



27th & 28th March 2023
10am to 2pm each day

Register: <https://www.eventbrite.com.au/e/psychosocial-risk-management-masterclass-tickets-486086246047>

Who should Attend:

- Health, Safety and Wellbeing Managers
- Human Resource Managers
- Organisational Leaders
- Anyone responsible for psychological health in the workplace

What it Includes:

- A 2-day program (10am to 2pm each day)
- Psychosocial risk management theory
- Best practice case studies
- Practical exercises to translate theory into practice
- Networking opportunities
- Tools and templates to use in your own organisation
- **FREE 30 Min private consultation** after the Masterclass

Psychosocial factors at work

Psychological + Social = Psychosocial

Also called work-related factors

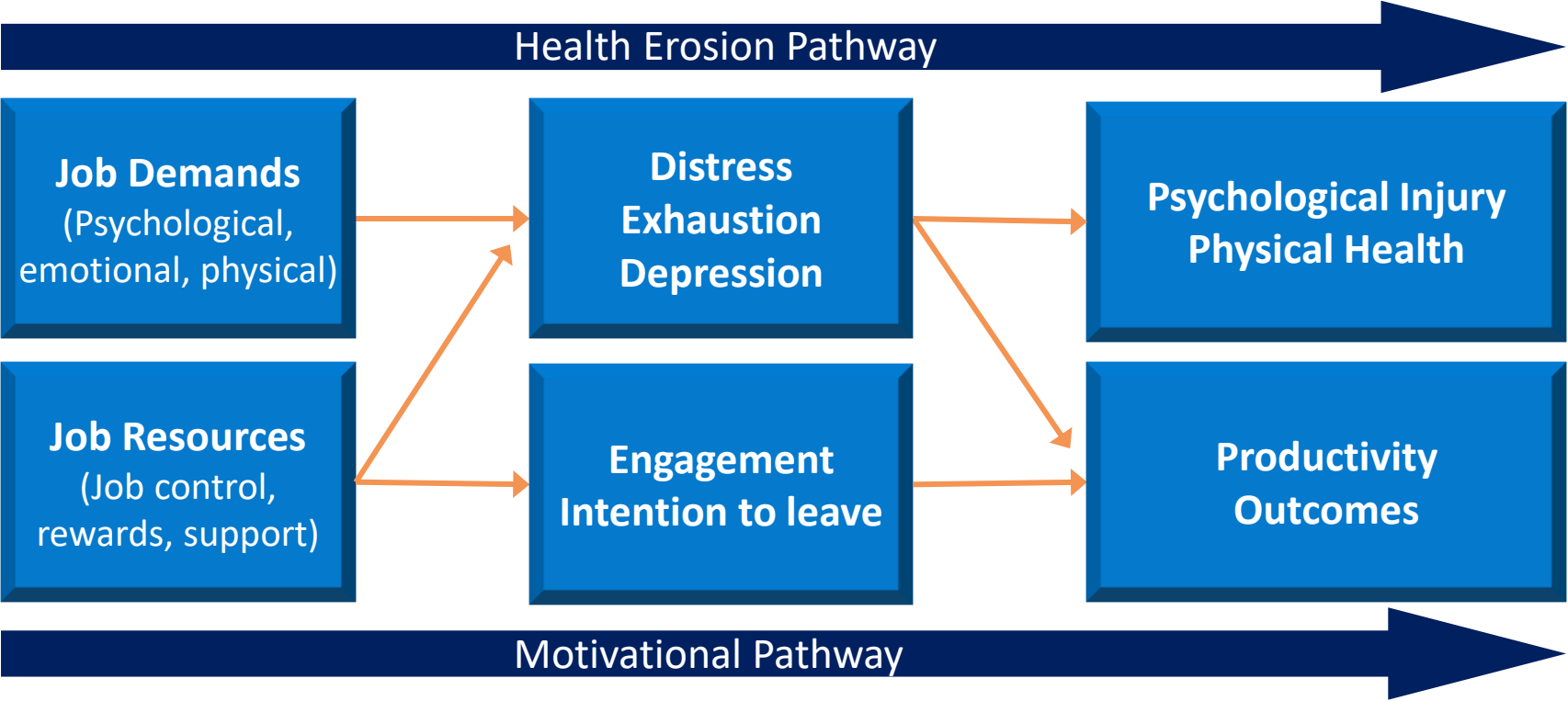
Includes *job design*, *social*, *organisational* and *management* contexts of work that have the potential to impact worker health and wellbeing.

