

## Pre-Existing Injury/Disease Declaration

ESTA is committed to protecting the health, safety and well-being of all its people. ESTA strives to ensure that people do not undertake work for which they are not suited and to and to take appropriate measures to allow work to be done in a manner which will not put themselves or any other person at risk.

In order for you and ESTA to protect your health, safety and wellbeing, a detailed task analysis documenting the physical and psychological requirements of a Support Office worker position is attached below. This will help you make an informed decision regarding role suitability for your own health, safety and wellbeing. Initially, we request that you consider these key requirements and let us know about any previous, pre-existing injuries or conditions that you are aware of. You will also be required to undertake a pre-employment medical assessment and drug and alcohol testing if you progress through the recruitment process.

ESTA has a reasonable adjustment policy so where you have a pre-existing injury, illness and/or condition, consideration will be given to reasonable modifications to the environment or tasks.

**The inherent physical and psychological requirements of a Support Office worker role are detailed on the following pages.**

**Please carefully read this entire document prior to responding to the following questions.**

You are required to disclose to Emergency Services Telecommunication Authority (ESTA) any previous or pre-existing injuries or conditions of which you are aware. This includes conditions that might affected or be affected by your proposed employment.

If you fail to make such a disclosure or make a false or misleading disclosure then section 41(2) of the Workplace Injury Rehabilitation and Compensation Act 2013 (the "Act") will apply. The effect of this sub-section is that you will not be entitled to compensation under the Act for any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury, illness or disease arising out of or in the course of, or due to the nature of, or due to your employment with the Emergency Services Telecommunication Authority (ESTA).

Where you have a pre-existing injury, illness, disease and/or condition, consideration will be given to reasonable modifications to the environment or tasks.

## Pre-Existing Injury/Disease Declaration

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I declare that I have read and understood the physical and psychological requirements of the role of Support Officer worker. I further acknowledge that I am required to disclose all pre-existing injuries, illnesses, diseases or conditions which I am aware of and could reasonably be expected to foresee could be affected by my undertaking the job of Support Office worker, AND (agree to the applicable statement below)

Please select one of the following statements:

I do not believe that any pre-existing injuries, illnesses, diseases or conditions I have are likely to recur or deteriorate, accelerate or be exacerbated or aggravated by the key activities required to be undertaken which impact on health and safety, as listed above.

OR

I declare the following pre-existing injuries, illnesses, diseases or conditions that may recur or deteriorate, accelerate or be exacerbated or aggravated by the duties described above.

Please list injuries and/or diseases:

I acknowledge that any non-disclosure or false or misleading information on my part may result in section 41 of the Workplace Injury Rehabilitation & Compensation Act 2013 being applied. This would disentitle my dependants or me from receiving benefits relating to any recurrence, aggravation, acceleration, exacerbation or deterioration of any pre-existing injury or disease, which I may have. To the best of my knowledge the information provided in this declaration is true and correct.

**Full Name:**

**Date:**

# Task Analysis

## Physical & Psychological Requirements



**Overview:**

SUPPORT OFFICE EMPLOYEE	
<b>Environmental Factors:</b>	<p>The support office employee works in an open plan office environment. The following environmental factors are typical of the workspace:</p> <ul style="list-style-type: none"> <li>• Controlled room temperature.</li> <li>• Administrative duties performed at a workstation which may include a sit to stand desk and ergonomic seating.</li> </ul>
<b>Equipment:</b>	<p>Administrative/office equipment including:</p> <ul style="list-style-type: none"> <li>• Dual or multi-screen desktop monitors</li> <li>• Laptop with docking station</li> <li>• Desktop phone</li> <li>• Wireless mouse and keyboard</li> </ul> <p>Locker is provided for personal items and storage of small paper notes and files</p> <p>The support office employee will typically spend a few minutes adjusting the workspace ergonomics prior to commencing a work day as all workspaces are used as hot desks. Some desks are sit-stand desks.</p>
<b>Hours of work:</b>	<p>The support office employee is typically employed on a fulltime basis on 38hour week. Optional flexible working arrangements can be made with the direct manager and may include working from home options.</p> <p>ESTA operates in a 24/7 environment therefore some roles may be required to respond to out of standard work hours situations or be on call.</p>

The Emergency Services Telecommunications Authority (ESTA) receives emergency calls for dispatch of emergency services including Fire, Ambulance and Police.

The support office employee supports the operations of ESTA in their specialized area of skill. Job roles in support office include payroll, human resources, information technology, project delivery, finance and compliance. In general these roles all share similar physical and psychological aspects including computer work in specialized area of skill in line with job description.

