

<b>Version No:</b>	V4.00
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## 1 Overview

District Council of Mount Remarkable, as part of its commitment under its hazardous work policy, recognises its obligation to manage risks to health and safety associated with hazardous manual tasks.

This procedure aims to:

- Manage risks to health and safety relating to a musculoskeletal disorder associated with hazardous manual tasks, by:
  - Identifying reasonably foreseeable hazards;
  - Eliminating risks so far as is reasonably practicable or, if it is not reasonably practicable to eliminate risk, minimising risks so far as is reasonably practicable, by implementing control measures in accordance with the Hierarchy of Control; and
  - Monitoring and maintaining implemented control measures so that controls remain effective; and
- Identifying appropriate training in relation to hazardous manual tasks for inclusion on the organisation's Training Needs Analysis.

## 2 Core components

The core components of the organisation's Hazardous Manual Tasks Procedure aim to:

- (a) Implement a system for the identification and recording of reasonably foreseeable hazards associated with hazardous manual tasks;
- (b) Require the risks of musculoskeletal disorders (**MSD**) associated with hazardous manual tasks to be documented, assessed and managed by a competent person(s);
- (c) Ensure that appropriate controls for hazardous manual tasks are identified, implemented and monitored for effectiveness;
- (d) Identify appropriate training and equipment to be provided to workers who undertake and supervise hazardous manual tasks;
- (e) Ensure that consultation occurs:
  - so far as is reasonably practicable, with workers and their representatives, during the hazard identification and risk management process associated with hazardous manual tasks;
  - with designers, manufacturers, importers and suppliers of plant or structures prior to purchase, in order to eliminate or minimise the risk of MSD during use, maintenance or storage; and
  - with other PCBU's, so far as is reasonably practicable, if their duty of care overlaps in relation to hazardous manual tasks;
- (f) Address the management of risks associated with purchased items that may expose workers to the risk of MSD when moving, using, maintaining or storing the items during the procurement process; and
- (g) Require management review of the risk assessment and control process and audit findings.

### 3 Definitions

Competent person:	A person who has acquired through training, qualification or experience the knowledge and skills to carry out the task. [as defined by the WHS Regulations 2012, Regulation 5]
Hazard	A situation or thing that has the potential to harm a person. Hazards at work may include: noisy machinery, a moving forklift, chemicals, electricity, working at heights, a repetitive job, bullying and violence at the workplace. [as defined in the Code of Practice: How to Manage Health and Safety Risks December 2011, part1.2]
Hazardous manual task	A task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing that involves one or more of the following: (a) Repetitive or sustained force; (b) High or sudden force; (c) Repetitive movement; (d) Sustained or awkward posture; (e) Exposure to vibration; Examples— 1. A task requiring a person to restrain live animals. 2. A task requiring a person to lift or move loads that are unstable or unbalanced or are difficult to grasp or hold. 3. A task requiring a person to sort objects on a conveyor belt. [as defined in the Work Health and Safety Regulations 2012, Regulation 5]
Hierarchy of Control	If it is not reasonably practicable for risks to health and safety to be eliminated, risks should be minimised, so far as is reasonably practicable, by doing one or more of the following: (a) Substituting (wholly or partly) the hazard giving rise to the risk with something that gives rise to a lesser risk. (b) Isolating the hazard from any person exposed to it. (c) Implementing engineering controls. If a risk then remains, the duty holder should minimise the remaining risk, so far as is reasonably practicable, by implementing administrative controls. If a risk then remains the duty holder should minimise the remaining risk, so far as is reasonably practicable, by ensuring the provision and use of suitable personal protective equipment. [as defined by the Work Health and Safety Regulations 2012, Regulation 36]
HSR	Health and safety representative
Musculoskeletal disorder (MSD)	An injury to, or disease of, the musculoskeletal system, whether occurring suddenly or over time, but does not include an injury caused by crushing, entrapment or cutting resulting principally from the mechanical operation of plant. [as defined in the Work Health and Safety Regulations 2012, Regulation 5] MSDs may include conditions such as: (a) Sprains and strains of muscles, ligaments and tendons; (b) Back injuries, including damage to the muscles, tendons, ligaments, spinal discs, nerves, joints and bones; (c) Joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knee, ankle, hands and feet;

