

## Hazardous Manual Tasks

### Document number: PRO-00804

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| Ver No. | Description     | Document Owner                      |                                 | Document Approver                  |                                 |               |
|---------|-----------------|-------------------------------------|---------------------------------|------------------------------------|---------------------------------|---------------|
|         |                 | Position                            | Approval                        | Position                           | Approval                        | Approval Date |
| 6       | Amended Version | Programs & Systems Business Partner | Refer to supporting Info in Rex | Manager Health, Safety & Wellbeing | Refer to supporting Info in Rex | 24/11/2023    |

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# 1. Purpose

The purpose of this Procedure is to provide guidance to effectively manage hazardous manual tasks within Seqwater Workplaces.

This procedure adopts and is consistent with the requirements outlined in:

- *Work Health and Safety Act 2011 (Qld)*
- *Work Health and Safety Regulation 2011 (Qld)*
- *Hazardous manual tasks Code of Practice 2021 (Qld)*.

This Procedure applies to all Seqwater Workers, business groups and persons working for Seqwater.

# 2. Scope

This Procedure applies to all Seqwater workers unless otherwise stated.

# 3. Procedure

## 3.1. Managing hazardous manual tasks

A risk assessment process must be undertaken in accordance with the Hazard Identification and Risk Management Procedure ([PRO-00657](#)) to identify and manage the Risks associated with performing hazardous manual tasks. This involves the following steps:

1. Identifying hazardous manual tasks.
2. Assessing the Risks of the hazardous manual tasks.
3. Implementing Risk Control measures.
4. Reassessing the Risks of musculoskeletal disorders associated with the hazardous manual task following the implementation of the Risk Control measures.
5. Monitoring and reviewing the effectiveness of Risk Control measures.

A summary of the hazardous manual task management process is included as Appendix A of this procedure.

### 3.1.1. Identifying hazardous manual tasks

The first step in managing Risks associated with undertaking manual tasks is to identify those tasks that have the potential to cause musculoskeletal disorders, the Discomfort Survey Form ([FRM-00603](#)) may be used to identify a potential hazardous manual task by assessing the level of discomfort resulting from undertaking manual tasks. Hazards that arise from manual tasks generally involve interaction between a Worker and the:

- work tasks and how the tasks are performed.
- tools, equipment and objects handled.
- physical work environment.

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Further guidance on what a hazardous manual task is can be found in the *Hazardous Manual Tasks Code of Practice*. Job Demands Analyses document the inherent requirements of operational roles at Seqwater and may be used to identify hazardous manual tasks.

### 3.1.2. Assessing the Risks of hazardous manual task

Hazardous manual task risk assessments must be documented using the Hazardous Manual Tasks Risk Assessment Worksheet ([FRM-00604](#)). When undertaking the assessment the whole Work Activity must be examined from beginning to end to ensure all Risks are identified. This allows the identification of different sources of Risk(s) and also identifies what elements of the Work Activity need to be changed to control the Risk(s).

A hazardous manual task risk assessment can help you determine:

- which postures, movements and forces of the task pose a Risk.
- where during the task they pose a Risk.
- why they are occurring.
- what needs to be done to stop them occurring.

As a minimum, a hazardous manual task risk assessment should be undertaken by a team consisting of:

- a member of the HSW Team.
- a Worker who does the task.
- the Line Supervisor who has control of how and when the task is done.

For some complex situations, expert or specialist advice may also be sought when conducting the risk assessment.

If a number of Workers or work groups carry out very similar hazardous manual tasks, these tasks may be assessed together as a group instead of assessing each task individually. Grouped risk assessments for hazardous manual tasks will be facilitated by the HSW Team with participants invited to participate based on their knowledge and experience in undertaking the task being assessed.

Grouped risk assessments must 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.

### 3.1.3. Implement Risk Control measures

A combination of Risk Controls should be used when application of a single Risk Control measure is not sufficient to eliminate or minimise the Risk to health and safety.

