

HWWSA PROJECT CONCEPT

Manual Tasks and Moving Objects in the
Retail and Wholesale and Transport and
Storage Industries

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DOCUMENT SIGN-OFF

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CONTENTS

1 INTRODUCTION5

2 ISSUE5

3 PURPOSE OF PROJECT5

4 PROJECT APPROACH6

5 PROJECT OUTPUTS.....8

6 TIMELINE9

7 CONSULTATION10

8 STAKEHOLDER RELATIONSHIP MANAGEMENT.....10

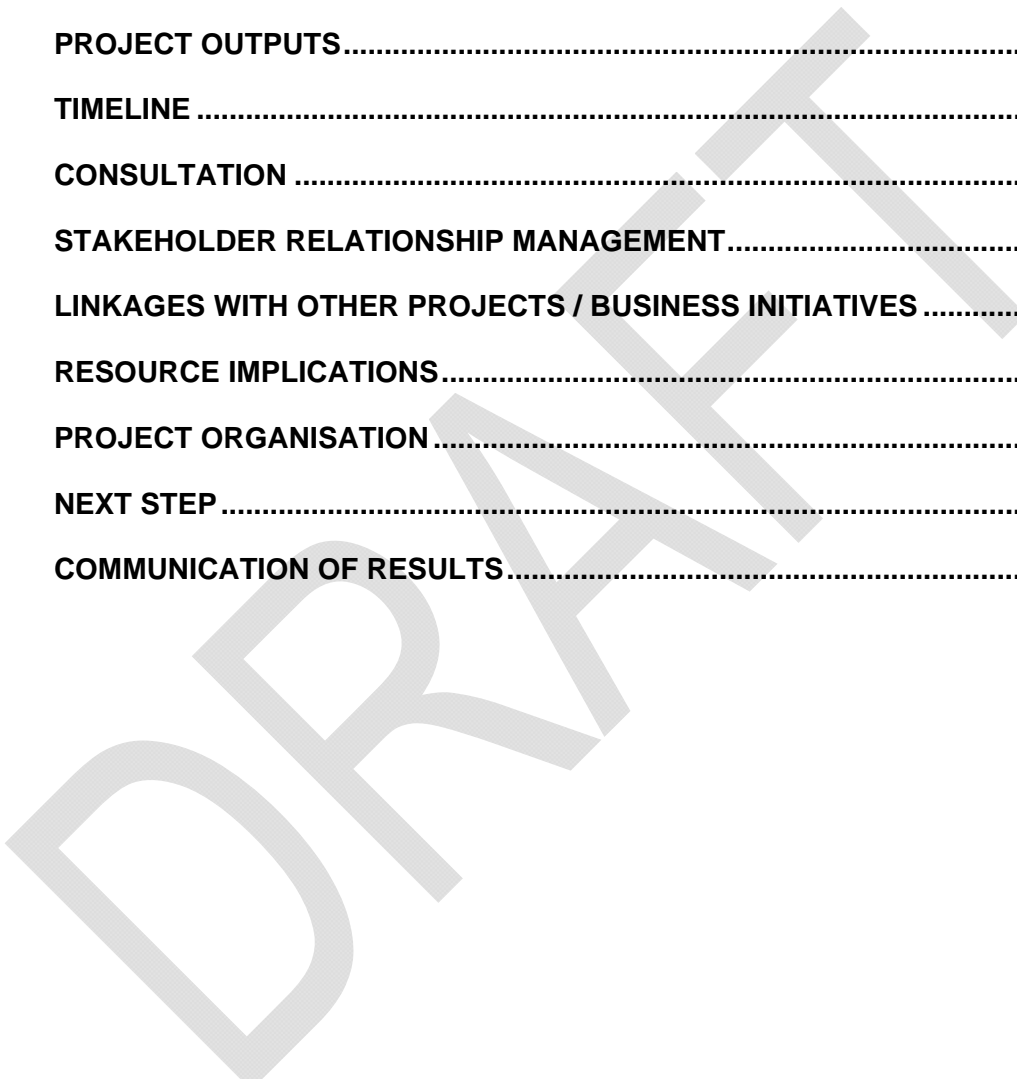
9 LINKAGES WITH OTHER PROJECTS / BUSINESS INITIATIVES10

10 RESOURCE IMPLICATIONS.....10

11 PROJECT ORGANISATION.....11

12 NEXT STEP12

13 COMMUNICATION OF RESULTS.....12



1 INTRODUCTION

In early 2008, the Heads of Workplace Safety Authorities (HWSA) agreed to action three campaigns for 2008/2009. This concept plan addresses the campaign Manual Tasks and Moving Objects in the Retail and Wholesale and Transport and Storage industries.

2 ISSUE

Manual tasks and moving objects is a common cause of injury across Australia in the Retail and Wholesale and the Transport and Storage Industries. These industries are linked by the supply chain network that is created between companies producing, distributing and selling products. Manual tasks and moving objects associated with movement of product occurs throughout the supply chain and the safe collection/delivery of goods requires cooperation and exchange of information between all of those involved.

This campaign aims to reduce the incidence of manual tasks related injuries in these industries by focussing on the target sub sectors of Road Freight Forwarding and Road Freight Transport and their interface with the supply chain. These targets were selected using an evidence based methodology informed by the national injury statistics.¹ The national claim rate for road freight (road freight forwarding and road freight transport) was 10.6 per 1,000 workers as compared to a claim rate of 7.0 claims per 1,000 workers for all muscular stress claims in the Retail and Wholesale and Transport and Storage industries combined.²

The Manual Tasks and Moving Objects in the Retail and Wholesale and Transport and Storage Industries campaign aims to build on the work being done by WorkSafe Victoria in these industries. WorkSafe Victoria has recently undertaken research to identify the barriers impacting on the uptake of information products and controls in the road freight industry. Their aim is to work with industry to develop solutions which will overcome these barriers and improve health and safety. The preliminary findings from WorkSafe Victoria indicate that industry believes the loading and unloading of vehicles is a significant issue which needs addressing.

3 PURPOSE OF PROJECT

The purpose of this campaign is to improve the control of manual tasks risks with the long term aim of reducing manual tasks related injuries across the Wholesale and Retail and Transport and Storage industries. The aims of the campaign are to:

- Identify the industry barriers impacting on the uptake of information products.
- Identify the industry barriers impacting on the implementation of manual tasks related controls.
- Identify controls currently used by industry.
- Increase obligation holder's capacity to manage manual task risks

¹ National Online Statistics Interactive (NOSI) system, 2001-02 – 2005-06 National Data Set for Compensation - based Statistics, Office of the Australian Safety and Compensation Council. Data analysis - Workplace Health and Safety Queensland.

² Employee numbers – 2006 census.

- Evaluate the impact of the jurisdictional intervention strategy on workplace performance.

These aims will be achieved through:

- Conducting a survey of obligation holders and workers in the transport industry (to be funded and co-ordinated by the ASCC).
- Harmonisation of a national information product and promotion of that product.
- Performance of industry educational workshops/advisory site visits and workplace audits (audits to be conducted post industry education to allow for implementation of information by industry).

The campaign will focus on:

- The manual tasks associated with loading and unloading of vehicles
- The provision of information to drivers about collection and delivery
- Medium and short distance transport

4 PROJECT APPROACH

This campaign will utilise a staged approach as outlined below. The campaign project plan will be developed in consultation with the national reference group.

The campaign will be conducted over an 18 month period to ensure quality program outcomes and solid implementation of an intervention in industry.

Phase 1 – Development (August 2008 – October 2008)

- Formation of and initial meeting with national working group.
- Development of terms of reference for national working group.
- Identification of jurisdictional manual tasks related information products, resources and tools which may be able to be used as part of the campaign.
- Co-badge pre-existing information product (if possible) or develop consistent information package.
- Identification of and agreement on the campaign model and targets, including review of data to determine specific target group within the selected industry sub sectors
- Finalisation and endorsement of the campaign concept paper.
- Development of the project plan including the campaign methodology and the communication and evaluation strategies using a statistically valid model.
- Review of and modification as required of the WorkSafe Victoria telephone survey tool for obligation holders and workers.
- Identification of national and jurisdictional stakeholders.
- Commence stakeholder consultation both nationally and within each participating jurisdiction.