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	<p>(d) Nerve injuries or compression, (e.g. carpal tunnel syndrome);</p> <p>(e) Muscular and vascular disorders as a result of hand-arm vibration;</p> <p>(f) Soft tissue hernias; and</p> <p>(g) Chronic pain.</p> <p>[Code of Practice: Hazardous Manual Tasks February 2016, part 1.1]</p> <p>MSD may occur as the result of:</p> <ol style="list-style-type: none"> <li>1. Gradual wear and tear to joints, ligaments, muscles and inter-vertebral discs caused by repeated or continuous use of the same body parts, including static body positions;</li> <li>2. Sudden damage caused by strenuous activity, or unexpected movements such as when loads being handled move or change position suddenly;</li> <li>3. A combination of these mechanisms, for example, body tissue that has been weakened by cumulative damage may be vulnerable to sudden injury by lower forces;</li> <li>4. Pre-existing injury, environmental factors (e.g. temperature), age of workforce; or</li> <li>5. Lack of training in manual handling techniques or failure to implement correct manual handling techniques employees have been trained in.</li> </ol>
Person conducting business undertaking (PCBU) <span style="float: right;">a or</span>	<p>A person who conducts a business or undertaking –</p> <p>(a) Whether the person conducts the business or undertaking alone or with others; and</p> <p>(b) Whether or not the business or undertaking is conducted for profit or gain.</p> <p>[as defined by the Work Health and Safety Act 2012, Section 5]</p>
Plant	<p>Plant includes—</p> <p>(a) Any machinery, equipment, appliance, container, implement and tool; and</p> <p>(b) Any component of any of those things; and</p> <p>(c) Anything fitted or connected to any of those things.</p> <p>[as defined in the Work Health and Safety Act 2012, Section 4]</p>
Personal Protective Equipment (PPE)	<p>Anything used or worn by a person to minimize risk to the person's health and safety, including air supplied respiratory equipment.</p> <p>[as defined in the Work Health and Safety Regulations 2012, Regulation 5]</p>
PSSI	ReturnToWork SA's Performance Standards for Self Insurers
Structure	<p>Anything that is constructed, whether fixed or moveable, temporary or permanent, and includes—</p> <p>(a) Buildings, masts, towers, framework, pipelines, transport infrastructure and underground works (shafts or tunnels); and</p> <p>(b) Any component of a structure; and</p> <p>(c) Part of a structure.</p> <p>[as defined in the Work Health and Safety Act 2012, Section 4]</p>

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## 4 Procedure

- 4.1 The management team will be responsible for strategic management and risk control of hazardous manual tasks by:
- 4.1.1 Providing assistance to department managers and supervisors in relation to the identification and management of potential MSDs associated with hazardous manual tasks;
  - 4.1.2 Providing assistance to persons with responsibility for procurement to make sure the risk of MSDs associated with purchase are eliminated or minimised before the purchase occurs;
  - 4.1.3 Ensuring that WHS Coordinator maintains the Corrective Action Register in relation to hazardous manual tasks;
  - 4.1.4 Provision of relevant manual handling training;
  - 4.1.5 Monitoring incidents and trends associated with MSDs and prioritising solutions in consultation with workers and their representatives;
  - 4.1.6 Ensuring that development and implementation of audit activities in relation to hazardous manual tasks occurs; and
  - 4.1.7 Communicating relevant incidents, trends and information to department managers, supervisors and workers.
- 4.2 Consulting workers and others
- 4.2.1 Consultation will occur in accordance with the Communication and Consultation Procedure.
  - 4.2.2 Department managers and supervisors will:
    - (a) Consult with workers as early as possible when planning to:
      - i. Introduce new tasks or change existing tasks;
      - ii. Select new plant and equipment;
      - iii. Refurbish, renovate or redesign existing workplaces; or
      - iv. Carry out work in a new environment; and
    - (b) So far as is reasonably practicable, consult and coordinate activities with other PCBUs who are undertaking work where risks of MSDs exist if their duty of care overlaps.
- 4.3 Identifying hazardous manual tasks
- 4.3.1 A manual task should be classified as hazardous if it involves any of the following characteristics:
    - (a) Repetitive or sustained force;
    - (b) High or sudden force;
    - (c) Repetitive movement;
    - (d) Sustained and/or awkward posture (e.g. due to the size, weight or location of an object); or
    - (e) Exposure to vibration.
  - 4.3.2 Hazards that arise from manual tasks generally involve interaction between a worker and:
    - (a) The work tasks and how they are performed;
    - (b) The tools, equipment and objects handled; and
    - (c) The physical work environment;
  - 4.3.3 The department manager should consult with workers and their representatives to identify tasks that:
    - (a) Are difficult to do (or appear harder than they should be);
    - (b) Are very tiring (as muscle fatigue reduces work capacity);

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- (c) Are awkward or dangerous (for example, difficulty controlling loads);
- (d) Cause discomfort (including those where workers have made improvisations to tasks to avoid discomfort);
- (e) Have resulted in new manual tasks or a changed environment; or
- (f) Involve tools, machinery or equipment that do not work properly or are difficult to use.

APPENDIX 2 contains a discomfort survey that may be used to assist in the identification process.

