WHS DOCUMENTS & TEMPLATES

DOC-HOS-SECT · Hospitality WHS Pack

Product Overview

For: Cafes, restaurants, pubs, clubs, takeaways and caterers: owners, licensees, managers, head chefs, WHS advisers, health and safety representatives

Version 1.0 · 15 November 2026

SAMPLE

WHS documents built for hospitality: a risk register filled in with common hospitality hazards and typical controls, a kitchen and venue inspection checklist, and five practical procedures for the work that hurts hospitality workers most.

The Excel risk register starts with 30 hazards common in Australian cafes, restaurants, pubs, clubs, takeaways and caterers, from fryers, hot surfaces, knives and slicers to wet floors, kegs, gas, cleaning chemicals, cool rooms, aggressive customers, robbery, late finishes, young workers, fatigue and sexual harassment, each with the controls venues typically have. You keep the controls you have, add your own, and rate each risk for your venue on the 5x5 matrix.

The five procedures cover kitchen safety (fryers and hot oil, hot surfaces, knives and slicers, PPE, spills and floors, and first aid for burns); managing aggressive or intoxicated patrons (de-escalation, refusing service, calling police, safe exits, records and a debrief); young workers and supervision, with an induction checklist; cleaning chemicals and cool rooms, with a release check; and opening, closing and working alone, with a robbery response. The kitchen and venue inspection checklist covers the kitchen, cool room, cellar, bar, dining areas, amenities, exits, first aid, chemicals, gas and electrical.

The pack covers the health and safety of the people who work at the venue, and of others there such as customers and contractors, under the WHS laws. A short guide explains how the duties apply to casuals, young workers, labour hire, contractors, customers' conduct and sexual harassment. Your state or territory's liquor and food safety rules also apply, and the documents refer to them only generally.

Written once for Australia, to the model WHS laws, in plain terms that also work in Victoria. The guide's state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

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How to Use This Pack

How to set up, adapt and keep the documents for hospitality

1 What this pack is for

This pack gives a hospitality business the core WHS documents for the work that most often hurts its workers: a risk register, a kitchen and venue inspection checklist and five procedures. They are written for cafes, restaurants, pubs, clubs, takeaways and caterers, but they are a starting point: each one needs adapting to your venue, equipment, menu, trading hours and the people who work with you.

The documents support controls; they are not the controls. The guard on the slicer, the fire blanket at the fryer, the release inside the cool room, the second person at closing and the manager who backs a refusal are. Use the documents to decide what controls you need, to check they are in place, and to train people in them.

2 How to use it

Step	What to do
1	Read How WHS Applies in Hospitality, so everyone knows who the duties cover: casuals, young workers, labour hire, contractors, and how to deal with customers' conduct and sexual harassment.
2	Work through the risk register with the people who work at the venue, casuals and young workers included. Delete rows that do not apply and add your own.
3	For each hazard, keep the typical controls you have, delete those you do not, and rate the risk from the controls actually in place.
4	Add further controls for any High or Extreme risk, with an owner and a date.
5	Adapt the five procedures: equipment, house rules, check-in times and contacts, cool rooms and cash handling. Fill in every placeholder and local arrangement.
6	Approve the procedures, train everyone in them, and put the key steps where people need them: at the fryer, behind the bar, at the cool room door and on the closing checklist.
7	Inspect the venue with the checklist on the schedule you set, and track the actions.
8	Review the register and procedures after incidents and near misses, when equipment, the menu or trading hours change, and at least each year.

Make it work, not just exist

- Rate each scenario, not the category: 'draining the fryer at close with one worker on' is a different risk from 'fryers'.
- Ask your casuals and young workers what worries them on a busy night. The answers show where supervision and support matter most.
- Walk the venue at closing time, in the dark, as the last person to leave would. Check the car park, the bins and the cool room release.

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Kitchen and Venue Inspection Checklist

A regular check that the kitchen, cool rooms, cellar, bar, dining areas, amenities and emergency equipment are safe and the controls are working

Venue		**Inspected by**	
Date and time		**HSR or worker present**	
Areas inspected		**Previous inspection (date)**	

How to use it

- Inspect on the schedule you set, and after a change, an incident or a complaint. Take a health and safety representative or a worker with you.
- Look at each item working, not at its paperwork. Mark it Pass, Not met or N/A, and write what you saw.
- For every Not met, write the action, an owner and a date. Items marked ★ protect against serious harm: a Not met on one of them is fixed or made safe before work goes on.
- Delete the items that do not apply to this workplace, and add your own in the spaces at the end of each section.
- Tell the people who work in the area what you found and what will change.

Stop

If you find something that could seriously hurt someone now, stop the work or keep people away, make it safe, and tell the manager straight away. Do not wait for the end of the inspection.

1 Kitchen

Item	Pass	Not met	N/A	What you saw; action, owner and date
★ Fryers: thermostats working, oil level correct, fire blanket and suitable extinguisher at hand	☐	☐	☐	
★ Canopy filters clean and exhaust working	☐	☐	☐	
Knives stored in a block, rack or strip; none left in sinks	☐	☐	☐	
Slicers, mixers and processors guarded, with pushers in place	☐	☐	☐	
Floors clean and dry, mats flat, drains clear	☐	☐	☐	
Hand washing sink stocked with soap and paper towel	☐	☐	☐	
First aid burns supplies available and cool running water close by	☐	☐	☐	
	☐	☐	☐	

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Kitchen Safety: Burns, Knives and Slips Procedure

Fryers and hot oil, hot surfaces and steam, knives and slicers, PPE, spills and floors, and first aid for burns

Venue or site		**Procedure owner**	
Approved by and date		**Next review**	

1 Purpose and scope

Kitchens are busy, hot and crowded, and most injuries in them are burns and scalds, cuts, and slips on wet or greasy floors. This procedure sets out how the venue keeps fryers, hot surfaces, knives and floors safe, what every kitchen worker does, and the first aid for burns and cuts.

It applies to everyone who works in or passes through the kitchen, prep areas, dish area and coffee station: cooks, kitchen hands, baristas, wait staff, young workers, casuals and contractors. Your state or territory's food safety rules also apply to the kitchen; this procedure covers the safety of the people who work there.

2 Who does what

Who	What they do
Owner or manager	Provides safe equipment, guards, PPE and first aid, and makes sure workers are trained before they use fryers, slicers and knives
Head chef or kitchen supervisor	Shows new workers the kitchen, decides who may use each machine, and keeps floors, fryers and canopies in order
Kitchen workers	Follow this procedure, use guards and PPE, clean up spills straight away and report faults and injuries
Health and safety representative	Is consulted on equipment, layout and the procedure, and raises concerns

3 Controls to have in place

Most effective first. Tick what is in place here, and for each No, record the action in the risk register.

Control	What it looks like in practice	In place here?
Fryers set up safely	Thermostats and temperature controls working and serviced; oil kept to the fill line; a fire blanket and an extinguisher suited to cooking oil fires beside the fryers.	☐ Yes ☐ No
Safe oil changes	Oil filtered, drained or changed only when cool, or with a pump or the maker's drain system; two people for heavy containers.	☐ Yes ☐ No
Guards and pushers	Slicers, mixers, mincers and processors used with their guards and pushers in place, and switched off and unplugged before cleaning.	☐ Yes ☐ No
Sharp, well-kept knives	Knives sharp and suited to the task, stored in a block, rack or strip, carried point down and never left in a sink.	☐ Yes ☐ No
Slip-resistant floors and footwear	Slip-resistant floors and mats in wet areas, drains clear, and enclosed, slip-resistant shoes worn by everyone in the kitchen.	☐ Yes ☐ No

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How WHS Applies in Hospitality

Casuals, young workers, labour hire, contractors, customers' conduct and sexual harassment, under the model WHS duties

1 A venue is a workplace

A cafe, restaurant, pub, club, takeaway or catering business is a business like any other under the WHS laws (in Victoria, the OHS laws). The workplace is wherever the work is done: the kitchen, bar, cellar, dining room, outdoor areas, the car park at closing, a catering site, and the vehicles used for delivery.

The business has a duty to ensure, so far as is reasonably practicable, the health and safety of its workers, and that other people, such as customers, suppliers and contractors, are not put at risk by its work. The duty does not depend on the size of the business, how many hours people work, or whether they are casual, part time or full time.

