

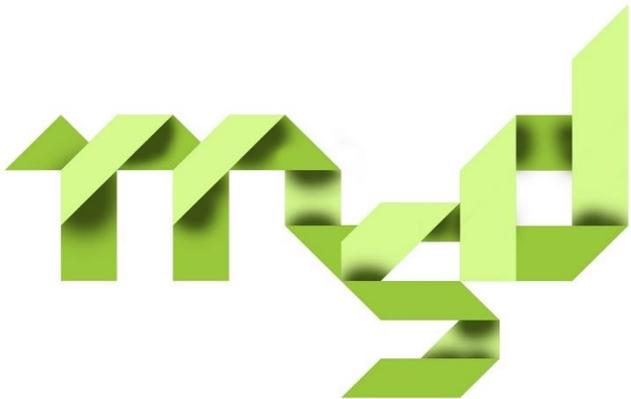
Musculoskeletal Disorders Symposium

Invest in your people: build your business

City of Gold Coast Council: City Maintenance Branch PERforM Program Implementation

Presenter: Sharon Vandermaat

10 November 2015



CITY OF
GOLDCOAST.



Webinar Presenter: Sharon Vandermaat

Sharon Vandermaat is the Business and Compliance Facilitator and will discuss how the City of the Gold Coast Council implemented the Participative Ergonomic for Manual Tasks (PErforM) program into the branch, as well as the benefits that have been realised as a result of the integration.



Sharon had been managing workers' compensation claims since 1985 before moving into a dedicated safety role in 2003. She has worked for the City of Gold Coast Council for seven years, prior to that, in national and international roles in workplace health and safety. Sharon's roles have been predominately in maintenance and construction with a few years spent in tourism.

Scope and Objectives



City of Gold Coast City Maintenance Branch wanted to:

- reduce the number of musculoskeletal injuries to workers
- know what was really causing injuries, not just look at statistics
- reduce injuries
- improve work processes
- Reduce LTIFR
- Reduce the costs associated with workers compensation claims

What is PErforM?

- PErforM is a simple manual task risk management program based on participative ergonomics.
- PErforM provides a framework to help employers engage with workers at all levels to identify, assess and control manual task risks within their workplace.
- The idea of PErforM is that the worker is the expert in performing their work tasks.



City Maintenance Branch Overview

The City Maintenance Branch has over 580 staff and approximately 500 of these predominately work outdoors conducting various hazardous manual tasks.

Sections within Maintenance are:

- Roads, Drainage and Foreshores
- Parks and Landscape Maintenance
- City Cleaning
- Building Maintenance



What we do...

Manual tasks undertaken:

- Parks & Landscape:
 - Mulching, pruning, hedging, knapsack spraying, weeding, whipper snippering, turfing.
- Road, Drainage & Foreshores:
 - Concrete screeding, breaking up old concrete, raking bitumen, digging, kerb & channel work.



What we do...

Manual tasks undertaken:

- City Cleaning:
 - Litter pick up, manual bin emptying, long periods sitting in a truck.
- Building Maintenance:
 - Carrying/lifting ladders, crawling through restricted spaces (ceilings, under buildings), long periods crouching



How will we identify the Hazardous Manual Tasks?

