

Psychosocial Risk Webinar Series – ACT and SA

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Converge International
Care Made Real



Agenda

1. Psychosocial Risk Legislation
2. Psychosocial Risk Assessment
3. Results and Lessons Learned
4. Resources, Support and Questions

Why the change?

2018 Boland Report – 34 recommendations, “*psychological health is neglected in the model WHS Regulations and Code*”.

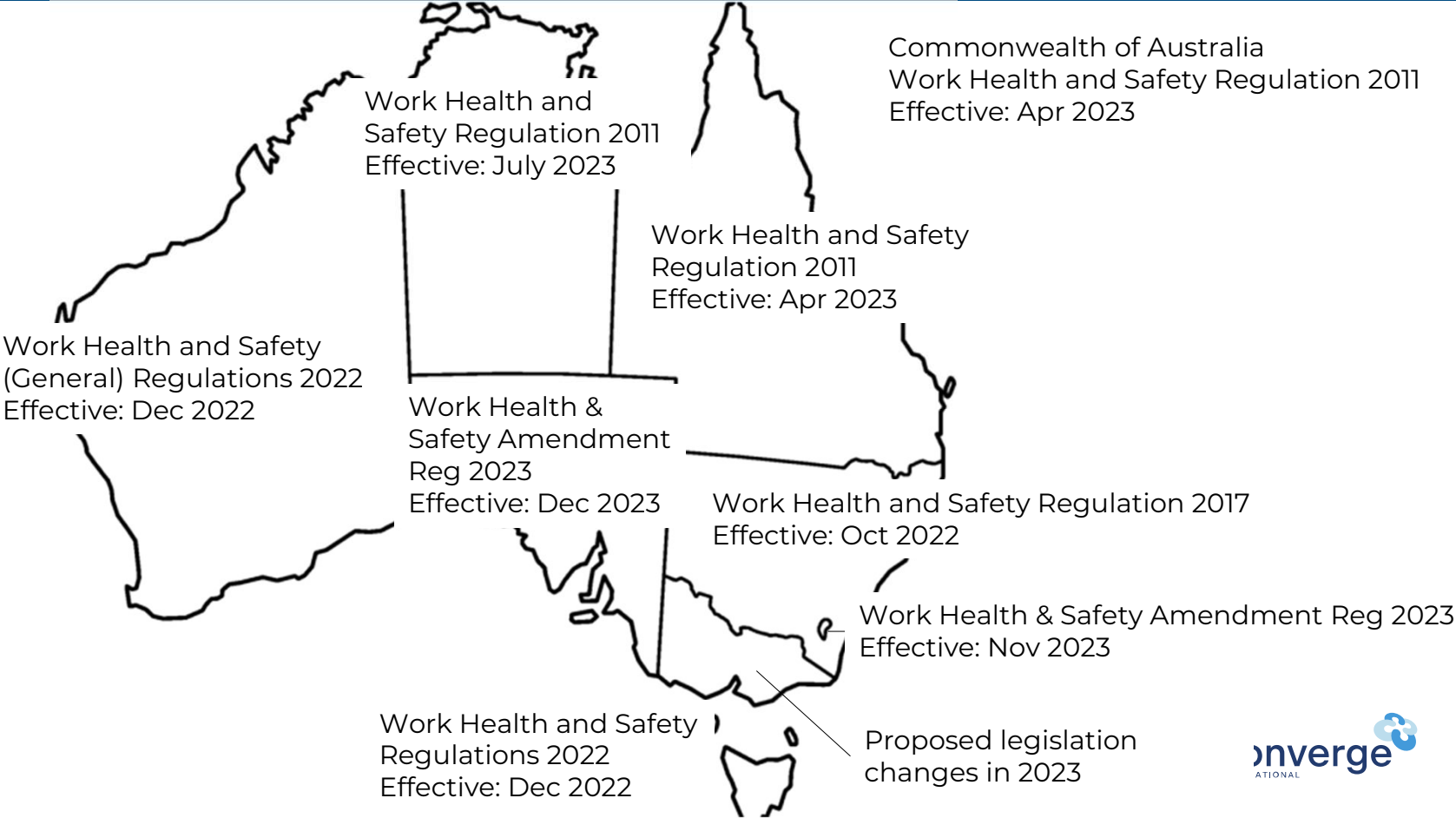
2022 Model WHS laws – amended

Psychological injuries in Australia:

- Mental health conditions cost Australian workplaces \$10.9b per year – \$4.7b in absenteeism, \$6.1b in presenteeism and \$146m in compensation claims
- Stress-related workers’ compensation claims have doubled in recent years
- 3.2 days per worker are lost each year through workplace stress
- 25% of all Australian workers take time off each year due to stress
- 9 in 10 Australian workers believe having a mentally healthy workplace is important, although only 1 in 2 perceive their workplace to be mentally healthy

Medibank Private (2008) The Cost of Workplace Stress in Australia, Australian Human Rights Commission

Australian Psychosocial Legislation



Psychosocial Legislation

Definitions

Meaning of psychosocial hazard

A *psychosocial hazard* is a hazard that -

- (a) arises from, or relates to -
 - (i) the design or management of work, or
 - (ii) a work environment, or
 - (iii) plant at a workplace, or
 - (iv) workplace interactions or behaviours, and
- (b) may cause psychological harm (whether or not it may also cause physical harm)

Meaning of psychosocial risk

A psychosocial risk is a risk to the health or safety of a worker or other person arising from a psychosocial hazard.

Psychosocial Legislation

Managing Psychosocial Risks

Duty to manage psychosocial risks

A person conducting a business or undertaking must manage psychosocial risks in accordance with Part 3.1 (chapter 3 Part 1)

Part 3-1 Managing risks to health and safety

S. 32 Application of pt 3.1

S. 33 Specific requirements must be complied with

S. 34 Duty to identify hazards

S. 35 Managing risks to health and safety

S. 36 Hierarchy of controls measures

S. 37 Maintenance of control measures

S. 38 Review of control measures

Psychosocial Legislation

Psychosocial Risks - Control Measures

- (1) A person conducting a business or undertaking must implement control measures:
 - (a) to eliminate psychosocial risks so far as is reasonably practicable; and
 - (b) if it is not reasonably practicable to eliminate psychosocial risks—to minimise the risks so far as is reasonably practicable.

- (2) In determining the control measures to implement, the person must have regard to all relevant matters, including -
 - (a) the *duration, frequency and severity* of the exposure of workers and other persons to the psychosocial hazards, and
 - (b) how the psychosocial hazards may interact or combine, and
 - (c) the design of work, including job demands and tasks, and
 - (d) the systems of work, including how work is managed, organised and supported, and
 - (e) design and layout, and environmental conditions, of the workplace, including the provision of -
 - (i) safe means of entering and exiting the workplace, and
 - (ii) facilities for the welfare of workers, and
 - (f) the design and layout, and environmental conditions, of workers' accommodation, and
 - (g) the plant, substances and structures at the workplace, and
 - (h) workplace interactions or behaviours, and
 - (i) the information, training, instruction and supervision provided to workers.

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Any questions regarding psychosocial legislation?

Do you think this legislation will help shift psychosocial risks and mental health in a positive direction?

