

Manual Handling - Safe Work Procedure

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1. Purpose

The purpose of this procedure is to ensure all manual handling tasks are planned and conducted safely to minimise the risk of injury to workers, contractors, clients, and members of the public. This procedure provides controls for identifying manual handling hazards, assessing load and environmental risks, selecting suitable equipment, using correct lifting techniques, and applying team lifting or mechanical assistance where required. It applies to all tasks involving lifting, carrying, pushing, pulling, lowering, holding, loading, unloading, or moving goods, furniture, equipment, and materials.

2. Correct Lifting Technique

- Stand close to the load.
- Position feet shoulder width apart.
- Bend knees and hips.
- Keep back straight.
- Grip firmly.
- Lift with leg muscles.
- Keep load close.
- Avoid twisting.
- Lower using the same technique.

3. Team Lifting

Use team lifting when:

- Team lifting must be used where a load exceeds an individual's safe lifting capability, where the load exceeds 25kg, or where the item is bulky, unstable or difficult to grip.
- Particularly when stairs are involved or visibility is limited. Please access each lift before commencing the delivery.
- Item is bulky or awkward.
- Stairs are involved.
- Visibility is restricted.



Foundation moving straps take the weight off a load off your back and keep the centre of gravity of the item you're lifting, allowing you to manage it without bending or twisting your back.

Read more at: <https://moveadviser.com/move/moving-straps/>

4. Mechanical Aids

Use trolley, dolly, lifting straps or ramps whenever possible.

5. Special Requirements for White Goods

5.1 Refrigerators and Freezers

- Keep upright during transport.
- Secure doors.
- Protect surfaces.
- Allow to stand upright for several hours before reconnection.

5.2 Washing Machines

- Fit transport bolts where available.
- Disconnect hoses and drain water.

5.3 Dishwashers

Drain water and secure door.

5.4 Ovens and Stoves

- Disconnection by licensed tradesperson where required.



6. Pianos

6.1 Access and Vehicle Check

Before moving the piano, measure the piano, walkways, doorways, stairs, turns and final location to confirm there is a clear path with no obstacles.



Remove any trip hazards and check for tight bends, narrow halls, stairs, ramps, or uneven ground that may make the move unsafe.

Ensure the truck or van is suitable for the piano. The vehicle must have a ramp or hydraulic lift, enough internal height to keep the piano upright, and suitable space to secure it safely during transport.

Do not move the piano until the access path, delivery path and vehicle suitability have been checked.

6.2 Equipment

- Piano dolly/trolley
- Furniture blankets
- Tape or shrink wrap.
- Moving straps

7. Loading Procedure

- Park on level ground.
- Apply handbrake.
- Chock trailer wheels.
- Position ramps securely.
- Use mechanical aids or team lift.
- Place heavy items low and forward.
- Distribute weight evenly.
- Protect items with blankets.
- Avoid overloading.

8. Stairs Procedure

- Conduct specific risk assessment.
- Use stair-climbing trolley where possible.
- Minimum two people.
- Maintain communication.
- Stop if unsafe.

9. Prohibited Actions

- Lifting beyond capability
- Twisting while carrying
- Running with loads
- Loading on slopes without chocks
- Standing beneath suspended loads
- Riding on trailers
- Transporting unsecured loads

10. Incident Response

- Stop work immediately.
- Provide first aid.
- Report incident – Call 000 if an emergency.
- Secure area.

11. Competency

All personnel must knowledge in:

- Manual handling techniques
- Use of lifting aids and equipment
- Load restraint requirements
- Vehicle safety procedures
- Customer service expectations

Note: *It is the contractor's responsibility for ensuring they are physically capable of undertaking the task and have the appropriate equipment to complete the task before accepting the job. Drivers must decline any job they cannot complete safely.*

12. Environmental Considerations

- Dispose of packaging responsibly.
- Prevent oil and fuel spills.
- Minimise noise.
- Protect customer property.

References:

<https://www.safeworkaustralia.gov.au/system/files/documents/1705/mcop-hazardous-manual-tasks-v1.pdf>

<https://www.worksafe.qld.gov.au/>
