

OPEN SPACE CREW



VERSION:	V1 – 26.03.24
DEPARTMENT:	Open Space
PREPARED BY:	<p>Emily Boucher – Manager Open Space Leigh Bailey – Team Leader Horticulture Luke Armstrong – Team Leader Reserves & Sportsgrounds Scott Nagel – Coordinator Horticulture Will Tangipo - Reserves Coordinator Scott Mortimer - Recreation Reserve Coordinator/Health & Safety Representative Tanie Calder – Acting Foreshore Coordinator Asieh Motazedian – Team Leader Public Space Steve Colquitt – Team Leader Urban Forest Paul Sandells – Team Leader Bushland Foreshores Rachel Devlin – Bushlands Coordinator Luke Kapitany – Bushland Coordinator Craig Howes- Open Space Crew Megan Hansson- Acting Senior Health and Safety Officer Rebecca Noonan – PACE Health Management</p>
WORK SCHEDULE:	<p>Full time Part time Casual Days Per Week - Monday-Friday; Saturdays as needed - 10 times per year Hours/Day - 8 hours Breaks - 20min morning tea, 30min for lunch Typical Shift - 6:45am-3:15pm</p>
LOCATION/S ANALYSIS UNDERTAKEN:	Kingston - Garden Boulevard Depot

Organisation specified objectives of this analysis	Functional Task Analysis
Task Modifications Available - Physical	<p>Assistance from colleagues Ramps, Lifts, Trolleys (load reduction) Lighter duties Reduced work rate Increased breaks</p>
Task Modifications Available – Cognitive	<p>Ability to work independently Ability to work in teams Remote support</p>
Task Modifications Available Environmental	<p>Ability to rotate work within teams Ability to change tasks depending on environment</p>
Most prevalent workplace injuries:	<p>Lower back injuries Repetitive strain injuries Plantar fasciitis Cuts and abrasions Bites and stings Eye injuries Amputations Head injuries Refer to relevant Health & Safety Reports</p>
Most prevalent workplace injury incidents/tasks:	<p>Slips, trips, and falls Manual handling Machinery use Wildlife Chemicals/contaminates Refer to relevant Health & Safety Reports</p>
Description and primary purpose of role:	<p>The role of the Open Space Crew is to undertake maintenance whilst enhancing the following areas:</p> <ul style="list-style-type: none"> • Bushland & Foreshore, • Horticulture, • Public Space, • Reserves & Sportsgrounds, • Urban Forest <p>Ensuring all sports reserves and grounds, bushland, foreshore, horticulture assets are maintained for safety, aesthetics and compliance in accordance with agreed industry and environmental standards, practices, and procedures.</p> <p>The Open Space Crew member will be required to consistently manage quality sports reserves and grounds, bushland, foreshore, horticulture assets throughout the municipality.</p> <p>The role is also required to complete customer requests, providing written and verbal updates to customers.</p>

ENVIRONMENTAL FACTORS	Description
Environment	Indoor - Temperature-controlled office environment Vehicle – Temperature-controlled personal or work vehicle Outdoors – Public space Combination indoors, vehicle, and outside (split 96%/2%/2%)
Noise (e.g could not hear a person talking from 1 metre away/unable to concentrate on task)	Yes – hedge trimmers, chainsaws, blowers, mowers, machinery, power tools
Vibration	Yes – hedge trimmers, chainsaws, blowers, mowers, machinery, power tools
Personal Protective Equipment	Gloves, Eyewear, Helmet, Steel Caps Boots, Ear Muffs, Coveralls , High Vis Vests
Machinery/Tools	Hedge trimmers, Chainsaws, Blowers, Mowers, Brush cutters, Tractors, Bobcat, Excavators, Water tank, Verti-drain, Scarifier
Uneven Terrain	Yes – grass, sand dunes, garden beds, gravel roads, mulched areas, rubber
Wet/Slippery	Yes – rubber, trail paths, wet terrains

PACE Ratings:

Manual Handling Physical Demand Rating Classification Guide:

Physical Demand Rating	Tick	Weight/Force Exerted to push or pull items.	Weight Lifted or carried
Sedentary		Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.	>4.5 kg occasionally, 1-3 kilograms frequently to lift or carry objects.
Light		Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects.	Exerting 4.5-9 kg occasionally, 3-4.5kilograms frequently to lift or carry objects.
Medium		Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects.	>9-15 kg occasionally, 4.5 -11kg frequently to lift or carry objects.
Heavy	✓	Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.	>15-20 kg occasionally, 11-16kg frequently to lift or carry objects.
Very Heavy		Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.	20kg+ occasionally, 16+ kg frequently to lift or carry objects

Cardiovascular Physical Demand Rating Classification Guide:

Physical Demand Rating	Tick	Cardiovascular Demand
Sedentary		A role predominantly involving sitting with occasional standing and walking. Low level force and slow movements required occasionally. Heart Rate <40% maximal Heart Rate or 4/10 effort
Light		A role involving frequent standing or walking with occasional bouts of sitting. Physical tasks in this role are light in nature, completed at a slow pace and could be sustained throughout the working day without noticeable increase in breathing rate or levels of exertion. Heart Rate 40-55% maximal Heart Rate or 4-5.5/10 effort
Medium	✓	A role involving frequent to constant walking and standing with occasional bouts of sitting. Some physical tasks in the role are light to moderate in nature, completed at a moderate pace and could not be sustained for periods of greater than 20 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate but is still able to say a sentence before requiring to take a breath. Heart Rate 55-70% maximal Heart Rate or 5.5-7/10 effort
Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are moderate to heavy in nature, completed at a moderate to fast pace and could not be sustained for periods of greater than 10 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will require to take a breath every few words. Heart Rate 70-90% maximal Heart Rate or 7-9/10 effort
Very Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are heavy in nature, completed at a fast pace and could not be sustained for periods of greater than 5 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will be puffing and panting. The heavy work may be interspersed with short periods of rest. Heart Rate >70% maximal Heart Rate or 9+/10 effort

HEALTH MONITORING CONSIDERATIONS

CRITERIA	YES / NO
Exposure to hazardous noise	YES
Exposure to manual handling as part of normal activities	YES
Exposure to hazardous chemicals	YES
Exposure to hazardous manual handling	YES
Exposure to biological waste	YES

HAZARDOUS MANUAL HANDLING

MANUAL HANDLING TASKS ARE ASSESSED IN ACCORDANCE WITH THE WORKSAFE VICTORIA COMPLIANCE CODE: HAZARDOUS MANUAL HANDLING. USE THIS CHECKLIST TO IDENTIFY IF A MANUAL HANDLING TASK IS CONSIDERED AS HAZARDOUS. IF ANY BOXES ARE SELECTED, THE TASK INVOLVES HAZARDOUS MANUAL HANDLING.

Work/Task	Repetitive or sustained application of force	Sustained awkward posture	Repetitive movement	Application of high force	Exposure to sustained vibration	Handling of live people or animals	Unstable or unbalanced loads or loads that are difficult to grasp or hold	For known risks are suitable control measures available now?	For known risks are suitable control measures available now?	If yes, provide details
Removing litter and branches	X	X	X				X	Yes	Yes	Refer to manual handling risk assessment
Lifting and carrying equipment in one hand equipment	X	X					X	Yes	Yes	Refer to manual handling risk assessment
Weeding	X	X	X				X	Yes	Yes	Refer to manual handling risk assessment
Planting		X	X				X	Yes	Yes	Refer to manual handling risk assessment
Climbing stairs, ladders	X	X	X				X	Yes	Yes	Refer to manual handling risk assessment
Digging and sweeping	X	X	X					Yes	Yes	Refer to manual handling risk assessment
Getting in and out of the vehicle		X	X					Yes	Yes	Refer to manual handling risk assessment
Loading and unloading equipment (Ladder/tools/tool box/materials) from vehicle to site	X	X	X					Yes	Yes	Refer to manual handling risk assessment
Gutter Cleaning process: Using and manoeuvring ladder, removal debris from gutter, transferring debris to bin	X	X	X					Yes	Yes	Refer to manual handling risk assessment
Pruning - Using chainsaw, pole saw, hedge trimmer	X	X	X		X			Yes	Yes	Refer to manual handling risk assessment
Spreading & shovelling soil/mulch/stones/garden toppings	X	X	X					Yes	Yes	Refer to manual handling risk assessment

