

AN ERGONOMIC ASSESSMENT

CAREERS AND EMPLOYMENT DEPARTMENT - MELBOURNE UNIVERSITY

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Executive Summary

ABC Consultants were contracted by the General Manager of Careers & Employment (C&E), a department within the University of Melbourne, to conduct an ergonomic assessment for one of their employees, Mrs. Jannet Adams. An assessment was carried out on the 10 October 2009 with Mrs Adams in her normal workplace environment.

As the employer, C&E “must ensure that the risk of a musculoskeletal disorder associated with a hazardous manual task affecting an employee is eliminated as far as reasonably practicable”. [12] See Annex B for additional legislative requirements. Moreover, current literature indicates that the “ergonomic recommendations for the dimension of workstations are to some extent based on anthropometric data”. [7] The assessment of Mrs Adams in her workplace environment highlighted the need for a proactive approach to be taken. Moreover, it also found that the workstation needs to be redesigned and adjusted to her requirements, voice recognition software and telephone devices are also recommended. This will assist Mrs Adams in coping with her current environment in the short term and further assist her on her return to the workforce post surgery.

An assessment of C&E departmental seating arrangements was also conducted as requested by Ms Holden, General Manager of C&E with suitable recommendations provided within the report.



Mrs Adams at old workstation [8]

Background. The employee being assessed was Mrs Adams, a Careers and Employment Consultant at the University of Melbourne, Carlton. The assessment was a result of a self referral and was supported by the General Manager, Ms Marie Holden. The onsite assessment was conducted on the 10 October 2009 with a follow up visit on the 20 October 2009 which included onsite training.

Purpose. There were two aims; the first was to identify the hazards that caused Mrs Adams discomfort and to provide solutions so that they do not reoccur. The second aim was to assess C&E's seating arrangements and make recommendations.

Legislation and Literature. Research literature points out, that "when employees are working at improperly designed workstations muscle fatigue, eye strain, headaches, and other discomforts can become factors in decreasing the effectiveness of your organisation. These factors act to decrease morale and motivation and eventually may cause injury or illness." [9] Accordingly the Victorian OH&S Regulations 2007 indicate that "an employer must ensure that the risk of a musculoskeletal disorder associated with a hazardous manual task affecting an employee is eliminated as far as reasonably practicable". [12]

University of Melbourne policy. The University of Melbourne hazard controls on musculoskeletal disorder is to "schedule workplace inspections, conduct work station ergonomic assessments, purchase and use of suitable equipment and office furniture, ensure task variety and regular short defined breaks are implemented during data entry and to provide additional support and resources". [14]

Employee History. A brief outline of Mrs. Adams's profile and workplace environment is shown below:

a. **Profile.** Mrs Adams is a 50 year old female, approximately 155 cm tall, right hand dominant and suffers from musculoskeletal disorder. She presented as a bright, energetic person, happy in her role as a careers and employment counsellor. For the past five years, Mrs Adams has seen many changes in the workplace. Her current role involves student counselling, preparing and presenting student seminars, project management, staff supervision and computer based work. Electronic based tasks involve emails, power-point programs, and web-based programming.

b. **Medical factors.** In 2008, when Mrs Adams had keyhole surgery on her right shoulder, she returned to the same workstation environment with a sling after three weeks rehabilitation. Despite the success of the operation Mrs. Adams continued to suffer from stiffness and intermittent pain of the right shoulder. The early return to work in 2008 by Mrs Adams, with no changes to her work station and work practices led to further aggravation of her musculoskeletal disorder. At the time of writing this report, Mrs Adams was facing another operation, this time to her left shoulder.

Methods and Processes.

A systematic approach to identify hazards, assess the workplace environment and the application and implementation of control mechanisms was carried out on the 10 October 2009. The conduct and methodologies involved were: observations, discussions, measuring tools, (Surface Three Zone Tool), questionnaire, interview, and office, storage and equipment risk management. Additional literature was gathered from the Victorian OH&S Regulations 2007, the Australian Standards AS4438 & AS 3590 (Seating & Workstations), [2 &3] University of Melbourne policies, Worksafe (Office-wise brochures), web-based ergonomic material and a diagnostic report provided by Mrs Adams, (Diagnostic Report, see Annex A). [1] See below for an outline of the processes involved:

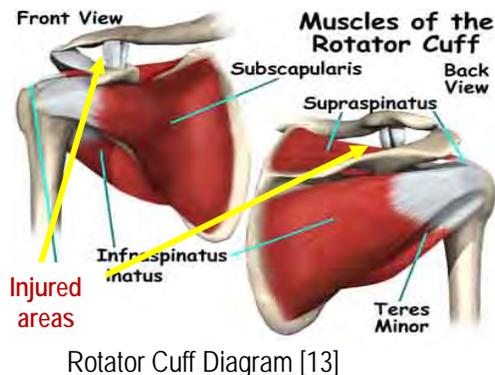
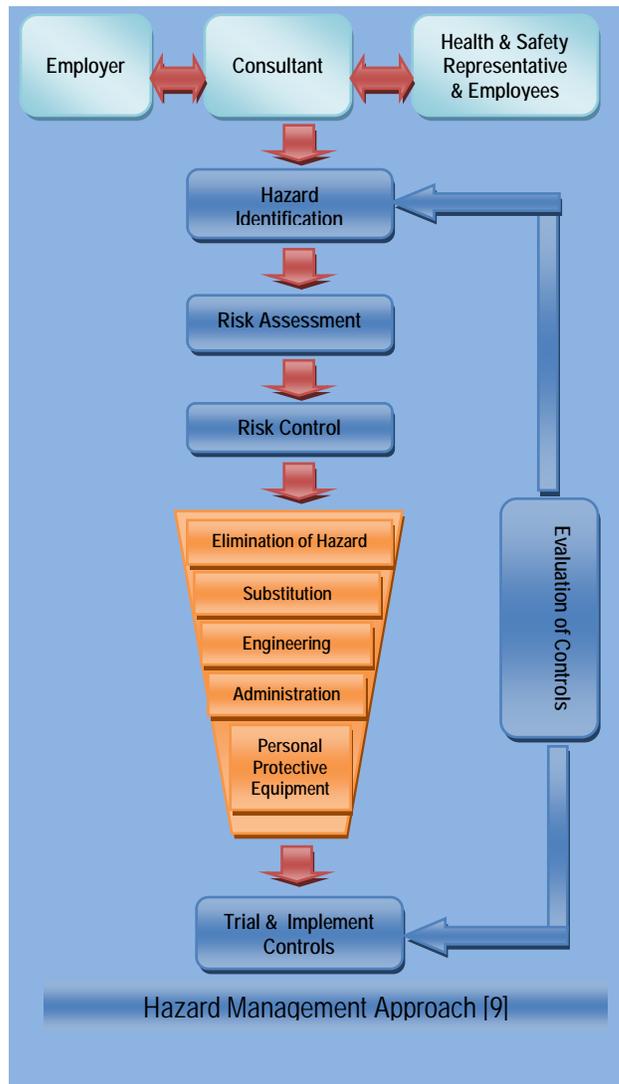
a. **Observations.** Mrs. Adams was monitored throughout various periods of the normal working day, including counselling of students, attendance at a student workshop/seminar, at her workstation and in meetings with her peer group. During this time, it was noted that Mrs Adams was observed to be supporting and favouring her left shoulder. Furthermore whilst at her workstation, Mrs. Adams would often lean forward over her keyboard towards the monitor.

b. **Interview.** During the interview, Mrs Adams complained of fatigue in the neck, upper back, shoulders, forearms and her wrists, when using the computer at her workstation and has experienced right shoulder discomfort and restricted range of movement for the past 12 months.

Mrs Adams reported that although her range of movement was restricted she had tried various means of supporting herself at the workstation, such as using a pillow, books, magazines, a wrist rest and a cushion, all of which failed to support her.

c. **Medical Report.** Mrs Adams provided a copy of a recent X-ray and Ultrasound report detailing the rotator cuff injuries to her left shoulder and the need for surgery.

A full Diagnostic report is found at Annex A. A diagram of the projected area of discomfort is shown on the right.

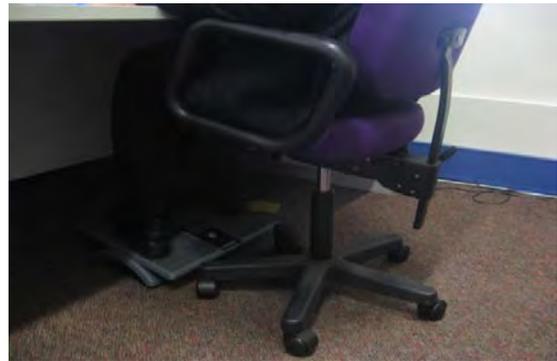


d. **Policies.** The University of Melbourne policies for Workplace Office Environment and Facilities were compared with the Victoria and OH&S Regulations 2007 and with the observations and interviews. Results of the anomalies may be found within the Results and Findings section of the report.

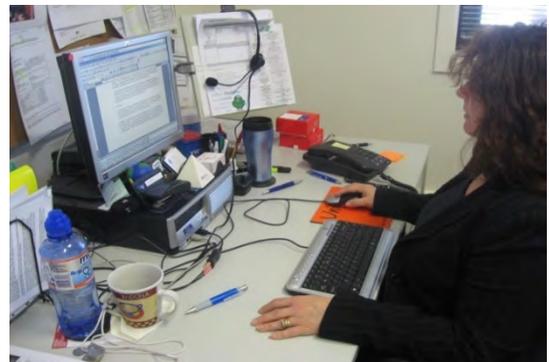
e. **Systematic Risk Management Assessment**

Matrix. A matrix was created to capture the data and to assist during the analysis stages to identify patterns, anomalies and potential solutions.

f. **Questionnaire.** The questionnaire consisted of 25 questions relating to Mrs Adams's work environment. See Annex D. The questionnaire was then compared with the Systematic Risk Management Assessment Matrix.

