

# CITY WORKS MAINTENANCE CREW



City of  
**KINGSTON**

<b>DATE REPORT PREPARED:</b>	18.05.2023
<b>DEPARTMENT:</b>	City Works
<b>PREPARED BY:</b>	Ben Southam – Pace Health Management, Michael Eddington – Team Leader, Mick Barrett – Manager City Works, Skip Fulton – Team Leader Health & Safety, Megan Hansson – Health & Safety officer
<b>WORK SCHEDULE:</b>	Standard operating hours are based around 7.36 hours per day 5 days a week between 6am-6pm. Occasional after-hours services is required on a roster's basis.  Workers are allowed breaks in line with enterprise agreement which they have the autonomy to schedule according to their workflow.  The work schedule will be predetermined with flexible work arrangements considered where appropriate. Hours of work may vary to meet the demands of the service. Sufficient notice will be given on any change of work schedule in accordance with the enterprising agreement.
<b>LOCATION/S ANALYSIS UNDERTAKEN:</b>	Garden Boulevard Depot

<b>Organisation specified objectives of this analysis</b>	Functional Task Analysis Manual Handling Risk Assessment and Recommendations Pre-Employment Functional Screening Assessment Creation
<b>Task Modifications Available - Physical</b>	Specialised equipment Assistance from colleagues Ramps, Lifts, Trolleys (load reduction) Lighter duties Reduced work rate Increased breaks
<b>Task Modifications Available – Cognitive</b>	Ability to work independently Ability to work in teams Remote support
<b>Task Modifications Available Environmental</b>	Ability to rotate work within facility Ability to change tasks depending on environment
<b>Most prevalent workplace injuries:</b>	Musculoskeletal injuries Cuts and abrasions Sun damage Insect bites
<b>Most prevalent workplace injury incidents/tasks:</b>	Operating in the field
<b>Description and primary purpose of role:</b>	Carry out maintenance works on civil and building infrastructure Identify and report asset condition Record information in council corporate software system Respond to emergency maintenance situations. Operate plant and equipment. Participate on a rostered basis for the provision of after-hours emergency response service.



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ENVIRONMENTAL FACTORS	Description
Temperature	Indoor/Temperature controlled. Outdoors (weather parametres for stopping work - Exposure to Environmental Extremes Procedure. Combination indoors and outside (split 60/40) Factory (ventilation).
Noise (e.g could not hear a person talking from 1 metre away/unable to concentrate on task)	Machinery, Hand tools, Vehicles, Heavy plant items
Vibration	Machinery, Hand tools, Vehicles, Heavy plant items
Personal Protective Equipment	Gloves, Eyewear, Helmet, Steel Cap Boots, Ear Muffs, Hi Vis, Sunscreen, Insect repellent
Machinery/Tools	Machinery, Hand tools, Vehicles, Heavy plant items
Uneven Terrain	Nature strips, Parks, Reserves
Wet/Slippery	Nature strips, Parks, Reserves
Insufficient lighting/Glare	At times workers will be exposed to glare and reflective light of car windscreens and road surfaces

**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

## 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?	If yes, provide details
Loading & unloading the Truck with tools	X	X	X					Yes	Annual manual handling training SWMS safe work method statement SOPS procedures
Continuous use of tools	X	X	X	X	X			Yes	Annual manual handling training SWMS safe work method statement



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# PHYSICAL DEMAND MATRIX

**POSITION ASSESSED:** Maintenance 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		4 hours	1-2 hours
Sitting			X			30 minutes	5-10 minutes
Walking				X		4 hours	10-20 minutes
Unilateral Kneel (one knee)			X			5 minutes	30-60 seconds
Bilateral Kneel (two knees)			X			5 minutes	30-60 seconds
Reaching Overhead			X			30 seconds	1-5 seconds
Reaching forward			X			30 seconds	1-5 seconds
Reaching Shoulder height			X			30 seconds	1-5 seconds
Computer based work		X				30 minutes	5-10 minutes
Climbing Stairs		X				3 minutes	1-3 minutes
Stooping or bending				X		5 minutes	30-60 seconds
Climbing Ladders			X			5 minutes	30-60 seconds
Crawling		X				30 seconds	1-5 seconds
Twisting				X		30 seconds	1-5 seconds
Crouching			X			30 seconds	1-5 seconds
Turning				X		30 seconds	1-5 seconds
Looking up/Down				X		30 seconds	1-5 seconds
Balancing/Uneven ground				X		5 minutes	30-60 seconds
Lying		X				5 minutes	30-60 seconds
Writing/Typing/		X				30 minutes	5-10 minutes
Squatting				X		30 seconds	1-5 seconds
Sweeping/Mopping			X			15 minutes	1-5 minutes
Brush and Pan			X			15 minutes	1-5 minutes
Push & Pull			x			10 minutes	1-5 minutes

Force Exerted	Description
Sedentary	Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.
Light	Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull 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.
Heavy	Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.
Very Heavy	Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.