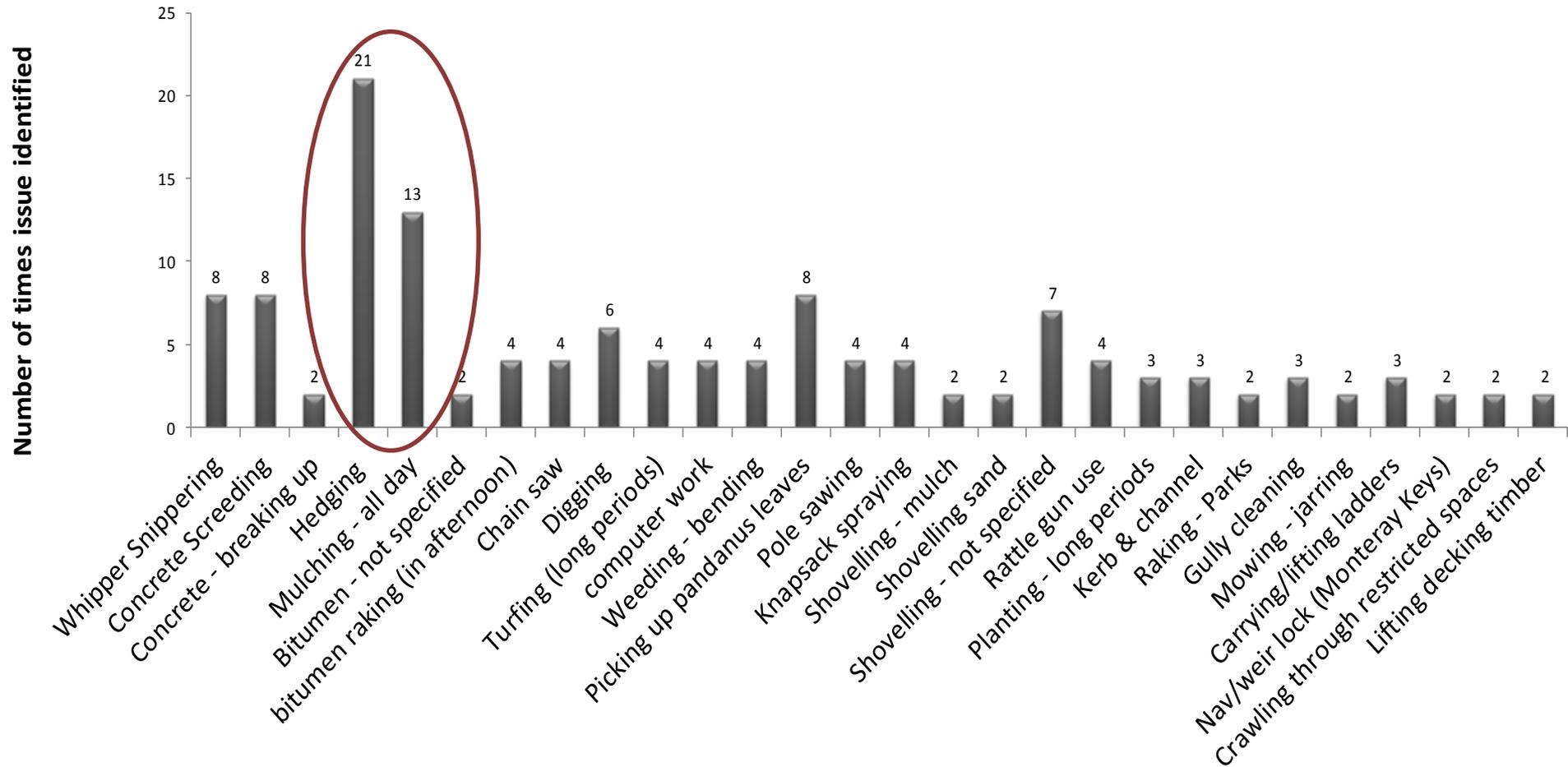
A WHS survey conducted in January 2013 to all Maintenance staff asked:

1. What are the jobs that you go home from feeling a bit sore?
2. What jobs that you do are you most afraid of getting hurt from?
3. What are the jobs that you do involving manual handling that stop you wanting to come to work?