- Develop an intervention strategy and tools, including workshop materials, audit tool and inspector training package (for Phase 3 and 5)

Phase 2 – Identification of industry barriers (September 2008 – December 2008)

- Distribute media release and utilise industry networks to disseminate information about the campaign.
- Conduct survey to identify the reasons why existing information products and controls may not have been picked up by industry and the barriers to their uptake.
- Develop a national database of issues and barriers and compare to WorkSafe Victoria findings.

Phase 3 – Implement Intervention Strategies (January 2009 – March 2009)

- Inspector training/briefing as required to deliver Phase 3 educational workshops/advisory site visits.
- Conduct industry educational workshops/advisory site visits
- Disseminate information product to industry.

Phase 4 – Industry Uptake of Intervention (April 2009 – September 2009)

- Industry implementation of solutions and controls.
- No jurisdictional interventions undertaken during this phase - lag time allowed for industry uptake and retention.

Phase 5 – Workplace Visits (October 2009 – December 2009)

- Inspector training in conduct of audits.
- Workplace visits conducted to:
 - assess industry's ability to manage manual tasks risks
 - the impact of the intervention strategy on workplace performance
 - identify manual tasks solutions that are being used by industry

Phase 6 – Evaluation and Reporting (January 2010 – April 2010)

- Data analysis of findings
- Development of national database of industry solutions in use
- Undertake process evaluation.
- Write final report including recommendations based upon findings.

5 PROJECT OUTPUTS

This project aligns with the national strategy through:

- Reducing high incidence/severity risks
 - Targeted interventions will be increasingly developed and implemented using evidence and experience of what works to achieve best OHS practice.
 - Programs for improving performance are to be agreed among stakeholders in each targeted area.
 - Increased effectiveness in sharing OHS information, tools and approaches.
- Develop capacity of business operators and workers to manage OHS effectively
 - Practical guidance will be widely available to assist workplace parties to manage their manual tasks risks.

The following outputs have been identified in light of the purpose of the project outlined above:

OUTPUTS	PERFORMANCE INDICATORS
Industry barriers and issues identified and documented	National database of barriers and issues developed and shared with participating jurisdictions
Manual tasks controls used by industry identified and documented	National database of controls developed and shared with participating jurisdictions
Nationally harmonised information product	Each participating jurisdiction approves information product
Information about how to manage manual tasks risk is provided to industry via education forums e.g. site visits and workshops	100% of education forums delivered on time Per cent of recipients reporting satisfaction with quality and content of information Number of participants
Timely and effective implementation of national campaign	100% of activities completed on time and within available resources
Campaign aligns with national priorities 1 and 3	Campaign addresses each of the 4 indicators of success highlighted in the National OHS Strategy 2002 – 2012
Industry performance and jurisdictional experiences documented	Final report completed and provided to participating jurisdictions, industry stakeholders

OUTCOMES/IMPACTS	PERFORMANCE INDICATORS
Industry better able to manage risks associated with manual tasks	Per cent change based on survey, pre (phase 3) and post (phase 5) intervention measures regarding industry's: <ul style="list-style-type: none"> • Knowledge about manual tasks risk • Knowledge about how to control the risk • Action taken to control the risk
Determine impact of intervention (industry educational workshops/site visits) on workplace performance	Comparison of workplace performance in respect to those workplaces that received intervention (workshop/site visit) and those that did not.
OHS inspectorate better able to identify and assess the risks associated with manual tasks and determine whether implemented controls are effective within the scope and requirements of the campaign	Conduct training course for participating OHS inspectors 100% of participating OHS Inspectors able to apply knowledge and skills to identify and assess the risks associated with manual tasks and determine whether implemented controls are effective (within the scope and requirements of the campaign).

