

AFOEM Annual Training Meeting 2026
 Worksite Visit Program

LABELMAKERS
 55 Austrak Drive, Somerton
 Pre-Visit Scenario | Registrar Copy

Site	Labelmakers – 55 Austrak Drive, Somerton
Focus	Ergonomics
Required PPE	Enclosed shoes; photo ID, long-sleeved clothing

Background

Labelmakers Group is an Australian family-founded and owned label making business with more than **600 employees** across Australia and New Zealand. The company designs, prints and manufactures labels and packaging products including self-adhesive labels, shrink sleeves, wrap labels, thermal labels, folding cartons, flexible packaging and other label products for major food, grocery, beverage, pharmaceutical, personal care and home care customers.

For the purposes of this worksite scenario, the relevant site is the **Somerton, Victoria manufacturing and head office facility** which has a large workforce including printing operators, finishing operators, rewind/slitting operators, packers, warehouse/despatch workers, maintenance personnel, quality staff, technical specialists, supervisors and administrative staff. The site operates extended production hours with weekend operations during peak periods.

The company’s objective is to provide innovative packaging solutions and build long-standing customer partnerships through collaboration, creativity, continuous improvement and technical expertise. Innovation and sustainability as central to its mission, with an industry-leading sustainability agenda supported by research and development capability in Melbourne.

Clinical Scenario

You are an occupational physician invited by Labelmakers Group to attend the Somerton manufacturing facility after a rise in musculoskeletal complaints in the lithographic/flat sheet department. Operators report that production demands have increased following business expansion. The team has grown by 30% in 6 months to meet demand.

Over the past two months, the employer has noted:

- Increased reports of shoulder, wrist and lower back discomfort from staff working in the lithographic department
- One accepted workers compensation claim for rotator cuff tendinopathy
- Complaints that some workstations are “set up for taller workers”
- Increased number of sick leave days taken by staff compared to the same period last year

You are asked to review the work area and provide advice on ergonomic risks, work design, early intervention and fitness-for-work management.

Discussion Questions

Q1

Describe how you would conduct an ergonomic worksite assessment in the lithographic department. Include the people you would speak to, documents you would request, tasks you would observe and how you would assess hazardous manual task risk.

Notes:

Q2

You conduct a survey of the workforce as part of your ergonomic assessment. What would you include in the questionnaire?

Notes:

Q3

Identify the main ergonomic hazards likely to contribute to issues identified by the employer.

Notes:

Q4 Using the hierarchy of controls, outline practical measures Labelmakers Group could implement to reduce musculoskeletal risk for joggers.

Notes:

Q5 How would you communicate your findings to the workers, the health and safety officer, and senior management? Who else would you inform or contact?

Notes:

A few days later, you are asked to see Leanne, a 32 year old pregnant woman, who has worked at Labelmakers as a packer for 2 years. Over the past month, Leanne has developed intermittent numbness, tingling and burning discomfort in the thumb and index fingers of her right hand. Symptoms are getting worse and starting to affect her left hand. Her GP suspects carpal tunnel syndrome. Leanne did an online search and found that carpal tunnel is caused by repetitive movement at work. She read the definitive treatment is surgery, which she is very keen to avoid. She is very anxious about whether her work has caused the condition and whether continuing work will affect her future hand function.

Q6 What advice would you provide to Leanne and the employer regarding the concerns raised? What recommendations would you make regarding her fitness for work?

Notes:

Q7

What information would you communicate to the workers compensation insurer, and what consent and confidentiality issues would you consider?

Notes:
