue, such as knowing the locations of fire extinguishers and first aid kits, as well as how to shut off the tow truck hydraulics in case of a malfunction.</li> <li>- Post-Unloading Inspection: Once the vehicle has been successfully unloaded, inspect it for any damage incurred during the unloading process, and properly secure and store all unsecuring equipment to prevent injury or hazard.</li> </ul>		
8. Tilt Tray Return	Hydraulic malfunction, Debris on tray	2M	<ul style="list-style-type: none"> <li>- Regular inspection and maintenance of the hydraulic system: Ensure that the hydraulic system is regularly inspected and maintained according to the manufacturer's guidelines to prevent any malfunctions that could lead to accidents or injuries.</li> <li>- Proper training for operators: All tilt tray tow truck operators must receive comprehensive training in the safe operation of the equipment, emphasising the importance of understanding and following established safety procedures.</li> </ul>	1L	

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			<ul style="list-style-type: none"> <li>- Use of gloves and safety glasses: Operators should wear appropriate personal protective equipment (PPE), including gloves and safety glasses, to protect against potential hazards, such as hydraulic fluid leaks or flying debris.</li> <li>- Immediate reporting of hydraulic issues: Encourage workers to report any signs of hydraulic problems immediately, so that necessary repairs can be carried out swiftly, reducing the risk of accidents.</li> <li>- Installation of guards and shields: Fit hydraulic system components with appropriate guards and shields to minimise the risk of injury due to hydraulic malfunction.</li> <li>- Securing loose objects: Before returning the tilt tray, ensure all loose items on the tray are safely secured to prevent them from becoming dislodged and causing accidents or damage during transportation.</li> <li>- Regularly cleaning and inspecting the tilt tray: Keep the tilt tray clean and free of debris, performing regular inspections to identify and remove any objects that may pose a hazard during operation.</li> <li>- Use of anti-slip materials on the tilt tray: Apply anti-slip materials to the surface of the tilt tray to enhance grip and reduce the risk of accidents caused by slipping or falling objects.</li> <li>- Clear communication between team members: Establish clear lines of communication among team members working in close proximity to the tilt tray, ensuring that everyone is aware of the current work step and potential hazards.</li> <li>- Emergency shutdown procedures: Implement comprehensive emergency shutdown procedures, providing workers with the knowledge they need to respond appropriately in the event of a hydraulic malfunction or other crisis.</li> <li>- Accident reporting and response protocol: Establish an accident reporting system, and ensure workers are trained in effective incident response procedures.</li> <li>- Constant monitoring and hazard awareness: Encourage a strong safety culture within the workplace, with supervisors and team members alike taking ownership of hazard identification and risk mitigation. Regular site meetings can be held to review safety performance and discuss opportunities for improvement.</li> </ul>		
9. Equipment Maintenance	Inadequate maintenance regimen, Use of inappropriate tools	2M	<ul style="list-style-type: none"> <li>- Regular inspections: Conduct routine safety checks on all equipment and machinery to ensure they are in proper working condition prior to each use. This includes checking for any visible signs of wear, damage or defects, as well as ensuring all moving parts are operating smoothly.</li> <li>- Maintenance schedule: Establish and adhere to a regular maintenance schedule according to the manufacturer's recommendations to prevent equipment breakdowns and potential hazards caused by inadequate maintenance.</li> <li>- Trained personnel: Only allow employees who have received appropriate training in equipment maintenance to carry out repairs and maintenance tasks. This ensures</li> </ul>	1L	

