## Risk Assessment Template for Multi-task Activities: Office Work Example

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<th>Specific Task/Activity</th>
<th>What is the hazard and what harm could it cause</th>
<th>Inherent Risk level</th>
<th>Control Measures</th>
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| **Computer work**      | • Inadequate office furniture and equipment (chair, desk)  
• Poor jobs or task design  
• Inadequate lighting  
• Poor keyboard and office work postures  
• Repetitive keying or mouse work (overuse injuries)  
• Inadequate or missed work breaks  
• Poor workstation layout | H | • Early reporting encouraged  
• Workloads to be monitored by supervisor  
• Task variety  
• Work-breaks are taken (10 minutes in the hour)  
• [OHS Manual: manual handling and ergonomics](#)  
• Awareness of good keyboard work practices  
• Workstation ergonomic assessments  
• Ergonomics awareness training | M | Y |
| **Manual handling**    | • Application of high force  
• Handling of loads which are difficult to grasp or hold  
• Handling of unstable or unbalanced loads  
• Poor storage practices leading to sprains and strains  
• Sprains and strains from lifting, reaching, bending and twisting  
• Manual handling of awkward or unstable objects including people and animals  
• Frequent manual handling in awkward locations  
• Handling weights over 15 kg  
• Frequent handling over 5 kg  
• Vibrating tools/equipment | H | • Redesign of tasks or objects  
• Provision of equipment such as trolleys, shelving steps and platform ladders  
• [OHS Manual: manual handling and ergonomics](#)  
• Manual handling training in safe use of equipment periodically including lifting technique.  
• Hazardous manual handling risk assessments  
• Pre purchase checklists ([Purchasing](#)) | M | Y |
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| Stress from workloads, behaviour of others                       | • Excessive workload and work demands  
• Excessive multi-tasking  
• Role conflict or unclear priorities  
• Constant high work intensity  
• Constant excessive or unreasonable client demands  
• Poor feedback, lack of recognition  
• Aggressive behaviour from colleagues, students, clients  
• Inappropriate behaviour  
• Fatigue (excessive or unsocial hours)  
• Poor job or task design  
• Workplace bullying and harassment  
• Workplace conflict                                                                                                 | H                   | • Staff training on workplace bullying, Code of Conduct and management of stress  
• Manager and supervisor training and awareness (supportive management, prevention and early intervention practices)  
• Local health and wellbeing program  
• Awareness of [Employee Assistance Program](#)  
• [Code of Conduct](#)  
• OHS Manual and OHS website: Stress, Mental Health, Inappropriate Behaviours and Workplace Bullying  
• [Grievance Resolution Procedure](#)                                                                 | M                  | Y                 |
| Electrical equipment                                             | • Faulty electrical equipment causing shock or electrocution  
• Use of uncertified electrical equipment/appliances                                                                | M                   | General Controls:  
### Electrical Safety Standard  
• Annual electrical inspections  
• Tag-out, lock-out procedures  
• Access permits  
Specific Controls:  
•                                                                                                                  | M                  | Y                 |
| Storage space                                                    | • Difficult access to material storage areas  
• Falling loads due to overloading of shelves  
• Inadequate amount of storage (resulting in housekeeping hazards)  
• Poor storage practices leading to sprains and strains                                                          | L                   | General Controls:  
• Accessible planned storage  
• Workplace inspections  
• Ensuring housekeeping standards are maintained  
• Periodic archiving of records, exam papers etc.  
Specific Controls:  
•                                                                                                                  | L                  | N                 |
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| Workplace environment and Facilities    | • Inadequate facilities: washing facilities, drinking water, dining facilities  
• Glare due to lack of adequate blinds  
• Inappropriate waste management  
• Inadequate lighting  
• High levels of nuisance noise raising stress levels and causing distraction  
• Office waste  
• Poorly maintained equipment  
• Thermal discomfort due to inadequate heating or cooling  
• Toilets inadequate, not maintained or difficult to access  
• Poor office layout creating stress, poor communication or distraction | L  | General Controls:  
• Scheduled workplace inspections  
• Maintenance Request System  
• Use of preferred University suppliers  
• Risk assessments  
Specific Controls: | L | N |
| Contractors, consultants, temporary staff | • Conducting work unsafely or in conflict with University procedures  
• Unfamiliar with University emergency procedures  
• Environmental contamination  
• Unfamiliarity with University procedures and conditions leading to unsafe practices, injury and environmental contamination | M  | General Controls:  
• Trained contract managers  
• Appropriate local contractor management system (procedure)  
• Contractor induction and training  
• Safe Work Method Statements  
Specific Controls: | M | Y |
| Clients, Students and General Public     | • Activities that adversely impact on the University environment and/or staff  
• Inadvertently exposed to hazards or risks | L  | General Controls:  
• Workplace inspections  
• 24 hours Security Support  
• Restricted access to University buildings and property  
Specific Controls: | L | N |
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| **Slips, Trips and Falls** | • Poor housekeeping  
• Inadequate maintenance  
• Poor design  
• Inadequate work practices                                         | L                   | General Controls:  
• Workplace inspections  
• Hazard and near-miss reporting  
• Housekeeping standards  
• Preventative maintenance (Facilities)  
• Outdoor lighting inspections/audits  
Specific Controls:  
•  | L                | N                  |