4.3.4 To help identify which manual tasks may cause harm and identify any trends, the department manager and WHS Coordinator arrange a periodic review of:

- (a) Records of workplace injuries and incidents;
- (b) Inspection reports;
- (c) Workers compensation claims made for MSDs; and
- (d) Advice about hazardous manual tasks and risks from regulators, industry associations, unions, technical specialists and safety consultants.

4.3.5 The department manager should arrange for competent persons or external experts to observe existing manual tasks to assess how people actually work (with a focus on their postures and movements).

4.3.6 The department manager will make sure manual tasks that have been identified as hazardous are recorded on the Hazard Register

#### 4.4 Risk Assessment

APPENDIX 1 APPENDIX 1 provides an overview of the risk management process for manual tasks.

[NOTE: it is recognised that the Code of Practice: Hazardous Manual Tasks, section 3.1 states that a risk assessment is not required if the task is well known and you know how to control it, however PSSSI standard 3.8.1 requires identification, evaluation and control of hazards and Return To WorkSA have communicated that they expect Self-Insurers to complete risk assessments for all reasonably foreseeable hazards.]

4.4.1 A risk assessment will be conducted (or reviewed):

- (a) For any manual task that has been identified as hazardous;
- (b) Whenever an MSD has occurred arising from a work process and/or practice; and
- (c) Whenever a manual task is about to be introduced or modified.

4.4.2 The department manager or supervisor should form a team to undertake each risk assessment, consisting of a competent person to lead the risk assessment, workers who are involved in the activity to be assessed, a HSR (where one exists), the manager or supervisor and other stakeholders or experts, where relevant.

4.4.3 The department manager or supervisor will make sure, in consultation with the risk assessment team, that the risk assessment:

- (a) Describes the task and area where the manual task is performed;
- (b) Notes which body parts are likely to be at risk of injury; and
- (c) Determines which risk factors pose a risk and record why the risk exists.

The whole task should be examined, although it may help to look at the task in stages to identify all of the risk factors.

[The LGAWCS Model Hazardous Manual Tasks Risk Assessment form may be used to record the findings.]

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- 4.4.4 For some complex situations, expert or specialist advice may be required, and this may be arranged by the department manager if necessary.
- 4.4.5 If a number of workers carry out very similar hazardous manual tasks, these tasks may be assessed together as a group instead of assessing each task individually. However, a group risk assessment will only be undertaken if all the tasks are sufficiently similar and do not expose a worker to a different risk than if individual assessments were carried out.
- 4.4.6 Any work where a risk of MSD exists, that is not regularly undertaken or has been changed from a generic task, will need a new risk assessment completed before the activity commences.
- 4.4.7 The findings will be prioritised by the risk assessment team, with the highest rated risks requiring the most urgent attention.
- 4.5 Risk control
- 4.5.1 Control measures will be aimed at eliminating or minimising the frequency, magnitude and duration of movements, forces and postures by changing the source of risk, the work area, tool, load, environment, the method of handling and/or the way work is organised in accordance with the Hierarchy of Control.
- 4.5.2 In determining control measures, all relevant matters that may contribute to a MSD will be considered, including:
- (a) Postures, movements, forces and vibration relating to the hazardous manual task;
  - (b) Duration and frequency of the hazardous manual task;
  - (c) Workplace environmental conditions that may affect the hazardous manual task or the worker performing it;
  - (d) The design and layout of the work area;
  - (e) The systems of work used;
  - (f) The nature, size, weight or number of things handled in performing the hazardous manual task.
- 4.5.3 If a manual task is assessed as presenting a risk of MSD, it will be managed in line with the Hierarchy of Control by:
- (a) Eliminating the hazardous manual task and its associated risk, or
  - (b) If it is not reasonably practicable to eliminate the risk, then the risks must be minimised so far as is reasonably practicable

Examples of control measures	
Elimination	Automate the manual task (such as using remote controls) Deliver goods directly to the point of use to eliminate multiple handling
Substitution	Replace heavy items with those that are lighter, smaller and/or easier to handle Replace hand tools with power tools to reduce the level of force required to do the task
Isolation	Isolate vibrating machinery from the user, for example by providing fully independent seating on mobile plant
Engineering	Use mechanical lifting aids Provide workstations that are height adjustable
Administrative	Rotate workers between different tasks Train workers to use correct manual handling techniques when carrying out normal tasks
PPE	Temperature resistant gloves for handling cold or hot items Shock absorbent shoes for work on hard concrete floors

