

Manual Tasks at Work Policy Directive

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**Government
of South Australia**

SA Health

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Manual Tasks at Work Policy Directive

1. Policy Statement

SA Health recognises a legal and moral obligation to ensure the health and safety of workers, patients and visitors. Musculoskeletal (Body stressing) injury arising from manual tasks at work accounts for the greatest number and cost of lost time injury claims for worker compensation.

SA Health is therefore committed to providing a safe work environment for all workers and patients through establishing a systematic approach for the management of manual tasks at work and related activities.

2. Roles and Responsibilities

In accordance with [SA Health WHSIM Policy Directive – Roles, Responsibilities and Governance](#), the following outlines the respective roles of relevant parties in the context of this Policy Directive:

Chief Executive /Deputy Chief Executives

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive.
- Establish awareness of and accountability for the implementation of this policy directive.

5.2 Chief Executive Officers / Chief Operating Officers (LHN / HS)

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive.
- Establish awareness of and accountability for the implementation of this policy directive.
- Demonstrate an understanding of, and commitment to, systematic management of manual tasks hazards and risks by integrating work health and safety processes into business and operational practices.
- Review the effectiveness of existing risk controls, strategies and treatments to eliminate or minimise the risk of injury to workers and patients.

5.3 Executive Directors (LHN / HS/ BU)

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive.
- Establish awareness of and accountability for the implementation of this policy directive.
- Facilitate the implementation of the manual tasks program.
- Demonstrate an understanding of, and commitment to, systematic management of manual tasks hazards and risks by integrating work health and safety processes into business and operational practices including any impact on other services.
- Review the effectiveness of existing risk controls, strategies and treatments to eliminate or minimise the risk of injury to workers and patients.

5.4 Clinical / Medical / Nursing / Midwifery / Allied Health / Directors/Site Managers

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive.
- Establish awareness of and accountability for the implementation of this policy directive.
- Ensure the effective implementation of the operational aspects of the manual tasks at work program.
- Ensure the allocation and efficient use of human and financial resources to effectively manage the manual tasks at work program.
- Monitor progress and contribute to the achievement of key performance indicators (KPIs) for management of manual tasks at work.

5.5 Line Managers

Will take reasonably practicable steps to:

- Where relevant, exercise due diligence to ensure compliance with this policy directive.
- Establish awareness of and accountability for the implementation of this policy directive.
- Implement and coordinate manual tasks hazard identification, risk assessment and control measure processes.
- Ensure that existing safe work procedures (SWPs) for manual tasks are used (or are developed if required) and are implemented, tested and reviewed.
- Provide induction and training for workers in identifying manual tasks hazards and controlling risks using a risk management approach aligned with undertaking safe work practices.
- Using a team based problem-solving approach to review, and embed safe manual tasks practices in operational processes.
- Ensuring manual tasks hazards, incidents with no harm and incidents with injury are reported on the SA Health Safety Learning System (SLS) or the SAAS IRQA process.

5.6 Manual Tasks Local Facilitators

Will take reasonable care to:

- Assist in the establishment of awareness and of implementation of this policy directive, as relevant.
- Assist with manual tasks induction and training to workers in their area.
- Assist with manual tasks hazard identification, risk assessment and control measure processes.
- Monitor and reinforce safe work procedures and practices including safe utilisation of equipment for manual tasks.

5.7 Workers

Will take reasonable care to:

- Assist in the establishment of awareness and of implementation of this policy directive, as relevant.
- Use and care for equipment provided for manual tasks at work.
- Follow safe work procedures for manual tasks undertaken in their area.
- Obey any reasonable instruction given in relation to manual tasks at work including attendance at training.
- Report all unsafe working practices or working conditions related to materials or patient handling to managers / supervisors as soon as possible and before the end of the shift / working day.
- Report manual tasks hazards, incidents with no harm and incidents with injury on the SA Health Safety Learning System (SLS) or the SAAS IRQA process.

5.8 Executive Director People and Culture

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive.
- Establish awareness of and accountability for the implementation of this policy directive.
- Provide advice to the Deputy Chief Executive, System Performance and Service Delivery, regarding significant work health and safety risks associated with manual tasks at work arising from conducting business or undertakings.
- Hold the Manager Workforce Health accountable for the effective implementation of a manual task at work program.

5.9 Directors of Workforce (or equivalent)

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive.
- Establish awareness of and accountability for the implementation of this policy directive.

- Establish and maintain effective business partnerships with LHN / HS WHSIM Managers for consultation with and communication of decisions made on work health and safety matters and performance related to the manual tasks program.
- Promote the implementation of the manual tasks program, at the LHN / HS executive level.

5.10 Manager, Workforce Health

Will take reasonably practicable steps to:

- Exercise due diligence to ensure compliance with the intent of this policy directive.
- Establish awareness of and accountability for the implementation of this policy directive.
- Providing advice to the Executive Director, People and Culture regarding hazards and risks related to manual tasks at work.
- Ensuring the effective development, delivery and review of the manual tasks at work program across SA Health.

5.11 Workforce Health Professionals - WorkFit Services Consultants

Will take reasonable care to:

- Establish awareness of and accountability for the implementation of this policy directive.
- Develop generic safe work procedures (SWPs) for common manual tasks and advising on development, modification or redesign of existing SWPs.
- Provide education and training to manual tasks local facilitators on principles and practices of safe manual handling and performance of manual tasks.
- Mentor and support manual tasks local facilitators in the workplace.
- Provide ergonomic consultancy to managers and directors on suitable controls for identified high risk hazards – for example plant and equipment, building and redevelopment planning.
- Provide information about the manual tasks program to executives, managers, workers and key stakeholders, including manual tasks legislative changes that may impact on health and safety of workers or other persons in the workplace.

