

Family Life is committed to providing a safe working environment for all our employees, volunteers, contractors, visitors and clients. We prioritise the safety, health and wellbeing of our Family Life team and we recognise our legal, ethical and moral responsibility to prevent workplace injury and illness.

Manual Handling

Manual Handling is any activity requiring the use of force exerted by a person to lift, push, pull, carry or otherwise move or restrain any animate or inanimate object. It is not just about carrying heavy items but also includes repetitive actions/tasks.

If you believe you are involved in a hazardous manual handling task, make sure that you seek assistance to ensure it is being done safely.

At Family Life activities with manual handling risks are usually found in two areas:

- 1) Working for prolonged periods at a workstation that is not correctly set up
- 2) Handling loads - primarily at our Social Enterprises

Maintaining good housekeeping and organised storage systems will reduce the risk of manual handling injury in the workplace.

- Store heavy items at mid-thigh to waist height
- Label items for easy identification
- **Always use a small step ladder (less than 1 metre & in good condition) to reach high places- ladders must only ever be used with 2 people present**
- Do not store items in walkways or stairwells
- Do not block doorways
- Make sure racking is in good condition and is signed and carrying correct weight limits
- Do not let broken equipment accumulate
- Maintain storage facilities.

Lifting, Lowering, Carrying Loads

There are no prescribed weight limits for an individual lift because the risk associated with a lifting task is not solely dependent on the weight of the load. Heavier and bulkier loads increase the risk of injury, however risk is also increased by:

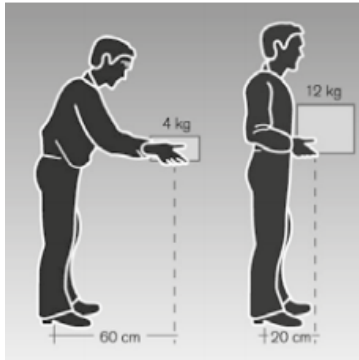
- The distance the load is held away from the body
- The distance the load is lifted or lowered

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- The increased frequency of lifting or lowering
- If the load is carried with one hand or to one side of the body

Handling these loads of different weights requires similar effort.

When lifting a load:



1. Test the load before you attempt to lift it
2. Never lift anything you feel uncomfortable to lift
3. Check your path of travel before lifting to ensure it is clear
4. Ensure you can get a good hold on the item before you lift
5. Keep the load close to your body
6. Use your legs to lift, not your back
7. If moving multiple items get a trolley, preferably height adjustable.

Using a trolley

1. Check the route before you start the task - ensure the pathway is clear before you move the load
2. Check the trolley, dolly or pallet truck before you start the task to ensure it is in good working order and rated to carry the load
3. Ensure the load is secure before you start - use straps if required
4. Where possible, loads should be **pushed not pulled** (pushing requires less work by the lower back muscles and allows a better vision of the direction of travel)
5. Reduce the effort required to start the load in motion by:
 - a. Positioning wheels of trolley in direction you are travelling before you load the trolley
 - b. Using leg muscles and whole body
6. Ensure handles allow the hands to be positioned just above waist height and with elbows bent close to the body
7. Move at a walking pace
8. Gradually slow to a stop

Team lifting or team handling is manual handling of a load by two or more employees or volunteers. **It should only be used if there is not another practical way to control the risk (such as a mechanical aid).**

When conducting a team lift:

1. Ensure the path of travel is clear and there is room for the team to manoeuvre

2. Ensure the number of people in the team is in proportion to the weight of the load and the difficulty of the lift (in general the limit is 20kg for each member of the team but this varies depending on the distance of travel or if a trolley can be used)
3. Ensure the members of the team are of similar height and capability
4. Appoint one person to be in charge of the lift and ensure everyone knows the plan
5. Use aids (e.g. a trolley) if possible. Ensure everyone is trained in the use of this equipment.

Incident and Hazard reporting

A reminder that ALL incidents, near misses and hazards involving employees, volunteers, contractors, students, visitors, customers or partnership employees need to be reported. Family life has two different OHS Incident Report Forms; one is the OHS Incident/Hazard report Form and is to be used for all incidents where the hazard may result in physical harm.

The second form is the OHS Psychosocial Incident/Hazard Form, this form is to be used when the hazard has the potential to have an impact on the mental health of those involved. Your Manager/Supervisor can direct you to the relevant form in the event you need to submit a report.

[OHS Incident/Hazard Report Form](#)

[OHS Psychosocial Incident Report Form](#)

000 in an emergency

Please familiarise yourself with the full plan, this can be found at the Family Life sites.

In the event of an emergency:

1. Remove or assist any person in immediate danger, if safe to do so
2. Contain the emergency, if safe to do so (close doors, turn off power etc)
3. Raise the alarm - let others know
4. Follow the directions of the Warden (Store/Site Manager is the Warden and First Aid Officer)
5. If trained and safe to do so, provide assistance by:
 - a. Controlling a fire with a fire extinguisher
 - b. Rendering first aid to an injured person
 - c. Assisting persons with disability to evacuate
6. Evacuate the building in a calm and orderly manner through the nearest exit that is free from danger.
7. Personal belongings can be taken if they are close at hand
8. Close but don't lock doors on your way out if the emergency is a fire
9. Leave doors open if the emergency is a bomb threat
10. Assemble at the designated assembly point
11. Wait for emergency services and account for everyone.

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Evacuation Points

Beaumaris - Corner of South Concourse and East Concourse

Black Rock - Corner of Balcombe Road and Ebdon Avenue

Cheltenham - Corner of Station Road and Elman Road

Distribution Centre - Corner of Horscroft Place and Linton St.

Elwood - Corner of Ormond Road and Glen Huntly Road

Hampton - Corner of Willis Street and driveway at rear of shop

Highett - Corner of Railway Parade and Highett Road. (Railway side)

Mordialloc - Corner of Bear Street and Mechanics Lane

Mornington - Car Park on the corner of Barkly Street and Barrett Lane

Mount Eliza - Corner of Canadian Bay Road and Village Lane

Rosebud - Corner of Ninth Avenue and Point Nepean Road

Sandringham - Corner of Bluff Road and Royal Avenue

** For any outreach sites, please check with your supervisor for an emergency exit plan.*

Your Safety Responsibilities as a Volunteer

As a volunteer, you must take reasonable care of yourself and not do anything that would affect the health and safety of others in the workplace. It is important that you:

- work safely
- follow reasonable health and safety instructions
- ask if you're not sure how to safely perform the work
- use personal protective equipment (PPE) in the way you were trained, if applicable
- report injuries and unsafe situations to your supervisor

Please don't do tasks that you consider unsafe. Rather chat to your supervisor.

Family Life does not accept any behavior which places at risk the safety of Family Life employees, volunteers, contractors and clients or anyone we interact with in the course of our work. We seek everyone's cooperation, commitment and support to create a safe working environment.

I _____ confirm that I have received, read and understood the OHS Information.

Volunteer Signature

Date