



**DD's Compassionate
Support Pty Ltd.**

NDIS

Manual Handling Procedure

Policy area	Work Health and Safety
Document type	Procedure
Applicable to	Dd's Compassionate Support Pty Ltd
Version	05.001
Date approved	01 June 2024
Approved by	Director
Next review date	30 June 2026
Policy Sponsor/Approver	Director
Related policies	Manual Handling Policy 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 Policy 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 procedure is to explain how our organisation implements safe manual handling practices.

SCOPE

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

DEFINITIONS

Term	Definition
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.

PROCEDURES

1. Client Review and Assessment










- 1.1 Seek input from the client, their family/alternate decision-maker/advocate on safe manual handling practices that best suits the client's needs, circumstances, preferences and goals.
- 1.2 Conduct an initial assessment of manual handling risks and hazardous manual tasks and agree on appropriate control strategies with the client/family/alternate decision-maker/advocate.
- 1.3 Document risks and agreed risk controls in the client's Risk Assessment Form.
- 1.4 Conduct annual risk assessments (more often if required) to ensure manual handling aids, equipment and processes are appropriate, least intrusive and restrictive as possible and encourage mobility and independence where possible.

2. Risk Management

- 2.1 Use manual handling aids and equipment (hoist, transfer board, slide sheet) in accordance with manufacturer's operating instructions, the Manual Handling Policy and this procedure and the Work Health and Safety Policy.
- 2.2 Complete all required WHS and manual handling induction and training and make sure you have been assessed as competent in safe manual handling processes by a qualified person.
- 2.3 Familiarise yourself with SafeWork Australia Hazardous Manual Tasks Code of Practice and make sure you understand the principles of safe manual handling. If you have any questions or concerns, notify the responsible officer and/or your manager.
- 2.4 Keep the environment and equipment clean using good hygiene practices and infection control measures, in accordance with the Infection Management Procedure.

Table 1: Risk Management Process for Manual Tasks

IDENTIFY	What is the manual task? <i>Using the body to lift, lower, push, pull, carry, or otherwise move, hold or restrain any person, animal or thing.</i>				CONSULT
	Is the manual task hazardous?				
	Application of force: ● repetitive	Posture: ● sustained ● awkward	Movement: ● repetitive	Exposure to vibration	

	<ul style="list-style-type: none"> • sustained • high • sudden 				
					
ASSESS	What is the risk of Musculoskeletal Disorder (MSD)? How often and how long are specific postures, movements or forces performed or held? What is the duration of the task? Does the task involve high or sudden force? Does the task involve vibration? What is the source of risk?				CONSULT
	Work area design and layout	Systems of work	Nature, size, weight and number of persons, animals or things handled	Work environment	
					
CONTROL	Is the task necessary? Can the source of risk (work area layout, environment) be changed? Can mechanical aids be used to perform the task? What training is needed to support the control measures?				CONSULT
					
REVIEW	Conduct a review: <ul style="list-style-type: none"> • when the control measure is no longer effective • 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 				CONSULT

- if the new hazard or risk is identified
- if consultation results indicate that a review is necessary
- if a health and safety representative at the workplace requests a review.

3. Incident Investigation and Reporting

- 3.1 Report any incidents and injuries (including 'near misses'), hazards and risks immediately to the responsible officer and in accordance with incident reporting requirements.
- 3.2 Complete mandatory regulatory reporting in the required timeframe and format.
- 3.3 Investigate all incidents and musculoskeletal injuries.
- 3.4 Input improvement actions into the Continuous Improvement Register and update policies and procedures as required.
- 3.5 Conduct ongoing monitoring and review.

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
- Risk Management Procedure
- Emergency and Disaster Management Procedure
- Client Advocacy Procedure
- Transition of Care Between Different Environments Procedure
- Client Living Alone and Receiving Personal Care from a Sole Worker Procedure
- Incident Management Procedure
- Reportable Incident Management Procedure
- Support Planning Procedure
- Service Access and Exit Procedure

- Service Delivery Procedure
- Client Feedback and Complaints Management Procedure

RESPONSIBILITIES

The Director is responsible for:

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

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

COMPLIANCE

Deliberate breaches of this procedure will be dealt with under our misconduct provisions, as stated in the <Code of Conduct/Other document>.