# Purpose

The purpose of this Wannon Water Standard is to provide a framework for manual handling tasks and ergonomic arrangements to support human health, as far as reasonably practicable. This Standard achieves this by incorporating best practice and legislative obligations.

By effectively identifying, assessing and controlling risks presenting themselves in a variety of work environments and tasks, we are able to prevent an adverse impact on our Strategic Direction and support our Zero Harm aspirations.

# Scope

This framework applies to any employee or **Contractor** engaged in our activities, whether undertaken from home/office/field where there are **Manual Handling** or **Egonomic** hazards as defined below:

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| **Hazard type** | **Definition** |
| **Manual Handling** | Work requiring a person to lift, pull, push, carry, hold, move or otherwise restrain an object. |
| **Hazardous Manual Handling** | Work requiring the use of force exerted by a person to lift, pull, push, carry, hold, move or otherwise restrain an object that involves:   * Repetitive application of force * Sustained application of force * Sustained awkward posture * Repetitive movement * Single or repetitive high force actions that it would be reasonable to expect a person may have difficulty undertaking * Exposure to sustained vibrations * Working with live people or animals * Unstable or unbalance loads that are difficult to grasp or hold. |
| **Ergonomic** | Design and layout of work environments to ensure safety and productivity. |

**Out of Scope:**

When a principal contractor has been granted formal possession of a site whilst carrying out contracted work, it is the responibility of the principal contractor to comply with the relevant regulations and consult with our **Engaging Officer** to determine if their activities pose a risk to us.

# Standard requirements

| **Requirements** | **Responsibility** | **Accountability** |
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| Assets, plant and equipment purchased, built, installed and used at Wannon Water sites must be assessed to eliminate or reduce Manual Handling and Ergonomicrisks where reasonably practicable. | All BM | GM Assets & Service Delivery |
| Consideration must be given to design and supply of work environments so that Manual Handling and Ergonomicrisks are minimised. This includes:   * Ensuring enough clear space is available to have full range of movement required to do the task * That the work equipment and environment is suitable to do the task * Workstation and desk ergonomics * Regularly varying posture, position and work task undertaken. | All BM | GM Community & Corporate Services |
| All Manual Handling must be undertaken in a way that allows the employee or Contractor to work in an environment that is safe and without risk to health, including musculoskeletal disorders (**MSD**). The hierarchy of control must be used where **Reasonably Practicable** to control the risks to our accepted levels as follows:   * Eliminate (e.g., find a way to undertake the task without exposure to the hazard) * Substitute (e.g., reduce load by half filling two jerry cans, rather than using one) * Isolate (e.g., reorganise workspace to improve accessibility of items to reduce manual handling requirements and risks) * Engineering (e.g., use mechanical lifting aid or equipment) * Administrative (e.g., ensure appropriate rest breaks in between tasks) * Use of PPE (e.g., non-slip protective footwear). | **Executive People & Resilience**  All BM | GM People & Business Services |
| All activities involving any form of Manual Handling risk must be undertaken in accordance with relevant *Standards*, *Procedures*, *Safe Work Instructions* and *Task Risk Assessments (JSA)*. | **Executive People & Resilience**  All BM | GM People & Business Services |