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			<p>that the individual has the knowledge and skills required to safely service equipment and identify potential issues.</p> <ul style="list-style-type: none"> <li>- Use of appropriate tools: Always use the correct tools and equipment, as specified by the manufacturer, when carrying out maintenance tasks. The utilization of inappropriate tools can lead to potential hazards or damage to the equipment.</li> <li>- Lockout/tagout procedures: Implement and follow lockout/tagout procedures when performing equipment maintenance to ensure the machinery is isolated from its energy source and cannot be accidentally activated. This reduces the risk of injury due to unexpected equipment activation.</li> <li>- Clean work environment: Maintain a clean and organised workshop or maintenance area, with tools and equipment neatly stored when not in use. This reduces the risk of slips, trips, and falls associated with cluttered workspaces and also helps in locating necessary tools quickly and easily.</li> <li>- Proper storage of chemicals and fluids: Ensure hazardous materials, such as oils and solvents used in equipment maintenance, are stored safely and in compliance with government regulations. Additionally, provide appropriate personal protective equipment (PPE) to minimise exposure risks.</li> <li>- Documentation: Keep accurate records of all maintenance and repair activities carried out on equipment. This not only helps track servicing history but also assists in identifying recurring issues that require a more in-depth investigation.</li> <li>- Incident reporting: Encourage employees to report any incidents, near misses, or hazards related to equipment maintenance to management. This can help identify potential areas for improvement in the current maintenance process and prevent future accidents.</li> <li>- Continuous improvement: Regularly review and update maintenance processes and procedures to ensure they remain current and effective. Stay informed of any new safety guidelines, industry best practices, or technological advancements that could contribute to a safer and more efficient equipment maintenance process.</li> </ul>		
10. Operator Training and Supervision	Insufficient training, Lapses in supervision, Communication breakdowns	4A	<ul style="list-style-type: none"> <li>- Conduct thorough pre-employment background checks to ensure that tow truck operators have valid licenses and relevant experience before they are hired.</li> <li>- Provide comprehensive orientation and hands-on training for new hires, covering essential operational procedures, safety guidelines, and emergency response protocols for tilt tray tow trucks.</li> <li>- Ensure all tow truck operators complete formal training courses on the latest Workplace Health and Safety (WHS) regulations and industry standards.</li> <li>- Implement a mentorship programme where experienced operators offer guidance, supervision, and support to newer employees during their first few months on the job.</li> <li>- Regularly review and update training materials and resources to ensure they are in line with evolving WHS guidelines and best practices within the towing industry.</li> </ul>	2M	

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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	NAME OF PERSON
			<ul style="list-style-type: none"> <li>- Encourage open communication channels between tow truck operators and supervisors, fostering an environment where questions, concerns, and feedback can be shared freely.</li> <li>- Schedule periodic performance assessments and reviews for each operator. This will help identify skill gaps or areas in need of improvement, ensuring continuous professional growth and development.</li> <li>- Promote a culture of accountability and teamwork, stressing the importance of collaboration to tackle difficult tasks and share learnings from experiences.</li> <li>- Establish strict standard operating procedures for all tasks associated with tilt tray towing, and utilise clearly defined reporting lines to maintain oversight and hold team members responsible for their actions.</li> <li>- Allocate sufficient resources for regular maintenance and inspection of tow trucks and related equipment. Safe and well-maintained equipment is vital not only in preventing accidents but also in contributing to the overall assurance of training effectiveness.</li> </ul>		
11. Shift Handover	Incomplete handover information, Inaccurate documentation	2M	<ul style="list-style-type: none"> <li>- Comprehensive Shift Handover Checklists: Develop and implement a thorough shift handover checklist that covers all relevant information to be shared, including tasks performed, incidents, vehicle conditions, and any ongoing recovery or towing activities.</li> <li>- End-of-shift Review Meetings: Conduct brief end-of-shift review meetings where the outgoing and incoming operators can discuss the details about their respective shifts, ensuring that important information is not overlooked.</li> <li>- Documentation Accuracy: Ensure accuracy in documentation by having a standardised format for recording work activities, equipment status, and other pertinent information, enabling seamless transfer of knowledge during handovers.</li> <li>- Regular Training Sessions: Conduct regular training sessions for tow truck tilt tray operators on the importance of accurate and complete shift handovers and practicing proper documentation procedures.</li> <li>- Two-way Verification Process: Implement a two-way verification process where the incoming shift operator acknowledges the receipt of information from the outgoing operator, confirming that they have understood all essential details.</li> <li>- Designated Time for Shift Handover Tasks: Allocate dedicated time during the shift change for completing handover tasks, avoiding rushed exchanges and incomplete communication.</li> <li>- SOP (Standard Operating Procedures) Adherence: Ensure employees adhere to established SOPs when handing over their responsibilities, maintaining consistency in the way information is shared and documented.</li> <li>- Maintain Open Communication Channels: Encourage an open culture within the organisation, allowing team members to ask questions and share knowledge without hesitation or fear of reprisal during the handover process.</li> </ul>	1L	