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Risk Management

1. Identify Hazards

Find psychosocial hazards that could potentially harm people



4. Review Control Measures

Ensure risk controls are implemented, effective and maintained

2. Assess Risks

What could happen if someone is exposed to the hazard and the likelihood of it happening

3. Control Risks

Eliminate or minimise the risk as far as reasonable practicable

Types of Psychosocial Hazards



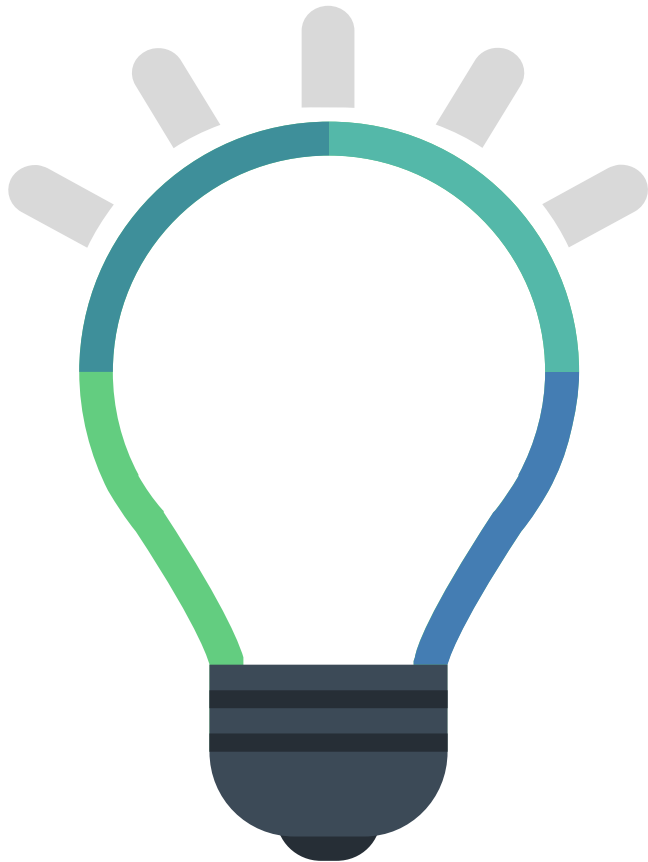
Psychosocial Hazard	Description	Example
Aggression or violence	Person is abused, threatened or assaulted in circumstances relating to their work	Customer yelling at employee, robbery, threatening emails
Bullying	Repeated, unreasonable behaviour by a person directed at another person or group	Criticizing a person persistently or constantly
Sexual harassment	Unwelcome sexual advance or any other unwelcome conduct of a sexual nature	sexually suggestive, offensive or demeaning comments, emails
Exposure to traumatic events or content	Exposed to events or content that are unexpected or uncontrollable	Witness a serious accident, exposed to aversive reports or images
Job demands	Sustained high or low physical, mental or emotional effort is required to do the job	Long working hours and workload, performing tasks well below capability
Job control	Low control over aspects of the work including how or when a job is done	unnecessary levels of supervision and surveillance
Support	Inadequate emotional support from leaders, supervisors or co-workers	Inadequate tools, equipment and resources to do the job

Types of Psychosocial Hazards



Psychosocial Hazard	Description	Example
Organisational justice	Inconsistent application of policies impacting employees	Failure to address inappropriate or incompetent behaviour
Role clarity	Lack of understanding or guidance about work tasks and expectations or standards	conflicting job roles, responsibilities or expectations
Environmental conditions	Excessive noise or high temperatures, poor design and layout of workplace or work areas	Excessive noise, temperature or lack of ergonomically designed workspace
Remote or isolated work	Working in regional areas or alone	Feelings of isolation or loneliness, travelling long distances, shift work
Change management	Poor communication and management of workplace changes	Job insecurity due to poor communication for workplace change
Recognition and reward	Lack of positive feedback or recognition and reward	imbalance of efforts with formal and informal recognition and rewards
Workplace relationships	Interpersonal conflict, unreasonable or inappropriate behaviour or workplace culture	sarcasm, mocking, gossip or social exclusion

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How are you identifying psychosocial hazards in your workplace?

1. Hazard Identification



Identifying hazards involves finding foreseeable hazards in the workplace and understanding the possible harm that the hazards may cause.