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- 4.5.4 A combination of control measures may be required to effectively manage the hazard. Depending on the outcomes of the specific risk assessment, this may include both short and long term control measures.
- 4.5.5 The department manager or supervisor will check that the controls identified by the risk assessment are implemented before work commences.
- 4.5.6 Any hazards that are unable to be immediately and permanently controlled within the risk assessment process will be transferred to the Hazard Register for further action and management. Work will not commence until all selected controls are in place, or interim measures have been identified and implemented to minimise the risk.
- 4.5.7 To implement the most effective risk controls, department managers and supervisors will:
- (a) Allow workers to trial solutions before decisions are made to make the solution permanent (if reasonably practicable);
  - (b) Review controls after an initial testing period, as they may need modification;
  - (c) Develop safe work procedures to ensure that controls are understood and responsibilities are clear;
  - (d) Communicate reasons for changes to workers and others;
  - (e) Provide training to ensure workers can implement the risk controls for the task competently; and
  - (f) Ensure that any plant or equipment used in any manual task is properly maintained.
- 4.5.8 The department manager or supervisor will inform relevant persons about the control measures selected or corrective actions that have been implemented as a result of the risk assessment process where a risk of MSD exists and record that this has occurred in toolbox meeting minutes.
- 4.5.9 The department manager or supervisor will check that any new hazards that may have been introduced by the selected control methods are identified by:
- (a) Monitoring and evaluating controls for effectiveness;
  - (b) Recommencing the risk assessment process, outlined at section 4.4 above, if new hazards are identified;
  - (c) Communicating the outcomes of the risk assessment process within the department or work group and to the HSC, as required; and
  - (d) Retaining completed risk assessments.
- 4.6 Purchasing to eliminate or minimise risks
- 4.6.1 Before purchasing plant, equipment, tools, containers, workstations, machinery and vehicles, the department manager or supervisor should consult with workers and their representatives to assess whether the item to be purchased has been designed so that it can be used safely and best matches the needs of workers.
- 4.6.2 The Department Manager may need to be involved in the pre-purchase assessment processes.
- 4.6.3 If reasonably practicable, workers should have the opportunity to trial the item prior to purchase.
- 4.7 Role of designers, manufacturers, importers and suppliers
- In some cases the organisation may take on these roles (for example, by designing and constructing or modifying structures or plant, buying plant from abroad or selling structures or plant), in which case it will need to address the following requirements.
- 4.7.1 Workers who design plant or structures used for work will:
- (a) Ensure the plant or structure is designed to eliminate the need to carry out a hazardous manual task in connection with the plant or structure; or

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- (b) If this is not reasonably practicable, minimise the need for any hazardous manual task to be carried out in connection with the plant or structure, so far as is reasonably practicable; and
- (c) Give each person who is provided with the design for the purpose of giving effect to it adequate information about the features of the plant or structure that eliminate or minimise the need for any hazardous manual task to be carried out including:
  - i. The purpose for which the plant or structure was designed;
  - ii. How hazards have been dealt with that may impact on manual tasks in the design and whether there are any residual risks; and
  - iii. How to handle the product safely, including during its transportation, installation, operation, maintenance and disposal.

#### 4.7.2 When the organisation's workers design or request the design of plant:

- (a) All phases of its life, including manufacture, cleaning and servicing will be considered, (refer to APPENDIX 3 for examples of design-related MSD risks for plant and how to control the risks through safe design);
- (b) Ergonomic principles will be applied in the design stage;
- (c) Quality assurance processes will be applied to check that the product effectively minimises the risk of MSDs; and
- (d) A prototype should be trialled, where reasonably practicable, in a range of operating conditions.

#### 4.7.3 Design of workplaces

The organisation's workers who design buildings used as workplaces will consider the manual tasks that may be performed throughout the lifecycle of the building, from construction through to use, maintenance, refurbishment and potential demolition.

#### 4.7.4 Manufacturers, importers and suppliers

- (a) Department managers or supervisors will make sure that:
  - i. Contractual arrangements with manufacturers, importers and suppliers document the obligation to supply information needed to use the product safely, including during its transportation, operation and maintenance. This information may be provided in user manuals, brochures or on the product itself (for example, labelling cartons) and should be accurate, clear and easy to understand; and
  - ii. This information is obtained on commission of the plant or structure;
- (b) Loads are labelled to indicate any MSD risks and, where appropriate, any necessary precautions to be taken when handling the load;
- (c) The organisation's workers involved in manufacture of plant or structures used for work must:
  - i. Ensure that the plant or structure is manufactured so as to eliminate the need for any hazardous manual task to be carried out in connection with the plant or structure; or
  - ii. If it is not reasonably practicable to eliminate the risk, ensure that the plant or structure is manufactured so that the need for any hazardous manual task to be carried out in connection with the plant or structure is minimised so far as is reasonably practicable; and
  - iii. Give to each person to whom the organisation provides the plant or structure adequate information about the features of the plant or structure that eliminate or minimise the need for any hazardous manual task to be carried out in connection with the plant or structure.

4.8 Incidents related to manual tasks

- 4.8.1 The management team will make sure processes are established that encourage workers to report potential problems with manual tasks and signs of discomfort immediately so that risks can be managed before an injury occurs.
- 4.8.2 If an incident has occurred, the person/s involved will take whatever steps are necessary to control the hazard, seek any first aid or emergency assistance and follow the requirements of the Incident Reporting and Investigation Procedure.
- 4.8.3 The department manager or supervisor should make sure that when workers report (or have been diagnosed with) an MSD, early intervention strategies are initiated.

4.9 Monitoring and evaluation

- 4.9.1 Department managers or supervisors will review and revise existing risk control measures related to hazardous manual tasks using the same methods as the initial hazard identification process:
  - (a) When the control measure does not minimise the risk so far as is reasonably practicable;
  - (b) Before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control;
  - (c) If a new hazard or risk is identified; or
  - (d) If the results of consultation indicate that a review is necessary or a HSR requests a review.
- 4.9.2 The HSC will monitor the Corrective Action Register during its meetings. A report will be presented to the management team listing outstanding items requiring direction or enforcement.
- 4.9.3 The management team will:
  - (a) Review hazard and incident statistics, audit results, legislative changes and other information relating to MSDs and hazardous manual tasks and direct action when required. Minutes will record outcomes of discussion and actions to be undertaken;
  - (b) Include the Hazardous Manual Tasks Procedure as part of the ongoing management review process and report the findings of internal audits related to this procedure, as relevant; and
  - (c) Set, monitor and review objectives, targets and performance indicators for any MSD reduction program(s), as relevant.

**5 Training**

- 5.1 Providing information, training and instruction may be effective in minimising the risk of MSD. However, training in lifting techniques will not be used as the sole or primary means of controlling the risk.
- 5.2 The organisation's Training Needs Analysis (**TNA**) will identify the training needs of workers undertaking hazardous manual tasks. The TNA should include the following groups:
  - 5.2.1 Workers required to carry out, or supervise or manage other workers who carry out, tasks identified as being hazardous manual tasks;
  - 5.2.2 In-house designers, engineers and other workers responsible for the selection, purchase, manufacture or maintenance of plant and/or the design and organisation of the job/task; and
  - 5.2.3 HSC members.
- 5.3 Training will include information on:
  - 5.3.1 Manual task risk management, including the characteristics of hazardous manual tasks;
  - 5.3.2 Specific manual task risks and the measures in place to control them;
  - 5.3.3 How to perform manual tasks safely, including the use of mechanical aids, tools, equipment and safe work procedures;
  - 5.3.4 How to report a hazard, fault or maintenance issue;

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- 5.3.5 Legislative requirements; and
- 5.3.6 The requirements of this procedure.
- 5.4 Objectives in relation to training should include:
  - 5.4.1 The prevention of MSDs by an approach based on risk identification, assessment and control of hazardous manual tasks; and
  - 5.4.2 The recognition and promotion of the multi-faceted nature of hazardous manual tasks.
- 5.5 Workers (including contractors and volunteers) identified as being required to undertake hazardous manual tasks will have this procedure (and any relevant safe work procedure(s)) explained to them during the induction process.
- 5.6 Contractors will be made aware of the minimum requirements for undertaking hazardous manual tasks during the contractor tendering process.
- 5.7 The WHS Coordinator will make sure that the training program is regularly reviewed, including when there is change to work processes, plant or equipment, implementation of new control measures, amendments to relevant legislation or other issues that may impact on the way tasks are performed.

## 6 Records

The following records will be maintained:

- 6.1 Risk assessments;
- 6.2 Safe work procedures;
- 6.3 Induction and training records;
- 6.4 Purchase or hire documentation, including operation manuals;
- 6.5 Design documentation;
- 6.6 Plant and equipment maintenance records;
- 6.7 Job inspection records; and
- 6.8 Meeting minutes.

All records will be managed in line with the current version of General Disposal Schedule 20 for Local Government.

## 7 Responsibilities

### 7.1 The Senior Management Team is accountable for:

- 7.1.1 Strategic management and risk control of hazardous manual tasks;
- 7.1.2 Checking that the organisation manages hazards relating to hazardous manual tasks in accordance with legislative requirements;
- 7.1.3 Approving reasonably practicable budgetary expenditure necessary to implement this procedure;
- 7.1.4 Setting objectives, targets and performance indicators for MSD reduction activities, as relevant;
- 7.1.5 Making sure training for hazardous manual tasks is identified, provided and maintained;
- 7.1.6 Making sure that control processes are in place and are implemented for reasonably foreseeable hazards associated with hazardous manual tasks in accordance with the Hierarchy of Control;
- 7.1.7 Making sure processes are in place for workers to report potential problems with manual tasks and signs of discomfort so that risks can be managed before an injury occurs;
- 7.1.8 Consulting with other PCBUs, so far as is reasonably practicable, if their duty of care overlaps;
- 7.1.9 Monitoring the Corrective Action Register incident and accident reports and enforcing close out of action items; and

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7.1.10 Reviewing the effectiveness of the Hazardous Manual Tasks Procedure within the management review process.

