



Preventing slip, trip &
manual task injuries

HWSA – “SafeSteps” Manual Tasks, Slips and Trips in Hospitals Campaign

(Section 1)

City/State: **HWSA Ref No:** SafeSteps

Inspector:

Date of Inspection:

Registered Name:

Trading Name:

Registered Office Address:

Site Address:

ABN No:

Number of employees (for hospital):

Number of full-time equivalent employees (for hospital):

Number of beds (for hospital):

Are any of the non-clinical areas outsourced (please circle):

Kitchen: Yes / No

Laundry: Yes / No

CSSD: Yes / No

Hazard Identification

(Section 2)

How does the hospital identify potentially hazardous manual tasks?

How does the hospital identify slips/trips hazards? *(Describe the processes employed by the workplace to identify potentially hazardous manual tasks)*

Prompts:

- Workplace inspections: daily/weekly/fortnightly/monthly/quarterly/other, completed by _____ (eg OHS rep, area manager, OHS manager)
- Review of incident reports
- Hazards forms
- All staff trained in hazard ID
- Review of injury/incident statistics for id of trends
- Task analysis

Hazard Id Summary: Use the information above in conjunction with your own observations, other evidence & employee verification, to determine the employer’s level of compliance in relation to **Hazard Id**

Improvement Required	Working Towards A Systematic Approach	Good Practice
<ul style="list-style-type: none"> <input type="checkbox"/> No evidence that hazard identification has been attempted <input type="checkbox"/> No documentation in place <input type="checkbox"/> No workplace inspections <input type="checkbox"/> No procedures for reporting hazards <input type="checkbox"/> No register of injuries or register not used <input type="checkbox"/> Incidents are not investigated and hazards are not identified 	<ul style="list-style-type: none"> <input type="checkbox"/> Manual task and slips/trips hazards have been identified <input type="checkbox"/> Some documentation in place <input type="checkbox"/> Training in hazard identification provided to all staff <input type="checkbox"/> Staff aware of need to identify hazards for manual tasks and slips/trips <input type="checkbox"/> Limited compliance by staff with hazard reporting procedures <input type="checkbox"/> Register of injuries accessible but not reviewed to identify manual tasks or slips/trips hazards, or identify trends <input type="checkbox"/> Incidents and hazard reports are investigated, but may be ad hoc, and not all hazards contributing to incident are identified <input type="checkbox"/> Weights/forces measured for commonly used equipment and products <input type="checkbox"/> Inspections carried out in ad-hoc manner 	<ul style="list-style-type: none"> <input type="checkbox"/> Systematic identification of manual task and slips/trips hazards done routinely and when necessary <input type="checkbox"/> High level of participation from staff in reporting hazards <input type="checkbox"/> Incidents/hazard reports are investigated & investigations identify all hazards that contributed to incident, and involve risk assessments <input type="checkbox"/> Full documentation available <input type="checkbox"/> Regular review of injury & incident data to identify common hazards <input type="checkbox"/> Systematic identification of tasks (consider how many discrete tasks performed/loads handled/equipment used compared to number of identified hazards) <input type="checkbox"/> Policy includes hazard identification for all new tasks or equipment <input type="checkbox"/> Tasks observed and timed to identify postural and repetition related risks <input type="checkbox"/> Regular inspections completed for slips/trips hazards

Manual Handling: Please circle appropriate rating for hazard identification

1	2	3	4	5
Improvement required		Compliant	Good Practice	

Slips, Trips: Please circle appropriate rating for hazard identification

1	2	3	4	5
Improvement required		Compliant	Good Practice	

How are injury risks associated with potentially hazardous manual tasks assessed?

(Describe processes employed by the workplace to assess potentially hazardous manual tasks)

How are injury risks associated with slips/trips assessed?

Prompts – RA Methods:

- Risk assessment tool
- Task analysis
- External consultants
- Organisational risk factor review
- Consultation with employees, contractors, managers
- Review of incident/injury data
- Postural analysis
- Environmental risk factor review
- Manufacturer's information review
- Review of relevant legislation, standards, codes of practice

Risk Assessment Summary: Use the information above in conjunction with your own observations, other evidence and employee verification, to determine the employer's level of compliance in relation to **Risk Assessment**

Improvement Required	Working Towards A Systematic Approach	Good Practice
<ul style="list-style-type: none"> <input type="checkbox"/> No risk assessments undertaken <input type="checkbox"/> Known manual task or slips/trips hazards are not assessed <input type="checkbox"/> No records available <input type="checkbox"/> No consultation with staff regarding manual tasks or slips/trips problems 	<ul style="list-style-type: none"> <input type="checkbox"/> Risk assessments conducted in ad-hoc manner <input type="checkbox"/> Risk assessments conducted but not recorded/documented <input type="checkbox"/> Assessments address direct risk factors, but not interactions <input type="checkbox"/> Assessments are made on some tasks, but other high risk tasks have been missed <input type="checkbox"/> Limited consultation with, or staff have not participated in risk assessments <input type="checkbox"/> Likelihood of injury is not considered & risks requiring controls are not prioritised <input type="checkbox"/> Severity of injury is not considered and risks requiring controls not prioritised <input type="checkbox"/> Consequences of risk is not considered and risks requiring controls not prioritised 	<ul style="list-style-type: none"> <input type="checkbox"/> All records available <input type="checkbox"/> Staff have been trained in risk assessment process <input type="checkbox"/> Staff have participated in the risk assessments <input type="checkbox"/> Risk assessments consider direct and environmental risk factors, and interactions <input type="checkbox"/> Risk assessment uses a variety of methods to gather information <input type="checkbox"/> Risk assessment considers likelihood, severity and consequences <input type="checkbox"/> Assessed risks which require controls are prioritised

Manual Handling: Please circle appropriate rating for risk assessment

1	2	3	4	5
Improvement required		Compliant	Good Practice	

Slips, Trips: Please circle appropriate rating for risk assessment

1	2	3	4	5
Improvement required		Compliant	Good Practice	

Risk Control – Laundry Services
4(A) Manual Tasks

(Section 4)

What are 3 manual tasks considered to be high risk in laundry services area?

Task 1:

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Task 2:

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Task 3:

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How are these manual tasks controlled? How were these controls implemented, and how are they maintained?

What controls are in place to address other manual tasks?

What manual tasks are not adequately controlled? *(Observe tasks and discuss with employees performing tasks. Look for direct risk factors: forceful exertion, awkward or static postures, repetitive movements, long duration tasks.)*

Hazard ID adequately performed: Yes / No

Risk Assessment adequate: Yes / No

Comments:

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Prompts – Example Controls For Laundry Services:

Compliant

- Loading dock layout and design is appropriate for receiving of delivery of laundry
- Appropriate (for surfaces, weights, allow clear vision of path etc) trolleys provided, spring loaded bases to minimise bending, small laundry skips wheeled and in good repair
- Adequate space to perform tasks, including sufficient work benches for folding/stacking of linen at appropriate height
- Appropriate ventilation and heating
- Height and depth of storage appropriate for weight, loads and frequency of access.
- Appropriate provision of equipment to access storage
- All trolleys in good maintenance, with repairs carried out in a timely manner
- Monitoring of floor conditions and regular clean-up of potential trip/slip hazards
- All staff provided with manual handling training

Good Practice

- Design of work area/equipment (eg combined washers/dryers, automated ironing, folding, stacking machines) allows clear flow/movement of goods to minimise handling/double handling/repetitive movement
- Motorised equipment to move trolleys
- Small laundry skips designed/modified to prevent/minimise overloading on wards
- Height adjustable work benches, easily adjusted by staff for their own stature
- Automatic climate controlled environment
- All items stored between knee and shoulder height, heavy items stored on trolleys
- All equipment, including trolleys, included on a PREVENTATIVE maintenance schedule, which is followed (adequate staffing/time resources allowed)
- Regular documented inspection of work areas and equipment to allow early hazard identification/risk control
- All staff provided with area-specific manual handling training, based on risk management approach, with regular refresher training (adequate staffing/time/budget resources provided)

Control Summary: Use the information above in conjunction with your own observations, other evidence and employee verification, to determine the level of compliance in relation to **Risk Control**

Improvement Required	Working Towards A Systematic Approach	Good Practice
<input type="checkbox"/> Where controls are required – no controls in place and/or ineffective controls	<input type="checkbox"/> Controls in place and effective	<input type="checkbox"/> Controls are in place, are effective and demonstrate good practice

Please circle appropriate rating for risk control – laundry services (manual tasks)

	1	2	3	4	5
Task 1:	1	2	3	4	5
Task 2:	1	2	3	4	5
Task 3:	1	2	3	4	5
	Improvement required		Compliant		Good Practice

Compliance action taken:

Issue 1					
Issue 2					
Issue 3					
	No action required	Advice	Improvement notice	Prohibition notice	Infringement notice

4(B) Slips & Trips

How are injury risks associated with slips/trips controlled in the laundry services area?

(Note examples of design controls, or uncontrolled risks. Comment on floor surface type, condition, trip hazards, staff footwear, lighting etc. Take photos to document design controls and/or uncontrolled risks. Was the hierarchy of controls employed in devising the controls?)

How well are slips/trips hazards/incidents investigated to identify all possible contributory risk factors, in order to guide application of controls?

Hazard ID adequately performed: Yes / No

Risk Assessment adequate: Yes / No

Contributory Risk Factors for Slips/Trips:

Source	Information
Work organisation	<ul style="list-style-type: none"> ▪ Time of day/shift ▪ What tasks were being conducted by the affected person ▪ What other tasks/work processes happening at the time ▪ Numbers of staff ▪ Deadlines/time pressures
Flooring	<ul style="list-style-type: none"> ▪ Type of flooring (surface material/surface treatments) ▪ Flooring condition (wear and tear) ▪ Contaminates present (type, amount, source, reoccurrence)
Stair design	<ul style="list-style-type: none"> ▪ Dimensions (rises and goings, consistency and compatibility) ▪ Nosings (slippery, hard to see, excessive radius, trip hazard) ▪ Handrails (lack of handrails, height, hand clearance, continuous run) ▪ Visual cues (lacks clear visual cues for start and finish of flight and for each step)
Ramp design	<ul style="list-style-type: none"> ▪ Gradient (steepness of slope) ▪ Visual cues ▪ Handrails
Environment	<ul style="list-style-type: none"> ▪ Lighting (adequate for task, day/night function, shadows, glare, excessive) ▪ Distractions (distractions in area, unexpected loud noises) ▪ Uneven surfaces (unexpected) ▪ Floor/ground transitions (sudden transition, not easily identified)
Footwear	<ul style="list-style-type: none"> ▪ Does the hospital have a footwear policy or guidelines on appropriate footwear in the workplace?
Pedestrian factors	<ul style="list-style-type: none"> • Type of pedestrians (elderly, disabled, young) • Behaviour (distracted, rushing)
Cleaning	<ul style="list-style-type: none"> • Method (appropriate for flooring and contaminant, no product residue or build up, appropriate frequency) • Spills management procedures
Obstructions and trip hazards	<ul style="list-style-type: none"> • Items stored in walkways, debris/rubbish, electrical cords, crowded works pace, grates not covered, etc.
Footwear	<ul style="list-style-type: none"> • Type (safety footwear, joggers, non slip sole) • Matched to work activity • Tread profile (contaminant build up, wear and tear, no profile/limited)

Control Summary: Use the information above in conjunction with your own observations, other evidence and employee verification, to determine the level of compliance in relation to **Risk Control**

Improvement Required	Working Towards A Systematic Approach	Good Practice
<input type="checkbox"/> Where controls are required – no controls in place and/or ineffective controls	<input type="checkbox"/> Controls in place and effective	<input type="checkbox"/> Controls are in place, are effective and demonstrate good practice

Please circle appropriate rating for risk control – laundry (slips/trips)

1	2	3	4	5
Improvement required	Compliant		Good Practice	

Compliance action taken:

Issue 1					
Issue 2					
Issue 3					
	No action required	Advice	Improvement notice	Prohibition notice	Infringement notice

Risk Control – Food Services
5(A) Manual Tasks

(Section 5)

What are 3 manual tasks considered to be high risk in food services area?

Task 1:

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Task 2:

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Task 3:

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How are these manual tasks controlled? How were these controls implemented, and how are they maintained?

What controls are in place to address other manual tasks?

What manual tasks are not controlled? *(Observe tasks and discuss with employees performing tasks. Look for direct risk factors: forceful exertion, awkward or static postures, repetitive movements, long duration tasks.)*

Hazard ID adequately performed: Yes / No

Risk Assessment adequate: Yes / No

Comments:

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Prompts: Example Controls For Food Services:

Compliant

- Loading dock layout and design is appropriate for receipt of food services deliveries
- Appropriate (for surfaces, weights, allow clear vision of path etc) trolleys provided for movement of goods/patient meals
- Adequate space to perform tasks
- Adequate storage for dry, cold and frozen goods
- Appropriate ventilation and heating
- Height and depth of storage appropriate for weight, loads and frequency of access
- Appropriate provision of equipment to access storage
- All trolleys in good maintenance, with repairs carried out in a timely manner
- Monitoring of floor conditions and regular clean-up of potential trip/slip hazards
- All staff provided with manual handling training
- Work tasks organised to allow regular rotation of staff between work areas and work tasks to minimise exposure to repetitive movements

Good Practice

- Design/location of kitchen promotes clear flow/movement between process start and end points to minimise handling/double handling
- Motorised equipment to move trolleys
- Clear separation between stores, meal preparation, serving/plating and cleaning areas
- Automatic climate controlled environment
- All items stored between knee and shoulder height, heavy items stored on/in trolleys/wheeled containers
- All equipment, including trolleys, included on a PREVENTATIVE maintenance schedule, which is followed (adequate staffing/time resources allowed)
- Regular documented inspection of work areas and equipment to allow early hazard identification/risk control
- All staff provided with area-specific manual handling training, based on risk management approach, with regular refresher training (adequate staffing/time/budget resources provided)
- Use of automated processes/machinery to eliminate repetitive movements

Control Summary: Use the information above in conjunction with your own observations, other evidence and employee verification, to determine the level of compliance in relation to **Risk Control**

Improvement Required	Working Towards A Systematic Approach	Good Practice
<input type="checkbox"/> Where controls are required – no controls in place and/or ineffective controls	<input type="checkbox"/> Controls in place and effective	<input type="checkbox"/> Controls are in place, are effective and demonstrate good practice ie elimination, design type controls

Please circle appropriate rating for risk control – food services (manual tasks)

Task 1:	1	2	3	4	5
Task 2:	1	2	3	4	5
Task 3:	1	2	3	4	5
	Improvement Required		Compliant	Good Practice	

Compliance action taken:

Issue 1					
Issue 2					
Issue 3					
	No action required	Advice	Improvement notice	Prohibition notice	Infringement notice

Risk Control – Food Services

5(B) Slips & Trips

(Section 5)

How are injury risks associated with slips/trips controlled in the food services area? (Note examples of design controls, or uncontrolled risks. Comment on floor surface type, condition, trip hazards, staff footwear, lighting etc. Take photos to document design controls and/or uncontrolled risks. Was the hierarchy of controls employed in devising the controls?)

How well are slips/trips hazards/incidents investigated to identify all possible contributory risk factors, in order to guide application of controls?

Hazard ID adequately performed: Yes / No

Risk Assessment adequate: Yes / No

Contributory Risk Factors for Slips/Trips:

Source	Information
Work Pressure/rushing	<ul style="list-style-type: none"> ▪ Time of day/shift ▪ What tasks were being conducted by the affected person ▪ What other tasks/work processes happening at the time
Workplace design	<ul style="list-style-type: none"> ▪ Where exactly the hazard/incident was situated
Flooring	<ul style="list-style-type: none"> ▪ Type of flooring, any relevant data on coefficient of friction
Stair design	<ul style="list-style-type: none"> ▪ What stairs, dimensions, are all the stairs the same etc
Ramp design	<ul style="list-style-type: none"> ▪ Angle, length, coefficient of friction data
Lighting	<ul style="list-style-type: none"> ▪ Overall levels, changes in levels
Spills	<ul style="list-style-type: none"> ▪ What spilled, what work processes involved
Footwear	Does the work area have a footwear policy or guidelines on appropriate footwear in the workplace?
Drainage	
Housekeeping & cleaning	