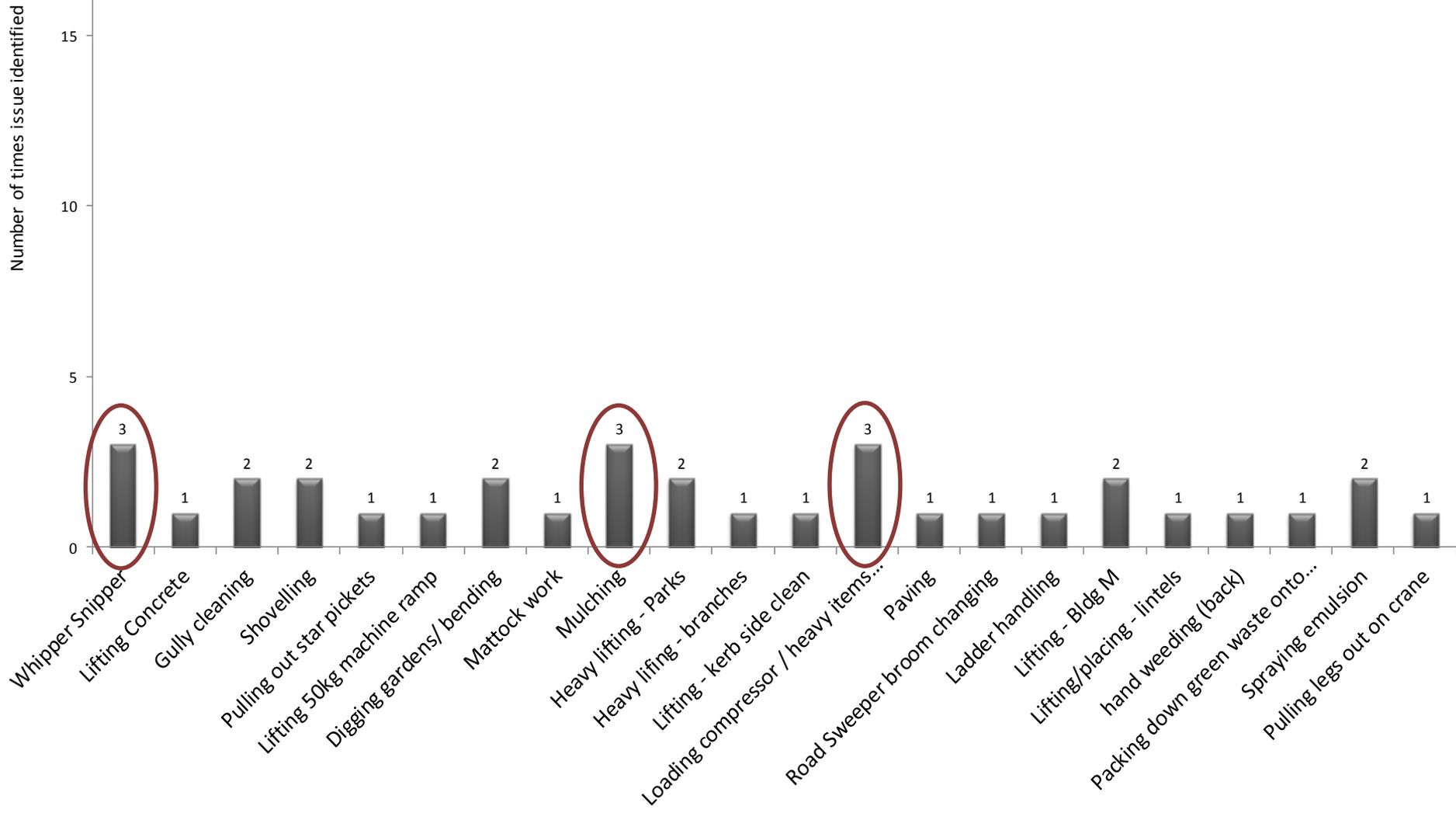


The Results...

