



KEYBOARD OPERATIONS / WORKSTATION DESIGN PROCEDURE

Version No	2.0
Issued	13 th March 2014
Next Review	March 2017
GDS	12.63.1.1

1. OVERVIEW

The Flinders Ranges Council shall provide a safe working environment; this includes taking all reasonable precautions to protect its employees from occupational overuse syndrome, which is associated with keyboard operators.

This procedure aims to provide a process:

- Demonstrate compliance with legislation;
- Provide a procedure that assists with the identification of hazards associated with the use of workstation equipment and risks to health or safety are assessed and controlled; and
- The provision and maintenance of workstation equipment and facilities appropriate for the office environment.

SIGNED

Chief Executive Officer

Date: 13 / 3 / 2014

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Chairperson, WHS Committee

Date: 13 / 3 / 2014

2. CORE COMPONENTS

The core components of our Keyboard Operations/Workstation Design Procedure aim to ensure:

- A system is in place for the identification and recording of all reasonably foreseeable hazards and appropriate measures are put in place, so far as is reasonable practicable, to control identified risks;
- Employees receive suitable and adequate instruction and training;
- Manual handling activities have been identified and risk assessments are conducted where required; and
- Regular maintenance and inspection of equipment is undertaken and a record is maintained.

3. DEFINITIONS

Ergonomics	<p>The <i>International Ergonomics Association</i> states that Ergonomics (or human factors) is the scientific discipline concerned with the understanding of the interactions among humans and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimise human well being and overall system performance. Ergonomics may be;</p> <p>Physical – for example working postures, materials handling, repetitive movements, work related musculoskeletal disorders, workplace layout, safety and health.</p> <p>Cognitive – for example mental workload, decision making, skilled performance, human-computer interaction, human reliability, work stress and training as these may relate to human-system design.</p> <p>Organisational – for example communication, crew resource management, work design, design of working times, teamwork, participatory design, community ergonomics, cooperative work, new work paradigms, organisational culture, virtual organisations, telework and quality management.</p>
Ergonomic Equipment	Chairs, stools, desks, benches, computers and other equipment or aids that assist with the interaction of humans and work.

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Ergonomist	Person with the training, qualifications skills and competencies to assist with the application of ergonomic principles.
Hazard	Anything (eg condition, situation, practice, behaviour) that has the potential to cause harm, including injury, disease, death, environmental or property and equipment damage.
Hazard Identification	This is the process of examining each work area and work task for the purpose of identifying all the hazards which are 'inherent in the job'.
Risk	The likelihood or probability that a hazardous event (with a given outcome or consequence) will occur.
Risk Assessment	Is defined as the process of assessing the risks associated with each of the hazards identified so that appropriate control measures can be implemented based on the probability, ie likelihood that harm, injury or ill health may occur and how severe the consequences of exposure might be.

4. PROCEDURE

4.1. Consultation

Employees will be consulted on any changes to visual display units/workstation design where the proposed changes may affect health & safety.

4.2. Task Allocation

Management will carefully consider task allocation and where it is reasonable to do so, shall provide a variety of tasks, which provide relief from repetitive keyboard work.

4.3. Training

Training will be provided to employees being introduced to keyboard operations for the first time and as necessary for experienced users.

4.4. Inspections

All keyboard operators will be assessed at their workstation on a 2 yearly basis or at any time the operator experiences discomfort, through the use of the Workstation Assessment Checklist (refer Attachment 1). Supervisors are to arrange for checklists to be completed for each workstation in their area by a competent assessor in conjunction with Health & Safety Representatives.

The Workstation Ergonomics and VDU Guidelines (Appendix 2) are to be used to assist the employee, supervisor and assessor in completing the Ergonomic Assessment Checklist (Appendix 1)).

Actions arising out of these assessments will be captured in the CAPA register and managed appropriately.

4.5. Purchasing

All purchases of equipment will be in line with Council's purchasing documentation. Factors to consider when purchasing workstation equipment include:

- Furniture design and layout
- Equipment including the need for document holders and footrests
- Lighting and glare
- Atmospheric conditions
- Noise
- Space
- Social environment



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5. TRAINING

Managers/supervisors will provide workers with office ergonomic training when first commencing employment and as necessary.

6. RECORDS

The following records shall be maintained:

6.1.1. Workplace Assessment Checklist

6.1.2. Training records

7. RESPONSIBILITIES

7.1. The Flinders Ranges Council *Senior Leadership Team* is accountable for:

7.1.1. Ensuring ergonomic hazards relating to poor design of tools, equipment, work station or work practices are identified and the associated risks controlled.

7.1.2. Ensuring that all workers have been provided with adequate equipment for tasks undertaken.

7.1.3. Ensuring that workers have had information, instruction or training provided in the use of equipment and work practices.

7.1.4. Encouraging and reinforcing proper working techniques.

7.1.5. Encouraging early reporting of any injury or symptoms.

7.2. The Flinders Ranges Council *workers* are responsible for the following:

7.2.1. Ensuring they understand information and instructions provided

7.2.2. Participate in training as provided

7.2.3. Correctly use equipment provided

7.2.4. Follow correct working techniques

7.2.5. Co-operate in the early identification and reporting of hazards and/or injury symptoms.

8. REVIEW

The Keyboard Operations/Workstation Design Procedure shall be reviewed by the WHS Committee, in consultation with workers or their representatives, every three (3) years or more frequently if legislation or Council needs change or more frequently if circumstances warrant.