## MANUAL HANDLING DEMANDS

Physical Demands	Metrics (Tasks)	R	O	F	C	OH	Typical Distance (m)	Maximal Weight / Load (kg)	Typical Load (kg)	Typical Time Sus. (min)
Lift floor to waist:	Tools, Equipment, Signage			X				20kg	10kg	5-10 minutes
Lift below the knee to waist:	Tools, Equipment, Signage			X				20kg	10kg	5-10 minutes
Lift waist to shoulder:	Tools, Equipment, Signage			X				20kg	10kg	5-10 minutes
Lift waist to overhead:	Tools, Signage			X				10kg	1-5kg	5-10 minutes
Carry bilateral (two arms):	Tools, Loading truck				X		10-50 metres	10kg	1-5kg	5-10 minutes
Unilateral Carry (one arm):	Tools, Loading truck				X		10-50 metres	10kg	1-5kg	5-10 minutes
Push load:	Pushing equipment in and out of racks, Room set ups, Trolleys, Building materials				X		10-50 metres	50kg	30kg	5-10 minutes
Pull load:	Pulling equipment in and out of racks, Room set ups, Trolleys, Building materials				X		10-50 metres	50kg	30kg	5-10 minutes
Grasping	Steering wheel, Controlling machinery, Equipment for sharpening blades, Lifting equipment				X			Medium	Medium	
Pinching	Steering wheel, Controlling machinery, Equipment for sharpening blades, Lifting equipment				X			Medium	Medium	
Fine finger/ Hand Coordination	Steering wheel, Controlling machinery, Equipment for sharpening blades, Lifting equipment				X			Medium	Medium	



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# 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
<b>PERSONAL</b>	<b>Decision making/reasoning</b>	<p>Making good and timely decisions that keep the department moving forward</p> <ul style="list-style-type: none"> <li>- Makes sound decisions, even in the absence of complete information</li> <li>- Relies on a mixture of analysis, experience, and judgement when making decisions</li> <li>- Considers relevant factors and uses appropriate decision-making criteria and principles</li> <li>- Recognises when and reasonable solution will suffice in a timely matter</li> </ul>	Constant	<ul style="list-style-type: none"> <li>• Assess circumstances and situations for safety, security, and risk considerations</li> <li>• Prescribing appropriate equipment</li> <li>• Prioritising job requests based on established criteria</li> <li>• Assessing jobs and making recommendation on most suitable options to meet requirements</li> <li>• Identifying competing priorities and impact on other services</li> </ul>
	<b>Rule following</b>	<p>Follows policies and procedures in place to ensure business operations are consistent</p>	Constant	<ul style="list-style-type: none"> <li>• Following Kingston Policies and procedures</li> <li>• Following legislative requirements, codes and industry standards</li> <li>• Adhering to equipment and plant safe operating procedures</li> <li>• Monitors and maintains service standards</li> </ul>
	<b>Literacy skills</b>	<p>An ability to understand written information, to evaluate arguments about this information and formulate necessary written or verbal response.</p>	Constant	<ul style="list-style-type: none"> <li>• Read and understand written information in English</li> <li>• Read and interpret Council policies and procedures</li> <li>• Read and interpret legislation and standards</li> <li>• Read and process correspondence from the public</li> <li>• Read and process correspondence from internal and external stakeholders</li> <li>• Contribute briefing material for Leaders and Managers</li> </ul>
	<b>Numeracy skills</b>	<p>The ability to understand numerical information as well as the ability to make logical conclusions</p>	Constant	<ul style="list-style-type: none"> <li>• Perform stocktake</li> <li>• Take and record measurements of distances, sizes, materials and supplies</li> <li>• Prepare diagrams and plans based on measurements</li> <li>• Interpret numerical data</li> <li>• Interpret numerical data, evaluate various options and make recommendations</li> <li>• Interpret and perform basic mathematical calculations</li> </ul>
	<b>Technical literacy</b>	<p>Anticipating and adopting innovations in department-building digital and technology applications</p> <ul style="list-style-type: none"> <li>- Anticipates the impact of emerging technologies and makes adjustments</li> <li>- Readily learns and adopts new technologies</li> </ul>	Constant	<ul style="list-style-type: none"> <li>• Readily learns and adopts new software, systems, operating procedures</li> </ul>
	<b>Coping with pressure and setbacks</b>	<p>Works productively in a high-pressure environment</p> <ul style="list-style-type: none"> <li>- Responds reasonably to difficulty situations</li> <li>- Balances the demands of work life and personal life</li> <li>- Handles criticism well and learns from it</li> </ul>	Constant	<ul style="list-style-type: none"> <li>• Handling conflict and feedback from internal and external stakeholders</li> <li>• Responds reasonable to difficult situations such as an emergency situation</li> <li>• Meeting timelines from supervisors</li> <li>• Takes appropriate action with flexible to balance work life and personal life</li> </ul>
	<b>Manages complexity</b>	<p>Making sense of complex, varied quantity, and sometimes contradictory information to effectively solve problems</p> <ul style="list-style-type: none"> <li>- Asks questions to accurately analyse situations</li> <li>- Acquires data from multiple and diverse sources when solving problems</li> <li>- Uncovers root causes to problems</li> <li>- Evaluates pros and cons, risks, and benefits of different solution</li> </ul>	Constant	<ul style="list-style-type: none"> <li>• Contributing to strategies</li> <li>• Understanding and managing competing priorities and expectations</li> <li>• Balancing customer expectations and needs with Council's ability to deliver</li> </ul>

