

## High praise for the Manutention approach to the “doing side” of manual handling within a risk management framework.

The South West Area Health Services (SWAHS) was established in January 2002. The new management decided it was important for all the sites to establish systems that will deliver services that are safe for consumers, and of high quality that meet the Australian Council of Healthcare Standards (ACHS). So management and staff embarked on the Evaluation and Quality Improvement Program (Equip).

In November 2004 the surveyors from interstate arrived and visited most of the sites observing:

1. Continuum of care
2. Leadership and Management
3. Human resources
4. Information management
5. Safe practice and environment
6. Improving performance

There are certain mandatory criteria within the above categories, and Manual handling is a mandatory criteria within No 5: Safe practice and environment.

Jo Moore Physiotherapist and Manutention practitioner at Harvey Hospital chose to present her work in Manual Handling coaching and use of her competency tool. Jenni Davidson the Manual handling co-ordinator also presented the risk assessment framework, filing, evaluation and continuing program for 2005.

*We achieved “High Accreditation” for our efforts and the surveyors particularly liked the Manutention approach.*

**Alison R Rayner.**  
SWAHS Manual Handling Trainer,  
AAMP Trainer.

Hi to all AAMP Members,

I am delighted to inform you that as of right now your Xmas present has been delivered and is up and running.

There is a new Chat Forum enabled in the Members Area of the Manutention website for you to use.

This has been designed to give you a terrific online tool. You can become a part of the AAMP community by posting your ideas, observations, suggestions and questions on this site. Anything you post will be placed onto the website in real time for everyone to read and make comment on if they wish to. Is there something you want to tell everyone about? Is there something that you want to find out? Here is your big chance

Just ensure that you visit the site regularly, and make every effort to put your ideas out there. This will be useful and great fun! The Chat Area will allow you to post brand new topics, or continue discussion from within an already established topic. All comments posted will remain online for everyone to see indefinitely. We have the ability to hold and show literally tens of thousands of comments. It is really quite easy to use. There are instructions to be found in the Members Area. Just look up the section on Creating Bulletins.

So, don't be shy. Go there now and have a look. While you are there -- ensure that you post a message. Let them know you have been there, and be sure to come back again soon!

<http://www.manutention.org.au/Members/Password/Password.asp>  
User = weight Password = lifters  
Enjoy! Merry Xmas.  
Cliff (Web Master)

### **IMPORTANT INFORMATION**

**For details on the new mapping system for Manutention in Health Care see information placed on our website. If you need to know more about how these changes affect your training programmes please contact our Administration Assistant.**

### **COURSES FOR 2005 up to 30th June**

Loads 2	February 14, 15, 16, 17
Aged Care Basic	February 24, 25, 26 (For Trainers and Work Place Trainers only)
Health Care Level 2	March 2, 3, 4 & 18, 19th
Acute Care SGT	March/April 30, 31, 1, 2
Loads 3	April 27, 28, 29, 30
Aged Care Advanced	May 4,5,6 & 7 (For Trainers and Work Place Trainers only)
Aged Care Basic	May 25, 26, 27, 28
Acute Care CA	June 11, 13, 14, 15
Aged Care Advanced	June 22, 23, 24, 25

For the complete yearly schedule please contact the Administration Assistant on 9271 6724 or Email: [design42@iinet.net.au](mailto:design42@iinet.net.au)



# 'Counterbalance'

## The NEWSLETTER of the AAMP(WA)INC



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## 2004 Annual General Meeting for AAMP(WA) Inc.

*The AAMP (WA) AGM for 2004 was held on 6 December at the IFAP facility .It was a great opportunity to reflect on the year past and consider the year to come. Also to make some special notes of thanks to some of the committee members.*

*As with any AGM one of the key purposes of the meeting was to elect a new committee for 2005.*

The new 2005 Committee will consist of the following team of people, with addition (following election) of two further people who were nominated, if they agree to stand.

- Ronnie Naughton
- Peter Duncan
- Gisela Gmeinder
- Linda Chiu
- Janet Boer Draffin
- Jane Morrissey
- Tina Barker

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## A SAD FAREWELL

As many of you know by now Heather Reid our “Grandmother of AAMP (WA)”, and past WA President, is leaving WA bound for distant horizons.

At the AAMP planning day in October the Committee, on behalf of all of the Members of the AAMP(WA), presented Heather with a Certificate of Appreciation, to acknowledge and thank her for the very significant contribution she has made to the development and acceptance of the use of the Manutention Method of Manual Handling throughout WA.

Heather has been involved for 10 years in Manutention, and was initially trained by the Manutention founder himself, Paul Dotte. Heather was a founding member of the AAMP (WA) Committee and has held positions as Secretary, then President since it started.

Heather has also had an influence on the Australia wide development of Manutention being on the National Committee as WA Rep and National Secretary. Heathers 'Exciting Presidents Report' recorded the major events of Manutention in WA over the past 10 years. From the report, you can see how Manutention has developed and the WA Association grown over the years.