PHYSICAL DEMAND MATRIX

POSITION ASSESSED: Open Space Crew

KEY: **R:** Rarely **O:** Occasionally 1-33% or <2.5hrs/shift **F:** Frequently 33-66% or >2.5-5 hrs/shift **C:** Constant 67-100% or >5-8 hours of shift **OH:** Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

SUSTAINED POSTURES AND MOBILITY REQUIREMENTS

Posture Required	R	O	F	C	OH	Typical Maximal Holding Time	Typical Holding Time
Standing				x		6 hours	4-6 hours
Sitting		x				6 hours	30 minutes – 2 hours
Walking				x		6 hours	4-6 hours
Unilateral Kneel (one knee)			x			2 hours	30-60 minutes
Bilateral Kneel (two knees)			x			3 hours	30- 60 minutes
Reaching Overhead		x				10 minutes	3-5 minutes
Reaching forward				x		3 hours	30- 60 minutes
Reaching Shoulder height		x				10 minutes	3-5 minutes
iPad/Computer based work			x			30 minutes	10-20 minutes
Climbing Stairs			x			5 minutes	1-2 minutes
Stooping or bending				x		10 minutes	1-2 minutes
Climbing Ladders		x				30 minutes	5-10 minutes
Crawling		x				3 hours	15-30 minutes
Driving/Operating Bobcats/Tractors/Trucks/Excavators		x				6 hours	4-6 hours
Twisting				x		1 hour	15-30 minutes
Crouching			x			3 hours	30- 60 minutes
Turning				x		1 hour	15-30 minutes
Looking up/Down				x		4 hours	5-10 minutes
Balancing/Uneven ground				x		6 hours	4-6 hours
Lying		x				30 minutes	5-10 minutes
Writing/Typing			x			30 minutes	10-20 minutes
Scanning				x		2 hours	10- 20 minutes
Squatting			x			1 minute	5-10 seconds
Racking				x		30 minutes	15-20 minutes
Push/Pull			x			3 hours	1-2 hours