Various types of psychological hazards

Methods for identifying hazards –

- Consultation with employees
- Workplace inspections or observing behaviours
- Using a survey tool to gather information
- Reviewing reports and records

2. Hazard Assessment



A risk assessment involves examining psychosocial hazards to assess whether, and to what extent, they create a risk to the health and safety of employees.

A risk assessment should consider:

- Existing control measure in place and their effectiveness
- The circumstances of the psychosocial hazards (who might be exposed, source of the hazard, interactions of multiple hazards)
- The severity of the exposure to psychosocial hazards
- The likelihood that psychosocial hazards might occur if the identified factor is not controlled

3. Control Risks

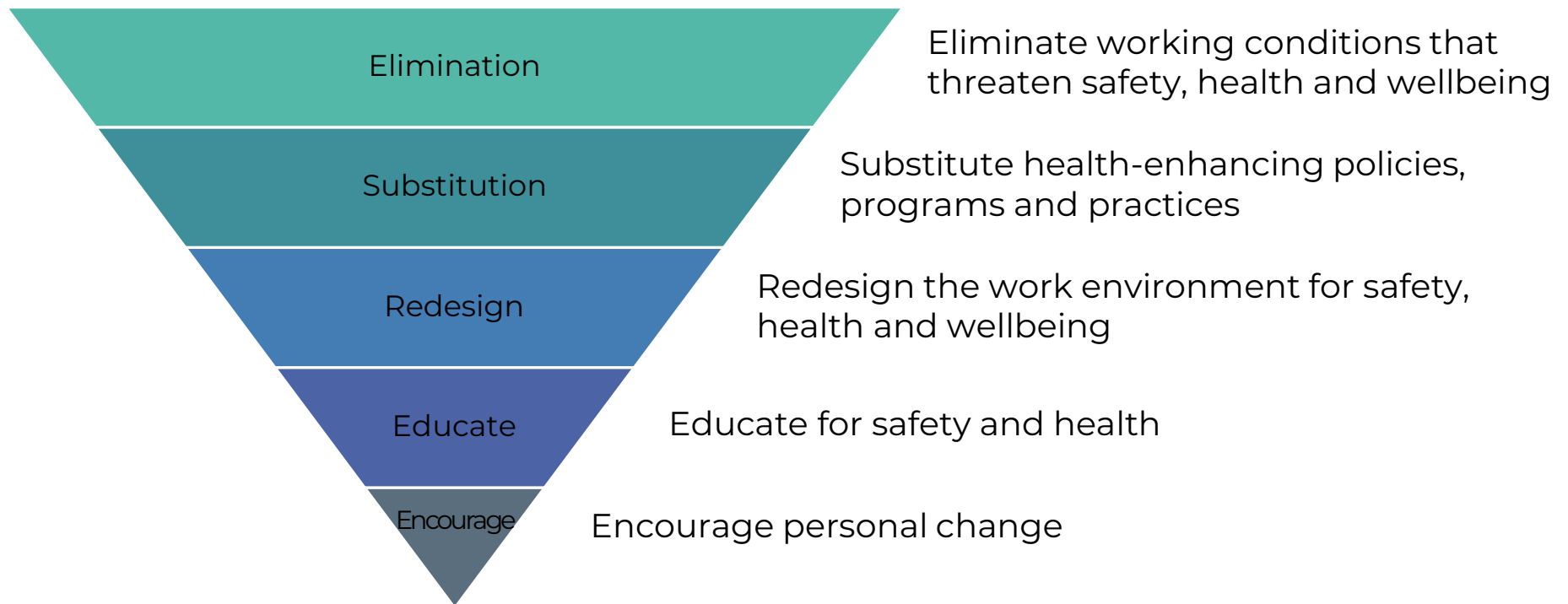


Select and apply appropriate risk control measures to control the risk, so far as reasonably practicable

Hierarchy of Controls

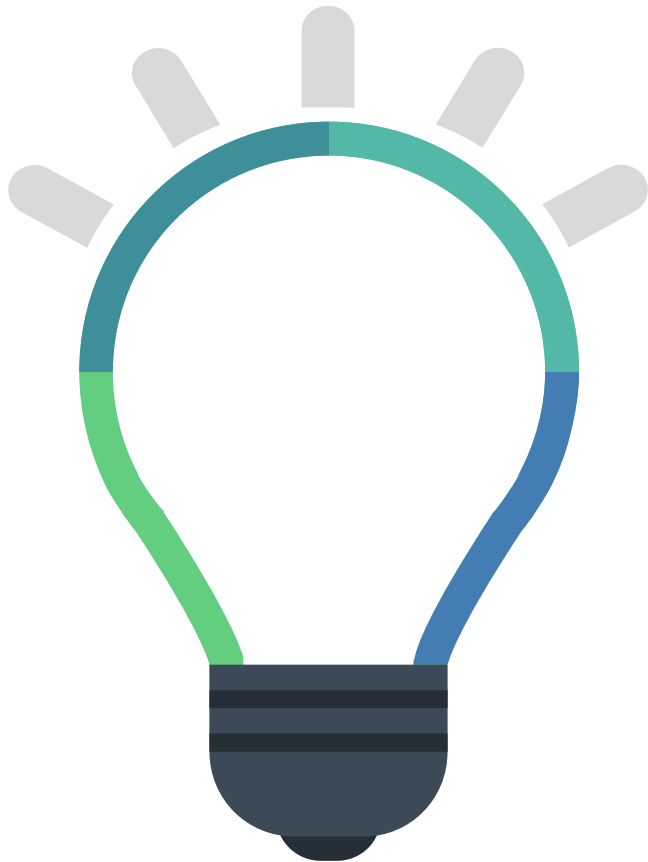
The hierarchy of control is a step-by-step approach to eliminating or reducing risks. It ranks risk controls from the highest level of protection and reliability through to the lowest and least reliable protection.

3. Control Risks – Psychosocial Hierarchy of Controls



National Institute for Occupational Safety and Health's model for prioritising controls according to employee safety, health and wellbeing

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How are you controlling psychosocial risks in the workplace?

4. Review Control Measures



- Review and, if necessary, revise risk control measures to ensure they are effective and working as planned. Need to ensure the controls are:
 - reducing the psychosocial risk
 - Modified, adjusted or updated, where needed
 - Not inadvertently caused or increased other risks
- Review control measures using the same methods as the hazard identification process (risk management loop)
 - Consultation with employees
 - Workplace inspections or observing behaviours
 - Using a survey tool to gather information
 - Reviewing reports and records

Risk Assessment - Sample

Risk Assessment			
Assessors Name:			Date of Assessment:
Occupation:			Area of Assessment:
Department:		Others present: Name / Occupation:	
Job/Task/Operation Description:		Name / Occupation:	

In consultation with employees

Review Psychosocial Risk

Hazard/Situation	Risks associated to the hazard	Assessment of Risk (likelihood / severity)	Priority	Existing control measures	Further Control Measures	Status	Review Date	Reason for Review

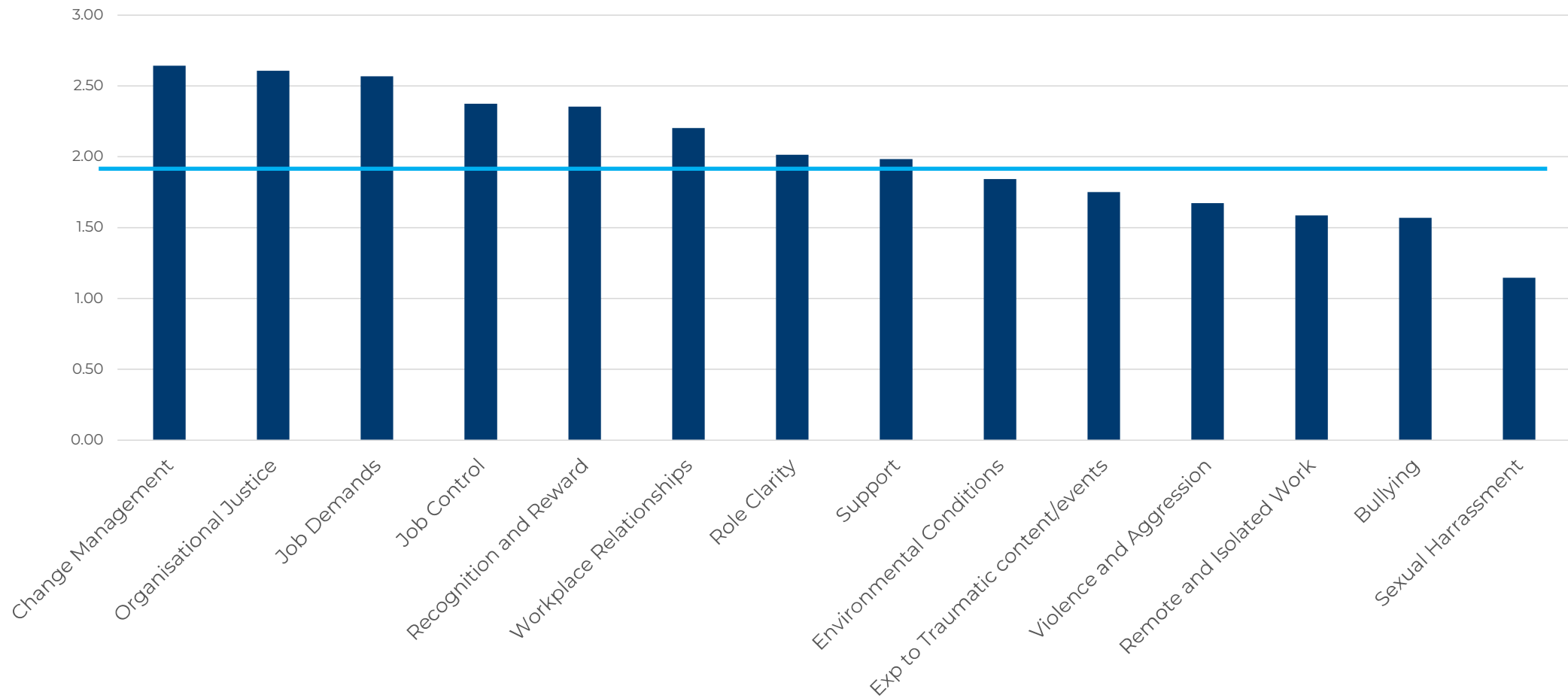
Identify Psychosocial Risk

Control Psychosocial Risk

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Psychosocial Risk Benchmark



Results



The longer your tenure with your organisation the **higher** the psychosocial risk.

Leadership experiencing highest levels of psychosocial risk than employees.

Age group experiencing highest levels of psychosocial risk is 25-39.

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General Resources

This presentation and recording

- People at Work
 - <https://www.peopleatwork.gov.au/webcopy/healthhazards>
- COPSOQ III
 - <https://www.copsoq-network.org/licence-guidelines-and-questionnaire/>
- Australian Workplace Barometer
 - <https://www.unisa.edu.au/research/cwex/projects/stress-cafe>
- HSE Stress Indicator Tool
 - <https://books.hse.gov.uk/Stress-Indicator-Tool>

Converge Resources

- This presentation and recording
- Converge Risk Assessment
 - <https://convergeinternational.com.au/service/risk-assessments/>
- Risk Assessment Training
 - https://convergeinternational.com.au/get_file_stream/23597/22954

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Psychosocial Risk Assessment E-learning

"...everything in psychosocial evolution which can be called advance, or progress, or improvement, is directionally to the increase or improvement of the human mind."
— JULIAN HUXLEY

Creating a psychosocially safe work environment can be challenging and take some time. Our Psychosocial Risk Assessment course will prepare and equip you with the frameworks and key actions required to achieve this outcome.

