

PARKING ENFORCEMENT OFFICER



City of
KINGSTON

DEPARTMENT:	Parking Services
WORK SCHEDULE:	Hours of operation are Monday – Sunday 8am-8pm. Workers are allowed breaks in line with Fair Work Australia Guidelines which they have the autonomy to schedule according to their workflow.
DATE REPORT PREPARED:	12.11.2021
LOCATION/S ANALYSIS UNDERTAKEN:	Kingston Cheltenham Office & Carpark
Organisation specified objectives of this analysis	<p>Job Task Analysis</p> <p>Manual Handling Risk Assessment and Recommendations</p> <p>Pre-Employment Functional Screening Assessment creation</p> <p>Preventative Intervention Program needs analysis (Programs to address Observed risks e.g manual handling (Backfit/Drivefit) health (Life/Unlock a Healthier You)</p> <p>Specific Preventative Intervention Program (SPIP) e.g. Shoulder/knee/back injury prevention program</p>
Task Modifications Available - Physical	<p>Reduced work rate</p> <p>Ability to self-determine physical components of how the work is completed. For example, workers can choose to drive or walk more/less according to their preferences/if an injury impacts on their capacity to sit or walk. They also have access to a bicycle to complete their workplace tasks.</p> <p>Increased breaks</p> <p>The use of Bicycle</p>
Task Modifications Available – Cognitive	<p>Ability to work independently/in pairs</p> <p>Workers are encouraged to debrief with management and colleague as needed</p> <p>Workers have access to an Employee Assistance Program which allows external support as needed</p>
Task Modifications Available Environmental	<p>Ability to rotate work within facility</p> <p>Ability to change tasks depending on environment</p> <p>Workers service different areas day to day so the environment is able to be modified based on worker needs – for example under cover, flat terrain, less walking/more walking, less driving/more driving.</p> <p>Workers have access to coats, hats and are encouraged to use common sense in regard to heat/extreme weather. There is no set policy in regard to temperatures but no expectation to work in all weather circumstances.</p>
Most prevalent workplace injuries:	<p>Impact injuries (e.g. walking in tow ball, branches)</p> <p>Tripping hazards</p> <p>Lower back injuries</p> <p>Foot/lower limb injuries related to overuse (plantar fasciitis/achilles tendinopathy etc)</p> <p>Refer to Occupational Health and Safety Manager for relevant reports.</p>
Most prevalent workplace injury incidents/tasks:	<p>Prolonged sitting time</p> <p>Marking task</p> <p>High use of mobile phone (5-6 hour) both inside and outside of vehicle</p> <p>Tripping on gutters/uneven surfaces</p> <p>Walking into unseen obstacles such as tow balls</p> <p>Refer to Occupational Health and Safety Manager for relevant reports.</p>
Description and primary purpose of role:	<p>The role of a Parking Enforcement Officer is to educate and provide clear guidance to the community in relation to the Road Safety Act and Regulations, the Local Government Act and other relevant legislation and Council services and polices.</p> <p>A TYPICAL DAY WILL ENCOMPASS:</p> <ol style="list-style-type: none"> School Patrol: Patrolling school zones to ensure public is abiding by local laws Driving to assess area – complete a hotspot check: Driving around key areas to enforce local parking laws Car travel: Travelling to and from the office and between areas Administration tasks: Tasks include: processing tickets, responding to complaints and emails Marking tyres: Walking around parking areas marking tyres Monitoring clearway areas: Continuing to drive/walk around clearway areas to ensure compliance



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ENVIRONMENTAL FACTORS	Description
Temperature	Variable dependant on outside temperature. 50% time outside, 50% in car
Noise (e.g could not hear a person talking from 1 metre away/unable to concentrate on task)	Not applicable
Vibration	Not Applicable
Personal Protective Equipment	Hard toe boots, Sun protective outfit, Hats/raincoats as needed
Machinery/Tools	Mobile Phone, Marking Stick, Measuring wheel
Uneven Terrain	Work is performed predominately on asphalt. Occasional time spend on a gravel path or up and down a gutter
Wet/Slippery	At times workers will be exposed to wet slippery surfaces owing to the variable nature of the weather and the locations in which they dispense of their duties.
Insufficient lighting/Glare	At times workers will be exposed to glare and reflective light of car windscreens and road surfaces

PACE Ratings:

Slow Pace Medium Fast Pace Self Paced Externally Paced

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

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.

Psychosocial Demands

	Attribute	Yes/No	Comments/tasks requiring this attribute
PERSONAL	Decision making/reasoning	Yes	<ul style="list-style-type: none"> Assessment of the situation Decided on warning of infringement
	Memory	Yes	<ul style="list-style-type: none"> Remembering parking limits & organising the day Memorise offences Location
	Literacy and numeracy skills	Yes	<ul style="list-style-type: none"> Codes & shortcuts available
	Emotional Stability	Yes	<ul style="list-style-type: none"> Communicating with the general population Receiving feedback
	Concentration	Yes	<ul style="list-style-type: none"> Driving & speed limits Phone response
	Patience	Yes	<ul style="list-style-type: none"> Communicating with the general population Receiving feedback
	Judgement/Abstract thinking	Yes	<ul style="list-style-type: none"> Communicating with the general population Receiving feedback
	Ability to follow and complete instructions given	Yes	<ul style="list-style-type: none"> From supervisor
SOCIAL	Ability to work in isolation	No	<ul style="list-style-type: none"> Everyday
	Autonomy	Yes	<ul style="list-style-type: none"> Autonomy to make decisions regarding infringement notices and to determine the flow of their work
	Ability to work with colleagues/team	Yes	<ul style="list-style-type: none"> Only on weekends Liaise with other parking offices regarding hot spots, conflict
	Ability to work with consumers	Yes	<ul style="list-style-type: none"> Communicating with the general population
	Productivity Demands	Yes	<ul style="list-style-type: none"> There are no set quotas or expectations from City of Kingston. Workers determine their own expectations in regard to productivity but are responsible for managing their allocated area each day.
	Resilience/Ability to manage stress	Yes	<ul style="list-style-type: none"> Communicating with the general population Receiving feedback
	Ability to manage conflict	Yes	<ul style="list-style-type: none"> Communicating with aggressive/unhappy/uncooperative members of the public Receiving feedback/managing complaints



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ESSENTIAL TASKS DESCRIPTIONS:



City of
KINGSTON



Twisting and squatting to get in and out of the car



Constant driving between jobs



Different variations to marking tyres & providing photographic evidence which involves bending, twisting, leaning, reaching, manipulating



Measuring with the wheel. Involves leaning, forward reaching and looking up and down



Different ways to place the parking infringement. Involves leaning, reaching, bending, twisting



Administration tasks predominately spent in the car