The following table provides examples of control measures that may be implemented to manage the Risks associated with hazardous manual tasks

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| Hierarchy of control |                | Examples of risk control measures                                                                                                                                                                                                                                                       |
|----------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hard Controls        | Elimination    | <ul style="list-style-type: none"> <li>• Eliminating the hazardous manual task during design processes.</li> <li>• Automate the hazardous manual task (such as using remote controls).</li> <li>• Deliver goods directly to the point of use to eliminate multiple handling.</li> </ul> |
|                      | Substitution   | <ul style="list-style-type: none"> <li>• Replace heavy items with those that are lighter, smaller and/or easier to handle.</li> <li>• Replace hand tools with power tools to reduce the level of force required to do the task.</li> </ul>                                              |
|                      | Isolation      | <ul style="list-style-type: none"> <li>• Isolate vibrating machinery from the user, for example by providing fully independent seating on mobile plant.</li> </ul>                                                                                                                      |
|                      | Engineering    | <ul style="list-style-type: none"> <li>• Use mechanical lifting aids.</li> <li>• Provide workstations that are height adjustable.</li> </ul>                                                                                                                                            |
| Soft Controls        | Administrative | <ul style="list-style-type: none"> <li>• Rotate Workers between different tasks.</li> <li>• Train Workers to use control measures implemented when carrying out normal tasks.</li> </ul>                                                                                                |
|                      | PPE            | <ul style="list-style-type: none"> <li>• Vibration impact gloves.</li> </ul>                                                                                                                                                                                                            |

### 3.2. Implementing hazardous manual task risk controls

In order to implement the most effective hazardous manual task Risk Controls, the following should be considered:

- review Risk Controls after an initial testing period, as they may need modification.
- develop work procedures to ensure that Risk Controls are understood, and responsibilities are clear.
- communicate the reasons for the change to Workers and others.
- provide training to ensure Workers can implement the Risk Controls for the task competently.
- ensure that any equipment used in the manual task is properly maintained.

The effectiveness of the Risk Control measures should only be evaluated when sufficient time has passed for Workers to adjust to the changes as some modifications may require Workers to use new muscle groups or different parts of the body and they may initially feel some discomfort.

### 3.3. Reviewing hazardous manual task risk controls

Risk Control measures that have been implemented to manage the Risk associated with hazardous manual tasks must be reviewed and, if necessary, revised to ensure Risk Controls are effective.

As a minimum hazardous manual task Risk Control measures must be reviewed when:

- an injury or incident is reported.
- control measures are no longer effective.
- a new task is introduced to the Workplace, or an existing task is changed.
- new plant or equipment is purchased.
- Workplaces are refurbished, renovated or redesigned.
- work will be undertaken in new environments.

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- consultation indicate that a review is necessary.
- requested by a health and safety representative.

Hazardous manual task Risk Controls must be reviewed using the same methods as utilised for the initial hazard identification process. Workers who undertake the hazardous manual task must be involved in the review.

## 4. Definitions

| Term                     | Definitions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hazardous manual task    | <p>A task that requires 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"> <li>repetitive or sustained force.</li> <li>high or sudden force.</li> <li>repetitive movement.</li> <li>sustained or awkward posture.</li> <li>exposure to vibration.</li> </ul> <p>These factors (known as characteristics of a hazardous manual task) directly stress the body and can lead to injury.</p> <p>For the purposes of this procedure, driving and computer-based work and associated ergonomic hazards are not considered as a hazardous manual task.</p> |
| Musculoskeletal Disorder | <p>An injury to, or a disease of, the muscles, bones, ligaments and tendons, whether occurring suddenly or over a prolonged period of time. It does not include an injury (such as fractures and dislocations) caused by crushing, entrapment or cutting resulting from the mechanical operation of plant or other injury.</p>                                                                                                                                                                                                                                                                                                                                                             |
| Risk Control             | <p>The taking of action to eliminate work health and safety Risks so far as is Reasonably Practicable, and if that is not possible, minimising the Risks so far as is Reasonably Practicable. For completeness, eliminating a Hazard will also eliminate any Risks associated with that Hazard.</p> <p>The Hierarchy of Controls must be utilised when selecting appropriate Risk Controls and reference should be made to relevant Seqwater procedures which outline the minimum standards of Risk Controls.</p>                                                                                                                                                                          |
| Risk Factors             | <p>For manual tasks, risk factors are the elements of the task that increase the Risk of sustaining a musculoskeletal disorder. The more Risk Factors or the more severe the Risk Factor, the more likely a musculoskeletal disorder will result from undertaking the task.</p>                                                                                                                                                                                                                                                                                                                                                                                                            |

