

Office Ergonomics Management Plan

SAMPLE

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Purpose and Scope

This Office Ergonomics Management Plan sets out how [Company Name] will identify, assess and control ergonomics-related risks in office-based work environments, including:

- Corporate and administrative offices
- Retail and wholesale offices, back-of-house workstations, point-of-sale (POS) areas and customer service desks
- Disability and aged care administrative offices, care coordination hubs and reception areas

The plan supports [Company Name]'s Work Health and Safety (WHS) obligations to provide a safe workplace and safe systems of work in line with relevant Australian WHS legislation, regulations and codes of practice.

This document applies to:

- All workers (employees, contractors, agency staff, volunteers and labour hire) who perform office-based tasks
- Supervisors, managers and persons conducting a business or undertaking (PCBUs)
- Health and Safety Representatives (HSRs) and WHS Committee members
- Visitors using meeting rooms, hot desks or shared work areas

Objectives

The objectives of this Office Ergonomics Management Plan are to:

1. Systematically identify ergonomics hazards associated with office work and related tasks.
2. Prevent musculoskeletal disorders (MSDs), eye strain, fatigue and other health issues arising from poor workstation design, manual tasks and work organisation.
3. Establish clear responsibilities for managing office ergonomics risks across all levels of [Company Name].
4. Provide practical guidance on workstation set-up, equipment selection, task design and work practices.
5. Integrate ergonomics considerations into procurement, fit-out, change management and return-to-work processes.
6. Support WHS compliance with relevant Australian legislation, standards and guidance.

Definitions

Key Terms

- **Ergonomics:** The design and arrangement of workplaces, systems and tasks to fit the worker, reducing the risk of injury and improving comfort and performance.
- **Musculoskeletal Disorder (MSD):** An injury or disorder of the muscles, tendons, ligaments, joints, nerves or supporting blood vessels, including sprains, strains and overuse injuries.
- **Workstation:** The area where a worker performs their primary tasks, including desk, chair, computer, accessories, documents and surrounding space.
- **Reasonably Practicable:** What is reasonably able to be done to ensure health and safety, taking into account the likelihood and severity of harm, what is known about the risk and controls, and the availability and cost of controls.
- **Display Screen Equipment (DSE):** Any device with a screen used for work, including desktop computer, laptop, tablets and POS terminals.
- **Sit-Stand Workstation:** A workstation that allows workers to alternate between sitting and standing positions while working.

Roles and Responsibilities

Officers (e.g. Directors, Senior Executives)

Officers of [Company Name] must exercise due diligence to ensure that ergonomics risks are effectively managed. This includes:

- Ensuring appropriate resources are allocated for ergonomic equipment, workstation assessments and training.
- Ensuring there are processes for receiving, considering and responding to ergonomics-related information and reports.
- Verifying that ergonomics controls are implemented and monitored.

Managers and Supervisors

Managers and supervisors are responsible for day-to-day implementation of this plan, including:

- Ensuring workers have ergonomically suitable workstations, furniture and equipment.
- Facilitating workstation assessments for new workers, workers with changes in duties, or after an injury report.
- Responding promptly to reported discomfort, pain or ergonomics hazards.
- Supporting flexible work arrangements with appropriate ergonomic consideration (e.g. home office set-up).

- Ensuring workers receive induction and refresher training in office ergonomics.

WHS Personnel and HSRs

WHS personnel and HSRs support the implementation of this plan by:

- Assisting with ergonomics risk assessments and investigations.
- Participating in consultation on workstation design, office layout and procurement decisions.
- Promoting early reporting of discomfort and supporting workers to seek assistance.
- Reviewing ergonomics incident trends and recommending improvements.

Workers

All workers must:

- Take reasonable care of their own health and safety and that of others who may be affected by their work.
- Follow ergonomics guidance and training when setting up their workstation.
- Use equipment, furniture and aids as intended (e.g. footrests, document holders, headset).
- Report discomfort, pain, early symptoms or hazards promptly to their supervisor.
- Participate in workstation assessments and implement agreed control measures.

Contractors, Labour Hire and Agency Staff

Contractors and labour hire workers performing office-based tasks must:

- Comply with [Company Name]'s ergonomics procedures and instructions.
- Use provided equipment safely and report issues to their [Company Name] contact.

Labour hire providers must ensure workers are informed of ergonomics risks and controls relevant to their placement.

Consultation, Communication and Training

Consultation

[Company Name] will consult with workers and their HSRs on office ergonomics matters, including:

- Design and layout of new or refurbished office areas
- Selection of office furniture, chairs, sit-stand desks and computer equipment
- Development and review of ergonomics procedures and checklists