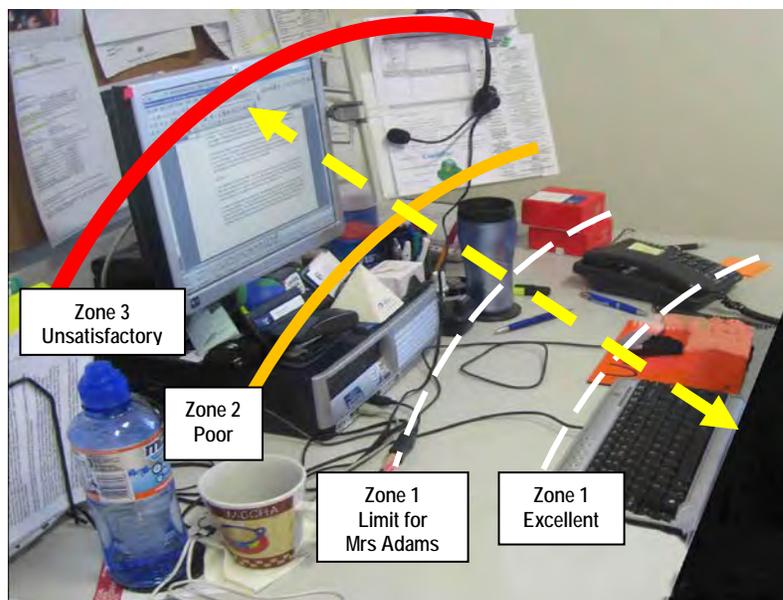


Foot rest and chair [8]



Mrs Adams at her workstation [8]

g. **Photographs and diagrams.** A series of photographs were taken of various positions of Mrs Adams and her environment to illustrate the postures and physical environment. The diagrams and photographs assisted in providing Mrs Adams with a demonstration of various postures and seating arrangements to better manage her environment. The photographs taken were with the approval of Mrs. Adams and General Manager Ms Holden.



Current Workstation design [8]

h. **Surface Zone Tool.** The Workstation at left has design issues that have contributed to Mrs. Adams's Musculoskeletal disorder.

The Surface area was measured using the Surface Three Zone Tool as a guide to identify twisting, turning, reaching and leaning forward parameters that can be reduced and/or eliminated with training and redesign of the workstation.

SYSTEMATIC RISK MANAGEMENT ASSESSMENT MATRIX

HAZARD	ASSESSMENT			CONTROLS
Activity	Human Factors	Equipment Factors.	Organisational and Environmental Factors	Solutions
Typing	<i>Word processing and extended periods in front of monitor. Researching the internet with periods of typing in answering emails and using web based programs.</i>	<i>Computer, Keyboard, Monitor, Desk top, Magazines Books, Dragon Naturally Speaking voice recognition software</i>	<i>Meeting Deadlines, Creating innovative student programs, Counselling students Room temperature Lighting, construction noise, interruptions, distractions</i>	<i>Sitting up straight with head upright and facing forward will avoid strain on the neck muscles. Mini Keyboard recently provided, aids in keeping the elbows close to the body at 90° angle and positioning of the hands and wrists while typing. Consider using Dragon Speaking voice recognition software</i>
Reaching	<i>The width of the work surface is too large for Mrs Adams to comfortably reach materials being used.</i>	<i>Computer, Keyboard, Monitor, Desk top, Floor coverings, Drawers, Pencils, pens, staplers, Stationery, books and magazines, document holder</i>	<i>Meeting Deadlines Creating innovative student programs, Counselling students Document trays located out of reach of Mrs Adams.</i>	<i>Workstation failed to accommodate many of Mrs. Adams's needs and a new workstation to suit her requirements need to be considered. See recommendations.</i>
Keyboard	<i>The keyboard design and location was satisfactory.</i>	<i>Key board, Workstation</i>	<i>Meeting Deadlines, Creating innovative student programs, Counselling students, Room temperature, Lighting, construction noise, interruptions, distractions</i>	<i>Mini Keyboard recently provided aids in keeping the elbows close to the body at 90° angle and positioning of the hands and wrists while typing. Consider using Dragon Naturally Speaking voice recognition software</i>
Seating	<i>Unnecessary load on the spine which may result in lower back pain as a result of posture. Chair not suitable as it is unable to go under the workstation.</i>	<i>The chair is fitted with arms which do not provide support for the forearm. Workstation at 730 cm (Outside the Australian Standard AS 3590</i>	<i>Meeting Deadlines Creating innovative student programs. Counselling students, Plastic antistatic floor covering is neither suitable nor required with current computer models and should be removed.</i>	<i>A new work station is required. The seat height should be adjusted low enough so that Mrs Adams can place her feet firmly on the floor. A stable foot rest should be provided.</i>
Mouse	<i>Mrs Adams chooses to use the mouse in her left hand and uses a wrist rest.</i>	<i>The wrist rest is not providing the freedom of movement while using the mouse whilst typing and browsing the internet.</i>	<i>Meeting Deadlines Creating innovative student programs Counselling students</i>	<i>Aim to use the mouse without the mouse rest for 50 % of the time. It is recommended that Mrs Adams evaluate a number of mouse pointing devices. The use of a wrist rest is associated with pain" [11] and removal of the wrist rest is recommended</i>