MANUAL HANDLING DEMANDS

Physical Demands	Metrics (Tasks)	R	O	F	C	OH	Typical Distance (metres) load moved or number of stairs/ rungs	Maximal Weight / Load (kg)	Typical Load (kg)	Typical Reps/hr	Typical Time (mins)
Lift floor to waist	Fertiliser/soil/sand bags Plants/Trees Chainsaws/Brush cutters Hedge trimmers Blowers/Augers Green waste Sand bags Water drums Knap sacks Hand tools			x			<3	25kg	15-25kg	1-10	<5
Lift below the knee to waist:	Fertiliser/soil/sand bags Plants/Trees Chainsaws/Brush cutters Hedge trimmers Blowers/Augers Green waste Sand bags Water drums Knap sacks Hand tools			x			<3	25kg	15-25kg	1-10	<5
Lift waist to shoulder:	Sand bags Brush cutters/ Hedge trimmers Green waste Knap sacks Hand tools Blower		x				<3	20kg	10kg	1-10	<5
Lift waist to overhead:	Goal posts Green waste Hand tools Loppers			x			<3	15kg	1-5kg	1-10	<5
Carry bilateral (two arms):	Fertiliser/soil/sand bags Plants/Trees Chainsaws/Brush cutters Hedge trimmers Blowers/Augers Green waste Sand bags Water drums Knap sacks Hand tools Goal posts			x			1-200m	25kg	15-25kg	1-5	<5
Unilateral Carry (one arm):	Hand tools Green waste Plants Handheld blower			x			5-10m	10kg	1-5kg	1-5	<5
Push load:	Wheelbarrows/Mowers Green waste Racks/Bins			x			100m- 1km	Heavy	Medium	1-10	1-15
Pull load:	Wheelbarrows/Mowers Green waste Racks/Bins			x			100m- 1km	Heavy	Medium	1-10	1-15
Grasping:	Fertiliser/soil/sand bags Plants/Trees Chainsaws/Brush cutters Hedge trimmers Blowers/ Augers Green waste/ Sand bags Water drums Knap sacks/ Hand tools Goal posts Wheelbarrows/ Mowers Racks/ Bins				x		-	Very heavy	Heavy	-	-
Pinching:	Typing Writing Hand weeding			x			-	Sedentary	Sedentary	-	-
Fine finger/ Hand Coordination:	Typing Writing Hand weeding			x			-	Sedentary	Sedentary	-	-

PSYCHOSOCIAL MATRIX

KEY: R: Rarely (<1%) **O:** Occasionally (1-33% or <2.5hour per shift) **F:** Frequently (33-66% or >2.5-5 hours per shift)
C: Constant (67-100% or >5-8 hours per shift) **OH:** Occasionally high frequency (repeated for 3+ minutes at a time)

	Attribute	Explanation	Frequency Experienced during typical day	General examples Please provide 2-3 examples to provide context
PERSONAL	Decision making/reasoning	<p>Making good and timely decisions that are based on facts and keep the department moving forward</p> <ul style="list-style-type: none"> - Makes sound decisions, even in the absence of complete information - Relies on a mixture of analysis, experience, and judgement when making decisions - Considers relevant factors and uses appropriate decision-making criteria and principles - Recognises when and reasonable solution will suffice in a timely matter 	Constant	<ul style="list-style-type: none"> • Making decisions on how to best complete tasks in line with appropriate health and safety requirements • Engaging and interacting with community members in a respectful/professional manner
	Rule following	<p>Follows policies and procedures in place to ensure business operations are consistent</p>	Constant	<ul style="list-style-type: none"> • Following Kingston Policies and procedures • Adhering to equipment and plant-safe • Completing pre-start processes and procedures operating procedures • Monitoring and maintaining service standards
	Literacy skills	<p>An ability to understand written information, to evaluate arguments about this information and formulate necessary written or verbal response.</p>	Frequently	<ul style="list-style-type: none"> • Reading and understanding written information in English • Operational record keeping (e.g. Spray levels etc) • Documenting customer communication
	Numeracy skills	<p>The ability to understand numerical information as well as the ability to make logical conclusions</p>	Constant	<ul style="list-style-type: none"> • Taking, and recording measurements of distances, sizes, materials, and supplies • Interpreting numerical data, evaluating various options, and making recommendations • Calculate and apply hazardous/chemical substance ratios • Interpreting and performing basic mathematical calculations
	Technical literacy	<p>Anticipating and adopting innovations in department-building digital and technology applications</p> <ul style="list-style-type: none"> - Anticipates the impact of emerging technologies and makes adjustments - Readily learns and adopts new technologies 	Frequently	<ul style="list-style-type: none"> • Readily learns and adopts new software, systems, and operating procedures • Working with different types of mobile devices, software, operating systems, and apps
	Coping with pressure and setbacks	<p>Works productively in a high-pressure environment</p> <ul style="list-style-type: none"> - Responds reasonably to difficulty situations - Balances the demands of work life and personal life - Handles criticism well and learns from it 	Constant	<ul style="list-style-type: none"> • Communicating with aggressive/unhappy/uncooperative members of the public • Receiving feedback/managing complaints • Responding reasonably to difficult situations such as emergencies • Meeting timelines from supervisors • Taking appropriate action with flexibility to balance work life and personal life
	Manages complexity	<p>Making sense of complex, varied quantity, and sometimes contradictory information to effectively solve problems</p> <ul style="list-style-type: none"> - Asks questions to accurately analyse situations - Acquires data from multiple and diverse sources when solving problems - Uncovers root causes to problems - Evaluates pros and cons, risks, and benefits of different solution 	Occasionally	<ul style="list-style-type: none"> • Manages competing priorities and expectations • Balancing the general public and customer expectations and needs with technical requirements and the teams' ability to deliver the service • Planning and applying workflow to manage the delivery of jobs and services