Support office employees operate in an open plan office environment. Several conversations may be taking place in close vicinity. The support office employee alternates workspaces with colleagues (hot desk) and may utilise a sit to stand desk allowing work tasks to be performed in sitting or standing as they choose. They may be required to attend meetings, or participate in occasional travel to other ESTA sites or off site meetings.

# Task Analysis

## Physical & Psychological Requirements



### Critical Job Demands:

The following critical job demands are required when completing the SO role:

Physical Job demands	Rare < 5% of the time	Occasional 5% - 33% of the time	Frequent 34% – 66% of the time	Constant > 66% of the time
Sitting - While computer work and inputting information electronically. - May utilise sit to stand desk to alternate position at their discretion.				<b>x</b>
Standing (static/dynamic) - Using stand function of sit to stand desk while receiving calls and inputting information electronically.		<b>x</b>		
Walking - Walking around office area to attend meetings, talk to colleagues or go to different floor		<b>x</b>		
Stairs (equates to 25 minutes of an 8 hour) - Optional stairs when entering building from car park or going to the operations floor on ground level (lift also available).	<b>x</b>			
Squatting/bending/crouching - Picking up items from floor level. - Accessing locker	<b>x</b>			
Neck Movement - Away from Neutral – Flexion when typing, rotation (<45degrees) with use of dual screen monitors.		<b>x</b>		
Upper Limb (UL) use below shoulder level - Use of mouse and keyboard for computer tasks when working on computer and inputting information electronically.				<b>x</b>
Tasks involving repetitive movement of UL - Typing/use of a mouse when operating computer.				<b>x</b>
Gripping with hands for tasks such as lifting/use of equipment. - Including power gripping when picking up manual card set, precision/pinch gripping when turning card pages and/or holding pen.	<b>x</b>			
Reaching with UL - Putting things in locker, accessing storage	<b>x</b>			
Lifting up to 2kg - Carrying laptop to meetings or locker	<b>x</b>			
Verbalisation/Talking - Role dependent			<b>x</b>	
Hearing - Reasonable adjustment could be made for hearing depending on role for hearing impaired employees		<b>x</b>		

# Task Analysis

## Physical & Psychological Requirements

Vision - Computer screen based - Reasonable adjustment potentially could be considered dependent on employee medical condition				X
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- Constant Sitting
- Occasional Standing
- Occasional Walking
- Rare Stairs
- Rare Squatting/bending/crouching
- Occasional neck movement away from neutral
- Constant Upper Limb use below shoulder level
- Constant repetitive use of Upper Limb
- Rare Gripping with hands
- Rare reaching with Upper Limb
- Rare lifting up to 2kg
- Frequent verbalization/talking
- Occasional hearing
- Constant vision

<b>Cognitive/behavioral demands:</b>	Rare < 5% of the time	Occasional 5% - 33% of the time	Frequent 34% – 66% of the time	Constant > 66% of the time
Autonomy in role - Working autonomously whilst following position related activities. Assistance available when required.				X
Working co-operatively with others - Work co-operatively with a variety of stakeholders including the colleagues including ESTA clinicians and team leaders. - Ability to seek assistance from manager and colleagues when required.				X
Performance of multiple tasks with time management skills and judgment to determine priorities -			X	
Verbal communication - Communicate with colleagues in general interactions, meetings, phone			X	
Attention to detail or concentration for tasks - Role dependent in area of skill				X
Exposure to distracting stimuli during tasks throughout the day - Conversations taking place in close vicinity - Open plan office environment (option to work in quieter areas or employees bring headphones)			X	
Exposure to emotionally stressful situation - Role dependent - Interpersonal interactions	X			

# Task Analysis

## Physical & Psychological Requirements



Exposure to confrontational situations - Role dependent - Interpersonal interactions	x			
Deadline pressures – activities are performed under time restraints - Role dependent				x
Reading literacy - When reading information on the computer screen such as reading through software - Research related activities related to role - emails				x
Written literacy - Inputting information electronically into the computer (typing)				x
Numerical skills - Working with numbers for reporting purposes, financial information, payroll				x

- Constant autonomy in role
- Constant working co-operatively with others
- Frequent Performance of multiple tasks with time management skills and judgment to determine priorities
- Frequent verbal communication
- Constant Attention to detail or concentration for tasks
- Frequent exposure to distracting stimuli during tasks throughout the day
- Rare exposure to emotionally stressful situations
- Rare exposure to confrontational situations
- Constant deadline pressures – activities are performed under time restraints
- Constant reading literacy
- Constant written literacy
- Constant numerical skills