6 TIMELINE

This campaign will be implemented over an 18 month period to ensure quality program outcomes and solid implementation in industry. The following timeline is proposed:

Timeline	Phase
August 2008 – October 2008	Phase 1 – Development and sign-off by HWSA of project concept
September 2008 – December 2008	Phase 2 – Identification of industry barriers
January 2009 – March 2009	Phase 3 – Implement Intervention Strategies
April 2009 – September 2009	Phase 4 – Industry Uptake of Intervention
October 2009 – December 2009	Phase 5 – Workplace Visits
January 2010 – April 2010	Phase 6 – Evaluation and Reporting

7 CONSULTATION

The national reference group will develop the campaign and will facilitate implementation within their jurisdiction. Any significant issues are to be determined in consultation with the national reference group.

8 STAKEHOLDER RELATIONSHIP MANAGEMENT

Each jurisdiction will identify relevant internal and external stakeholders for targeted sub-sector. Progress reports will be provided to HWSA.

Reference group members will implement strategies to report progress of the campaign to internal jurisdictional stakeholders, including management and staff that will be participating in the campaign.

A communication strategy will be developed, detailing external stakeholder relationship management and providing timeframes and guidance for a coordinated national approach.

9 LINKAGES WITH OTHER PROJECTS / BUSINESS INITIATIVES

This project aligns with:

- Current jurisdictional strategies/programs for in the transport, storage, wholesale and retail industries:
 - Queensland – Transport and Storage Industry Action Plan 2008-10
 - NSW – Workplace Improvement Framework, Safety Interactive Workshops & Safety Solutions Rebate program
 - South Australia – SA Strategic Framework which includes SafeWork SA Industry Improvement Program and it's key strategic actions of: communication; engagement, education, intervention and evaluation. This is done across a series of five current strategies across industries.
 - Tasmania – Strategic plan 2007-2010
 - Western Australia

Any implications of this project on other national projects/initiatives are to be determined in consultation with the national reference group.

10 RESOURCE IMPLICATIONS

Resources in terms of project management and coordination are to be provided by Queensland in partnership with South Australia. Resources associated with the delivery of the intervention in targeted sectors will be provided by the relevant jurisdiction.

The resources utilised during the campaign will be reported where possible in the final report.

Funding is to be shared across jurisdictions participating in the Manual Handling and Moving Objects in the Retail, Wholesale, Transport and Storage Industries program.

The following resource implications have been identified:

- Access to adequate expertise for the harmonisation and publication of information product, development of workshop materials, audit tools and supporting reference material, in addition to undertaking audits.
- Time required implementing and delivering the project in conjunction with existing and projected commitments.
- Costs associated with workshops, development and promotion of information products, delivery of campaign, data analysis, evaluation as well as reference group member participation in national campaign reference group e.g. attendance at teleconferences and face to face meetings (X2).
- Jurisdictional human resources available for delivery of the campaign.

11 PROJECT ORGANISATION

Name of working group - Manual Tasks and Moving Objects in the Retail, Wholesale, Transport and Storage Industries.

Working Group members

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* Dr Jenny Job (OASCC) is on the working group with respect to evaluation, has no voting rights and is not considered part of the group quorum.

N.B. The OHS Authorities in the Northern Territory, New Zealand and Victoria are not participating in this campaign however they will be kept briefed. WorkSafe Victoria has provided significant information with respect to research recently undertaken which will inform and assist the campaign.

12 NEXT STEP

HWSA approval of the Project Concept for *Manual Tasks and Moving Objects in the Wholesale and Retail and Transport and Storage industries*.

Continue implementation of Phase 1 of campaign.

13 COMMUNICATION OF RESULTS

The project will operate under a cross-jurisdictional Committee and will report to HWSA with administration and reporting support provided by Queensland and South Australia.

An interim report will be prepared at the conclusion of the implementation phase and analysis of the results will form the final report. The final report will be due for completion by a date to be determined by the national reference group.