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## 5. Roles and Responsibilities

| Role             | Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HSW Team         | <p>Provide advice, support and consultation on hazardous manual task identification and Risk Control implementation.</p> <p>As required, assist with completing hazardous manual task discomfort surveys where required or requested.</p> <p>Assist in the completion of hazardous manual task risk assessments.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Line Supervisors | <p>Assist with Identifying hazardous manual tasks and ensure they are assessed and managed in consultation with Workers and health and safety representatives as required.</p> <p>Implement and regularly review Risk Controls to mitigate the Risks of hazardous manual tasks.</p> <p>Provide Workers with access to appropriate tools and personal protective equipment (PPE) to manage the Risks of hazardous manual tasks.</p> <p>Monitor Workers to ensure tools and PPE being utilised to manage the Risks of hazardous manual tasks are correctly used and maintained.</p> <p>Capture the Training Requirements of this procedure in Role Training Needs Analyses. Ensure a risk assessment is conducted and identified Risk Controls are implemented prior to commencing any work involving hazardous manual tasks.</p> |
| Managers         | <p>Establish a process to manage the Risks of hazardous manual tasks to their Workers in accordance with this procedure.</p> <p>Provide Workers with resources to identify and manage hazardous manual tasks.</p> <p>Provide communication, supervision, instruction and access to training in hazardous manual task management.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Workers          | <p>Follow any instructions in relation to hazardous manual tasks and the use of hazardous manual task management tools.</p> <p>Conduct a risk assessment, identify and implement Risk Control measures prior to commencing any Work Activity that may involve hazardous manual tasks.</p> <p>Wear and maintain PPE as per training and instruction.</p> <p>Comply with PPE signage requirements.</p> <p>Attend relevant hazardous manual task training when required.</p> <p>Report any concerns in relation to hazardous manual task management to their Line Supervisor.</p> <p>Report any Hazards to your Line Supervisor and enter into Risk Wizard.</p>                                                                                                                                                                    |

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## 6. Training and Competency

Training will be provided in accordance with the Training and Competency Management Procedure ([PRO-01574](#)).

Specific training requirements for Workers undertaking manual tasks include:

- all new Workers being made aware of the Risks of hazardous manual tasks during their induction, with on-going education and training programs provided on a regular basis.
- information regarding hazardous manual task management provided by Line Supervisors through toolbox talks.