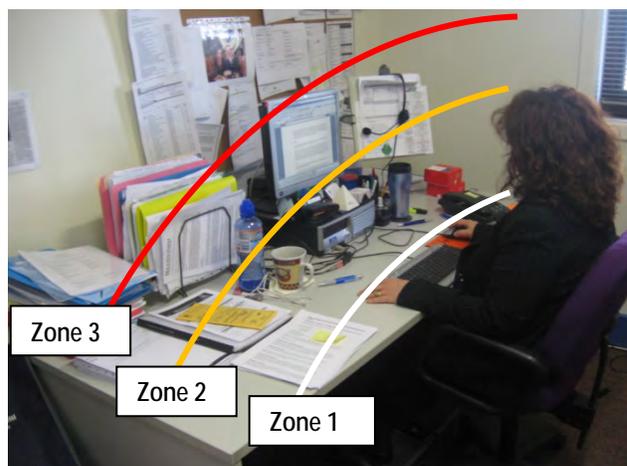
HAZARD	ASSESSMENT			CONTROLS
Activity	Human Factors	Equipment Factors.	Organisational and Environmental Factors	Solutions
Work Intensity & duration	<i>This involves adequate task variety and opportunities to move and change postures</i>	<i>Workstation</i>	<i>Meeting Deadlines Creating innovative student programs, counselling students,</i>	<i>Set Microsoft Outlook as reminder to take a brief break every 20-30 minutes.</i>
Noise, Temperature, & Lighting	<i>There is currently construction work being conducted in front of the building. Mrs Adams keeps the window closed at most times and is not irritated or distracted by the construction noise.</i>	<i>Chairs, low table, computer. Sound level measurements taken at 9.00 am and 12.00 pm were 72 dBA and 77dBA respectively. There is controlled central heating.</i>	<i>Meeting Deadlines, Creating innovative student programs, Counselling students There is glare from the windows onto the monitor. Room temperature, Lighting, noise, and construction interruptions</i>	<i>Noise, lighting and temperature were subjectively assessed to be within acceptable ranges and not impacting on physical or cognitive work capacity. The sound level measurements were below the 85dBA threshold limit.</i>
Carrying and Lifting above shoulder height	<i>Carrying heavy media equipment in carry bags. Lifting and placing media equipment on shelves which are above shoulder height. Pushing trolleys</i>	<i>Media equipment, Laptops, Cameras, Brief cases, Trolleys, suitcases, Student files.</i>	<i>Attending workshops and seminars, setting up and returning equipment to storage rooms.</i>	<i>Obtain support from other C&E staff. Use couriers for heavy and large media equipment or for long distance travel. Use appropriate step ladders when storing equipment at shelves that are above shoulder height</i>

Discussion. The findings are as a result of the application of Systematic Risk Management Assessment methodologies. Two types of results were found, subjective and unanticipated. The subjective findings were directly related to Mrs Adams and the unanticipated findings were related to staff seating arrangements as detailed below.

a. Subjective Findings. Subjective findings related to Mrs Adams as follows:

(1) Posture. Mrs Adams is not sitting up straight and she is leaning forward during long periods of typing. Sitting up straight with head upright and facing forward will assist in avoiding strain on the neck.

(2) Reaching. The three surface areas mapped out for Mrs. Adams identified her zones for Primary, Secondary and Tertiary Reach limits. In the photograph to the right, Mrs. Adams is required to stretch, lean forward and twist to the left or right. The document folder and magazines in **Zone 3 (Red)** should be located closer. Student folders in **Zone 2 (Orange)** should be located within forearm reach to eliminate twisting, turning and overreaching. **Zone 1 (White)** is within acceptable limits.



The three surface limit areas are depicted in the above photograph as Zone 1, 2 and 3. [8]

(3) **Telephone.** Mrs Adams uses her chin and neck to speak into the phone while typing.

(4) **Keyboard.** Keying posture revealed good technique with relaxed shoulders and fingers.

(5) **Mouse.** The mouse is not a suitable design but slightly large for Mrs. Adams's hand size.

(6) **Seating.** The seat back support is not adjusted and goes too far forward.



