Psychosocial hazards

ASA - Practice Managers Conference

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Work Health and Safety Issues

Workplace Health and Safety frameworks

Act

Outlines the employer's broad responsibilities

Regulations

Set out specific requirements for particular hazards and risks, such as noise, machinery and manual handling

Codes of practice

Provide practical information on how the employer can meet the requirements in the Acts and Regulations

Regulating agency

Administers WHS laws, inspects workplaces and provides advice and enforces the laws

What are psychosocial hazards?

"those aspects of the design and management of work, and its social and organisational contexts that have the potential for causing psychological or physical harm" (1)

In the workplace or associated with the type of work

AND

Have a negative impact on
Physical health
Mental health
Cognitive health
Emotional health

Bullying

Sexual Harassment

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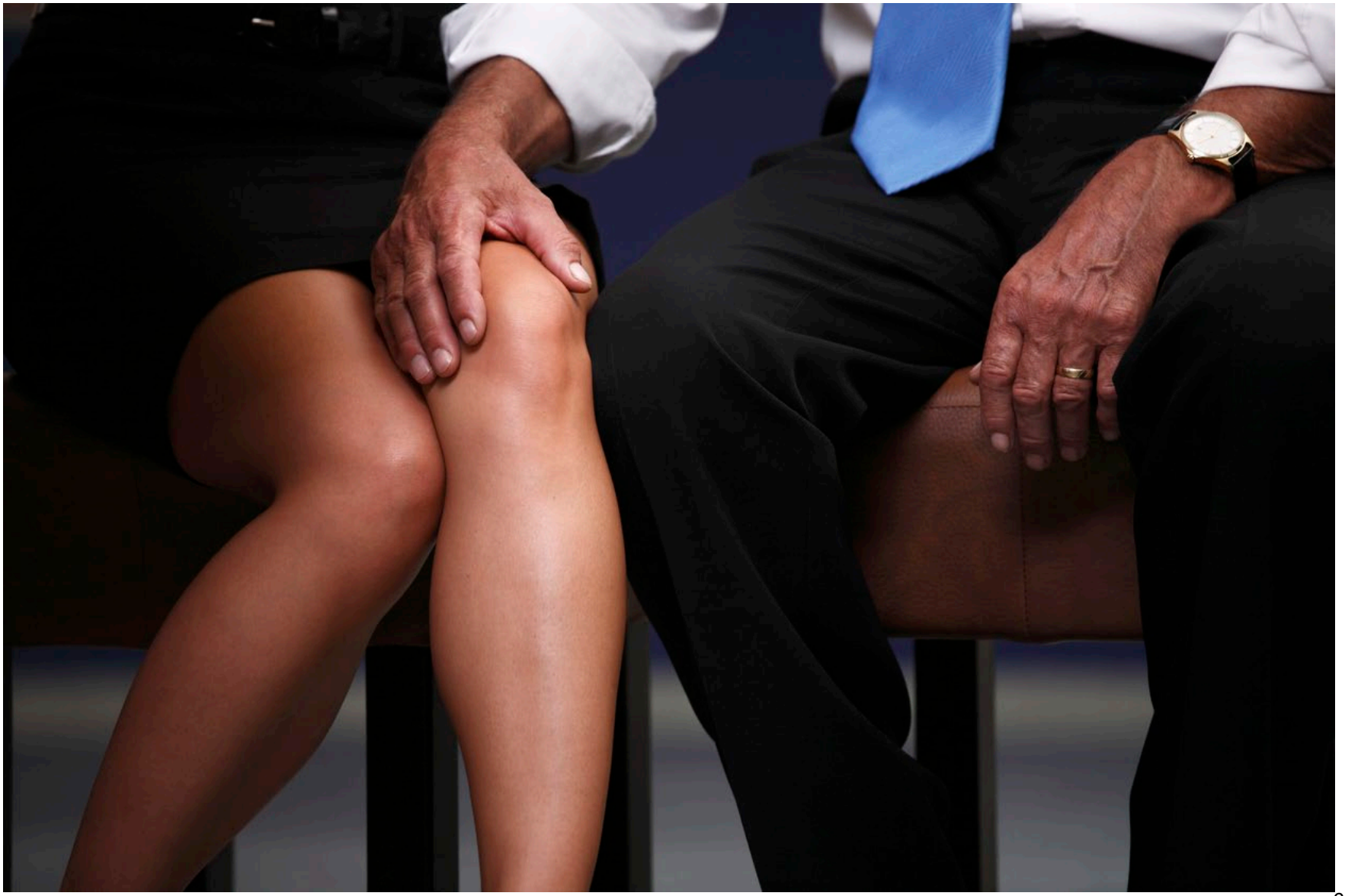
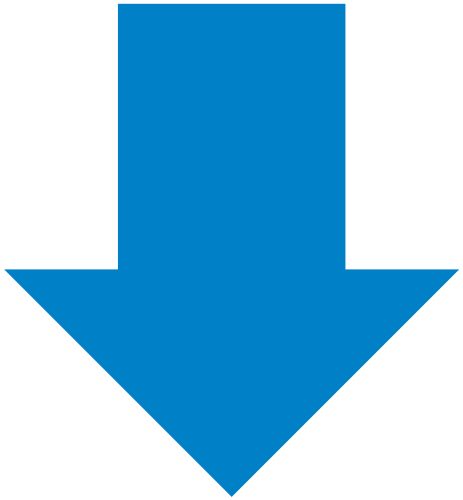


