Manual Handling (Kitchen & Retail)

Kitchens run at high pace and volume. Repetitive tasks, hot environments, slippery floors, heavy pots, waste bins and trolley work create cumulative strain.

Safe Manual Handling or BodySafe focuses on load sharing, posture control, microbreaks and rotation.

Primary Risks & Hazards to Spot



- **Repetitive twisting on tray loading and plating lines**
- **Forward bending over low benches**



- **Lifting large pots, boxes and containers**
- **Heavy trolleys with limited visibility**



- **Wrist strain from scooping, spraying or dishwashing**
- **Slippery dishwash areas causing sudden force movements**

Social Infrastructure & Citizen Services

Where might this happen in our work environment?



Tray loading and plating: repetitive twisting and forward bending over low benches can put pressure on the body during service.



Pots, boxes and containers: lifting large items and moving heavy trolleys can create strain and limit visibility.



Dishwashing and waste: repeated scooping or spraying can strain wrists. Slippery areas can cause sudden force movements.

Where else?

Where do slips or awkward lifts happen most in your work area?

What can we check to protect?

1. **Are loads close and manageable?**
   Keep trays and loads close. Face the task to avoid twisting. Use two hands to load or unload trays. Limit tub and trolley loads to avoid heavy push/pull.
2. **Is the layout ready?**
   Set up benches, racks and tray lines to minimise reach.
3. **Can we manage strain?**
   Rotate tasks regularly to keep the load minimal. Take microbreaks and stretch forearms, shoulders and lower back.

Where could you change the layout today to reduce bending or twisting?

Social Infrastructure & Citizen Services

Your safety comes first

The SI&CS Health, Safety and Wellbeing Team is here to help.

You don’t have to work through a safety concern alone.

Ask for support when:

You’re unsure

We can help you understand a hazard and discuss a safer way to work.

Something happens

We can help with hazard, incident and near-miss reporting and next steps.

You need support

We can work with you and your supervisor or manager to address health, safety and wellbeing concerns.

Do you know who is your HSW Business Partner?

Stop if the work is unsafe

Pause the task and move to a safe place. Speak up if something feels unsafe or you are unsure.

Notify your supervisor or manager

Report hazards, incidents and near misses promptly, even if no one is hurt. Explain what happened, where it is and who may be at risk.

Do not continue unsafe work

Keep the task stopped until the risk is addressed and your supervisor or manager confirms a safe way forward. Ask for help if you are unsure.