### 7.2 Managers and supervisors are accountable for:

- 7.2.1 Checking that workers are provided with the necessary information, instruction, training and supervision to apply the organisation's Hazardous Manual Tasks Procedure;
- 7.2.2 Facilitating the identification of reasonably foreseeable hazards arising from performance of manual tasks within their department in consultation with workers and their representatives;
- 7.2.3 Confirming reasonably foreseeable hazards associated with manual tasks within their department are identified, assessed and recorded on the Hazard Register and Corrective Action Register in consultation with workers or their representatives;
- 7.2.4 Implementing controls, in consultation with workers and their representatives, using the Hierarchy of Control;
- 7.2.5 Evaluating controls and reviewing them for effectiveness;
- 7.2.6 Communicating the outcomes of risk assessments within the department or work groups and across the organisation, as required;
- 7.2.7 Closing out Corrective Action Register items within designated time frames;
- 7.2.8 Consulting with workers and their representatives to assess whether an item to be purchased has been designed so that it can be used safely and best matches the needs of workers;
- 7.2.9 Making sure contractual arrangements with manufacturers, importers and suppliers document the obligation to supply information needed to use the product safely, including during its transportation, operation and maintenance;
- 7.2.10 Making sure that when plant, structures or workplaces are designed by the organisation's workers, the item is designed to eliminate the need to carry out a hazardous manual task or, if this is not reasonably practicable, the need to carry out a hazardous manual task is minimised;
- 7.2.11 Completing documentation associated with the hazard identification and risk assessment process;
- 7.2.12 Retaining records as required (within the organisation's records management system); and
- 7.2.13 Seeking expert advice, if required.

### 7.3 The WHS Coordinator is accountable for:

- 7.3.1 Providing assistance to department managers, supervisors and procurement staff in relation to the identification and management of MSDs;
- 7.3.2 Maintaining the Hazard Register and Corrective Action Register in relation to hazardous manual tasks;
- 7.3.3 Ensuring that the training program is regularly reviewed;
- 7.3.4 Assisting department managers in identifying trends or problems associated with MSDs and prioritising solutions in consultation with workers and their representatives;
- 7.3.5 Developing and implementing audit activities in relation to hazardous manual tasks; and
- 7.3.6 Communicating and reporting relevant data to the management team, HSC and workers.

### 7.4 Workers are accountable for:

- 7.4.1 Attending training, when required;
- 7.4.2 Following reasonable instruction and safe work procedures related to hazardous manual tasks (including using any mechanical aids, personal protective equipment and safety equipment provided);
- 7.4.3 Assisting in assessing risk, implementing control measures and evaluating them for effectiveness, as required;

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7.4.4 Reporting any hazardous situations immediately to their manager or supervisor, including potential problems with manual tasks and signs of discomfort.

**7.5 The HSC is accountable for:**

7.5.1 Facilitating co-operation between relevant workers and the management team in matters relating to hazardous manual tasks;

7.5.2 Assisting in the development and review of WHS documentation (including risk assessments and safe work procedures); and

7.5.3 Monitoring the Corrective Action Register and referring issues that require direction or enforcement to the management team.

**8 Review**

8.1 The manual handling procedure will be reviewed by the management team, in consultation with workers or their representatives, every five (5) years or more frequently if legislation or organisational needs change. This may include a review of:

8.1.1 Feedback from managers, workers, HSRs, HSC members or other relevant stakeholders related to hazardous manual tasks;

8.1.2 Legislative compliance;

8.1.3 Performance Standards for Self Insurers;

8.1.4 LGAWCS guidance;

8.1.5 Internal or external audit findings;

8.1.6 Incident and hazard reports, claims costs and trends; and

8.1.7 Any other relevant information.

8.2 The reviews may result in preventative and/or corrective actions being implemented or revision of this document.

**9 References**

[Work Health and Safety Act 2012](#)

[Work Health and Safety Regulations 2012](#)

[General Disposal Schedule 20 for Local Government](#)

[ReturnToWorkSA's Performance Standards for Self-Insurers](#)

[Code of Practice: Hazardous Manual Tasks February 2016](#)

[Code of Practice: How to Manage Work Health and Safety Risks December 2011](#)