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR	RESPONSIBLE PERSON
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK	NAME OF PERSON
			<ul style="list-style-type: none"> <li>- Use of Technology: Utilise technology such as centralized digital systems for documenting and sharing information securely, promoting streamlined handovers with precise data.</li> <li>- Periodic Audit and Review: Conduct periodic audits and reviews of shift handover processes and documentation to identify areas for improvement and ensure compliance with best practices and regulatory guidelines.</li> </ul>		
12. Emergency Planning and Response	Inadequate emergency procedures, lack of First aid/CPR knowledge, Inaccessible emergency exits	3H	<ul style="list-style-type: none"> <li>- Develop and implement a site-specific emergency response plan that includes proper procedures for handling emergencies, including vehicle incidents, fires, chemical spills, or medical situations.</li> <li>- Conduct regular training programs to educate employees on emergency response procedures, including First Aid and CPR training, fire drills, and the proper use of emergency equipment.</li> <li>- Ensure that all employees are familiar with the emergency assembly points and designated escape routes, and that these areas are unobstructed at all times.</li> <li>- Inspect and maintain the necessary safety equipment such as fire extinguishers, spill kits, and first aid kits, ensuring they are easily accessible and fully stocked at all times.</li> <li>- Set up an effective communication system for emergencies, such as an alarm system or dedicated emergency phone line, and ensure employees know how to use it.</li> <li>- Regularly review and update the emergency response plan to ensure its effectiveness and compliance with current regulations.</li> <li>- Establish a response team with trained personnel who have specific roles and responsibilities during emergencies, such as fire wardens or first responders.</li> <li>- Schedule periodic mock emergency exercises to evaluate the effectiveness of the emergency response plan and employee readiness.</li> <li>- Provide clear signage indicating emergency exits, assembly points, and the location of emergency equipment.</li> <li>- Encourage open communication between employees and management regarding potential hazards, near misses, and any suggestions for improving the emergency response plan.</li> </ul>	2M	

## 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 IN ANY STATE THAT ARE NOT APPLICABLE

<p><b>Queensland &amp; Australian Capital Territory</b>                  Work Health and Safety Act 2011                  Work Health and Safety Regulations 2011                  Legislation QLD: <a href="https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws">https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws</a>                  Codes of Practice QLD: <a href="https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice">https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice</a>                  Legislation ACT: <a href="https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations">https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations</a>                  Codes of Practice ACT: <a href="https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice">https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice</a></p>	<p><b>Victoria</b>                  Occupational Health and Safety Act 2004                  Occupational Health and Safety Regulations 2017                  Legislation VIC: <a href="https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations">https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations</a>                  Codes of Practice VIC: <a href="https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice">https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice</a></p>
<p><b>New South Wales</b>                  Work Health and Safety Act 2011                  Work Health and Safety Regulations 2017                  Legislation NSW: <a href="https://www.safework.nsw.gov.au/legal-obligations/legislation">https://www.safework.nsw.gov.au/legal-obligations/legislation</a>                  Codes of Practice NSW: <a href="https://www.safework.nsw.gov.au/resource-library/list-of-all-codes-of-practice">https://www.safework.nsw.gov.au/resource-library/list-of-all-codes-of-practice</a></p>	<p><b>Western Australia</b>                  Work Health and Safety Act 2020                  Work Health and Safety Regulations 2022                  Legislation Western Australia: <a href="https://www.commerce.wa.gov.au/worksafe/legislation">https://www.commerce.wa.gov.au/worksafe/legislation</a>                  Codes of Practice WA: <a href="https://www.commerce.wa.gov.au/worksafe/codes-practice">https://www.commerce.wa.gov.au/worksafe/codes-practice</a></p>
<p><b>Northern Territory</b>                  Work Health and Safety (National Uniform Legislation) Act 2011                  Work Health and Safety (National Uniform Legislation) Regulations 2011                  Legislation NT: <a href="https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws">https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws</a>                  Codes of Practice NT: <a href="https://worksafe.nt.gov.au/forms-and-resources/codes-of-practice">https://worksafe.nt.gov.au/forms-and-resources/codes-of-practice</a></p>	<p><b>Safe Work Australia Links</b>                  Law and Regulation (All States): <a href="https://www.safeworkaustralia.gov.au/law-and-regulation">https://www.safeworkaustralia.gov.au/law-and-regulation</a>                  Model Codes of Practice: <a href="https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice">https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice</a></p>
<p><b>South Australia</b>                  Work Health and Safety Act 2012 (SA)                  Work Health and Safety Regulations 2012 (SA)                  Legislation for SA: <a href="https://www.safework.sa.gov.au/resources/legislation">https://www.safework.sa.gov.au/resources/legislation</a>                  Codes of Practice for SA: <a href="https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs">https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs</a></p>	<p><b>Model Codes of Practice</b></p> <ul style="list-style-type: none"> <li>- Managing noise and preventing hearing loss at work</li> <li>- Confined spaces</li> <li>- Labelling of workplace hazardous chemicals</li> <li>- Managing risks of hazardous chemicals in the workplace</li> <li>- Welding processes</li> <li>- First aid in the workplace</li> <li>- Managing the risk of falls at workplaces</li> <li>- Hazardous manual tasks</li> <li>- Managing the risk of falls in housing construction</li> <li>- Managing electrical risks in the workplace</li> <li>- Demolition work</li> <li>- Excavation work</li> <li>- Work health and safety consultation, cooperation and coordination</li> <li>- Managing the work environment and facilities</li> <li>- How to manage work health and safety risks</li> <li>- Managing risks of plant in the workplace</li> <li>- Construction work</li> </ul>
<p><b>Tasmania</b>                  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: <a href="https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations">https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations</a>                  Codes of Practice for TAS: <a href="https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice">https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice</a></p>	
<p>Details of permits, licenses or access required by regulatory bodies (add or delete as required):</p> <ul style="list-style-type: none"> <li>- Permits from local council</li> <li>- Authorisation to commence work</li> <li>- Any required documents.</li> </ul>	