| All activities involving Hazardous Manual Handling or the potential for musculoskeletal disorder (MSD) must be identified and assessed by a qualified[[1]](#footnote-2) person and the Hierarchy of Control must be used where Reasonably Practicable to control the risks to our accepted levels.  Risk assessment must also consider both short term and cumulative hazards + physical attributes and any limitations of employees. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Any Manual Handling task over 20kg should consider using assistance (e.g. two person lift or mechanical aid). | **Executive People & Resilience**  All BM | GM People & Business Services |
| All activities involving Hazardous Manual Handling must only be undertaken by person(s) who are trained, competent and hold the appropriate qualifications and licences where required by legislation with licence records kept. | **Executive People & Resilience**  BM Maintenance  BM Operations  BM Asset Creations | GM People & Business Services |
| Information on Manual Handling and Ergonomic hazards and how to manage them must be available to anyone undertaking these activities (e.g., *Safe Work Instructions*, correct lifting techniques, workplace setup). | **Executive People & Resilience** | GM People & Business Services |
| Equipment used to manage Manual Handling and Ergonomic risks must be provided, used and maintained (e.g. inspected, certified, serviced and repaired) in line with manufacturer’s recommendations as a minimum. | **Executive People & Resilience**  BM Maintenance  BM Operations  BM Asset Creations | GM People & Business Services |
| Scheduling and resourcing of activities must consider the potential for Manual Handling or Ergonomic hazards to ensure management to accepted levels (e.g., Duration of tasks, resource to manage workload/fatigue, time of day, exposure to extreme environmental conditions). | All BM | GM Assets & Service Delivery Department |
| Employees and Health and Safety Representatives (**HSRs**) must be consulted (in accordance with the *Communication and Consultation Standard*)[[2]](#footnote-3) when identifying, assessing and deciding how to manage risks associated with Manual Handling and Ergonomic hazards**.** | **Executive People & Resilience**  All BM | GM People & Business Services |
| Manual Handling tasks, duties and controls must be reviewed:   * Before an alteration is made * Where new information about a hazard is raised * After an incident occurs * Where an MSD occurs * Where a control is identified as inadequate * After receiving a request from a HSR. | All BM | GM Assets & Service Delivery Department |
| Raise a Hazard Report using the [*Hazard Reporting Procedure*](https://wannonwater.sharepoint.com/:w:/r/sites/cdms/Published%20Documents/Hazard%20Reporting%20Procedure.DOCX?d=w904e88d68b3b409ab8920915600f1c91&csf=1&web=1&e=yq964P) where there is concern we are not effectively controlling a Manual Handling or Ergonomic hazard. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Raise an Incident Reportusing the [*Incident Reporting and Response Procedure*](https://wannonwater.sharepoint.com/:w:/r/sites/cdms/Published%20Documents/Incident%20Reporting%20and%20Response%20Procedure.DOCX?d=w1d356679cafd4fecab53c8d7284efca8&csf=1&web=1&e=I6lv3r) for any event involving Manual Handling, Ergonomic or MSD event (e.g., strain, injury, treatment). | **Executive People & Resilience**  All BM | GM People & Business Services |
| Confirmed or suspected notifiable incidents involving Manual Handling and/or MSD must be investigated, reported and managed in accordance with the [*Incident Response and Reporting Procedure*](https://wannonwater.sharepoint.com/:w:/r/sites/cdms/Published%20Documents/Incident%20Reporting%20and%20Response%20Procedure.DOCX?d=w1d356679cafd4fecab53c8d7284efca8&csf=1&web=1&e=I6lv3r) to ensure legislative requirements are met. | **Executive People & Resilience** | GM People & Business Services |