Control Summary: Use the information above in conjunction with your own observations, other evidence and employee verification, to determine the level of compliance in relation to **Risk Control**

Improvement required	Working Towards A Systematic Approach	Good Practice
<input type="checkbox"/> Where controls are required – no controls in place and/or ineffective controls	<input type="checkbox"/> Controls in place and effective	<input type="checkbox"/> Controls are in place, are effective and demonstrate good practice

Please circle appropriate rating for risk control – food services (slips/trips)

1	2	3	4	5
Improvement required		Compliant	Good Practice	

Compliance action taken:

Issue 1					
Issue 2					
Issue 3					
	No action required	Advice	Improvement notice	Prohibition notice	Infringement notice

Risk Control – CSSD Services
6(A) Manual Tasks

(Section 6)

What are 3 manual tasks considered to be high risk in CSSD services area?

Task 1:

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Task 2:

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Task 3:

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How are these manual tasks controlled? How were these controls implemented, and how are they maintained?

What controls are in place to address other manual tasks?

What manual tasks are not controlled? *(Observe tasks and discuss with employees performing tasks. Look for direct risk factors: forceful exertion, awkward or static postures, repetitive movements, long duration tasks)*

Hazard ID adequately performed: Yes / No

Risk Assessment adequate: Yes / No

Comments:

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Prompts: Example Controls For CSSD Services:

Compliant

- Work areas (benches, sinks etc) at appropriate heights to minimise awkward postures
- Manually opened sterilising equipment is regularly maintained to minimise forceful movements for unlocking and opening doors
- Manually loaded sterilising trays are loaded at appropriate heights and not overloaded to minimise over-exertion during loading/unloading tasks
- Appropriate (for surfaces, weights, allow clear vision of path etc) trolleys provided for movement of goods/equipment
- Adequate space to perform tasks
- Adequate storage for items stored/processed within CSSD unit
- Appropriate ventilation and heating
- Height and depth of storage appropriate for weight, loads and frequency of access
- Appropriate provision of equipment to access storage
- All trolleys in good maintenance, with repairs carried out in a timely manner
- Monitoring of floor conditions and regular clean-up of potential trip/slip hazards
- All staff provided with manual handling training
- Work tasks organised to allow regular rotation of staff between work areas and work tasks to minimise exposure to repetitive movements
- Mechanical aids are used to handle heavy loan sets

Good Practice

- Design/location of CSSD unit promotes clear flow/movement between process start and end points to minimise handling/double handling
- Fully automated sterilising equipment with automatic opening doors
- Automated equipment to load trays into sterilising units
- Motorised equipment to move trolleys
- Automatic climate controlled environment
- All items stored between knee and shoulder height, heavy items stored on/in trolleys/wheeled containers
- All equipment, including trolleys, included on a PREVENTATIVE maintenance schedule, which is followed (adequate staffing/time resources allowed)
- Regular documented inspection of work areas and equipment to allow early hazard identification/risk control
- All staff provided with area-specific manual handling training, based on risk management approach, with regular refresher training (adequate staffing/time/budget resources provided)
- Use of automated processes/machinery to eliminate repetitive movements

Control Summary: Use the information above in conjunction with your own observations, other evidence and employee verification, to determine the level of compliance in relation to **Risk Control**

Improvement Required	Working Towards A Systematic Approach	Good Practice
<input type="checkbox"/> Where controls are required – no controls in place and/or ineffective controls	<input type="checkbox"/> Controls in place and effective	<input type="checkbox"/> Controls are in place, are effective and demonstrate good practice

Please circle appropriate rating for risk control – CSSD services (manual tasks)

	1	2	3	4	5
Task 1:	1	2	3	4	5
Task 2:	1	2	3	4	5
Task 3:	1	2	3	4	5
	Improvement Required		Compliant		Good Practice

Compliance action taken:

Issue 1					
Issue 2					
Issue 3					
	No action required	Advice	Improvement notice	Prohibition notice	Infringement notice

6(B) Slips & Trips

How are injury risks associated with slips/trips controlled in the food services area? *(Note examples of design controls, or uncontrolled risks. Comment on floor surface type, condition, trip hazards, staff footwear, lighting etc. Take photos to document design controls and/or uncontrolled risks. Was the hierarchy of controls employed in devising the controls?)*

How well are slips/trips hazards/incidents investigated to identify all possible contributory risk factors, in order to guide application of controls?