The Back Seat Support poorly adjusted [8]

(7) **Work Intensity & duration.** Mrs. Adams does not always take breaks as required. The lack of exercise and break from the workstation contributes to eye strain and fatigue.

b. **Unanticipated Findings.** An ergonomic assessment of the chairs used within C&E found that 39 of the 50 chairs did not meet with Australian standards AS4438. [2]

Recommendations. The recommendations shown below are practical, cost effective and consistent with current research literature.

- *Provide a telephone attachment device*
- *Install new chairs that meet with AS4438 standards [2]*
- *Purchase voice recognition software*
- *Conduct a risk assessment of all C&E workstations*
- *Purchase a new workstation for Mrs. Adams that meets with AS 3590 standard [3]*
- *Provide a step ladder for staff in the storage room*
- *Implement Staff Ergonomic training*

Conclusion. Research literature indicates that when management fails to make the necessary workplace changes, it tends to accelerate the onset of musculoskeletal disorders in affected staff. Return to the same workplace environment by C&E staff without any physical changes being made, injuries are "liable to happen again, perhaps with a worse outcome"; [4] and it is in everyone's best interests that the above recommendations be implemented within the near future.

This ergonomic assessment may be used to prevent further aggravation of any potential musculoskeletal disorders in the workplace. A proactive approach by management will enhance employee well being, create an environment that is conducive to good working conditions and raise performance and productivity levels. The implementation of the recommendations will greatly reduce and further assist in the elimination of musculoskeletal disorders in the workplace.

Peter Adamis

Annexes

- A. Diagnostic Report - Mrs Adams
- B. Legislative Requirements
- C. Personalised Ergonomic Risk Chart
- D. Mrs Adams Ergonomic Checklist Questionnaire
- E. Ergonomic Office Supplies
- F. Covering Letter

Distribution:

Mrs Marie Holden – General Manager

Mrs Jannet Adams – Career & Employment Consultant

REFERENCES

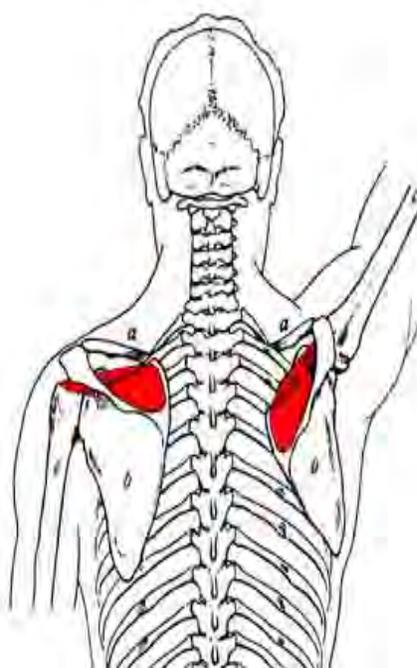
- 1 Adams, J, Diagnostic report dated 15 September 2009. (Release of document approved by Mrs J. Adams 10 October 2009)
- 2 Australian Standards AS4438 - Seating
- 3 Australian Standards AS 3590.2-1990- *Work Stations*
- 4 Ergonomics Australia. http://www.ergonomics.com.au/pages/400_useful_info/430_useful_applications/433_home_office_setup.htm
- 5 Ergonomic Office, http://www.ergonomicoffice.com.au/catalogue_list.asp?catID=35&nav=ergonomicchairs
- 6 Ergonomic Assessment - What are they? http://www.rehabmanagement.com.au/ergonomic-assessment?gclid=CKP7_serup0CFZMwpAodVX4mkQ
- 7 *Fitting the Task to the Human*, Kroemer, K.H.E. & Grandjean, E. 5th Edition 2005, New York, USA
- 8 Images, Peter Adamis, 10 October 2009 - University of Melbourne
- 9 *Officewise, A guide to Health and Safety in the Office*. January 2006, Work Safe Victoria
- 10 Office ergonomics, <http://www.tdi.state.tx.us/pubs/videoresource/wpofficeergo.pdf>
- 11 *Occupational & Environmental Medicine*, 4th Ed, LaDou, McGraw Hill, New York, USA, 2007
- 12 *Occupational Health and Safety Regulations 2007*
- 13 Supraspinatus images, <http://images.google.com.au/images?hl=en&client=firefox-a&channel=s&rls=org.mozilla:en-US:official&um=1&q=supraspinatus+images&sa=N&start=40&ndsp=20>
- 14 University of Melbourne Environmental Health and Safety Risk Manual, http://www.pb.unimelb.edu.au/other/ohs/Campus_Ops/Risk_Assessments/Risk%20Register%20%28Mail%20Room%29%20Campus%20Operations.pdf

DIAGNOSTIC REPORT - MRS ADAMS

X-RAY AND ULTRASOUND RESULT [1]

The results found that Mrs Jannet Adams had a minimal effusion in the tendon sheath of the long head of biceps but the tendon itself appeared intact and of normal echo texture. There is also a small effusion in the sub-acromial bursa. Underlying this, there is a hypechoic area in the supraspinatus at its insertion anteriorly measuring 12 X 10 mm consistent with a focal full thickness tear of the supraspinatus.