9. REFERENCES

Work Health & Safety Act 2012

Work Health & Safety Regulations 2012

10. APPENDICES

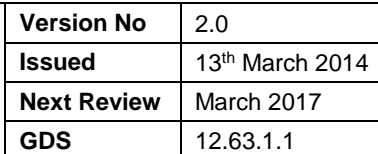
Appendix 1 Workstation Assessment Checklist

Appendix 2 Workstation Ergonomics & VDU Guidelines

11. HISTORY

Document History:

Version No:	Issue Date:	Description of Change:
1.0	May 2007	New Document
2.0	13/3/2014	Re-Formatted into One System format



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10. Is the backrest height adjusted to fit into the small of the user's back and adequately support the spine?			
11. Is the backrest angle adjusted so that the user is sitting upright while keying? (User should be encouraged to change backrest position when not keying).			
12. Are the user's forearms parallel with the floor or angled slightly downward?			
13. Is the desk height adjustable? If YES, is the adjustment easily operated? If NO, has the user been provided with a footrest?			
FOOT REST	Yes	No	
14. Is the footrest large enough to support both feet and allow a change of position?			
DOCUMENTS	Yes	No	
15. Has a document holder been provided?			
16. Does it support all source documents adequately?			
SCREEN	Yes	No	
17. When sitting tall and looking straight ahead, is the user looking at the top edge of the screen?			
18. Are all characters in the display easily legible and is the image stable? Eg is the screen at a comfortable reading distance?			
19. Can the position and contrast of the screen be adjusted by the user?			
KEYBOARD	Yes	No	
20. Is the keyboard detached from the screen to ensure a comfortable working position?			
21. Is the keyboard thin enough for comfortable positioning of the arms? (it should be less than 30 mm thick at the home row of keys).			
LAYOUT	Yes	No	
22. Are all often used items within easy reach? (they should be within normal arm reach with minimum trunk movement)			
23. Is the workstation designed to prevent undue twisting of the neck or trunk?			

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ENVIRONMENT	Yes	No	
24. Does the user find the lighting satisfactory (glare, reflection and the ability to read documents)?			
25. Does the user find the noise level conducive to concentration?			
26. Does the user find the temperature and airflow in the room comfortable?			
TELEPHONE OPERATIONS	Yes	No	
27. Is there a headset available for continuous telephone operations?			
28. Is the headset lightweight, adjustable and comfortable?			

CORRECTIVE ACTIONS TO BE TAKEN

Number	Action	Responsible	CAPA No

APPENDIX 2 WORKSTATION ERGONOMICS & VDU GUIDELINES

‘Ergonomics’ is the study of how the worker interacts with the working environment that they are in. Good ergonomics means that the worker and the surrounding environment are in harmony, and the worker is not likely to suffer from a sore back, neck, etc.

Each workstation must be considered as a whole, taking into consideration:

- The tasks to be done at the workstation;
- The materials and equipment required;
- The dimensions of the operator(s) themselves.

The only reference to ergonomics in the Regulations is that seats must be ‘ergonomically sound’, ‘provide suitable support’, and be ‘suitable for the type of work undertaken’. Hence, ergonomic specifications are only guidelines, but considering the potential for long term injuries if ergonomics are not considered, it is important that these guidelines are taken into consideration for all hazard identification and risk assessments undertaken for plant, work places and processes.

The general design features for furniture are:

- Chairs**
- seat depth (front to back) between 330mm and 480mm with a rolled front edge.
 - easily adjusted seat height, and backrest (which should adjust in/out & up/down).
 - stable ‘five star’ base, with castors suitable for carpets, or glides for hard floors.
 - Gap between the underside of the desk surface and seat cushion should be >130mm.
- Desks**
- work surface should be thinner than 25mm (or 1 inch)
 - surface height from floor should be 580mm to 680mm if adjustable, or 720mm fixed.
 - surface area greater than 1200mm x 900mm.
 - modesty panel >300mm from floor, and width for leg space >800mm.

Take into consideration how the operator fits into the work area?

- Adjust the backrest of the chair to support the natural curve of the lower back, some chairs are better designed, and adjust easier than others.
- Adjust the seat height so that the operator’s thighs are parallel to the floor and feet are fully in contact with the floor. This allows the operator to change position easily and brace against the backrest.
- Check the seat height in relation to the desk and keyboard. Are the operator’s elbows at or just below the level of the home row of the keyboard? This allows the arms and wrists to be in the most relaxed position for keying. (If you need to raise the seat height, the operator may need to have a footrest to regain foot stability).
- Finally – position the screen (VDU) at a height, angle, and distance so that the operator’s neck and back are comfortable for viewing the screen. The recommended viewing distance is between 350mm and 750mm away, and the top of the screen should be level with the operator’s eyes in a normal sitting position. (The **maximum** height should be no more than 400mm to the centre of the screen from the desk top).
Note that if the operator has bi-focal or graded glasses, they may need to have the screen lower, or further away, for optimum comfort.
- Ensure there is no glare across the screen from either natural light from windows, or artificial lighting fixtures (flouros etc). It helps if the screen is near to vertical, and this is easier to achieve if it is set at the right height.

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Why operations and processes are important, also.

How work is organised and undertaken is also vitally important:

- Position source documents at a suitable height and position to ensure operator's neck and back are comfortable, and to easily manage papers. A document holder next to the screen is usual, or one between the screen and keyboard for larger documents.
- Vary tasks to use different muscles. Muscles like change.
- Ensure operator has appropriate breaks at the desk, and away from the desk. Take lunch away from the desk.
- Creatively place some equipment (printer), or files, for the operator to retrieve at intervals. Muscles like action.
- Don't forget the eyes. Regularly looking away from the screen, preferably at something further away, will help rest eyes.
- Muscle fatigue or eyestrain, especially if frequent or worsening, should not be ignored, and must be reported to your supervisor.