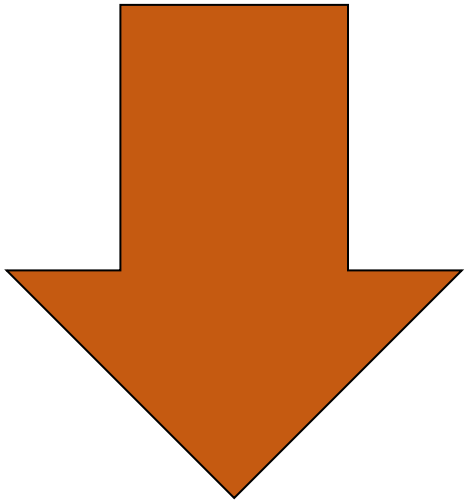
Discrimination

Transition

HR

Reactive





Workplace Health and Safety

Proactive

Types of psychosocial hazards

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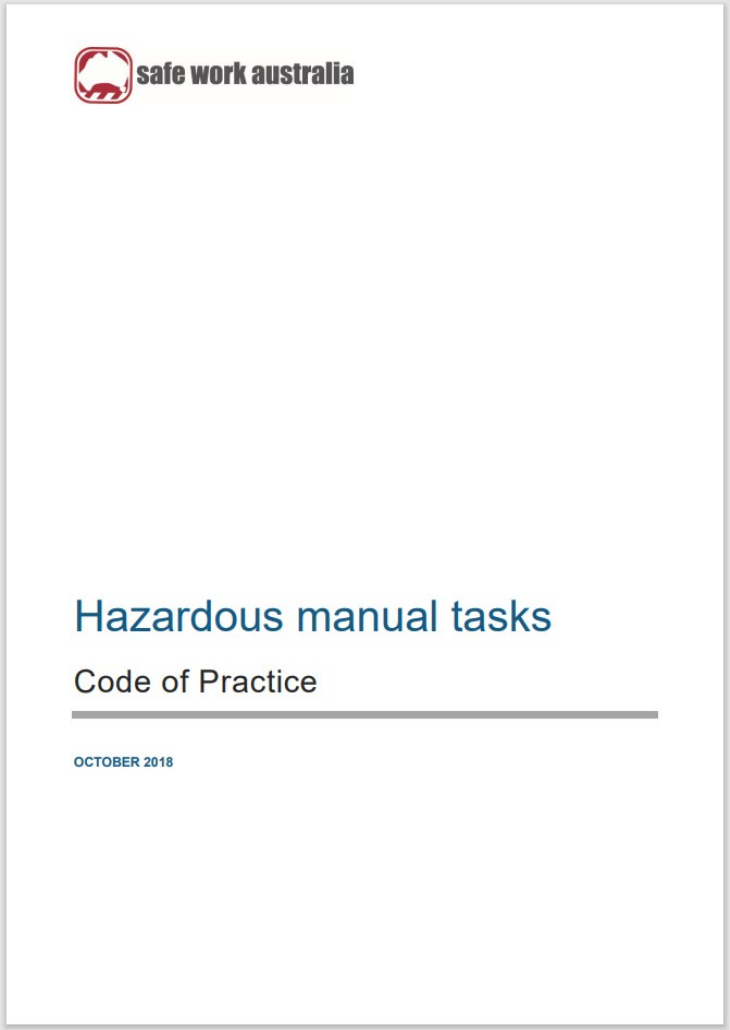
1. Job demands
2. Low job control
3. Poor support
4. Lack of role clarity
5. Poor organisational change management
6. Inadequate reward and recognition
7. Poor organisational justice
8. Traumatic events or material
9. Remote or isolated work
10. Poor physical environment
11. Violence and aggression
12. Bullying
13. Harassment including sexual harassment
14. Conflict or poor workplace relationships and interactions