Cox & Griffiths, 2005

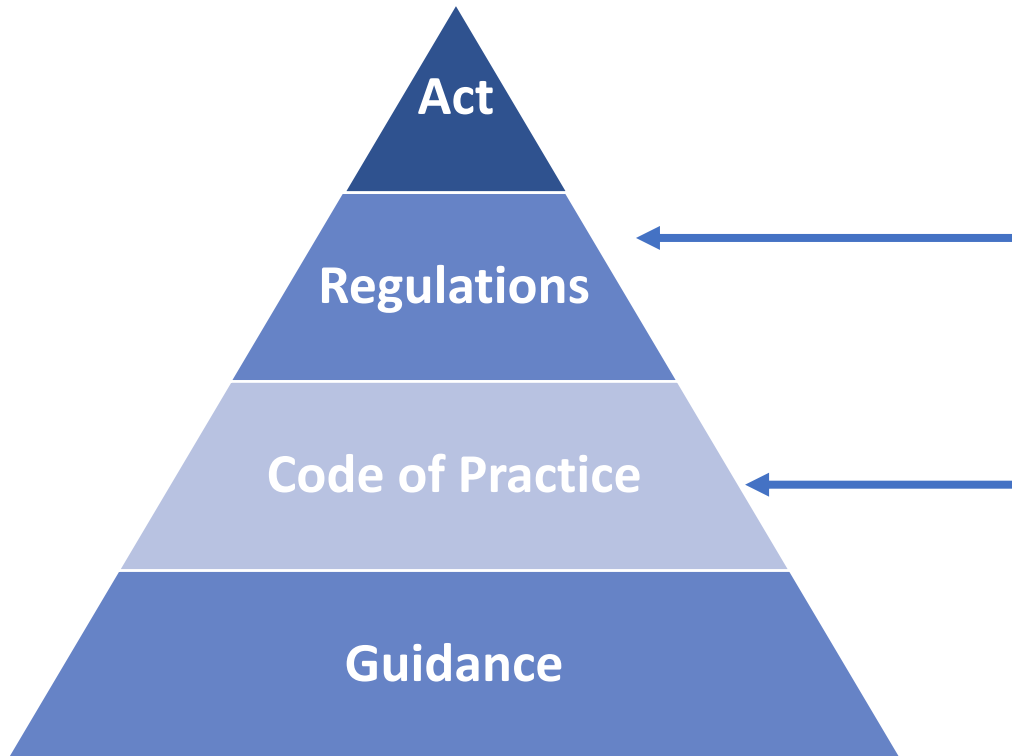
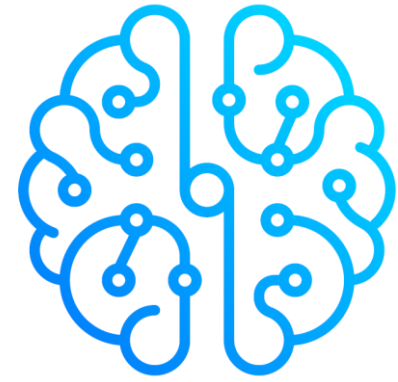


Job Demands-Resources (JDR)

