Early Medical Assessment



Domestic Appliance Retailing

Customer Service

1. Domestic Appliance Retailing
2. Customer Service

Dear Doctor: This form will take up to 5 minutes to complete. Please review each task the worker undertakes (both picture and written description) and tick whether or not the worker can complete this task. If modification required, please leave comments. Space at the end of this document is available for final comments and recommendations.

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| L:\RTW Fund Project\Stage Three SAWIC Codes 472801, 473601 & 485601\Domestic Appliance Retailing\Decor Lighting\IMG_1761.JPGL:\RTW Fund Project\Stage Three SAWIC Codes 472801, 473601 & 485601\Domestic Appliance Retailing\Decor Lighting\IMG_1763.JPGL:\RTW Fund Project\Stage Three SAWIC Codes 472801, 473601 & 485601\Domestic Appliance Retailing\Decor Lighting\IMG_1760.JPG | **Customer Service*** Constant standing and interacting with customers.
* Stock is located from floor to above head height ie. hanging light fittings. Step ladders available if required.
* Occasionally fitting a globe into a wired display light. Climbing step ladder to access globe and overhead reaching and fingering to screw globe in.
* Writing paper invoices whist standing at customer service desk.
* Use of till / POS equipment at customer service bench.
 | Doctor Approval[ ]  Yes [ ]  NoComments: |
| L:\RTW Fund Project\Stage Three SAWIC Codes 472801, 473601 & 485601\Domestic Appliance Retailing\Decor Lighting\IMG_1755.JPG | **Assembly of Fittings*** Undertaken whist standing at bench when there are no customers to serve.
* Fine gripping and fingering bilaterally required to assemble lamps and light fittings / chandeliers.
 | Doctor Approval[ ]  Yes [ ]  NoComments: |
| L:\RTW Fund Project\Stage Three SAWIC Codes 472801, 473601 & 485601\Domestic Appliance Retailing\Decor Lighting\IMG_1749.JPG | **Receipt of Deliveries*** Deliveries are unloaded by truck driver or owner.
* Placing stock in shelving in stockroom. Floor to head height.
 | Doctor Approval[ ]  Yes [ ]  NoComments: |
| L:\RTW Fund Project\Stage Three SAWIC Codes 472801, 473601 & 485601\Domestic Appliance Retailing\Decor Lighting\IMG_1754.JPGL:\RTW Fund Project\Stage Three SAWIC Codes 472801, 473601 & 485601\Domestic Appliance Retailing\Decor Lighting\IMG_1747.JPGL:\RTW Fund Project\Stage Three SAWIC Codes 472801, 473601 & 485601\Domestic Appliance Retailing\Decor Lighting\IMG_1752.JPG | **Stock Handling*** Maximum weight of items in shop 7kg.
* Shelving in shop and store room (heights may vary).
* Sack truck available to move more than one box if required.
* Wrapping required for some lights/globes. Bilateral reaching above head to grasp bubble wrap from roller. Wrapping undertaken on bench requiring forward reaching and fine gripping.
 | Doctor Approval[ ]  Yes [ ]  NoComments: |

1. Work Capacity Form

**Doctor Review (include final comments)**

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I confirm that in my view, subject to the above comments, the worker is able to perform certain duties detailed in this Early Medical Assessment.

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| These duties should be reassessed on: |  | Date: |

|  |  |  |
| --- | --- | --- |
| Signature : |  | Date: |

**Employers Declaration:**

I confirm that I/we have reviewed the Doctor’s recommendations and comments. I/we will make suitable changes to make allowances for the Dr’s recommendations.

|  |  |  |
| --- | --- | --- |
| Signature : |  | Date: |

**Employees Declaration**

My Doctor has discussed their recommendations with me. I have been given the opportunity to participate in this process.

|  |  |  |
| --- | --- | --- |
| Signature : |  | Date: |

For information on completing this form, please contact Business SA on 08 8300 0000.

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