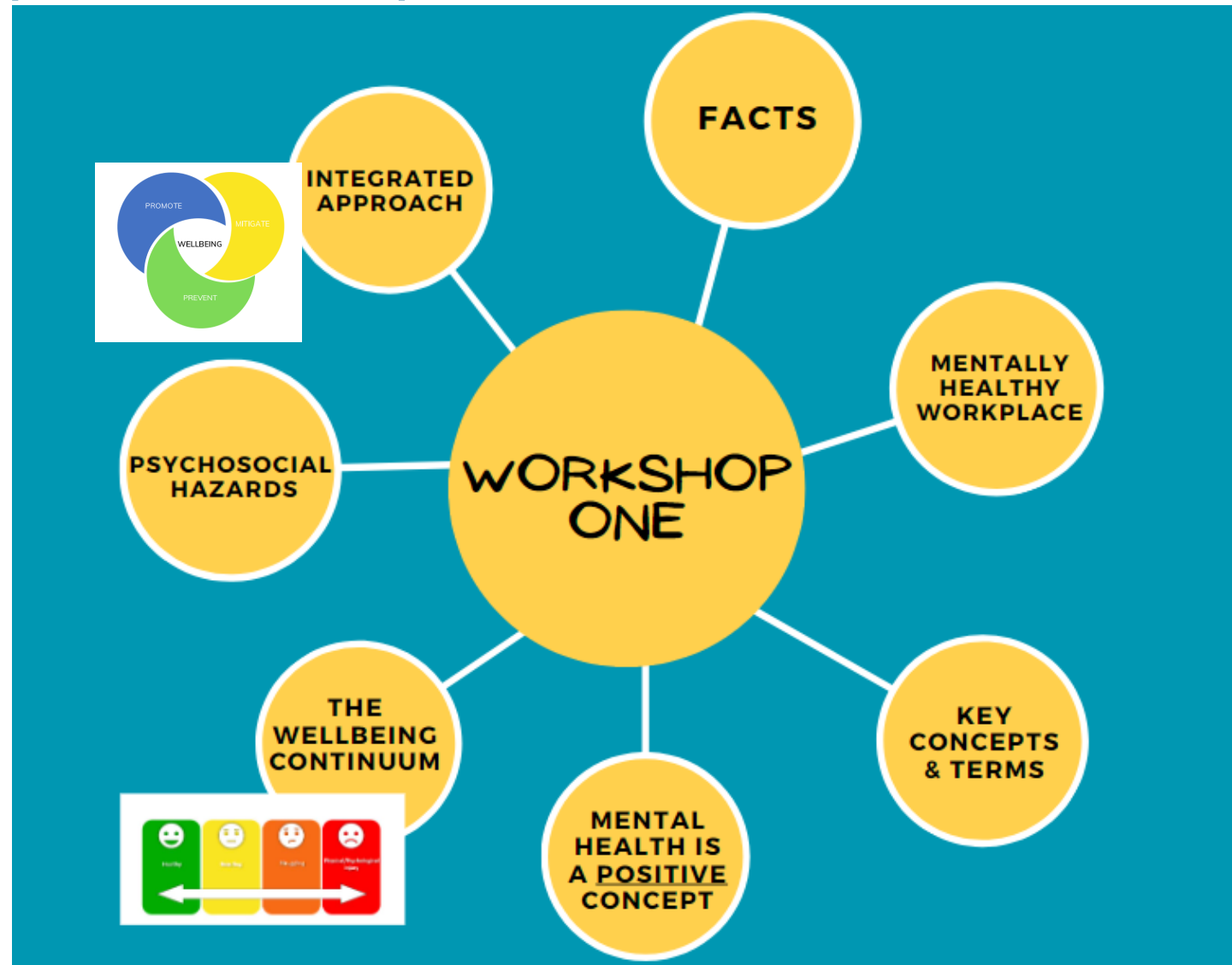


# Quick recap: Workshop 1





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## **Mental health is a positive concept:**

Related to the social and emotional wellbeing of people and communities. The concept relates to the enjoyment of life, ability to cope with stress and sadness, the fulfilment of goals and potential, and a sense of connection to others.





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# The Wellbeing Continuum

A visual tool that can be used to assist in understanding that **health** and **mental health** is not a fixed state, and we can move back and forth along this scale at different times during our lives.





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## Psychosocial Hazards

**A psychosocial hazard is anything that could cause psychological harm. *SWA***

Psychosocial hazards can create stress. This can cause psychological or physical harm.

**Stress itself is not an injury.**

But if workers are stressed often, over a long time, or the level of stress is high, it can cause harm.