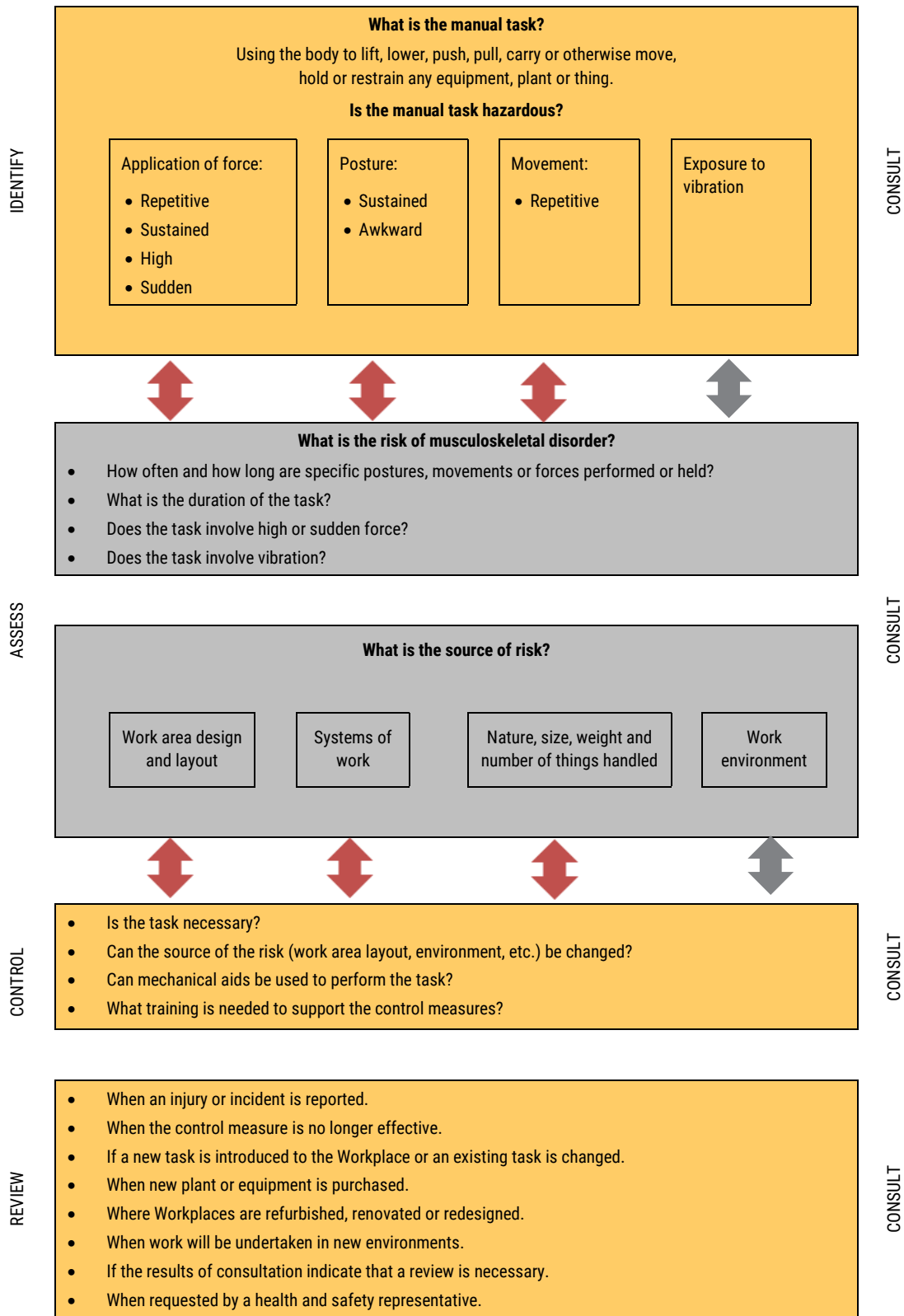
## 7. References and Related Materials

| Description                                                                                                                                     | Location       |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <a href="#">FRM-00603</a> Discomfort Survey Form                                                                                                | REX & Waternet |
| <a href="#">FRM-00604</a> Hazardous Manual Tasks Risk Assessment Worksheet                                                                      | REX & Waternet |
| <i>Hazardous Manual Tasks Code of Practice 2021 (Qld)</i><br><a href="#">Hazardous manual tasks Code of Practice 2021 (worksafe.qld.gov.au)</a> | Internet       |
| <a href="#">PRO-00657</a> Hazard Identification and Risk Management Procedure                                                                   | REX & Waternet |
| <a href="#">PRO-00867</a> Safe Work with Plant Procedure                                                                                        | REX & Waternet |
| <a href="#">PRO-00870</a> Consultation, Communication and Issue Resolution Procedure                                                            | REX & Waternet |
| <a href="#">PRO-01574</a> Training and Competency Management Procedure                                                                          | REX & Waternet |
| <a href="#">TEM-00013</a> Safe Work Method Statement (SWMS) Template                                                                            | REX & Waternet |

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# Appendix A – Hazardous Manual Task Management Process



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