

SECTION 1: DETAILS	
Purpose & Scope	This Safe Work Procedure (SWP) describes the safe work methods to be followed to avoid slips, trips and falls on shift when setting up, operating, cleaning and packing down a laundry shift. This instruction applies to all workers and volunteers of OS. It is to be read in association with the OS resources listed below.
Related Documents	<ul style="list-style-type: none"> Guide - Safe Manual Handling
Location of Task	All states and territories throughout Australia and regions throughout New Zealand OS operates in.
Equipment Required	Trip guards, washing baskets, hoses, boxes/tubs, orange cones.
Hazards	Other vehicles, pedestrians/members of the public, objects on the ground, horse, tubs etc, heavy washing baskets or tubs, aggressive friends/members of the public, adverse or extreme weather.

SECTION 2: EQUIPMENT OR PPE THAT MUST BE WORN WHEN PERFORMING THIS TASK



Well treaded, enclosed shoes



Disposable gloves

SECTION 3: OVERVIEW

Slip and trip hazards can be hard to spot and can happen in seemingly safe environments. Floor or ground surfaces can become slippery when the area has become wet or contaminated with a wet or dry spill such as water or dust causing people to lose traction and slip. Trips can occur because of uneven flooring or ground, cluttered work areas or thoroughfares and low obstacles. Common examples of low obstacles include trailing power cables, hoses, washing baskets on the ground, personal belongings left next to orange chairs and donation tubs on the ground, to name but a few. When entering and exiting the van, use 3 points of contact to avoid tripping or falling use the grab handles located in the cabin, side door and rear door (hybrid and shower van), especially during wet or damp weather. Human factors that can cause trips including people hurrying, carrying large objects, and walking while being distracted. Injuries may result in sprains or strains, broken bones when trying to break the fall, back injuries due to the forceful impact during a fall and cuts if it occurs near sharp objects.

SECTION 4: SAFE WORK PROCEDURE

STEP	TASK	CONTROL MEASURES / PRECAUTIONS
1.	Entering exiting the van & setting up the shift	1.1 When entering/exiting the van, use 3 points of contact to avoid tripping or falling. Use the grab handle if you need to. Caution - The chance of slipping, tripping or falling increases during wet or damp weather and when light levels are low
		1.2 Inspect the shift area for slip and trip hazards upon arrival. Remove any hazards if it is safe to do so. Use PPE (disposable gloves) if needed.
		1.3 If you notice a new hazard that can't be removed use a cone or orange chair to help identify it and let the team know the location of the hazard.

	<p>1.4 When entering and exiting the side door of the van to unload equipment, use 3 points to contact to help you avoid slipping up or down the step or falling. Ensure you use the grab handle.</p> <p>Helpful - Pass equipment to another volunteer if you can't exit using 3 points of contact.</p> <p>1.5 When unloading the van do not place equipment in a high traffic area, or on the ground behind people even if it is only temporary.</p> <p>1.6 Immediately move anything that is removed from the van to its correct place to avoid the buildup of clutter.</p> <p>1.7 Organise the shift area so as little equipment as possible is kept on the ground during the shift. Always store equipment in the van or away from areas where friends gather or thoroughfares.</p> <p>1.8 If setting up at night ensure there is adequate lighting that can illuminate any trip hazards on the ground; if extra light is needed, turn on the vans spotlights.</p> <p>Helpful - When manual handling, carry small loads close to your body and below chest level so you can see over the object being carried.</p> <p>Identify yourself when you are turning a corner or approaching a volunteer or friend from behind while carrying equipment.</p> <p>1.9 While setting up do not talk on your phone in order to retain full concentration.</p> <p>1.10 Ensure the trip guards are used to cover the hoses and/or power lead.</p>
<p>2. During shift</p>	<p>2.1 Clean all spills immediately. If it can't be cleaned immediately "flag" the area with a chair or orange cone to identify the hazard until the area can be cleaned.</p> <p>2.2 Slow down and take careful steps on uneven, slippery or loose surfaces for example when stepping up or down the curb onto the footpath/road or when transitioning from one surface type to another eg grass to gravel.</p> <p>Helpful - Always wear appropriate, well treaded, enclosed footwear. Make sure footwear is in good condition and not damaged in such a way that can cause tripping.</p> <p>2.3 Keep an eye on:</p> <ul style="list-style-type: none"> • the trip guards to ensure they remain in place and are not moved during the course of the shift. • the washing baskets so that they don't creep out into thoroughfares throughout the shift. <p>2.4 Ensure friend's belongings or bags are not left unattended or in thoroughfares throughout the shift.</p> <p>2.5 Be mindful of any change to the weather or light level during the shift.</p>

3. Packing down

- 3.1** Be mindful of others - friends, volunteers and the general public during pack down in order not to impede pedestrian traffic flow.
- Helpful** - Do not rush or hurry the pack down process to avoid slipping, tripping or falling.
- 3.2** Again, while packing down, do not talk on your phone in order to retain full concentration. If you have to take a call, stop the task you are performing.
- 3.3** Do not overload yourself or someone else with equipment to carry, creating the possibility for impaired view or falling people could trip over.
- 3.4** When entering the van, use 3 points of contact to avoid tripping or falling. Use the grab handle.