It also enables us to see what dedicated commitment to the Manutention method, the committee, and it's members, Heather has made, through her involvement in, planning for events and the future, promoting and enthusing people to the method, and running courses, often for no cost in the initial days, due to Heather and Peter's dedication to getting Manutention up and running in WA.

From the Committee, and on behalf of all AAMP (WA) Members we would like to say a big 'thank you' to Heather for her dedication, time, effort, endless energy and enthusiasm, and her major contribution to the AAMP(WA) and the promotion of Manutention.

**THANK YOU HEATHER**

**WE WISH YOU AND ANDREW WELL IN YOUR NEW VENTURES.**

*Another thank you and sad farewell was given at the AGM to Averil Riley who is leaving the position of AAMP (WA) Secretary. Averil has also been involved on the AAMP(WA) Committee for a many years now and has been very involved and committed in all the meetings, training, development and promotion of Manutention throughout WA. Whilst holding down a job, studies and a family! Thank you for your dedication, time and conscientiousness Averil from all of us. Enjoy your free time.*

Some not so sad news -

Two other members recognised for 10 years contribution to AAMP (WA). More in next issue.

## A GREAT MOTIVATIONAL PRESENTATION

At this years AAMP (WA) AGM meeting we were very privileged to have as a guest speaker: Cliff Boer, our AAMP Web Master. Along with Cliff's talents in the area of computers some of his other great skills are in motivational speaking (Cliff is involved at an international level) and coaching in these areas. Cliff's presentation was entitled "Features, Benefits, Self-Talk and Communication".

The speech concerned identifying what Features and Benefits are specifically, and how they colour our communications.

Cliff commenced by showing that a 'feature' is an intrinsic characteristic, whereas a 'benefit' represents the outcome of making use of the feature. People generally respond to features by saying "So what?", whereas a benefit makes clear in an unmistakable way what is to be gained from having that feature. It is the benefits that people buy, not features!

Cliff then went on to show how we could make use of the process of the features and benefits approach at three different levels of communication. In the first instance, it is possible to improve our own confidence and output by using the features and benefits approach within the context of our own self-talk. By knowing what our features are, and by converting those features into positive benefits, we can self-motivate and make ourselves into a more desirable commodity.

In the second case, he pointed out how this process can be used to improve our communications with others. By following the same process, we are able to communicate with more success and efficiency with others. Committees who follow this process can much more readily 'cut to the chase', and spend less time following paths of little consequence. This makes them far more vibrant and productive.

In the third segment, he talked about the need to 'sell ourselves, our service or our product to others'. Here, once again, the process of identifying what the key features are, and then converting those into easily perceived benefits to the customer, is far more likely to result in reaching a successful business deal.

In summary, what Cliff did was to take a well established and successful sales technique called 'Features and Benefits selling', and demonstrated how that can be of considerable benefit in the three areas mentioned above. He demonstrated the best methods of how to tell the two different components apart, and then how to implement them successfully for ourselves, our committee meetings and in selling our program of Manutention.

THANK YOU TO CLIFF FOR AN INSPIRING TALK,  
LOTS FOR US TO THINK ABOUT READY FOR  
NEXT YEAR.

## World expert in Manutention runs course at IFAP

The first question you might ask is what is Manutention? Manutention comes from the French word for Manual Handling. Translated it describes a method of moving and transferring people and loads safely and comfortably. In a practical and enjoyable way it teaches people who move loads how to identify what they do and improve how they do it.

Lionel Marko who is a leading world expert in Manutention was brought over from France in early October by the Australian Association of Manutention Practitioners to run an advanced training for trainers in Loads Handling. Twelve participants came from places as far away as Broome and Albany to attend. Lionel is an expert teacher and mover and assisted participants to improve their training techniques of the method.

On the second morning a demonstration was given to several representatives from Industry and ended with them helping to move boxes, by using their legs and bodyweight with minimal input from arms and back.

The method has a strong biomechanical basis enhanced by principles and techniques from the martial arts, abseiling and weightlifting. It uses Adult Learning Principles to assist the learning process. These include the use of: "See, Hear, Do" and discovery or experiential Skill Learning. It is practical, applicable and enjoyable.

A specified learning progression is followed to generate a behavioural change and to re-educate the trainees' bodies to use the big muscles, feet and body weight when under load. This effectively reduces back strain.

Typical comments from participants at the end of a 4 day course are "I can feel my leg muscles working, but there is no pain in my back, arms or shoulders"

Basic Postures and Movements are taught and can then be applied to a wide variety of applications. Loads moved during the course included many that can be found in worksites eg pallets boxes, boards, pipes, tyres, white goods, gas bottles, ladders, toolboxes etc. Moves were done by individuals and in teamwork.

As all participants were trainers they taught each of the moves to the others and were assessed on their presentation as well as movement skills. The result is that 4-workplace trainers and 8 Manutention trainers were assessed as being competent in teaching the Manutention method.