There is also a hypechoic area on the deep aspect of the subscapularis at its insertion measuring 7 mm in diameter and consistent with a articular partial thickness tear only 2-3 mm in thickness. The rotator cuff otherwise appears intact. No impingement or tendon bulging was evident on abduction but abduction did result in pain in the shoulder. [3] See below for the area in question and how it relates to her pain.



Supraspinatus
left and right [13]



Supraspinatus
left top view [13]



Supraspinatus left shoulder
[13]

LEGISLATIVE REQUIREMENTS [12]



Victoria

Occupational Health and Safety Regulations 2007

Statutory Rule
No. 54/2007

Chapter 3, Part 3.1, 3.1.2 control of Risk, states the following:

(1) "An employer must ensure that the risk of a musculoskeletal disorder associated with a hazardous manual task affecting an employee is eliminated as far as reasonably practicable

(2) If it is not reasonably practicable to eliminate the risk of a musculoskeletal disorder associated with a hazardous manual task affecting an employee, an employee must reduce that risk as far as reasonably practicable by: [2]

- | | |
|--|---|
| <p>(a) Altering</p> <ul style="list-style-type: none"> (i) The workplace layout (ii) The workplace environment, including heat, cold and vibration, where the task involving manual handling is undertaken, or (iii) The systems of work to undertake the task. | <ul style="list-style-type: none"> (b) Changing the objects used in the task involving manual handling, or (c) Using mechanical aids; or (d) Any combination of paragraphs(a) to (c) |
|--|---|

(3) If it is not reasonably practicable for an employer to reduce the risk of a musculoskeletal disorder associated with a hazardous manual handling task in accordance with sub regulation (2) the employer may control that risk by the use of information, instruction or training. [2]

(4) the Regulations further state that "an employer when determining any measure to control any risk of musculoskeletal disorder, must address the following factors": [2]

- | | |
|--|--|
| <ul style="list-style-type: none"> (a) Postures; (b) Movements; (c) Forces; | <ul style="list-style-type: none"> (d) Duration and frequency of the task and (e) Environmental conditions including heat, cold and vibration that act directly on a person undertaking the task. [12] |
|--|--|

PERSONALISED ERGONOMIC RISK CHART – (PERC)

Adapted from Office Wise and Work Safe & Ergonomics Australia [9 & 10]

SEATING ARRANGEMENTS	KEYBOARD	MONITOR - DOCUMENT HOLDER & TELEPHONE	EXERCISES AND BREAKS	EXERCISE POSTURES
<p>Push your hips as far back as they can go in the chair.</p> <p>Adjust the seat height so your feet are flat on the floor and your knees equal to or slightly lower than, your hips.</p> <p>Adjust the back of the chair to a 100°-110° reclined angle. Make sure your upper and lower back are supported. Use inflatable cushions or small pillows if necessary. If you have an active back mechanism on your chair, use it to make frequent position changes.</p> <p>Adjust the armrests (if fitted) so that your shoulders are relaxed. If your armrests are in the way, remove them.</p>	<p>Pull up close to your keyboard.</p> <p>Position the keyboard directly in front of your body.</p> <p>Determine what section of the keyboard you use most frequently, and readjust the keyboard so that section is centered with your body.</p> <p>Adjust the keyboard height so that your shoulders are relaxed, your elbows are in a slightly open position (100° to 110°), and your wrists and hands are straight.</p> <p>The tilt of your keyboard is dependent upon your sitting position. Use the keyboard tray mechanism, or keyboard feet, to adjust the tilt. If you sit in a forward or upright position, try tilting your keyboard away from you at a negative angle. If you are reclined, a slight positive tilt will help maintain a straight wrist position.</p>	<p>Adjust the screen and source documents so that your neck is in a neutral, relaxed position.</p> <p>Centre the screen directly in front of you, above your keyboard.</p> <p>Position the top of the screen approximately 2-3cm above seated eye level.</p> <p>Sit at least an arm's length away from the screen and then adjust the distance for your vision.</p> <p>Reduce glare by careful positioning of the screen.</p> <p>Place screen at right angles to windows</p> <p>Position source documents directly in front of you, between the screen and the keyboard, using an in-line copy stand. If there is insufficient space, place source documents on a document holder positioned adjacent to the screen.</p> <p>Place your telephone within easy reach. Telephone stands or arms can help.</p>	<p>No matter how perfect the environment, prolonged, static postures will inhibit blood circulation and take a toll on your body. Use good work habits.</p> <p>Take short 1-2 minute stretch breaks every 20-30 minutes. After each hour of work, take a break or change tasks for at least 5-10 minutes. Always try to get away from your computer during lunch breaks.</p> <p>Avoid eye fatigue by resting and refocusing your eyes periodically. Look away from the monitor and focus on something in the distance.</p> <p>Rest your eyes by covering them with your palms for 10-15 seconds.</p> <p>Use correct posture when working. Keep moving as much as possible.</p>	

