

Client Manual Handling Policy – Information for clients and carers

Your Occupational Therapist or Physiotherapist is available to answer any questions.

Why do we have a Client Manual Handling Policy?

Cerebral Palsy Alliance (CPA) has a duty of care to ensure all staff and clients who access our services are safe. It is the law that CPA must provide a safe work environment, safe work procedures and the appropriate equipment for everyone, including clients, their families, carers, visitors and staff.

The Client Manual Handling Policy is an important part of our measures to reduce risk of injury related to client manual handling and ensure client and staff safety.

What is client manual handling?

Manual handling is defined as “*any activity that requires an individual to exert a force to push, pull, lift, carry, lower or hold a person or thing*”.

At CPA client manual handling tasks include assisting a client to transfer, assisting with personal care routines (including dressing, showering, toileting), vehicle transfers and community access supports.

If manual handling tasks are not completed safely, the risk of injury for both the client and the staff member increases. An injury can happen at any time and can be a sudden injury or occur after a long time doing the same manual tasks.

What does this mean for you?

It is important that we understand what your support needs are while you are accessing CPA services. This helps us to keep you and our staff safe. When you start a service with CPA we will ask you some questions about

your mobility, including how you transfer and if you require support with personal care routines.

Some clients require a more detailed client manual handling assessment by an Occupational Therapist or Physiotherapist. You will need to use your NDIS funding for this. During this assessment a therapist will work with you to recommend safe, efficient and high-quality manual handling supports. A Client Manual Handling Plan will be provided, which must be followed by staff and families/carers when accessing CPA services.

Some clients have an existing client manual handling plan, or request that their client manual handling assessment and plan is completed by an external (non-CPA) therapist. Our site/service manager will review your plan to ensure it contains the correct information for our staff to follow.

Key points to remember

- CPA have a no lift policy, which means our staff cannot lift clients who weigh over 25kg, unless in an emergency situation.
- A client manual handling assessment is required for all clients who weigh 25kg and over, require assistance to move or transfer and/or require assistance with personal care routines.
- For children who weigh less than 25kg your therapist will work with you to recommend the safest way to assist your child to move and transfer when accessing CPA services.
- If your preference is for equipment not to be used or for a manual handling support which is not safe and is not recommended, WHS legislation will override this if there is any risk to safety for CPA staff or for the client.

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