

## Manual Handling Policy

### PURPOSE

The purpose of this Manual Handling Policy is to ensure all E4 Workers are able to perform their duties safely and effectively. This policy outlines expectations, responsibilities, training requirements, and safe work procedures to prevent injuries associated with hazardous manual handling tasks and ensure compliance with relevant health and safety regulations.

### SCOPE

This policy applies to all E4 Workers, at all times and without exception.

### POLICY

Manual handling injuries are one of the most common risks in care environments. This policy aims to minimise musculoskeletal injuries (MSDs) and create a safe workplace for E4 Workers and the individuals they support, in alignment with the Occupational Health and Safety Regulations 2007 (Part 3.1) and the Hazardous Manual Handling Compliance Code 2018.

### Definitions

- **Manual Handling:**  
Any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any object, including people and animals. This includes lifting, packing, cleaning, stacking, typing, and using tools or equipment.
- **Hazardous Manual Tasks:**  
Tasks involving one or more of the following risk factors:
  - Repetitive or sustained application of force
  - Repetitive or sustained awkward posture
  - Repetitive or sustained movement
  - Application of high force
  - Exposure to sustained vibration
  - Manual handling of unstable, unbalanced, or hard-to-grasp loads
  - Handling of live persons
- **Musculoskeletal Disorders (MSDs):**  
Injuries such as sprains, strains, back injuries, soft tissue injuries, hernias, or chronic pain resulting from hazardous manual handling tasks.
- **Mechanical Aids:**  
Devices such as hoists, slide sheets, wheelchairs, trolleys, and adjustable beds designed to reduce physical effort and manual strain.

### Responsibilities

E4 People will:

- Ensure E4 Workers receive training from their Host Employer to ensure competency and comfortability with manual handling tasks
- Ensure Host Employers maintain safe work environments
- Monitor the ongoing suitability of the Host Employer's work environment through regular communication and feedback with E4 Workers and, where appropriate, conducting site visits
- Ensure E4 Workers are not directed to perform manual handling tasks that are unsafe or outside their scope of training or competence
- Ensure systems are in place for E4 Workers to report hazards, incidents and injuries

E4 Workers will:

- Take reasonable care for their own health and safety and that of others
- Comply with this policy and all site-specific manual handling procedures
- Participate in required inductions and training
- Use mechanical aids and equipment as needed and instructed

- Seek assistance when needed
- Report any hazards, faulty equipment, injuries and near misses immediately to their Host Employer and E4 People, where necessary

Host Employers will:

- Provide a safe working environment at the host site
- Identify manual handling hazards and put control measures in place
- Provide site-specific induction and information about manual handling tasks and risks
- Ensure appropriate mechanical aids and equipment are available, accessible and suitable for the tasks performed
- Promptly address any unsafe practices or hazardous conditions
- Report any incidents, injuries and identified risks to E4 People
- Consult with E4 People regarding changes to work practices, equipment or environments

### **Principles of Safe Manual Handling**

To ensure the health and safety of all E4 Workers, the following manual handling guidelines must be strictly followed, along with any site-specific training and induction.

- **General Safety Practices**

Before performing any manual lift, you must:

- Check the environment for obstacles, slippery floors, trip hazards, or limited space
- Check to see if this manual lift requires a mechanical aid
- Identify whether assistance from a second worker is required
- Ensure walkways are free of clutter before conducting a lift

- **Proper Lifting Techniques**

- Know where you are going and remove any potential obstacles first
- Maintain a straight back and use your legs to lift. Please bend your knees and not your back
- Take your time and do not rush
- Avoid reaching or extending arms whilst holding any object
- Stabilise loads before moving
- Pivot or step with the feet instead of twisting the torso
- Use smooth and controlled motions and avoid jerky motions

#### **Please note:**

Direct lifting of an individual or object without mechanical assistance should **only** occur when unavoidable and safe to do so. You must first prioritise:

- Hoists and standing aids
- Slide sheets and transfer boards
- Adjustable beds and height-controlled equipment

Please ensure if you are injured, you:

- Report this immediately to your Host Employer and E4 People
- Do not “push through” pain or discomfort. We remind you that early reporting assists to prevent long-term injuries
- Speak up if you need assistance or believe a task may be unsafe

### **Control of Risk – Regulatory Guidance**

E4 People adopt a hierarchy of control approach to risk mitigation, as per the OHS Regulations:

1. Elimination – Remove the manual task where possible.
2. Substitution/Redesign – Modify the layout, environment, or tools used.
3. Engineering Controls – Use mechanical aids or automation.
4. Administrative Controls – Change procedures, schedules, or introduce rotation.

5. Training – Instruction is provided only if higher-level controls are not reasonably practicable.

Control measures must also consider:

- Posture, movement and force required
- Frequency and duration of task
- Environmental conditions such as temperature, lighting or vibration

### **Training**

E4 People will ensure that all E4 Workers receive appropriate manual handling training before commencing any placement. This includes both formal training and any on-the-job instruction required by the Host Employer. E4 Workers may also need to complete annual refresher training to maintain competency and stay updated on best-practice techniques.

### **Reporting and Incidents**

All E4 Workers are required to report any manual handling incident, injury, near miss, faulty equipment, or unsafe environment to their Host Employer and E4 People Consultant. Prompt reporting ensures risks can be addressed quickly and helps prevent any future incidents.

### **POLICY BREACH**

Where a breach of this policy is identified, E4 People may take appropriate disciplinary action, up to and including termination of employment or assignment.

### **POLICY REVIEW**

This policy will be regularly reviewed by E4 People and may be revised from time to time. Any necessary changes will be implemented by the Directors.