SafeWork Australia Code of Practice



safe work australia

Hazardous manual tasks

Code of Practice

OCTOBER 2018

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https://www.safeworkaustralia.gov.au/doc/model-code-practice-hazardous-manual-tasks

Risk Matrix and risk assessment

Likelyhood	Consequences				
	Insignificant *Risk is easily mitigated by normal day to day process*	**Minor** *Delays up to 10% of Schedule Additional cost up to 10% of Budget*	**Moderate** *Delays up to 30% of Schedule Additional cost up to 30% of Budget*	**Major** *Delays up to 50% of Schedule Additional cost up to 50% of Budget*	**Catastrophic** *Project abandoned*
Certain *>90% chance*	High	High	Extreme	Extreme	Extreme
Likely *50% - 90% chance*	Moderate	High	High	Extreme	Extreme
Moderate *10% - 50% chance*	Low	Moderate	High	Extreme	Extreme
Unlikely *3% - 10% chance*	Low	Low	Moderate	High	Extreme
Rare *<3% chance*	Low	Low	Moderate	High	High

db-excel.com

https://db-excel.com/risk-assessment-spreadsheet/risk-assessment-spreadsheet-in-risk-matrix-template-excel-unique-great-risk-ysis-matrix-template/

Risk Assessment Template

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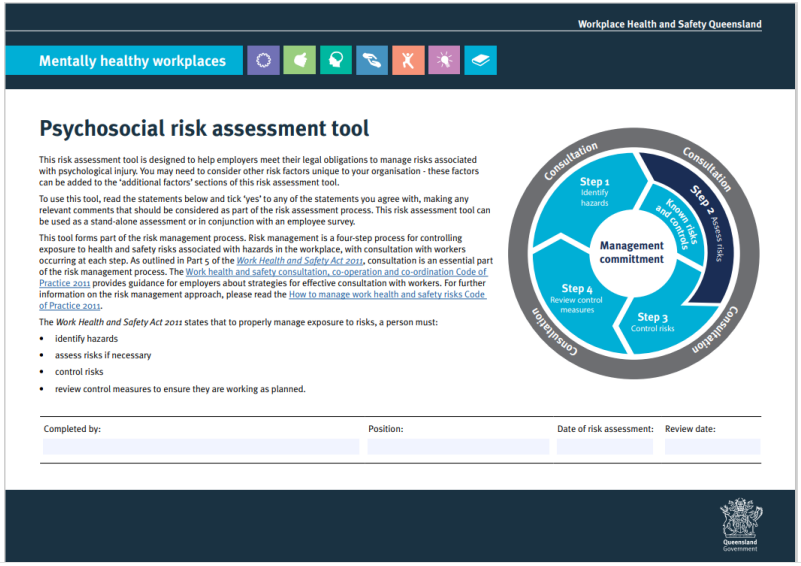

Workplace Health and Safety Queensland

Mentally healthy workplaces

Psychosocial risk assessment tool

This risk assessment tool is designed to help employers meet their legal obligations to manage risks associated with psychological injury. You may need to consider other risk factors unique to your organisation - these factors can be added to the 'additional factors' sections of this risk assessment tool.