Who	Their duty, in brief
The business	Ensure, so far as is reasonably practicable, the health and safety of workers and of others affected by the work: safe equipment, systems of work, information, training, supervision, facilities and first aid. Consult workers.
Officers	If the business is run through a company or another structure, the people who make decisions about the business as a whole must exercise due diligence to make sure it meets its duties.
Workers	Take reasonable care for their own health and safety and that of others, follow reasonable instructions, and cooperate with the venue's policies and procedures.
Other people at the venue	Customers and visitors take reasonable care for their own safety and others', and follow reasonable instructions.

Your state or territory's liquor and food safety rules also apply to a hospitality business. They are separate from the WHS laws, and this pack does not set them out: check them with the relevant regulator.

2 Casuals and new workers

Casual, part-time and full-time workers are all workers under the WHS laws, and the business owes each of them the same duty. A casual who works one shift a fortnight needs the same induction, training and supervision for the tasks they do as anyone else.

- Induct every new worker on their first shift, before they start work: exits, first aid, the main hazards and how to report.
- Train each worker on each task and machine before they do it alone, and keep a record.
- Plan rosters so a new worker is never the only person who knows how to do something safely.

3 Young workers

Young workers are owed the same duties as everyone else, and often need more information, training and supervision because the work, and speaking up at work, are new to them. Think about which tasks suit them, how they are supervised, their hours, and how they get home after late shifts.

Your state or territory may also have its own laws on employing children and young people, such as limits on the hours they work or the tasks they do. They are separate from the WHS laws: check what applies where you operate.

4 Labour hire and contractors

When workers come through a labour hire provider, both the provider and the venue have duties to them. The venue controls the work and the workplace day to day, so it gives the site induction, the training on its equipment and the

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END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. WHS documents built for hospitality: a risk register filled in with common hospitality hazards and typical controls, a kitchen and venue inspection checklist, and five practical procedures for the work that hurts hospitality workers most.

What the full product contains

- **Hospitality WHS Risk Register (Excel): 30 common hazards with typical controls filled in, your own ratings on the 5x5 matrix, further controls, owners and dates**
  02_RISK_REGISTER/Hospitality WHS Risk Register.xlsx
- **Kitchen and Venue Inspection Checklist: 51 checks in 11 sections, critical items marked, other hazards, summary, actions and sign-off**
  03_INSPECTION/Kitchen and Venue Inspection Checklist.docx and .pdf
- **Kitchen safety: fryers and hot oil, hot surfaces and steam, knives and slicers, PPE, spills and floors, with first aid for burns and cuts**
  04_PROCEDURES/Kitchen Safety: Burns, Knives and Slips Procedure.docx and .pdf
- **Aggressive or intoxicated patrons: prevention, de-escalation, refusing service, calling for help and police, safe exits, CCTV and records, and a debrief**
  04_PROCEDURES/Managing Aggressive or Intoxicated Patrons Procedure.docx and .pdf
- **Young and new workers: induction, supervision, tasks that wait until training, hours and fatigue, speaking up and harassment, with an induction checklist**
  04_PROCEDURES/Young Workers and Supervision Procedure.docx and .pdf
- **Cleaning chemicals and cool rooms: safety data sheets, labels, no mixing, dilution and PPE; inside releases, lock-up checks and cold exposure, with a release check**
  04_PROCEDURES/Cleaning Chemicals and Cool Rooms Procedure.docx and .pdf
- **Opening, closing and working alone: cash handling, robbery response, check-ins and securing the venue, with an opening and closing checklist**
  04_PROCEDURES/Opening, Closing and Working Alone Procedure.docx and .pdf
- **How WHS Applies in Hospitality: how the WHS duties apply in hospitality: casuals, young workers, labour hire, contractors, customers' conduct and sexual harassment**
  01_START_HERE/How WHS Applies in Hospitality.pdf
- **How to Use This Pack: setting up and adapting the pack, the law in brief, state and territory notes, records and every placeholder**
  01_START_HERE/How to Use This Pack.pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- Excel (.xlsx), editable, with dropdowns and formulas (no macros)
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