What are the jobs that you go home feeling a bit sore? **Manual Handling**

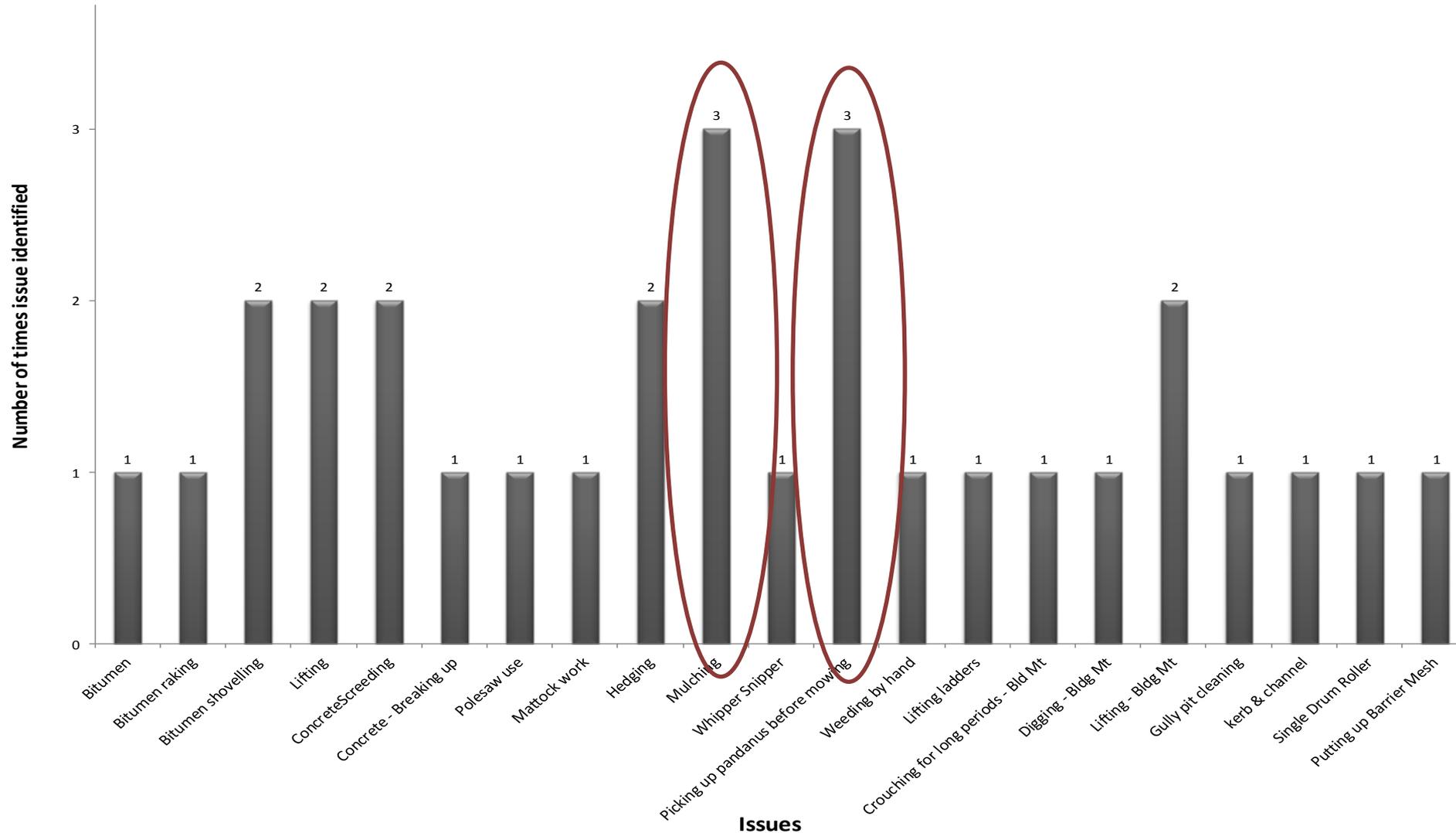


What jobs that you are most afraid of getting hurt from? **Manual Handling**



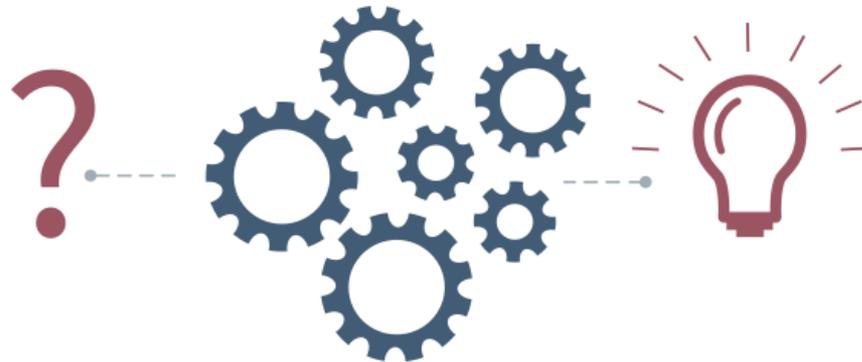
What are the jobs that you do involving manual handling that stop you wanting to come to work?

Manual Handling



So now we know, what will we do?

It had to be simple and easy to understand otherwise our staff simply would not do it...



What we did...



The Time Line



January/ February 2013
Survey to staff

March/April 2013
Collation of survey feedback

May/ June 2013
Selection and training of PERforM
Facilitators

July 2013 onwards
PERforM risk assessments
commences

The Risk Assessment Tool

Risk factors

Body map

Exertion				
1 No effort	2	3 Moderate force & speed	4	5 Maximum force or speed
Awkward posture				
1 All postures neutral	2	3 Moderately uncomfortable	4	5 Very uncomfortable
Vibration				
1 None	2	3 Moderate	4	5 Extreme
Duration				
1 < 10 minutes	2 10 – 30 min	3 30 min – 1 hr	4 1 – 2 hrs	5 > 2 hrs
Repetition				
1 No repetition	2	3 cycle time < 30 s	4	5 cycle time < 10 s

Consultation

The PErforM Facilitator lead the discussions to:

- assess the task
- determine suggested improvements
- then record on the risk assessment tool.



Tweaking the program

Instead of taking a video recording or photographs of the task for viewing later, we assess the task as it is undertaken and ask the worker to describe when and where he/she is feeling pressure on their body and to what extent.

This was initially to avoid downtime, having to take the crew away from the job to view the videos but had an unexpected benefit. It got the workers thinking about how they could redesign the task to eliminate or minimise the risk.



Ensuring suggested control measures are researched

1. Control measures entered into Risk Management System as an “action”
2. An email is automatically sent to the Coordinator to advise a task has been assessed
3. The PErforM Facilitator will call to discuss the proposed improvements
4. Once improvement are agreed upon and implemented, communication the change is circulated.

Actioning Planning Process

Assigning Actions

- How do we make sure Actions are carried out?
 - Who is accountable?
 - Who is responsible?

Flocon truck compactor - before



Flocon Truck – Compactor (70kg)