PERSONAL

<p>Manages Ambiguity</p>	<p>Operating effectively, even when things are not certain or the way forward is not clear</p> <ul style="list-style-type: none"> - Deals comfortably with the uncertainty of change - Effectively handles risk - Can decide and act without the total picture - Is calm and productive, even when things are up in the air - Deals constructively with problems that do not have clear solutions or outcomes 	<p>Frequently</p>	<ul style="list-style-type: none"> • Recognizing, accepting, and adapting to changing needs and services • Constructively resolves problems that do not have clear solutions or outcomes • Proactively seeks clarity and understanding from all levels of the service
<p>Ability to work in isolation</p>	<p>Comfortable working in isolation for prolonged periods of time without the company of others</p> <ul style="list-style-type: none"> - Persists in accomplishing objectives despite obstacles and setbacks - Self-led to achieve results 	<p>Frequently</p>	<ul style="list-style-type: none"> • Performing operational activities or tasks alone • Working alone in allocated area • Managing own workload and activities including scheduling appointments and meetings
<p>Emotional Stability</p>	<p>Stay composed and forward thinking when faced with challenging situations</p>	<p>Frequently</p>	<ul style="list-style-type: none"> • Communicating with aggressive/unhappy/uncooperative members of the public • Comfortably works alone and makes decisions as required • Escalating and transferring matters to the Supervisor as required including aggressive/unhappy/uncooperative members of the public
<p>Concentration</p>	<p>Has the ability to maintain a broad, receptive attention to a variety of demands.</p>	<p>Frequently</p>	<ul style="list-style-type: none"> • Driving & speed limits • Maintaining situational awareness and monitoring the safety and security of staff and/or customers and members of the public • Using powered equipment around team members and members of the public
<p>Persistence</p>	<p>The ability to accept obstacles, discouragement, distraction, or stressful situations</p> <ul style="list-style-type: none"> - Stay committed when faced with adversity - Persevere in pursuit of short and/or long-term goals 	<p>Frequently</p>	<ul style="list-style-type: none"> • Working through unforeseen obstacles, discouragement, distraction, or stressful situations • Engaging with staff and members of the public with different circumstances, personalities, and needs
<p>Nimble learning</p>	<p>Actively learning through experimentation and when tackling new problems by using both successes and failures.</p> <ul style="list-style-type: none"> - Learns when facing new situations - Experiments to find new solutions - Takes on the challenge of unfamiliar tasks - Extracts lessons learnt from failures ad mistakes 	<p>Frequently</p>	<ul style="list-style-type: none"> • Learning from past experiences, failures, and mistakes, and adopt new strategies • Identifying problems, suggesting solutions and making improvements
<p>Ability to follow and complete instructions given</p>	<p>Appropriately follows instructions from others without unnecessarily challenging authority</p> <ul style="list-style-type: none"> - Follows procedures and policies - Keeps to schedule - Arrives punctually for work and meetings - Complies with legal obligations and safety requirements of the role 	<p>Constant</p>	<ul style="list-style-type: none"> • Arriving punctually for work and meetings • Complying with legal obligations and safety requirements of the role • Following directions set by the supervisors/coordinators and managers • Seeking clarity on and interpreting unclear instructions
<p>Short term focus and/or attention to detail</p>	<p>The ability to document key pieces of information that are frequently relied upon to perform workplace tasks</p> <ul style="list-style-type: none"> - The ability to transfer information from one source to another and apply it - The ability to focus on a priority task with distractions present - Able to quickly decipher the importance of number of tasks and prioritise accordingly 	<p>Frequently</p>	<ul style="list-style-type: none"> • Prioritising tasks and activities with a service perspective • Maintaining situational awareness of the environment