Demerouti et al., 2001



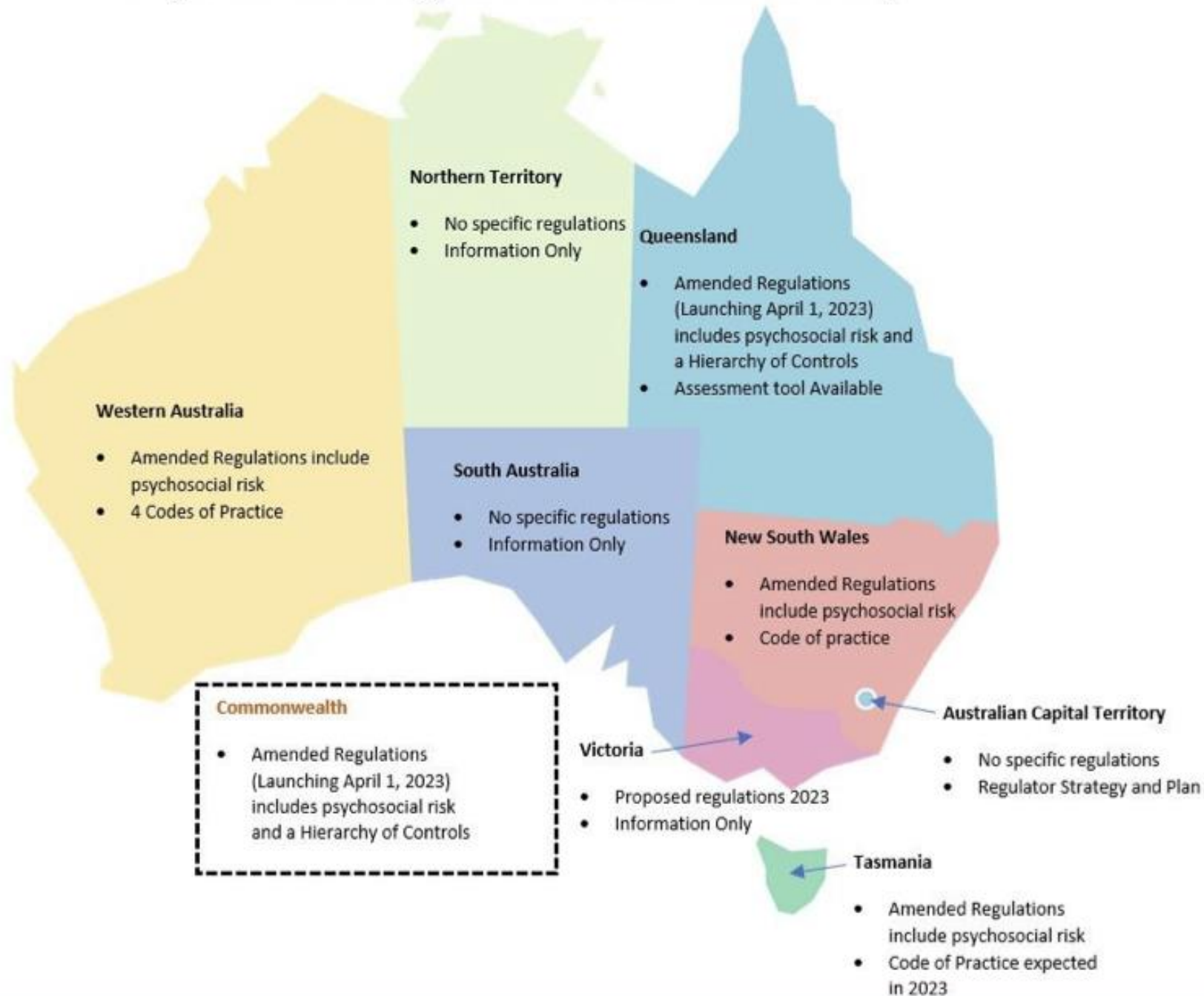
Regulations vs Codes



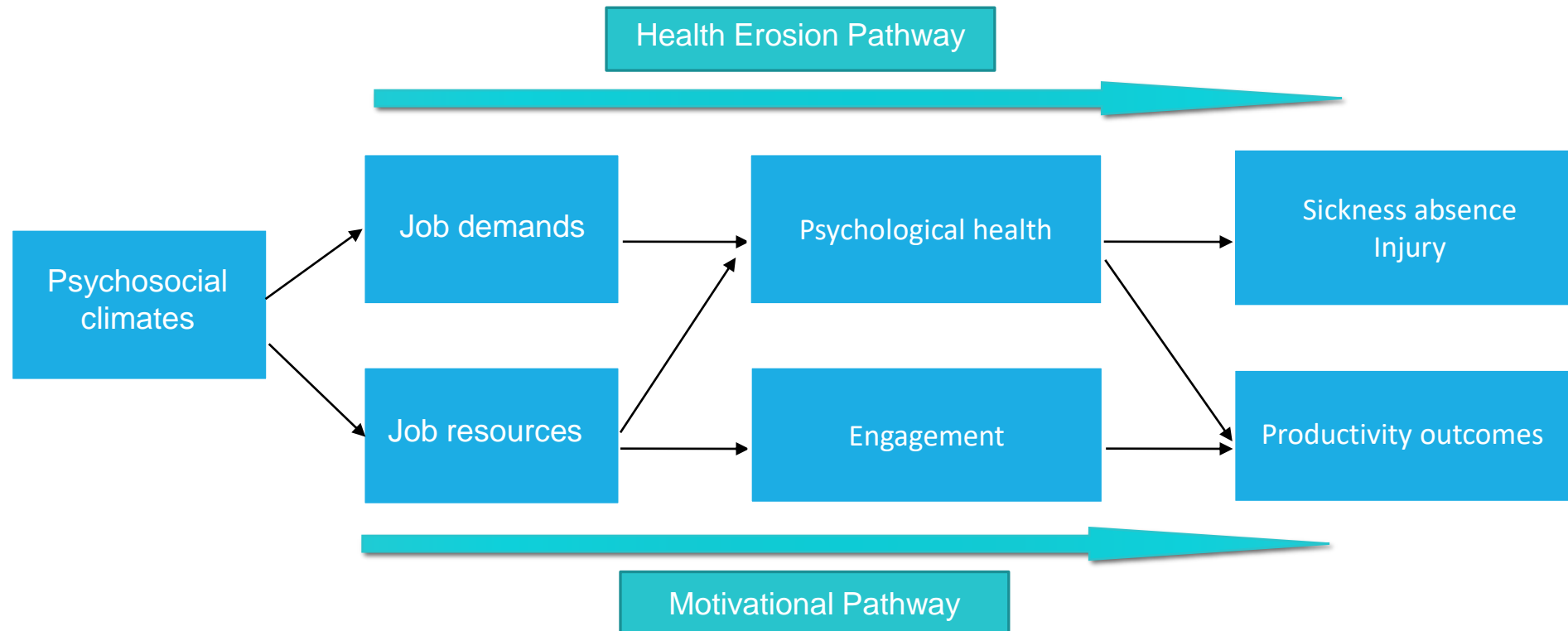
Regulations provide detailed information on how to meet the requirements of the Act and often are split into different topic areas. Can also include penalties.

Codes of Practice are practical guides to achieving the standards of health and safety required under the model WHS Act and Regulation.

Psychosocial Regulations & Guidance Map



Climate extended JDR model



Dollard & Bakker, 2010; Edmundson, 2014

Psychosocial safety indicators for worker health



Lead indicator

Lead/Lag indicator

Lag indicators for health

Shared employee perceptions of policy and practice to protect worker mental health.

Psychosocial factors occur as an outcome of policy practice and procedure.

Current status of worker health, wellbeing, and productivity.

Predicts psychosocial factors, worker health and productivity.

Interactions between factors predict worker health and productivity.

These occur as an outcome of job design and management contexts.

Psychosocial risk assessment tools

Free tools:

Guarding Minds@Work Risk Assessment Tool <https://www.guardingmindsatwork.ca/>

PeopleAtWork Risk Assessment Tool <https://www.peopleatwork.gov.au/>

Mentally Healthy Workplaces [Psychosocial risk assessment tool \(worksafe.qld.gov.au\)](https://www.worksafe.qld.gov.au/psychosocial-risk-assessment-tool)

Mind Your Head Audit checklist [MYH-OHS-Checklist.pdf \(mindyourhead.org.au\)](https://www.mindyourhead.org.au/MYH-OHS-Checklist.pdf)

Commercial products:

- § Cost (per person/group/yearly)
- § Customised for organisation
- § Data management
- § Utility of results
- § Evidence based
- § Lead indicators



Proactive Reactive Climate (PRC) Psychosocial Risk Assessment - Domains and Sub-domains



PROACTIVE CLIMATE

Priority that both the Organisation and Senior management gives to prevention of exposure to psychosocial hazards.

Management Trust involves trust that exists between leaders and workers to manage work-related factors impacting psychological health effectively.

Worker Confidence involves the degree of comfort workers have to discuss concerns about their psychological health with their co-workers.

Worker Participation involves the opportunity for workers to participate in developing systems that prevent exposure to psychosocial hazards.



REACTIVE CLIMATE

Organisational Communication about psychological health and safety in the workplace.

Organisational Collaboration involves active participation between all levels of the organisation to address hazards to psychological health and safety.