Mechanical Concrete Screed



Splitting truck side gate to access toolbox



Truck side gate finished



Aqua harvester



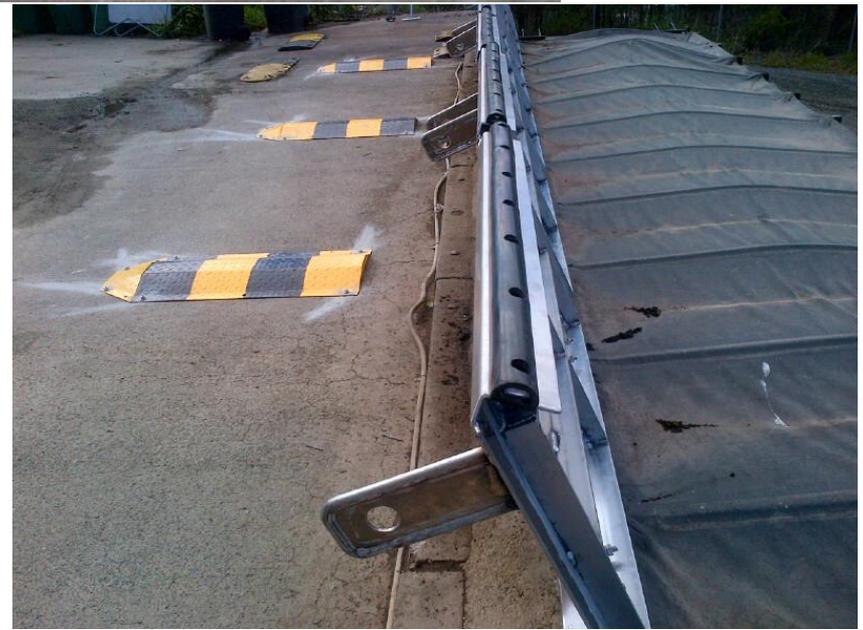
Harvester operator before



Harvester operator now



**Molendinar
rubbish tip –
Bin Flaps**



City Cleaning – public area cleaning truck

The boilermakers made up the shelving, it has greatly reduced the reaching and lifting required for the worker by using the vertical space.



City Cleaning – town bin replacement



Across the City there were approximately 700 town garbage bins weighing 60L to 80L when full.

Action – to provide a larger capacity bin that can be wheeled and mechanically lifted into the truck. The larger bins (240L wheelie bin) can be aesthetically improved for streetscape areas by placing inside a housing (enclosure / guardian). The larger bins require once daily servicing in the busier areas instead of the usual 3 or 4 times a day.



Other Changes

- City Development rules updated
- Hedge removal program
- Lifting cranes have been fitted to trucks



Towards the future....

- Electric wheel barrow trials
- Public facility taps to be raised
- Battery operated hedger and pole saw trials

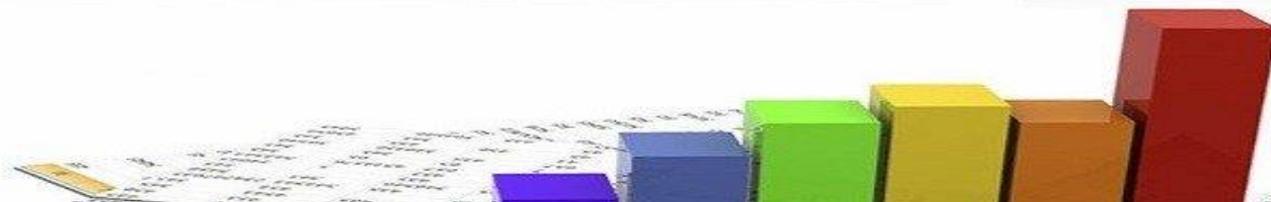


Benefits of PErforM

- ✓ Improved culture and attitudes to safety
- ✓ Workers have taken ownership of the controls
- ✓ Workers are now proactive in identifying issues and contacting the PErforM Facilitators to assess risks and coming up with solutions straight away.