To use this tool, read the statements below and tick 'yes' to any of the statements you agree with, making any relevant comments that should be considered as part of the risk assessment process. This risk assessment tool can be used as a stand-alone assessment or in conjunction with an employee survey.

This tool forms part of the risk management process. Risk management is a four-step process for controlling exposure to health and safety risks associated with hazards in the workplace, with consultation with workers occurring at each step. As outlined in Part 5 of the *Work Health and Safety Act 2011*, consultation is an essential part of the risk management process. The Work health and safety consultation, co-operation and co-ordination Code of Practice 2011 provides guidance for employers about strategies for effective consultation with workers. For further information on the risk management approach, please read the How to manage work health and safety risks Code of Practice 2011.

The *Work Health and Safety Act 2011* states that to properly manage exposure to risks, a person must:

- identify hazards
- assess risks if necessary
- control risks
- review control measures to ensure they are working as planned.

Completed by:	Position:	Date of risk assessment:	Review date:

Queensland Government

Step 1. Identify the hazards

Workplace data	Yes	No	Comments (reasons for your assessment)
Are there any indications when looking at employee sick leave, with or without certificates, which show relevant trends (e.g. headaches, recurrent colds or flu and musculoskeletal disorders)?	☐	☐	
Are there any departments, units, roles or positions that are showing higher levels of sick leave compared with others?	☐	☐	
Are there any cases of annual or long service leave (or non-usage) as a result of psychological risk factors or work-related stress (e.g. using annual leave when sick leave is depleted or not using annual leave due to work pressure)?	☐	☐	
Are there cases of workers' compensation for psychological injuries (e.g. post-traumatic stress disorder, anxiety and/or depression)?	☐	☐	
Are there trends or common themes in complaints or workplace grievances?	☐	☐	
Are there trends in the Employee Assistance Program (EAP) usage and types of issues managed?	☐	☐	
Are there industrial relations records or disputes that link to job stress or dissatisfaction in the workplace?	☐	☐	
Are there any related and unresolved issues in minutes of meetings (e.g. workload or change in work roles)?	☐	☐	
Are there work schedule records that reflect on work, overtime usage or other relevant information?	☐	☐	
Is there a lack of knowledge and compliance with the organisation's policies and procedures related to psychological health (e.g. harassment, bullying or discrimination)?	☐	☐	
Additional comments?			

Psychosocial risk assessment tool 2

Direct observation	Yes	No	Comments (reasons for your assessment)
Are there any understaffed work areas?	☐	☐	
Are there any people showing signs of stress (e.g. verbal abuse, openly criticising others or the organisation, general frustration with work environment, incivility)?	☐	☐	
Are there work areas where employees handle conflict destructively (e.g. using blame language or personal criticism)?	☐	☐	
Do workers seem to be 'on edge' or hypervigilant when discussing work or working through problems?	☐	☐	
Do workers attend work showing signs of illness (i.e. colds and flus)?	☐	☐	
Additional comments?			

Psychosocial risk assessment tool 3

Step 2. Assess and prioritise risk

Psychosocial hazards and factors	Duties/task elements	Consequences (possible injury outcomes)	Injury risk potential (likelihood vs consequences)	Action required Yes	Action required No
Low job control This factor is related to control over and involvement in decisions that could be reasonably expected in a job or role. Low job control can include: • work methods that are predetermined (e.g. how the work is undertaken and the approach taken is already decided for the worker) • limited control over priorities or workload • strict and inflexible work schedules • workers are not consulted about decisions impacting them • inability to access necessary tools, resources or information • the pace of work • shift work • other (please specify).				☐	☐

Psychosocial risk assessment tool 4

https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0027/19476/psychosocial-risk-assessment.pdf

Further resources

Australian Government: Comcare

- Comcare is the national authority for work health and safety, and workers' compensation.
- Comcare – Psychosocial hazards

Safe Work Australia

- Safe Work Australia is an Australian government statutory agency. They develop national policy to improve work health and safety and workers' compensation arrangements across Australia.
- Model Code of Practice: Managing psychosocial hazards at work

Questions?

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Important notices

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