[Code of Practice: Work Health and Safety Consultation Cooperation and Coordination December 2011](#)

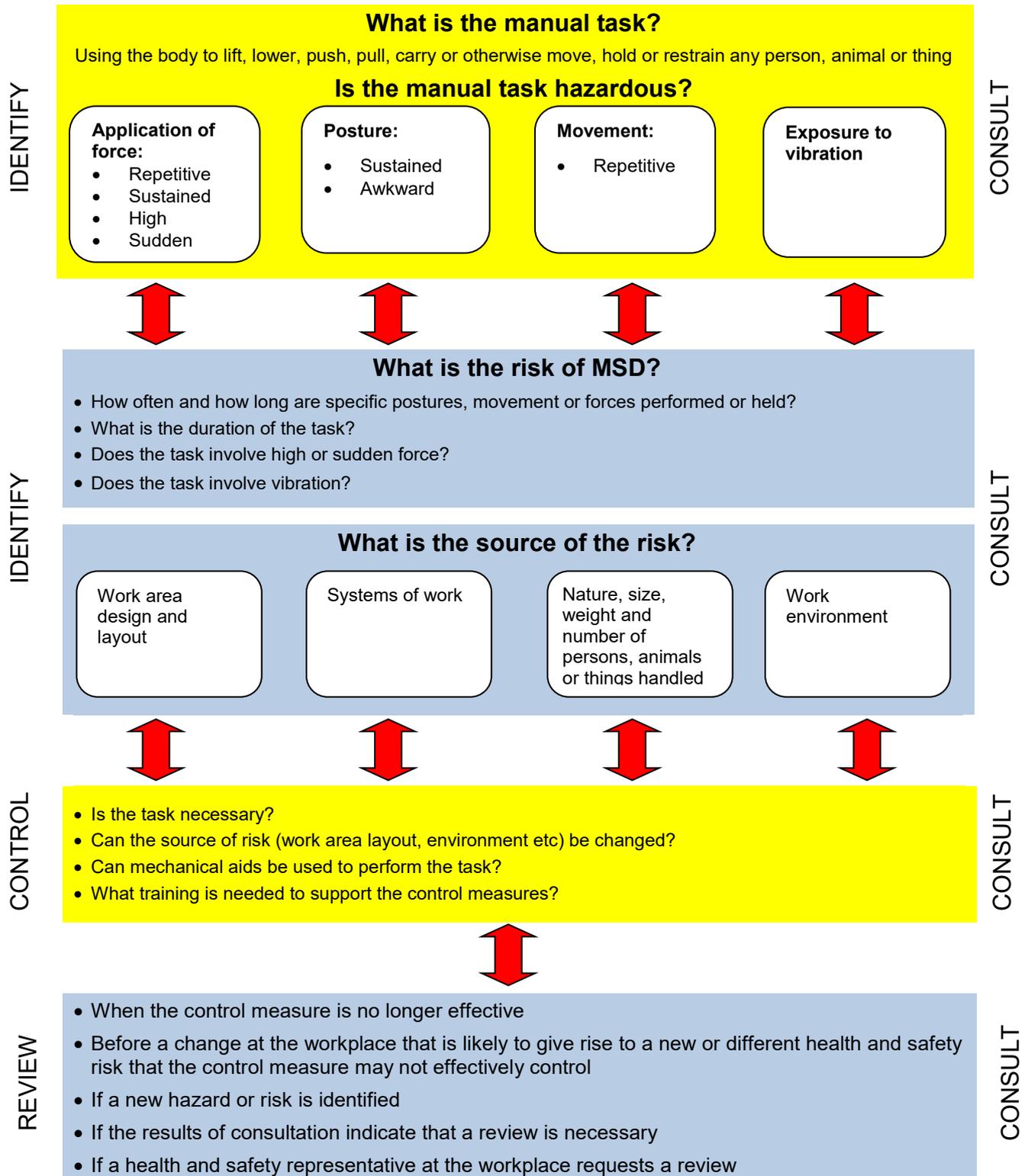
[Code of Practice: Managing Risks of Plant in the Workplace September 2013](#)

[Worker Representation and Participation Guide January 2012](#)

NOTE: this is not an exhaustive list and other documents may need to be referenced depending on the nature and hazards of the work being undertaken and the respective work environment.



**APPENDIX 1: The risk management process for manual tasks**



Source: COP: Hazardous Manual Tasks, Feb 2016, Appendix A

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**APPENDIX 2: Discomfort survey**

A discomfort survey can help identify hazardous manual tasks. Early reporting of symptoms can lead to risk controls being put in place before injury occurs.

The survey sheet below will help you identify and record instances where workers experience discomfort that:

- persists, or
- re-occurs the next day, or
- persists after rostered days off.