PERSONAL

<p><b>Manages Ambiguity</b></p>	<p>Operating effectively, even when things are not certain or the way forward is not clear</p> <ul style="list-style-type: none"> <li>- Deals comfortably with the uncertainty of change</li> <li>- Effectively handles risk</li> <li>- Can decide and act without the total picture</li> <li>- Is calm and productive, even when things are up in the air</li> <li>- Deals constructively with problems that do not have clear solutions or outcomes</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Effectively identifies and contributes to solutions</li> <li>• Deals constructively with unclear instructions and seeks more information as required</li> <li>• Adapting to the ever-changing and reactive operational environment</li> <li>• An awareness of the financial restraints of council operations</li> </ul>
<p><b>Ability to work in isolation</b></p>	<p>Comfortable working in isolation for prolonged periods of time without the company of others</p> <ul style="list-style-type: none"> <li>- Persists in accomplishing objectives despite obstacles and setbacks</li> <li>- Self-led to achieve results</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Ability to work in flexible work arrangement</li> <li>• Work without direct supervision</li> <li>• Perform operational tasks independently</li> </ul>
<p><b>Emotional Stability</b></p>	<p>Stay composed and forward thinking when faced with challenging situations</p>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Dealing with requests / upset members of the public (in-person, via phone, via email)</li> <li>• Engage in work activity discussions with managers, supervisors, team members and/or colleagues</li> <li>• Support team member and/or colleagues to support through injury, illness and/or wellbeing</li> </ul>
<p><b>Concentration</b></p>	<p>Has the ability to maintain a broad, receptive attention to a variety of demands.</p>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Undertake and record audits, inspections, and observations</li> <li>• Monitor the safety and security of staff and/or clients</li> <li>• Analyse data and information</li> <li>• Driving</li> </ul>
<p><b>Persistence</b></p>	<p>The ability to accept obstacles, discouragement, distraction, or stressful situations</p> <ul style="list-style-type: none"> <li>- Stay committed when faced with adversity</li> <li>- Persevere in pursuit of short and/or long-term goals</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Persevere in pursuit of short and/or long-term goals</li> <li>• The ability to work through obstacles, discouragement, distraction or stressful situations.</li> </ul>
<p><b>Nimble learning</b></p>	<p>Actively learning through experimentation and when tackling new problems by using both successes and failures.</p> <ul style="list-style-type: none"> <li>- Learns when facing new situations</li> <li>- Experiments to find new solutions</li> <li>- Takes on the challenge of unfamiliar tasks</li> <li>- Extracts lessons learnt from failures and mistakes</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Ability to problem solve on the spot with active listening</li> <li>• Finding a solution through unclear parameters/information</li> <li>• Innovative approach to solution-based outcomes</li> <li>• Ability to learn from past experiences and adopt new strategies</li> </ul>
<p><b>Ability to follow and complete instructions given</b></p>	<p>Appropriately follows instructions from others without unnecessarily challenging authority</p> <ul style="list-style-type: none"> <li>- Follows procedures and policies</li> <li>- Keeps to schedule</li> <li>- Arrives punctually for work and meetings</li> <li>- Complies with legal obligations and safety requirements of the role</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Follows Kingston policies and procedures</li> <li>• Punctuality</li> <li>• Complies with legal obligations and safety requirements of the role</li> <li>• Follows a reasonable direction from supervisors/team leaders</li> </ul>
<p><b>Short term focus and/or attention to detail</b></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"> <li>- The ability to transfer information from one source to another and apply it</li> <li>- The ability to focus on a priority task with distractions present</li> <li>- Able to quickly decipher the importance of number of tasks and prioritise accordingly</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• The ability to transfer information from one source to another and apply it</li> <li>• Able to quickly decipher the importance of number of tasks and prioritise accordingly</li> </ul>