Autonomy	The ability to follow your own approach and while making informed, uncoerced decisions and remain motivated when working autonomously	Constant	<ul style="list-style-type: none"> • Completing work tasks from a checklist • Providing service to customers as required
Ability to work with colleagues/team	<p>Building partnerships and working collaboratively with others to meet shared objectives</p> <ul style="list-style-type: none"> - Works cooperatively with others across the organisation to achieve shared objectives - Represents own views while being respectful to others - Partners with others to get work done - Credits others for their contributions and accomplishments - Gains trust and support of others 	Constant	<ul style="list-style-type: none"> • Liaising, and working with Team Members, Supervisors, and Managers • Interacting effectively with colleagues face-to-face, and via mobile and teams as required
Ability to work with consumers	<p>Anticipating and balancing the needs of multiple customers/stakeholders/clients</p> <ul style="list-style-type: none"> - Understands internal and external customers/ stakeholders/client requirements, expectations, and needs - Considers the interests of multiple customers/ stakeholders/clients - Considers cultural and ethical factors relevant to the situation - Acts reasonably despite conflicting demands of customers/stakeholders/clients 	Frequently	<ul style="list-style-type: none"> • Working with the community from all demographics (eg: different ages, cultures, abilities, CALD, Indigenous, and First Nations and LBGTQI+ people with accessible needs and older adults) • Assisting customers and the community with requests and inquiries to access services • Supporting occasional Council activities/events
Productivity Demands	<p>Understanding the effective and efficient processes to get things done, with a focus on continuous improvement</p> <ul style="list-style-type: none"> - Identifies and follows the processes necessary to get work done - Organises and prioritises activities into efficient workflow - Seeks ways to improve processes 	Constant	<ul style="list-style-type: none"> • Providing responsive directions and instruction to staff/ contractors and customers • Engaging and scheduling work around the needs of customers and members of the community • Reporting and actioning safety incidents and injuries that arise
Resilience/ Ability to manage stress	<p>Rebounding from setbacks and adversity when facing difficult situations</p> <ul style="list-style-type: none"> - Manages pressure - Handles and manages issues effectively - Remain productive despite adversity - Learns from workplace challenges 	Frequently	<ul style="list-style-type: none"> • Ability to manage complaints and solve problems • Adapts to unplanned outages (e.g.: faulty technology or service outages) • Ability to self-monitor and seek support as required
Ability to manage conflict	<p>Handling conflict situations effectively</p> <ul style="list-style-type: none"> - Works with all parties to reach an agreement and settles disputes equitably - Integrates diverse views and finds common ground and/or acceptable alternatives 	Frequently	<ul style="list-style-type: none"> • Working with customers, and members of the community • Achieving an appropriate balance between environmental and community needs • Self-monitoring and seeking support for conflict situations • De-escalating conflict as required • Referring to and applying relevant technical standards and procedures to manage conflict
Situational Adaptability	<p>Adapting approach and demeanour in real time to match demands of different situations</p> <ul style="list-style-type: none"> - Readily adapts personal and interpersonal behaviours - Understands that different situations may call for different approaches - Can act differently depending on the circumstances 	Constant	<ul style="list-style-type: none"> • Adjusting personal behaviour to different audiences, situations, and stakeholders • Maintaining situational awareness of operations • Embracing additional and changing tasks and expectations at short notice • Embracing a changing service need