



BEYONDLIMITS
CARE & SUPPORT SERVICES

Manual Handling Policy

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| Policy area | Work Health and Safety |
| Document type | Policy |
| Applicable to | Beyondlimits Care & Support Services |
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| Related policies | Work Health and Safety Policy Human Resources Management Policy Client Health and Wellbeing Policy Emergency and Disaster Management Policy Incident Management Policy Transition of Care Between Different Environments Policy Client Living Alone and Receiving Personal Care from a Sole Worker Policy Risk Management Client Advocacy Policy Consent Policy Support Planning Policy Service Access and Exit Policy Service Delivery Policy Duty of Care Policy Client Feedback and Complaints Management Policy |
| Authority | Work Health and Safety Act 2011 Work Health and Safety Regulations Safe SafeWork Australia's Hazardous Manual Tasks Code of Practices NDIS Act 2013 NDIS Practice Standards and Quality Indicators NDIS Code of Conduct Aged Care Act 1997 Aged Care Quality and Safety Standards Aged Care Code of Conduct |

PURPOSE

The purpose of this policy is to explain our organisation's commitment and approach to safe manual handling practices.

SCOPE

This policy applies to all our workers (employees, contractors and volunteers).

DEFINITIONS

| Term | Definition |
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| Manual Handling | Any activity that involves lifting, pushing, pulling, carrying, moving, holding or restraining. It also includes sustained and awkward postures or repetitive movements. |
| Hazardous Manual Task | <p>A task requiring a person to lift, lower, push, pull, carry, or otherwise move, hold or restrain any person, animal or thing involving one or more of the following:</p> <ul style="list-style-type: none">• repetitive or sustained force• a high or sudden force• repetitive movement• sustained or awkward posture• exposure to vibration. <p>These hazards directly stress the body and may lead to an injury.</p> |
| Musculoskeletal Disorder (MSD) | <p>An MSD includes:</p> <ul style="list-style-type: none">• sprains and strains of muscles, ligaments, and tendons;• back injuries, including damage to the muscles, tendons, ligaments, spinal discs, nerves, joints, and bones;• joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knee, ankle, hands, and feet;• nerve injuries or compression (e.g., carpal tunnel syndrome);• muscular and vascular disorders as a result of hand-arm vibration;• soft tissue injuries, including hernias; and• chronic pain. <p>An MSD can occur in two ways:</p> <ul style="list-style-type: none">• gradual wear and tear to joints, ligaments, muscles, and intervertebral discs caused by repeated or continuous use of the same body parts, including static body positions; and• sudden damage caused by strenuous activity or unexpected movements such as when loads being handled move or change position suddenly. <p>Injuries can also occur due to a combination of the above mechanisms.</p> |

CONTEXT

Our organisation is committed to ensuring safe manual handling practices to ensure client and worker health and safety.

POLICY STATEMENT

1. Risk Management

- We will manage health and safety risks in relation to manual handling and hazardous manual tasks by following the best practice recommendations of SafeWork Australia's Hazardous Manual Tasks Code of Practices.
- We will conduct thorough risk assessments for clients requiring manual handling, to ensure safe and appropriate practices are being used.
- We will implement processes to ensure all workers are aware of their responsibility under WHS legislation to, as far as is reasonably practicable, take care of their own, and others' health and safety in relation to safe manual handling, in the workplace.
- We will minimise foreseeable risks, as far as is reasonably practicable, by implementing appropriate risk-assessed control measures.
- We will conduct ongoing review and monitoring of risks and controls and action continuous improvement in safety practices as required.

2. Incident Investigation and Reporting

- We will report any incidents (including 'near misses'), hazards and risks in accordance with our Incident Management Policy and Procedure and Work Health and Safety Policy.
- We will complete mandatory regulatory reporting in required timeframes and formats and in accordance with the Reportable Incident Management Procedure.
- We will investigate all incidents, including 'near misses', take appropriate remedial action to ensure health and safety of all people involved and conduct ongoing monitoring and review.

3. Information and Record-keeping

- We will ensure information and records are accurate and up to date in relation to clients' manual handling requirements and workers' manual handling tasks and activities.
- We will ensure the client has provided us with all required written consents.
- We will store the information securely to ensure privacy, dignity and confidentiality and make sure it is accessible to the client and only other stakeholders authorised to access it.

4. Worker Training and Supervision

- We will maintain a skilled and trained workforce in safe manual handling practices.
- We will ensure workers complete and pass induction training and annual 'refresher' training in safe manual handling practices in accordance with current WHS standards.
- We will ensure workers are assessed as competent in manual handling for a specific client before providing services to the client.
- We will maintain processes to adequately monitor and supervise workers and take appropriate action if practices are not consistent with this policy.

SUPPORTING DOCUMENTS

- Manual Handling Participant Care Plan
- Incident Report
- Incident Investigation Form
- Incident Investigation Form Final Report
- Incident Register
- Continuous Improvement Plan Register
- Staff Orientation Checklist
- Risk Assessment Form
- Risk Management Plan Register
- Hazard Report Form
- Manual Handling Procedure
- Risk Management Procedure
- Emergency and Disaster Management Procedure
- Incident Management Procedure
- Reportable Incident Management Procedure
- Transition of Care Between Different Environments Procedure
- Client Living Alone and Receiving Personal Care from a Sole Worker Procedure
- Client Advocacy Procedure
- Support Planning Procedure
- Service Access and Exit Procedure
- Service Delivery Procedure

RESPONSIBILITIES

Managing Director is responsible for:

- maintaining this policy, its related procedures and associated documents,

- ensuring the policy is effectively implemented across the service,
- monitoring worker compliance with the requirements of this policy; and
- ensuring training and information is provided to workers to carry out this policy.

All workers are responsible for complying with the requirements of this policy.

COMPLIANCE

Deliberate breaches of this policy will be dealt with under our misconduct provisions, as stated in the Code of Conduct Agreement.