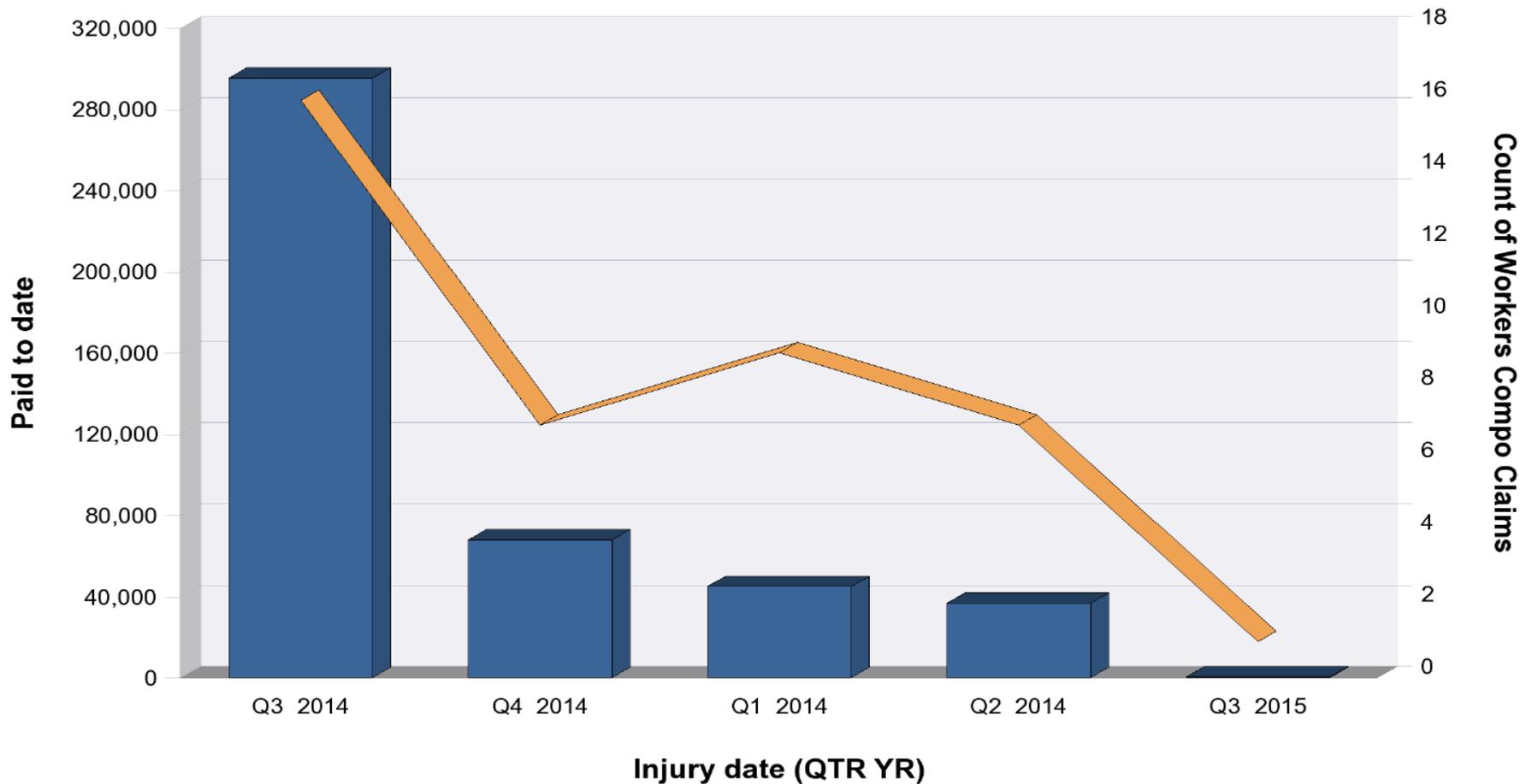


The Statistics



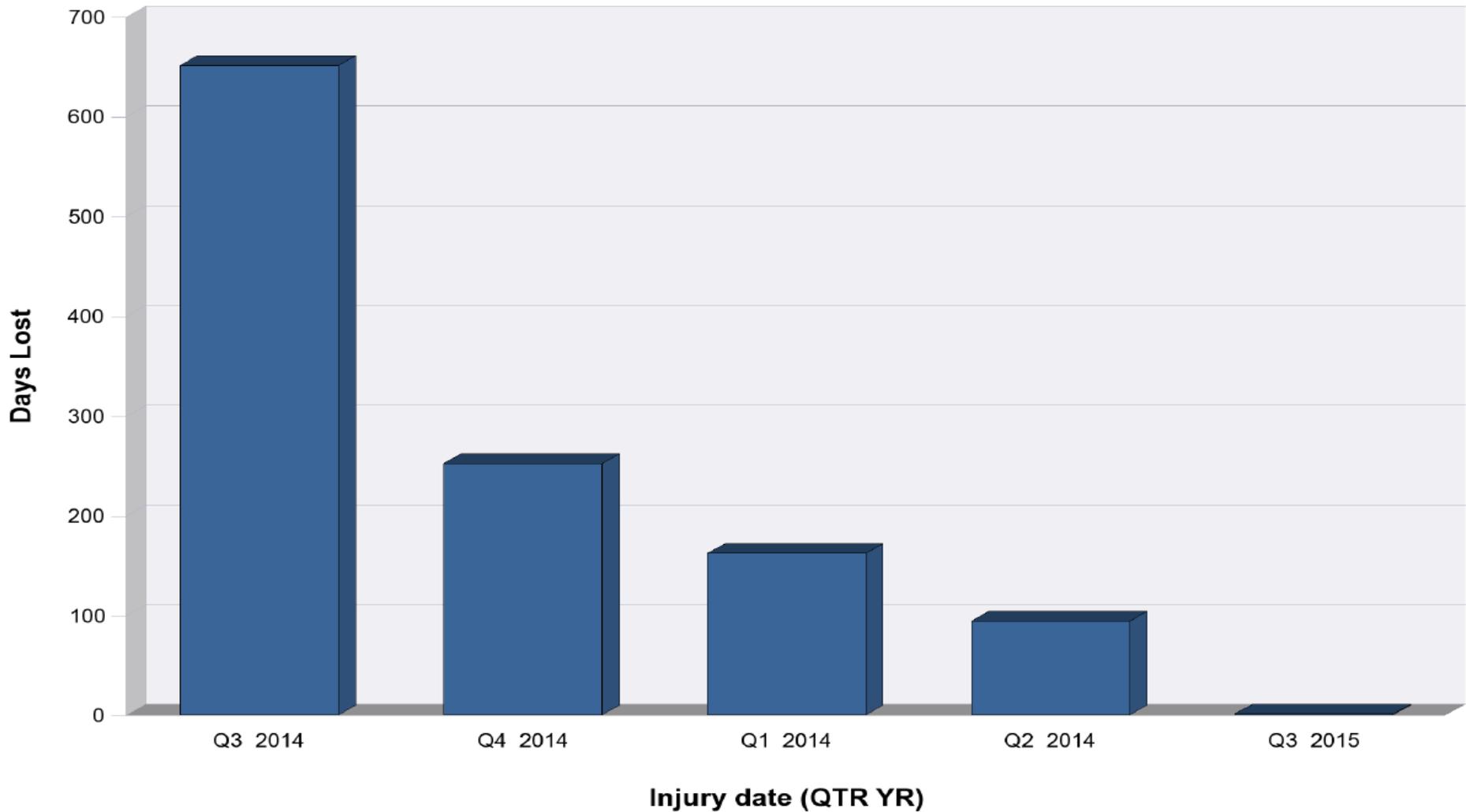
Body Stressing Costs and Number of Claims