Leader Action involves appropriate and timely action taken by People Leaders to address issues that impact worker psychological health and safety as they arise.

Responsiveness involves the effective and timely action taken by the Organisation including Senior Management to concerns related to worker psychological health and safety.



JOB DEMANDS INDICATOR

Reasonable Workload involves how hard and fast employees are working and whether work demands are reasonable and appropriate.

Emotional Demands involve emotional efforts required at work such as facing emotionally challenging situations or suppressing genuine emotions. This can include emotionally demanding tasks and interactions with seniors, co-workers, colleagues, or customers/clients.

Appropriate Workplace Behaviours are clear expectations that negative work behaviours, such as bullying and harassment, are inappropriate and will not be tolerated in the workplace.



JOB RESOURCES INDICATOR

Practical Resources include access to physical, psychological, and social resources that assist a worker to complete their work tasks and get their job done.

Supportive and Protective Resources for psychological health and safety include resources that are designed to prepare and assist staff with managing factors that have the potential to impact their mental health.

Accessible Resources refer to workers experiences with accessing appropriate supports and whether they are encouraged to use them.

Additional hazard indicators for specific groups can be included:

- Customer/Client aggression
- Exposure to traumatic events
- Reward and recognition
- Fatigue and recovery
- Engagement
- Symptoms for exhaustion

Sample Report



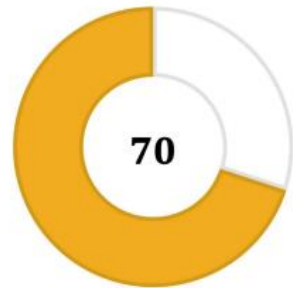
Proactive Reactive Climate (PRC16) Risk Assessment Report

Widgets Inc's Operations Group

Survey delivered 01/01/21 to 01/02/21
Number of Participants = 100
Participation Rate = 49.9%

"Workplaces with a positive approach to psychological health and safety are better able to recruit and retain talent, have improved employee engagement, enhanced productivity, are more creative and innovative, and have higher profit levels. Other positive impacts include a reduction of several key workplace issues including the risk of conflict, grievances, turnover, disability, injury rates, absenteeism and performance or morale issues" (BNQ/CSA Group/MHCC, 2013).

Your Overall PRC16 Risk Rating



Medium Risk



Quick Summary



Proactive Climate
Medium risk to worker psychological health and safety with a score of 62.



Job Demands Indicator
Medium risk to worker psychological health and safety with a score of 67.



Reactive Climate
Medium risk to worker psychological health and safety with a score of 70.



Job Resources Indicator
Low risk to worker psychological health and safety with a score of 75.

See Page 5 for more information.

Risk Levels

Scores on the four factors can fall into one of four risk levels; low risk, medium risk, high risk, and very high risk. In the below table (Table 2) we cover how sub-groups in *Operations Group* score in the four risk levels across each of the four factors.

Table 2. The proportion of workers in *Operations Group* across the four levels of risk for each of the four domains of the PRC16 ($n = 100$).

	PC	RC	JDI	JRI
Low Risk	36.5%	48.2%	42.4%	74.1%
Medium Risk	40.0%	37.6%	40.0%	18.8%
High Risk	18.8%	10.6%	12.9%	5.9%
Very High Risk	4.7%	3.5%	4.7%	1.2%



Results

Overall Average Scores

The *Operations Group* scored in the low-risk category for worker psychological health and safety for one of the four factors of the PRC16; Job Resource Indicators (refer to Figure 1). The remaining three factors – Proactive Climate, Reactive Climate and Job Demands Indicators – have scores in the medium-risk category for worker psychological health and safety. Within *Operations Group* Reactive Climate and Job Resources Indicators had the highest scores, and Proactive Climate and Job Demands Indicators had the lowest.