The basic course is 90% practical and, as such is enjoyed by manual labourers of all types. It includes risk management and assessment. Courses be can run over 2-4 hours or 2-4 days. More information can be gained from visiting the [Website: www.manutention.org.au](http://www.manutention.org.au)

Article written by Jane Morrissey  
Manutention Trainer in Loads and Healthcare

**DON'T FORGET TO RENEW  
YOUR MEMBERSHIP!**  
The Association would like to thank you  
for your ongoing support in the training  
and promotion of Manutention

## Keeping you informed and up to date

### DEFINITION OF 'THE METHOD'

Manutention is the "skills component" of an integrated approach to manual handling, risk reduction. Skills training is the sequential development of abilities across a number of domains relating to manual handling: namely OS&H, Ergomotricity, Adult Education and Frontline Management. The central component is Ergomotricity- the pedagogy developed by Dotte, which progresses learning and tasks from simple to complex. Progression is a level 4 issue. The Method is the pedagogy embedded in each Specific Gestural Training and Clinical Applications course. There should always be pedagogy in every Manutention based course. At Level 3, if you are doing a training programme and for example, you want to show someone how to put someone in a car you need to show developmental skill acquisition.

### WHAT DO THE VARIOUS LEVELS IN MANUTENTION REFER TO:

**Level 2:** If no experience as a manual handling trainer: Can coach only in their workplace. If already a manual handling trainer: they are running a manual handling course based on their understanding of manutention or incorporating aspects of manutention based on their understanding.

**Level 3:** Workplace trainer Level 3- Manutention Practitioner: Within their workplace can say they run manual handling courses based on Manutention Principles. Can run a level 2 course in their workplace but not deem people competent- need to get Manutention trainer to assess participants and deem comp

**Level 4:** Can run AAMP Accredited courses i.e. Manutention Courses or short course that are Manutention based

### MANUTENTION OF LOADS - POSTURES, GESTURE S, ACTIONS,

Actions	Effort Classes
To orientate	
To roll	{No-weight class
To slide	
To lower	
To stand upright	{Reduced-weight class
To put down	
To raise	
To load	{ Full-weight class
To unload	
To transport	

5 Fundamental Postures	4 Fundamental Gestures
Bench	Bow
Weightlifter's	Saddle
Knight's	Rappel
Flexed side lunge	Crosshold
Oblique pivoted lunge	

### 1.Principles of physical safety

The superimposing of the centres of gravity (operator/load)  
The fixation of the spinal column  
The search for supports  
The orientation/mobility of feet  
The essential and dominant action of the lower limbs

### 2) Principles of economy of effort

The direction of the push on the load  
The use of body weight in opposition to the mass to be moved  
The use of the reaction of the load  
The rhythm of action/gesture  
The speed of movement under the load

### 3) Principles concerning the materials

The position and choice of holds  
The search for every favourable element (environment)  
The care for the quality of work without altering the health of the worker  
10 distinct actions are identified. These are defined in relation to moving the load or the object.  
They do not all involve lifting or restraining the total mass of the load.  
For no-weight class actions: the mass of the load is not determining  
For reduced-weight class actions: the mass of the load is to be considered  
For full-weight class actions: the mass of the load is determining

### Don't forget that the Manual Manutention of Loads Method fits into the framework of the ERGOMOTRICITY process.

Therefore, the following points must be taken into account:

Tasks analysis  
Knowledge base  
Learning system  
Skills transfer.

### COMPETENCY BASED ASSESSMENT:

Kathryn Nicholson has most generously given to AAMP her Standards Referenced Framework competency assessment of Manutention skills, developed as part of her Masters: 'Assessment & Workplace Training'. Kathryn's intellectual property in the assessment system is to be gifted to AAMP. Kathryn is planning to travel to each state to explain/ instruct all accredited trainers, presenting the document, 'Standards Referenced Framework for AAMP Assessment - a form of grading in CBT', & the assessment system. She will be running the PD session on Saturday 26th February.

\*\*\* Please mark this date in your diary and await further info from the AAMP(WA) Admin Assistant: Jo Haythornthwaite

### VETRAC RECORDING SYSTEM

The national committee are currently installing information of all past AAMP certificated courses. In order to ensure all your data is correct please make sure Jo Haythornthwaite has your current details, see below for requirements: email: [design42@iinet.net.au](mailto:design42@iinet.net.au)  
Vetrac will be operational from 1 January 2005 and loaded with: All currently accredited AAMP trainers: All current Level 3 workplace trainers: All current Level 3 trainees. Although Jo Haythornthwaite can access a lot of this information from the AAMP(WA) data base, we would like 'sign off' by each individual, so the National Vetrac data base will be correct from the beginning. Name, Address, DOB, Qualifications. Details of all AAMP\* courses attended as trainee or as PD Course, Date, Venue, Lead Trainer. All AAMP courses conducted after 1st January 2005 will have certificates issued with a sequential number being either of competence or of attendance for AAMP PD requirements.