## 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	Position	Signature	Date	Time	Supervisor
			Date:		
			Date:		
			Date:		
			Date:		
			Date:		
			Date:		
			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 subcontractors) 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	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 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	TO BE DONE	COMMENTS
The company details have been entered, including the project name and address.	<input type="checkbox"/>	<input type="checkbox"/>	
Names and signatures of all relevant personnel consulted during the development of the SWMS.	<input type="checkbox"/>	<input type="checkbox"/>	
Name, signature, position and date signed of the person approving the SWMS.	<input type="checkbox"/>	<input type="checkbox"/>	
Specific personnel and qualifications, experience is noted in the SWMS.	<input type="checkbox"/>	<input type="checkbox"/>	
Provides a step-by-step process of tasks required to carry out the activity or task.	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate risk assessment of any identified hazards has been completed.	<input type="checkbox"/>	<input type="checkbox"/>	
Foreseeable hazards are identified and documented for each step.	<input type="checkbox"/>	<input type="checkbox"/>	
Any hazards listed in any site risk assessments have been added to the SWMS.	<input type="checkbox"/>	<input type="checkbox"/>	
SWMS initial risk (IR) column as well as residual risk (RR) columns completed.	<input type="checkbox"/>	<input type="checkbox"/>	
Check control measures added to the SWMS are the most effective selections.	<input type="checkbox"/>	<input type="checkbox"/>	
Responsible person is assigned and listed on the SWMS for the implementation of control measures.	<input type="checkbox"/>	<input type="checkbox"/>	
Permit requirements specified, such as Hot Work, Electrical Work, Work at Heights etc.	<input type="checkbox"/>	<input type="checkbox"/>	
SWMS identifies plant and equipment to be used.	<input type="checkbox"/>	<input type="checkbox"/>	
Details of inspection checks required for any equipment listed are noted on the SWMS.	<input type="checkbox"/>	<input type="checkbox"/>	
Describes any mandatory qualifications, experience, training or skills required to perform the work.	<input type="checkbox"/>	<input type="checkbox"/>	
Applicable personal protective equipment is selected on the SWMS.	<input type="checkbox"/>	<input type="checkbox"/>	
Lists any required permits or licenses.	<input type="checkbox"/>	<input type="checkbox"/>	
Reflects and documents any legislative references and/or Australian Standards.	<input type="checkbox"/>	<input type="checkbox"/>	
Identifies any hazardous substances used with specific control measures in line with any SDS.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>REVIEWED BY</b>		<b>DATE REVIEWED</b>	
<b>SIGNATURE</b>		<b>DATE COMPLETED</b>	