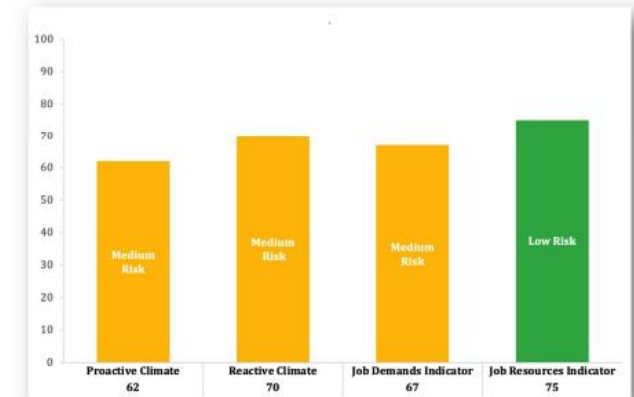
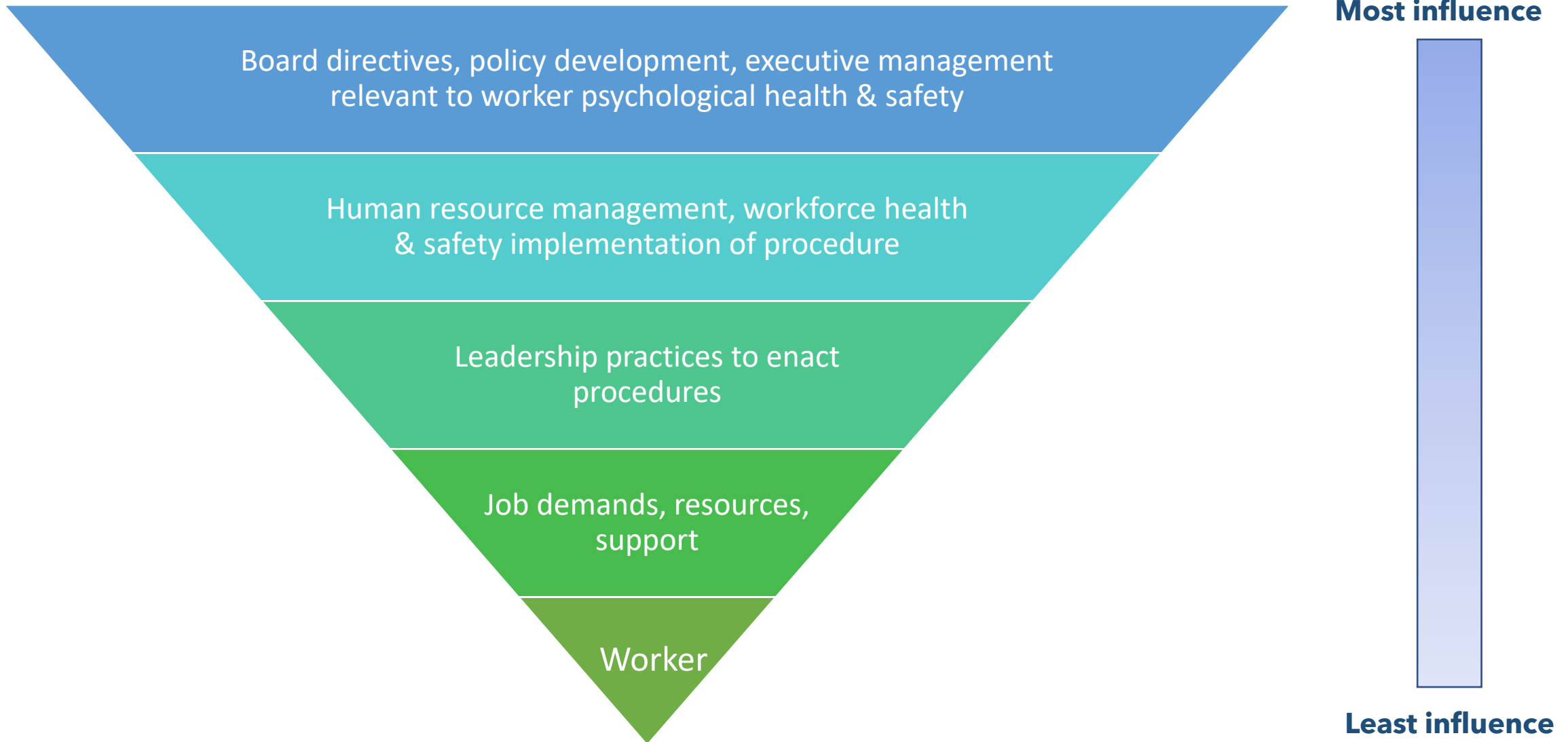


Figure 1. The average score for the four domains of the PRC16 in *Operations Group* with the level of risk to workers' psychological health and safety ($n = 100$).