In the course you will learn how to identify psychosocial hazards, assess and prioritise risks, implement control measures and ensure those control measures are effective. By the end of the course, you will be able to perform a psychosocial risk assessment and will help those who support the risk assessment process.

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Psychosocial Risk Assessment

Why? Creating a safe and healthy workplace has never been so important with proposed amendments to OH&S legislation requiring organisations to identify and control psychosocial risks.

Specifically, it is expected that employers will be required to:

- Develop and document risk management and prevention plans for psychosocial hazards;
- Review and revise risk control measures in certain circumstances;
- Consult with employees;
- Provide the documented risk management and prevention plan to a WorkSafe Inspector on request;
- Report complaints of bullying, sexual harassment, aggression and violence to WorkSafe periodically.

A workplace that effectively controls psychosocial risks has been associated with improved organisational and employee outcomes, generating a return on investment, while avoiding substantial costs related to absenteeism, presenteeism, worker claims, HR and IT investigations, infringement notices and fines, amongst others.

HOW IT WORKS

Converge partners with clients to review their risk assessment process to include psychosocial elements, following SafeWork Australia's risk management process. We adopt the following steps to apply the risk management approach to eliminate or reduce psychosocial risks, as far as reasonably practicable:

- IDENTIFY HAZARDS**
Review workplace data, conduct observations and psychosocial risk survey
- ASSESS RISK**
Review existing controls measures, assess and prioritise risk according to severity and likelihood
- CONTROL RISKS**
Control measure recommendations prioritised based on assessed risk
- REVIEW CONTROL MEASURES**
In consultation, develop implementation, prevention and evaluation plan

OUTCOMES

A report aligning with OH&S legislation, which contains a risk register, implementation and prevention plan to demonstrate compliance. This information can be integrated into a health, wellbeing and risk management strategy.

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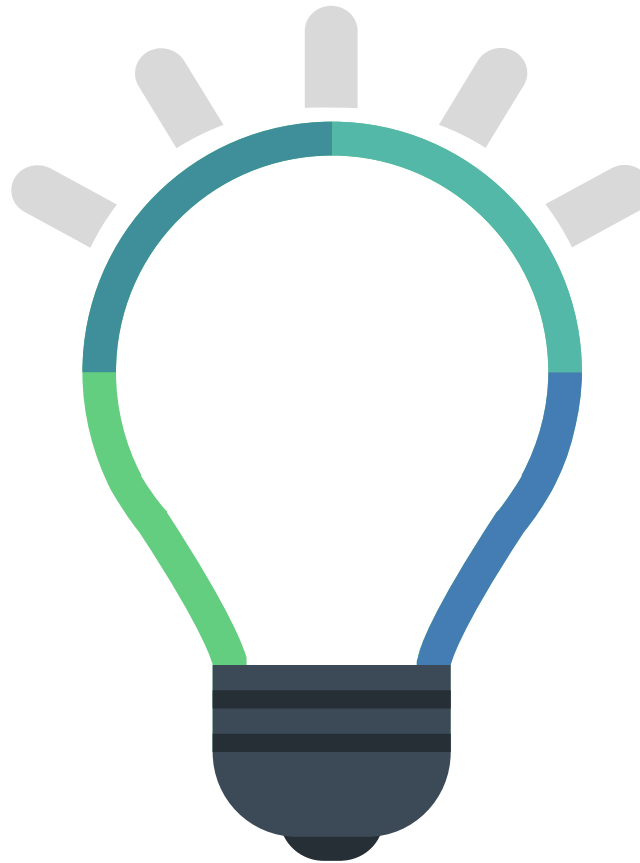
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Discussion and Questions



Thank you

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