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MRS ADAMS ERGONOMIC CHECKLIST QUESTIONNAIRE - 10 OCTOBER 2009

No	Observation and Nature of item	Measurements Notes	Yes	No
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Are there sharp edges that press on Mrs. Adams

1	Hands?		<input checked="" type="checkbox"/>	
2	Fingers?		<input checked="" type="checkbox"/>	
3	Wrists?		<input checked="" type="checkbox"/>	
4	Forearms?		<input checked="" type="checkbox"/>	
5	Thighs?		<input checked="" type="checkbox"/>	

Are the following items easily adjustable?

6	Seat height	600 cm		<input checked="" type="checkbox"/>
7	Back rest/ Lumbar support height			<input checked="" type="checkbox"/>
8	Chair arms			<input checked="" type="checkbox"/>
9	Chair seat pan forwards and backwards			<input checked="" type="checkbox"/>
10	Chair seat pan tilt			<input checked="" type="checkbox"/>
11	Foot rest		<input checked="" type="checkbox"/>	
12	Desk height	730 cm		<input checked="" type="checkbox"/>
13	Computer screen tilt	45 cm	<input checked="" type="checkbox"/>	

Distance from computer to Mrs. Adams

14	Keyboard height	New keyboard		<input checked="" type="checkbox"/>
15	Keyboard angle			<input checked="" type="checkbox"/>

Distance from keyboard to Mrs. Adams

16	Document holder	50cm	<input checked="" type="checkbox"/>	
17	Lighting	2 metres	<input checked="" type="checkbox"/>	
18	Proper posture for employee:	45cm	<input checked="" type="checkbox"/>	
19	Are both feet flat on the floor or on a footrest?	Foot rest	<input checked="" type="checkbox"/>	
20	Are the knees bent at 90° angles?		<input checked="" type="checkbox"/>	
21	Are the thighs parallel to the floor?		<input checked="" type="checkbox"/>	
22	Do the thighs fit comfortably under the desk?		<input checked="" type="checkbox"/>	

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Proper posture for Mrs. Adams

23	Is the upper back supported by the backrest?			
24	Does the lumbar support the lower back?			
25	Are the upper arms hanging by the sides?			
26	Are the wrists in a neutral position?			
27	Is the neck bent forward to look at the computer screen?			
28	Is the neck bent forward to look at documents?			
29	Does the employee lean forward while typing?			
30	Is the employee hunched over his/her work?			

Computer, Keyboard, Mouse and Monitor

31	Can the employee access the computer disk drives without excessive reaching or twisting?	45cm		
32	Is there any glare on the computer screen caused by lighting from over head lights or windows?			
33	Is the top of the computer monitor tilted back?	45cm		
34	Is the first line of text on the computer screen at eye level?			
35	Is the computer monitor positioned directly in front of the employee?	45cm		
36	Is the computer screen at a comfortable viewing distance from the employee?	45cm		
37	Does the keyboard angle allow for the wrists to maintain a neutral position?			
38	Can the fingers reach all of the keys without awkward straining?			
39	Does the employee have to reach for the keyboard?	5 cm		
40	Is the employee using the whole arm to move the mouse?			
41	Is the mouse next to the keyboard?	10 cm		
42	Does the employee let go of the mouse when they are not using it?			

Workstation layout

43	Are frequently used items within arm's reach?	40 – 55 cm		
44	Does the employee have to twist or excessively reach to perform job duties?	40 60 cm		
45	Is the workstation height at a comfortable height for the employee?	730 cm		
46	Is the working surface covered with excess clutter?			
47	Is there adequate legroom under the desk for the employee?			
48	Is the computer CPU within easy reaching of the employee?	45 cm		

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Lighting

49	Does the work area have proper lighting to perform job duties?			
50	If windows are present, are there blinds to adequately control the light?	2 metres		
51	Are the blinds adjusted throughout the day to maximize the natural light and reduce glare?			

Telephones

52	Is the telephone within easy reach?	30 cm		
53	Does the telephone have a speakerphone?			
54	Does the telephone have a headset?			
55	Has the employee been introduced to ergonomic training or support?			

COMMENTS 20 OCTOBER 2009

Follow up Visit: *A follow-up visit was conducted on the 20 October 2008, whereupon, Mrs. Adams advised that she still suffered considerable pain at night which interfered with her sleep. She also advised that she had surgery on her right shoulder in 2008 and it was still causing her pain. She said that she requested that she be moved from her previous office and that suitable furniture be provided. She changed offices but the furniture remained the same.*

Although she enjoys her role, Mrs. Adams felt that her current workstation did not meet her working needs and felt that her capacity for comfort was diminished. She was keen to have her workstation reviewed to ensure it was optimally set up and that it was not overloading her upper limbs. She said: "I am not a very tall person and I find it difficult most of the time to reach across my desk during my daily routine tasks". It is of interest to note that she is currently having regular physiotherapy for her right shoulder some months after her surgery. Mrs Adams believed that due to her small stature makes it difficult for her to store equipment at above shoulder height shelves without the aid of a step ladder and may be contributing to her musculoskeletal disorder.

At the cessation of the final interview, Mrs Adams felt confident that she would be able to cope in the short term with the ergonomic training and the Personalised Ergonomic Risk Chart – (PERC) provided.

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RECOMMENDED ERGONOMIC OFFICE SUPPLIES

The following organisation provides ergonomic furniture and equipment at reasonable prices.

Discounts are available for large orders.

http://www.ergonomicoffice.com.au/catalogue_list.asp?catID=35&nav=ergonomicchairs [5]

Ergonomic Chairs

- Gregory Posture
- Fabric Colours
- ERGO Variety
- Wheel Castor Options
- Price Point
- Bionomic Chairs
- Janvis Posture Support
- Chair Mats

Notebook Ergonomics

- Notebook Ergonomics
- Notebook Carry Bags

Workstation essentials

- GOLD TOUCH
- Telephone Headsets
- Wrist Rests
- Desk Sleeve Lozenge
- Keyboards
- Forearm Supports
- Footrests
- Heaters
- Mouse Options

Copy Holders

- Document Holders
- Reading/Writing

Screen Ergonomics

- Monitor Risers
- Monitor Arms

ERGO Workstations

- ADJUSTABLE WORK SURFACES

Gregory Chair Overview - Dual Density Posture Support System



AUSTRALIAN MADE - AUSTRALIAN DESIGN - AUSTRALIAN COMPANY
NAVIGATE SELECTION TABLE below
 WORLD PATENTED DESIGN - OEPS designed by an Australian ergonomist.
 Gregory chairs...

!! view more details !!

Price \$43,000 including GST Quantity 0

Gregory INCA Task 200 Medium Back SHORT SEAT



The Gregory range is manufactured in comply with Australian Standard AS/NZS 4801 Level 5. The unique dual density posture support system is supported by ergonomic, adjustable backrest...

!! view more details !!

Price \$8420,00 including GST Quantity 0

Gregory INCA Task 200 Medium Back



The Gregory range is manufactured in comply with Australian Standard AS/NZS 4801 Level 5, and is fully ergonomic. Free Post adjustment mechanism with two levels - one for seat height, the other for...

!! view more details !!

Price \$8420,00 including GST Quantity 0

Gregory INCA Task 210 Medium Back - With Adjustable Armrests



The Gregory range is manufactured in comply with Australian Standard AS/NZS 4801 Level 5, and is fully ergonomic. Free Post adjustment mechanism with two levels - one for seat height, the other for...

!! view more details !!

Price \$8420,00 including GST Quantity 0

Gregory INCA TECHNICIAN 200



Gregory Inca TECHNICIAN 200-Medium back, HIGH LIFT - FOOTREST More than ergonomic - Gregory patented dual density seat design additionally the issue of correct posture that is the prime objective of...

!! view more details !!

Price \$8551,00 including GST Quantity 0

Gregory INCA Manager 300 High Back

COVERING LETTER



ABC Consultants
11 Morwell Avenue
Watsonia Victoria, 3087
Contact: 04099 65538
Website: <http://abc.abalinx.com>

Ms M. Holden
General Manager
Careers & Employment
Baldwin Building
Melbourne University
Melbourne Vic 30001

CC: Mrs. J. Adams

22 October 2009

AN ERGONOMIC ASSESSMENT - MRS JANNET ADAMS

References: A. Telephone conversation of 15 September 2009
 B. Email correspondence dated 28 September 2009
 C. Victorian Occupational Health & Safety Regulations 2007
 D. University of Melbourne Environment Health & Safety Manual

Dear Ms Holden,

Please find attached the ergonomic assessment report conducted for Mrs. Jannet Adams on the 10 October 2009 in the workplace. The report is in accordance with your request via References A and B above.

The results of the assessment highlighted two main areas of reference. The first being subjective findings which involve Mrs. Adams and her current workstation environment. This needs urgent attention to limit any further aggravation of her musculoskeletal disorder. The second is the unanticipated finding regarding the Careers and Employment seating arrangements.

A copy of the report has also been sent to Mrs. Adams as part of her re-adjustment on her return to work post surgery.

Sincerely yours

Peter Adamis
Director ABC Consultants
B. Adult Learning & Development (Monash), GradDip OEH,
Dip. Training & Assessment, Dip Public Administration,
Dip Frontline Management