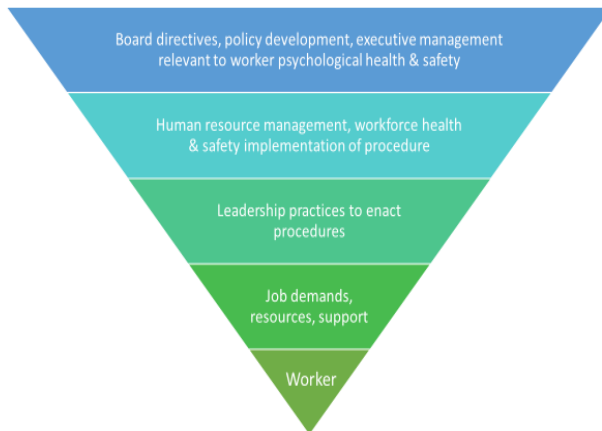
Workers in *Operations Group* perceive their People Leaders and Senior Management have less than optimal systems to respond to and address their psychological health and safety concerns that were not or could not be prevented. The Job Resources Indicator shows workers in general have the resources they need to get the job done and receive encouragement to access them, along with resources that support and protect their psychological health and safety.

Psychosocial Safety Hierarchy of Control



LEVEL 1: SENIOR MANAGEMENT VALUES

Psychosocial Safety Hierarchy of Control



- Is there policy regarding psychological health and is it communicated to employees?
- Do organisational policies promote reasonable demands and adequate resources, ?
- Are there procedures for identifying and managing psychosocial factors?
- Is it clear that inappropriate behaviours will not be tolerated, and action will be swift if it occurs?
- Is there top-level management support for stress prevention?

Workload demands involve how hard and fast employees are working and whether or not work demands are reasonable and appropriate.

Example actions:

- Clarification of expectations for service delivery and task allocation e.g., remove tasks/processes wherever possible, avoid allocating tasks outside of one on one or by email, always include reasonable timeframes, change the language around staffing or KPI's, abolish meetings and replace with check ins, reevaluate priorities with team members.
- Targeted recruitment for vacant positions.
- Identify high demand tasks and provide strategies in advance to reduce impact.
- Develop FAQ to reduce incoming enquiries.
- Individual flexible working arrangements and increase job control where appropriate.
- Prioritise recovery e.g., encouraging workers to take breaks when needed/as per policy, strategic pause to reassess sense of urgency, micro breaks to recover from high job demands, no meetings on Friday afternoon.
- Emails not to be sent outside of work hours and/or emails to include message e.g. "I work flexible hours, this time suits me, please do not feel required to reply outside of your work hours".
- Set boundaries around communications during and outside of work hours e.g. Email Auto reply – we only respond to emails between 9am and 10am or 4pm and 5pm, if the matter is urgent please call us directly.

CASE STUDY



Dollard & Bailey, 2021



88% of experimental groups increased climate



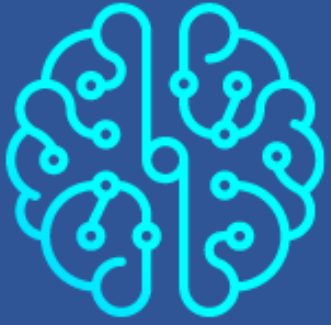
Successfully reducing risk for poor health & productivity

Psychosocial Safety Action Plan

Working group members

Names: _____

Psychosocial Factors	Risk Assessment	Relevant Policies, Practices and Procedures	Interventions/Actions/Strategies	Responsibility	Timeframe
<i>What is the psychosocial risk factor or hazard?</i>	<i>What is the risk level (potential/likelihood – low, medium, high)?</i>	<i>How does the organisation currently manage the risk? (Consider PS HOC results)</i>	<i>What can be done to reduce risk and prevent hazard? (Consider lead indicator results)</i>	<i>Who is responsible for Executive sign off, resource allocation and implementation?</i>	<i>Dates for implementation and evaluation?</i>



More Information



opuscentre.com.au



enquiries@opuscentre.com.au

LinkedIn

[linkedin.com/company/theopuscentre](https://www.linkedin.com/company/theopuscentre)

Eventbrite

opuscentre.eventbrite.com