Encourage workers to report pain or discomfort at work or at any other time. Follow up the reasons for the problem. Even if only one worker reports problems, assess the presence of a risk factor.

**Name (optional):**

**Date:**

**Job work location:**

**Tasks involved:**

**Time on this job:**     Less than 3 months     3 months to 1 year     1 to 5 years

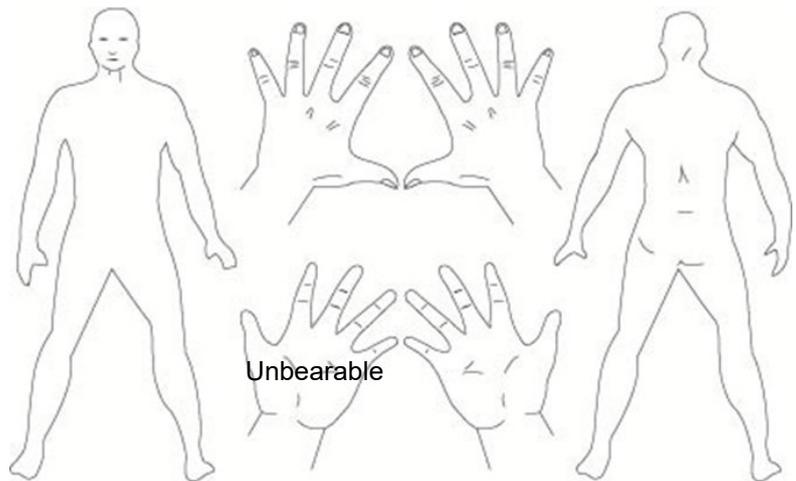
**Supervisor:**

1. Do you suffer from swelling, numbness, tingling, 'pins and needles' stiffness, aches or pains in any part of the body? Indicate in the diagrams where the problem occurs.

2. Rate the level of discomfort/pain on a scale of 1 to 5

1  2  3  4  5   
 Just noticeable                  Moderate                  Unbearable

3. What do you think caused the problem?



Source: COP: Hazardous Manual Tasks, Feb 2016, Appendix C



## HAZARDOUS MANUAL TASKS PROCEDURE

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### APPENDIX 3: Controlling MSD risks through design

Type of plant	MSD risk	Possible design solution
Road-making machinery	Repetitive or sustained twisting of the neck and body while reversing. This is caused by the seat being fixed in a forward-facing position.	Design a swivel seat-mount together with two sets of controls, or controls that move with seat rotation.
Forklifts	Sustained exposure to whole-body vibration transferred through the seat. Repetitive or sustained bending of the neck and back to see the work properly (for example, continually looking up to place loads on high shelves).	Install damping mechanisms in the seat, cabin and vehicle suspension. Install visual aids such as mirrors or a video camera and screen.
Wrapping machines on process lines	Strain on the lower back when handling heavy rolls of plastic wrapping in awkward and twisted postures, often above shoulder height. This is caused by inappropriate design and positioning of the roll spindle and by restricted access.	Design the spindle to be adjustable. This allows the rolls to be loaded at a suitable height and orientation, and eliminates the need to lift them. Design equipment to help worker load rolls. Locate the spindle in an accessible place on the plant. Provide information about how to install the plant in a way that allows adequate access.
Power drills	Prolonged use of the forearm muscles and wrist caused by a heavy or poorly balanced drill. Exposure to vibration or impact shock recoil from hammer drills. Excessive force needed to grip and control the tool to counter the effect of vibration and impact shocks.	Design drills to be as light as possible. Design drills with the handle under the drill's centre of gravity. Design plant to reduce shock and vibration. Provide a suitable way of holding the tool with both hands.
Pliers	Pressure to the palm of the hand caused by handles that are too short. Prolonged use of the forearm muscles and compression of the wrist caused by using pliers with straight handles.	Design pliers with handles that extend beyond the palm. Design pliers with bent handles so that the user can maintain a straight wrist.
Crimping, clamping and cutting tools	Excessive force with outstretched fingers required to grip handles that are too wide apart.	Design handles with a grip span of 10 cm or less.
Chainsaws	Excessive vibration. High force required to handle the chainsaw.	Design to reduce vibration. Design the chainsaw to be as light as possible, and provide well-placed handles.
Chairs	Poorly designed chairs that cannot be adjusted provide little back support and cause workers to adopt poor postures and movements.	Follow existing design guidelines for chairs, and consider how the chair will be used in the workplace.
Work-benches, workstations and other work surfaces	Workstations that cannot be adjusted result in unnecessary reaching, bending and exertion of force.	Design workstations to be adjustable. Alternatively, dimensions should suit as many workers as possible.

Source: COP: Hazardous Manual Tasks, Feb 2016, Appendix E