# Training, Competence, and Awareness

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| **Standards** | **Responsibility1** | **Accountability2** |
| All managers with Responsibilities & Accountabilities within this document must be made aware of this standard. | Executive People & Resilience | GM People & Business Services |

# Monitoring

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| **Standards** | **Responsibility1** | **Accountability2** |
| Compliance with and effectiveness of this Standard  must be verified at least every four years by including periodic audits in the Audit Program. | Executive People & Resilience | GM People & Business Services |
| All records required by this Standard must be maintained in our records management system – Content Manager. | Information Services Manager | Chief Information Officer |

# Definitions

| **Term** | **Means** |
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| **Accountability** | The nominated General Manager who will approve any capital/operating expense requests (within the Instrument of Delegation) and any material changes to current work practices to meet requirements of the Standard. While there is one nominated General Manager it is noted that the Executive are collectively accountable for the Standard. |
| **BM** | Branch Manager(s) |
| **CM** | Content Manager |
| **Contractor** | A person or company engaged to provide materials or work (construction, maintenance, service, supply or operation) on a particular project or activity. This includes:   * Consultant- A person or company that provides professional expert advice * Supplier   Labour Hire Company Performs outsources work on a temporary basis, under the direction and control of Wannon Water. |
| **Engaging Officer** | The employee who has engaged the contractor to undertake the works. |
| **Ergonomics** | Considerations that go into the design and layout of a work space to ensure that the workspace is safe and promotes productivity. |
| **GM** | General Manager |
| **Hazardous Manual Handling** | Work requiring the use of force exerted by a person to move, hold or restrain an object that involves:   * Repetitive application of force * Sustained application of force * Sustained awkward posture * Repetitive movement * Single or repetitive high force actions that it would be reasonable to expect a person may have difficulty undertaking * Exposure to sustained vibrations * Working with live people or animals * Unstable or unbalance loads that are difficult to grasp or hold. |
| **Hierarchy of Control** | The tool used when determining how risks are to be managed.  The Hierarchy of Control ranks risk control measures in decreasing order of effectiveness:  1. Elimination of the task or item being used **Most Effective Option**  2. Substitution to a less hazardous risk  3. Engineering out the risk  4. Administratively organising the task or item to diminish the risk  5. Personal Protective Clothing and Equipment **Least Effective Option** |
| **HSR** | Health and Safety Representative |
| **Manual Handling** | Work requiring a person to lift, pull, push, carry, hold, move or otherwise restrain something. |
| **MSD** | Musculoskeletal Disorders  An injury or disease of the musculoskeletal system, including a muscular sprain or strain, joint or bone injury, nerve injury, soft tissue injury, acute or chronic pain. |
| **Reasonably Practicable** | In relation to health and safety, matters to take into consideration when deciding if an action is reasonably practicable include:   1. The likelihood of the hazard or risk occurring 2. The degree of hazard that work result of the hazard or risk occurred 3. What is known, or ought to be known, about the hazard or risk and any ways of eliminating it 4. Availability of suitable methods to eliminate or reduce the hazard or risk 5. The costs associated with eliminating or reducing the hazard or risk. |
| **Responsibility** | The nominated person who is responsible for ensuring there is a system in place to meet a requirement (title in bold) and those who are responsible for delivering a task to an acceptable level of performance. All responsible person(s) must be of Branch Manager level or equivalent. |

# Governance

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| **Parent Standard/Policy** | Zero Harm Policy |
| Associated Internal Documents | * [Plant and Equipment - Standard](https://wannonwater.sharepoint.com/:w:/r/sites/cdms/Published%20Documents/Plant%20and%20Equipment%20-%20Standard.docx?d=w83ee667cacd94de2bee30e89e8a21fe9&csf=1&web=1&e=q07W5d) * [Hazard Reporting Procedure](https://wannonwater.sharepoint.com/:w:/r/sites/cdms/Published%20Documents/Hazard%20Reporting%20Procedure.DOCX?d=w904e88d68b3b409ab8920915600f1c91&csf=1&web=1&e=WpET0h) * [Incident Reporting and Response Procedure](https://wannonwater.sharepoint.com/:w:/r/sites/cdms/Published%20Documents/Incident%20Reporting%20and%20Response%20Procedure.DOCX?d=w1d356679cafd4fecab53c8d7284efca8&csf=1&web=1&e=i8uucv) * Communication and Consultation Standard * Task Risk Assessment (JSA) Procedure/ eForm |
| **Legislation and External Documents** | * *Occupational Health and Safety Act 2004* (Vic) * *Occupational Health and Safety Regulations 2017* (Vic) Part 3.1 Hazardous Manual Handling * WorkSafe Compliance Code, *Workplace Facilities and Work Environment*, September 2008 Edition 1 * WorkSafe Compliance Code, *Hazardous Manual Handling*, December 2019 Edition 2 * WorkSafe, *A Guide for Employers Office Health and Safety*, December 2024 |
| **Approval** | Executive Committee |
| **Owner** | GM People & Business Services |
| **Content Enquiries** | Safety Field Officer |

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# Document version history

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| Version | Changes made to document |
| 1 | New document created as part of the new IMS Standard Framework |
| 2 | Clarification within scope that this Standard applies to Wannon Water activities undertaken within the home, office or field.  Addition of hyperlinks for internal controlled documents. |
| 3 | Additional referenced added to Legislation and External Documents:   * WorkSafe, *A Guide for Employers Office Health and Safety*, December 2024 |

1. Could be a Wannon Water employee, with the required training/experience, a manufacturer, a supplier, or a qualified technical expert, where we don’t have the required knowledge to assess suitability or regulatory implications. [↑](#footnote-ref-2)
2. The *Communication and Consultation Standard* is still under development. Please liaise with the Manager Safety, Risk & Resilience in the interim. [↑](#footnote-ref-3)