



WORKPLACE PSYCHOSOCIAL HAZARDS

ASSESS RISK, PROVIDE TRAINING AND
INTRODUCE CHANGES TO SAFETY
CULTURE



EMERGENCY SUPPORT
NETWORK PTY LTD
Specialising in People Risk Management

WHAT IS A PSYCHOSOCIAL HAZARD

There are 4 clusters of psychosocial hazards based on human factors research. These should be considered when dealing with people and safety in the workplace. The International Labour Office defined psychosocial hazards in terms of interactions involving; the competencies and needs of employees, job content, work organisation, work management and other environmental and organisational conditions. Problem interactions are those that have a 'hazardous' influence on employee health through perception and experience (ILO, 1986). These factors have been shown to be associated with the experience of stress and/or with poor health outcomes.

(Glendon, I., Clarke, S.G. and McKenna, E.F. (2006). Human safety and risk management. (2nd Ed.). New York: Taylor and Francis.)

WORKPLACE PSYCHOSOCIAL HAZARDS

The **Emergency Support Network's (ESN)** model of psychosocial hazards draws on human factors research to produce four key clusters:

1. Psychosocial Hazards – as defined in the research literature
2. Human Factors – covering the work interface
3. Mental Health and Well Being
4. Safety Culture and Climate

All four clusters must be considered when examining people, safety, and risk in the workplace.

WHAT DO PSYCHOSOCIAL HAZARDS LOOK LIKE?

Psychosocial hazards take many forms. Some of the more common include workplace harassment, work fatigue, poor job design, role conflict, unsafe attitudes and unsafe work practices.

WHY IS IT IMPORTANT TO ADDRESS PSYCHOSOCIAL HAZARDS?

Research demonstrates psychosocial hazards impact businesses in three ways:

- Financially - through productivity, performance and injury claims
- Legal compliance
- Organisational profile

Failure to identify and mitigate such hazards may result in costly outcomes including mental distress, exhaustion, depression, decline in physical health, personal injury claims, absenteeism, and high employee turnover.

DETERMINING HOTSPOTS AND RECOMMENDATIONS

Data review and analysis highlight hotspots in need of most attention where gains can be made.

A detailed report outlining options for immediate control measures and future recommended steps can be delivered.

PSYCHOSOCIAL RISK MANAGEMENT TRAINING

ESN can assist your organisation to understand the risks and the impacts of these through practical psychosocial risk management training.

Participants are provided with a comprehensive manual for future reference when dealing with psychosocial hazards.

Components are customised to the industry and roles of participants to equip them with practical intervention strategies.

SAFETY CULTURE AND CLIMATE INTERVENTIONS

Safety culture has long been acknowledged as a contributing element in many organisational accidents and is seen as a critical part of the safety recipe in organisations.

The values, beliefs, assumptions and behavioural norms that surround safety in an organisation create the organisation's safety culture. These factors describe 'why' things happen within an organisation.

Safety climate can be thought of as 'what' happens within an organisation. This is driven by employees' shared perceptions of safety practices within the workplace.

ESN can provide a range of interventions to enhance the safety culture and climate within your organisation. Our consultants will select the optimal assessments for your situation to gain accurate data and develop effective improvement strategies.

HOW CAN EMERGENCY SUPPORT NETWORK HELP?

We use our comprehensive framework to help you control these risks and deliver improvements in employee mental health, overall job satisfaction and morale. Using the framework our psychologists can:

- Identify and Assess Psychosocial Hazards
- Determine Hotspots and Provide Recommendations
- Educate Key Personnel in Psychosocial Risk Management

PSYCHOSOCIAL HAZARD RISK ASSESSMENT

Inline with WorkSafe WA's risk management approach toolkit, **ESN** can identify risks using data such as worker's compensation costs, hazard reports and incident statistics. Other information including stress and psychosocial injury data, online surveys, interviews and focus groups can help to build the risk assessment.

FOR FURTHER INFORMATION, PLEASE CONTACT

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