Hazard ID adequately performed: Yes / No

Risk Assessment adequate: Yes / No

Contributory Risk Factors for Slips/Trips:

Source	Information
Work Pressure/rushing	<ul style="list-style-type: none"> ▪ Time of day/shift ▪ What tasks were being conducted by the affected person ▪ What other tasks/work processes happening at the time
Workplace design	<ul style="list-style-type: none"> ▪ Where exactly the hazard/incident was situated
Flooring	<ul style="list-style-type: none"> ▪ Type of flooring, any relevant data on coefficient of friction
Stair design	<ul style="list-style-type: none"> ▪ What stairs, dimensions, are all the stairs the same etc
Ramp design	<ul style="list-style-type: none"> ▪ Angle, length, coefficient of friction data
Lighting	<ul style="list-style-type: none"> ▪ Overall levels, changes in levels
Spills	<ul style="list-style-type: none"> ▪ What spilled, what work processes involved
Footwear	<ul style="list-style-type: none"> ▪ Does the work area have a footwear policy or guidelines on appropriate footwear in the workplace?
Drainage	
Housekeeping & cleaning	

Control Summary: Use the information above in conjunction with your own observations, other evidence and employee verification, to determine the level of compliance in relation to **Risk Control**

Improvement required	Working Towards A Systematic Approach	Good Practice
<input type="checkbox"/> Where controls are required – no controls in place and/or ineffective controls	<input type="checkbox"/> Controls in place and effective	<input type="checkbox"/> Controls are in place, are effective and demonstrate good practice

Please circle appropriate rating for risk control – food services (slips/trips)

1	2	3	4	5
Improvement required		Compliant		Good Practice

Compliance action taken:

Issue 1					
Issue 2					
Issue 3					
	No action required	Advice	Improvement notice	Prohibition notice	Infringement notice

Manual Tasks and Slips/Trips Prevention

7(B) Training

(Section 7)

Is training or instruction provided to employees on manual handling practices and slips, trips prevention?

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Prompts – Is Training:

- work area specific
- regularly refreshed
- documented
- modified for employees from a non-english speaking background
- based on risk management approach
- combined with on-the-job training/buddying/mentoring

Training Summary: Use the information above in conjunction with your own observations, other evidence and employee verification, to determine the employer’s level of performance in relation to **Training**. Systems should be verified during visit to non clinical work area.

Improvement Required	Working Towards A Systematic Approach	Good Practice
<input type="checkbox"/> Minimal or no induction <input type="checkbox"/> Informal training <input type="checkbox"/> Incomplete training documentation	<input type="checkbox"/> Some training <input type="checkbox"/> Some induction <input type="checkbox"/> Occurs on an irregular basis <input type="checkbox"/> Some documentation <input type="checkbox"/> Includes risk assessment and control – low level <input type="checkbox"/> Not in all formats	<input type="checkbox"/> All training requirements met – regularly refreshed, <input type="checkbox"/> All induction requirements met <input type="checkbox"/> Training/induction documented <input type="checkbox"/> Includes manual tasks hazard identification, risk assessment and control <input type="checkbox"/> Covers specific tasks, competency based <input type="checkbox"/> In all formats for employees (eg non-english speaking background)

Manual Handling: Please circle appropriate rating for training

1	2	3	4	5
Improvement required		Compliant	Good Practice	

Slips, Trips: Please circle appropriate rating for training

1	2	3	4	5
Improvement required		Compliant	Good Practice	

8(A) Please tick below any barriers identified during the audit to the elimination or control of risks associated with manual tasks or slips and trips?

- No Barriers Identified
- Lack Of Time
- Inadequate Budget
- Lack Of Management Commitment
- Lack Of Understanding Of The Issues
- High Workload Pressures
- Inadequate time, budget and staffing resources allocated to achieve good practice objectives (eg preventative maintenance programmes, regular refresher training)
- Other:
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Comments:

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