No exemption allowed for this policy directive.

3. Policy Requirements

In accordance with SA Health Policy Directive – [Hazard Identification and Risk Management](#), SA Health will ensure that a risk management approach is adopted to:

- Proactively identify work situations where manual tasks have the potential to cause harm.
- Provide effective mechanisms to assess, control and review any risks related to manual tasks.
- Support appropriate training and education.

The aim is to add value to current work practices, minimise the risk of injury and illness, and to facilitate appropriate allocation of resources related to manual tasks including materials handling and patient handling.

4. Implementation & Monitoring

4.1 Implementation Principles

SA Health will:

- Integrate consideration of minimal manual tasks (formerly 'no-lift' or 'minimal manual handling') principles and practices into operational and decision making processes such as:
 - new design / redesign of infrastructure / services;
 - procurement of plant and equipment to reduce physical demands of tasks;
 - safe systems of work, including materials (i.e. loads) and patient handling;

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- staffing according to workload requirements.
- Proactively identify manual task hazards whenever a change is introduced to a manual task at work. For example:
 - a new process,
 - new equipment, or
 - change to work space.
- Ensure manual task hazards are identified through processes such as:
 - manual task risk assessment tools, for example; SA Health WHSIM Forms
 - Manual Tasks Identification Checklist (FOR207)
 - Manual Tasks Risk Assessment (FOR 229)
 - worksite safety inspections;
 - pre-purchase trialling of plant, equipment and products;
 - hazard and staff incident and injury reporting processes;
 - work health and safety internal audits;
 - staff feedback and reporting processes.
- Ensure manual task risks are assessed and controls developed and implemented.
- Use a team based problem-solving approach to develop, review, and embed safe manual tasks practices in operational processes.
- Ensure resources are available for purchase and maintenance of suitable plant and equipment.
- Facilitate safe work practices involving manual tasks through the development and implementation of safe work procedures.
- Provide induction for new workers (employees, students, volunteers and contractors) to the work area and work practices including safe use of equipment, and information on relevant manual tasks hazards and risks.
- Provide training for workers in identifying manual tasks hazards and controlling risks using a risk management approach aligned with safe work practices.
- Ensure manual tasks hazards, incidents with no harm and incidents with injury are reported on the SA Health Safety Learning System (SLS). SAAS incidents will be reported using the SAAS Incident Report and Quick Assessment (IRQA) process.

4.2 Reporting

4.2.1 SA Health WHSIM Corporate Documentation - Key Performance Indicators

This Policy Directive may be subject to KPI reporting as per the SA Health WHSIM Performance Review and Continuous Improvement Framework.

4.2.2 Incidents reporting and the safety learning system

In accordance with SA Health Policy Directive – [Work Health Safety Reporting and Investigation](#) efficient and timely hazard and incident reporting, investigation and resolution is an integral component of a successful and compliant safe work system.

All WHS hazard, incidents with injury and/or no harm must be reported on the SA Health Safety Learning System (SLS). Refer to the SA Health WHSIM Procedure – [Reporting and Investigating WHS Hazards and Incidents](#) and SA Health WHSIM Flowchart – [WHS Incident Reporting and Investigation](#) for the step by step process.

All incidents that affect a client/patient (or other persons) must be reported as a patient incident in the [SA Health Safety Learning System \(SLS\)](#) to ensure the correct investigation is conducted.

Where an injury has been sustained by a worker, the injury must also be reported to WHS Injury Management on 1800 702 264. All SAAS workers must report the injury to the SAAS State Duty Manager on 1300 886 268.











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4.3 Monitoring and Evaluation

In accordance with [SA Health Policy Directive - Performance Review and Continuous Improvement](#), implementation of this Policy Directive will be monitored via the SA Health WHS Internal Audit Program against the following criteria:

- Manual task hazards are identified through a range of processes at the appropriate times- for example, when there is a change to process.
- Management of manual tasks risks using the hierarchy of control is evident in operational and decision making processes.
- Safe work practices are developed for manual tasks and training is conducted.

5. National Safety and Quality Health Service Standards

									
National Standard 1	National Standard 2	National Standard 3	National Standard 4	National Standard 5	National Standard 6	National Standard 7	National Standard 8	National Standard 9	National Standard 10
Governance for Safety and Quality in Health Care	Partnering with Consumers	Preventing & Controlling Healthcare associated infections	Medication Safety	Patient Identification & Procedure Matching	Clinical Handover	Blood and Blood Products	Preventing & Managing Pressure Injuries	Recognising & Responding to Clinical Deterioration	Preventing Falls & Harm from Falls
<input checked="" 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"/>

6. Definitions

Reference may be made to the following resource for further definitions and clarification of any terms used throughout this policy directive.

- [SA Health WHSIM System – Glossary of Definitions](#)

7. Associated Policy Directives / Policy Guidelines and Resources

- [SA Health Policy Directive – Hazard Identification and Risk Management](#)
- [SA Health Policy Directive – Work Health Safety and Injury Management](#)
- [SafeWork Australia Model Code of Practice – Hazardous Manual Tasks 2011](#)
- [National Code of Practice for the Prevention of Musculoskeletal Disorders from Performing Manual Tasks at Work 2007](#)

8. Document Ownership & History

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16/10/2012	V1.0	Portfolio Executive	PE Approved version

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