# SOCIAL

<p><b>Autonomy</b></p>	<p>The ability to follow your own approach and while making informed, uncoerced decisions and remain motivated when working autonomously</p>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• The ability to communicate, discuss, provide and receive feedback</li> <li>• The ability to make decisions and/or recommendations with the delegation</li> <li>• Remain self-motivated to achieve goals and objectives</li> </ul>
<p><b>Ability to work with colleagues/ team</b></p>	<p>Building partnerships and working collaboratively with others to meet shared objectives</p> <ul style="list-style-type: none"> <li>- Works cooperatively with others across the organisation to achieve shared objectives</li> <li>- Represents own views while being respectful to others</li> <li>- Partners with others to get work done</li> <li>- Credits others for their contributions and accomplishments</li> <li>- Gains trust and support of others</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Working with supervisors and managers on a daily basis</li> <li>• Ability to work face-to-face with colleagues as required</li> <li>• Ability to work remotely with colleagues as required</li> <li>• Ability to work with groups across multiple Council sites</li> <li>• Understands internal and external stakeholders requirements, expectations, and needs</li> </ul>
<p><b>Ability to work with consumers</b></p>	<p>Anticipating and balancing the needs of multiple customers/stakeholders/clients</p> <ul style="list-style-type: none"> <li>- Understands internal and external customers/ stakeholders/client requirements, expectations, and needs</li> <li>- Considers the interests of multiple customers/ stakeholders/clients</li> <li>- Considers cultural and ethical factors relevant to the situation</li> <li>- Acts reasonably despite conflicting demands of customers/stakeholders/clients</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Ability to work face-to-face with customers as required</li> <li>• Ability to work remotely with customers as required</li> <li>• Considers cultural and ethical factors relevant to the situation</li> </ul>
<p><b>Productivity Demands</b></p>	<p>Understanding the effective and efficient processes to get things done, with a focus on continuous improvement</p> <ul style="list-style-type: none"> <li>- Identifies and follows the processes necessary to get work done</li> <li>- Organises and prioritises activities into efficient workflow</li> <li>- Seeks ways to improve processes</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Organises and prioritises work efficiently and consistently to achieve best outcomes with a focus on continuous improvement</li> <li>• Manage work activities to meet KPIs set</li> </ul>
<p><b>Resilience/ Ability to manage stress</b></p>	<p>Rebounding from setbacks and adversity when facing difficult situations</p> <ul style="list-style-type: none"> <li>- Manages pressure</li> <li>- Handles and manages issues effectively</li> <li>- Remain productive despite adversity</li> <li>- Learns from workplace challenges</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Ability to manage periods of high workload within time constraints and quality standards</li> <li>• Identifies and utilises support mechanisms to manage self</li> <li>• Actively seeks advice/support/guidance from supervisors/managers to assist with work as needed</li> </ul>
<p><b>Ability to manage conflict</b></p>	<p>Handling conflict situations effectively</p> <ul style="list-style-type: none"> <li>- Works with all parties to reach an agreement and settles disputes equitably</li> <li>- Integrates diverse views and finds common ground and/or acceptable alternatives</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Ability to find a reasonable solution for all parties involved</li> <li>• Considers all information from different parties to form a suitable solution</li> </ul>
<p><b>Situational Adaptability</b></p>	<p>Adapting approach and demeanour in real time to match demands of different situations</p> <ul style="list-style-type: none"> <li>- Readily adapts personal and interpersonal behaviours</li> <li>- Understands that different situations may call for different approaches</li> <li>- Can act differently depending on the circumstances</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>• Be able to adjust personal behaviours to different stakeholders and/or situations</li> <li>• Understand when to escalate situations when a reasonable solution cannot be met</li> </ul>