Maintenance, Workers' Compensation, Causation category = Body stressing



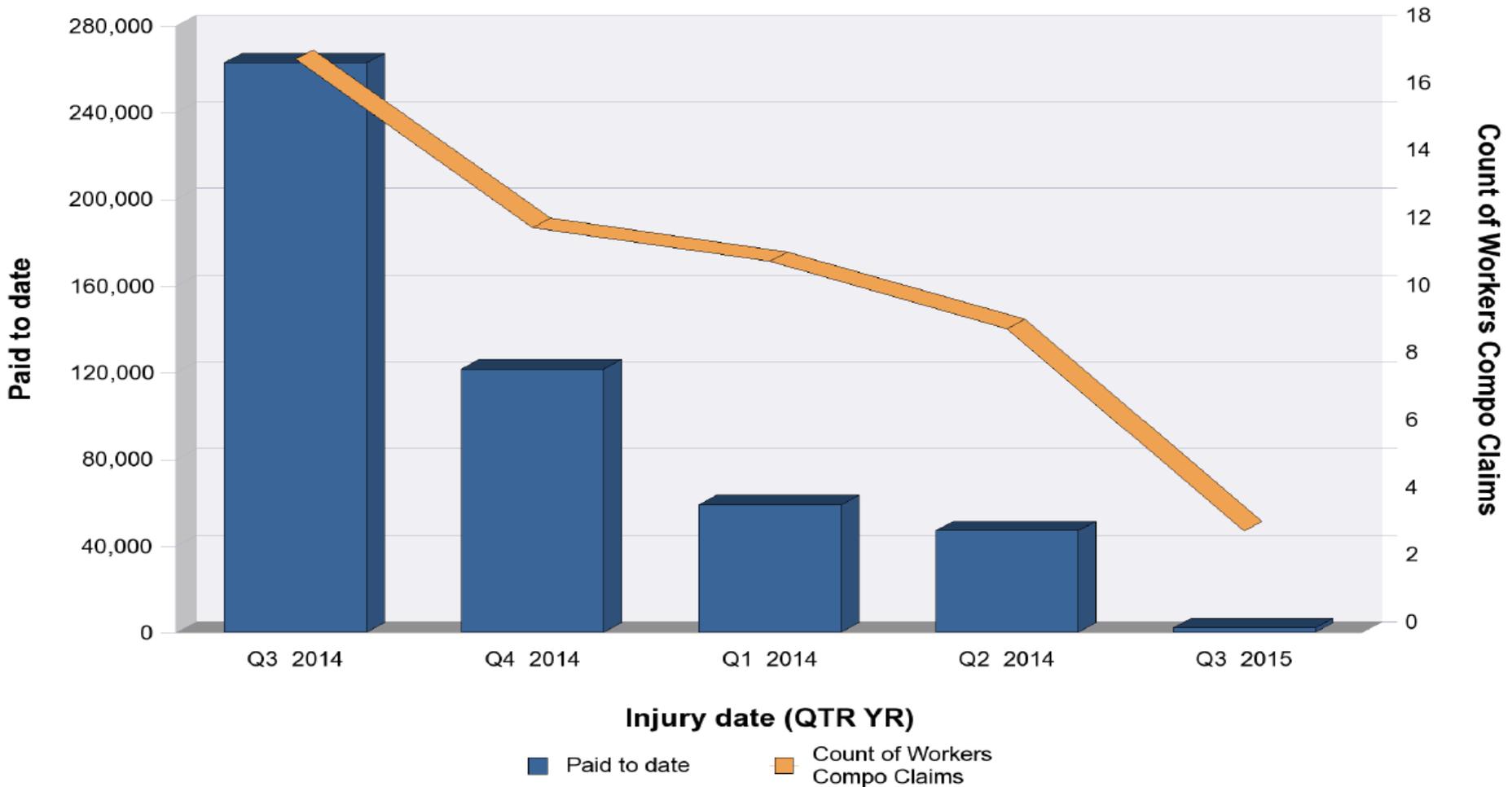
Body Stressing Days Lost

Maintenance, Workers' Compensation, Causation category = Body stressing



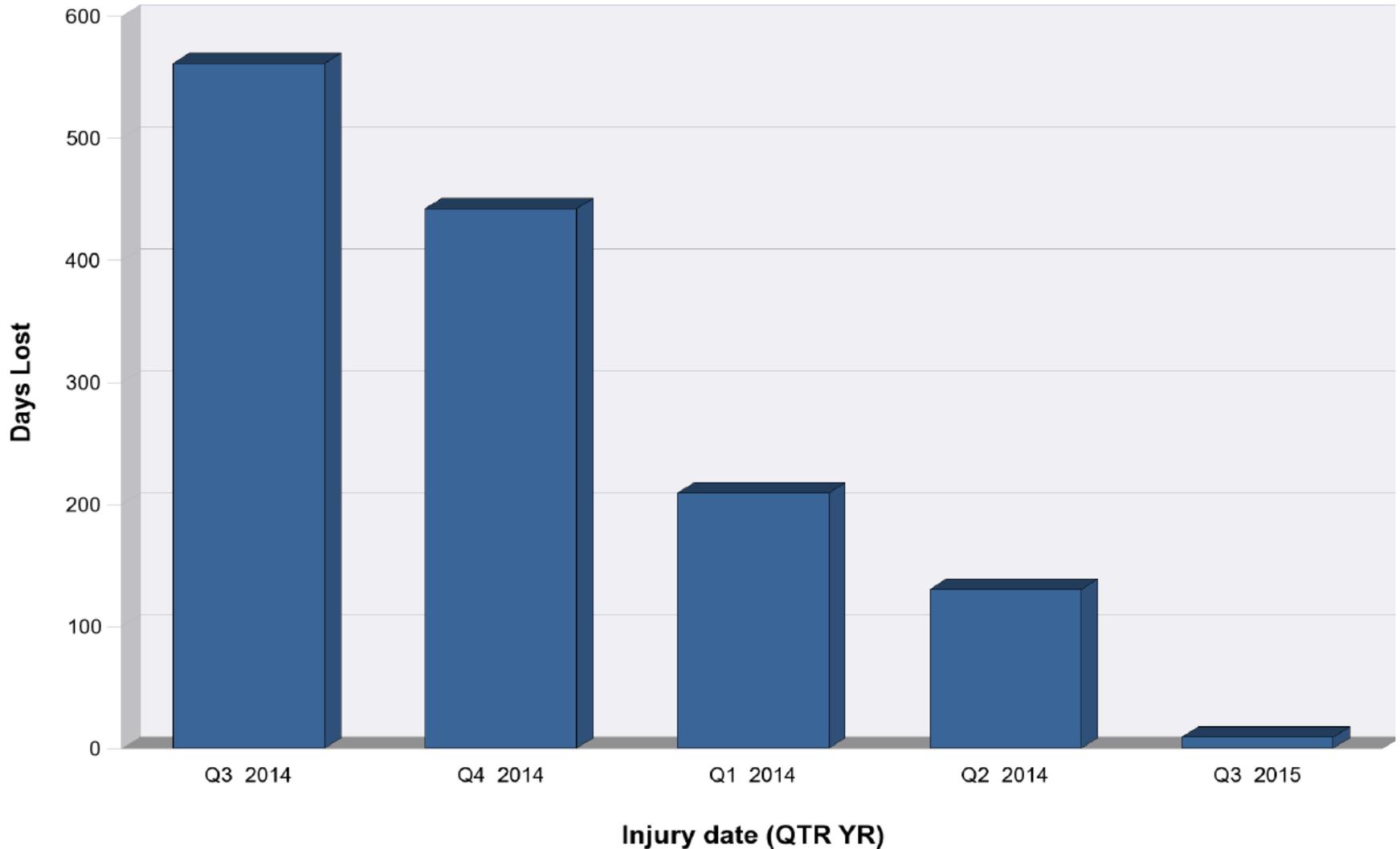
Strains, soft tissue injuries Costs and Number of Claims

Maintenance Workers' Compensation. Injury nature category = strains, soft tissue injury, OOS



Strains, soft tissue injuries Days Lost

Maintenance Workers' Compensation, Injury nature category = strains, soft tissue injury, OOS



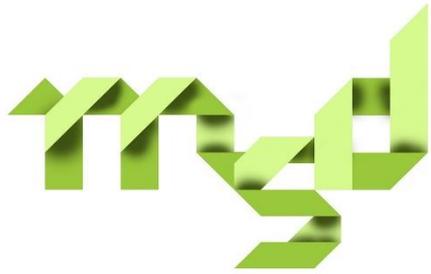




Resources

WorkSafe Website:

<https://www.worksafe.qld.gov.au/injury-prevention-safety/hazardous-manual-tasks/participative-ergonomics-for-manual-tasks-perform>



Upcoming MSDs Webinars

11 November

Dr Jodi Oakman - The link between MSDs and psychosocial risk factors

17 November

Juliet Maynard - CSR Manual Handling Project