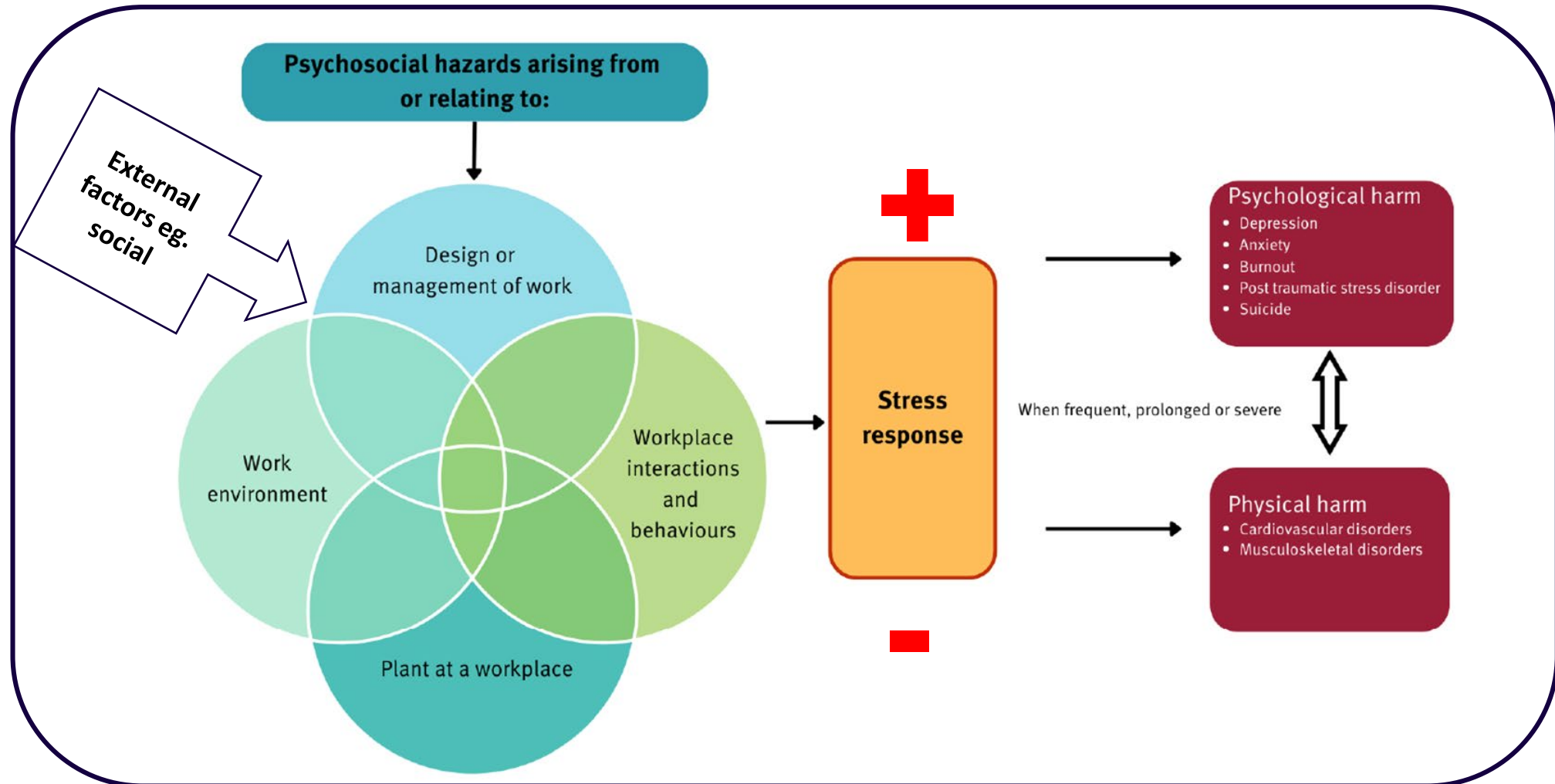
### **Psychological harm**

Eg. anxiety,  
depression, post-  
traumatic stress  
disorder, sleep  
disorders.

### **Physical harm**

Eg. musculoskeletal  
injuries,  
chronic disease or  
fatigue related  
injuries

# Psychosocial Hazards





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## Common Psychosocial Hazards at Work

High and/or low job  
demands

Low job control

Poor support

Low role clarity

Poor organisational  
change management

Low reward and  
recognition

Poor organisational  
justice

Poor workplace  
relationships including  
interpersonal conflict

Remote or isolated  
work

Poor environmental  
conditions

Traumatic events

Violence and  
aggression

Bullying

Harassment including  
sexual harassment



EXAMPLES

High and/or low job demands	Low job control	Poor support	Low role clarity
<ul style="list-style-type: none"> <li>Sustained or intense high levels of physical, mental or emotional job demands</li> <li>Excessive, unreasonable or chronically exceed workers' capacity</li> <li>Sustained very low levels of mental demands (e.g. monotonous work)</li> </ul>	<ul style="list-style-type: none"> <li>Little or no control over what happens in work environment, how or when work is done or the objectives work is towards</li> </ul>	<ul style="list-style-type: none"> <li>Tasks or jobs where employees have inadequate emotional and/or practical support from supervisors and/or colleagues</li> <li>Inadequate training information to support their work performance</li> <li>Inadequate tools, equipment or resources to do the job</li> </ul>	<p>Jobs where there is uncertainty about, or frequent changes to, tasks and work standards; where important task information is not available to workers; or where there are conflicting job roles, responsibilities, or expectations</p>
<p>Time pressure, role overload, unachievable deadlines, high vigilance, challenging work hours or shift work, unrealistic expectations to be responsive outside work hours.</p>	<p>Requiring permission before progressing routine task, excessive monitoring of work tasks and/or break, unpredictable working hour, little or no involvement or input into decisions that affect workers, insecure work.</p>	<p>Poorly maintained or inadequate access to equipment/tools or supervisory support, lack of functional or adequate tech systems, limited opportunities to engage with colleagues during work.</p>	<p>An employee being told one task is a priority but another manager disagrees, employee given multiple priority tasks from different managers, an employee given conflicting information about work standards and performance expectations.</p>



EXAMPLES

Poor org change management	Low reward and recognition	Poor org justice	Remote or isolated work	Poor environmental conditions
<ul style="list-style-type: none"> <li>Organisational change management that is poorly planned, communicated, supported, or managed</li> </ul>	<ul style="list-style-type: none"> <li>Jobs where there is an imbalance between employees' effort and recognition or rewards, both formal and informal</li> </ul>	<ul style="list-style-type: none"> <li>A lack of procedural fairness</li> <li>Informational fairness (keeping relevant people informed)</li> <li>Interpersonal fairness (treating people with dignity and respect)</li> </ul>	<ul style="list-style-type: none"> <li>Isolated from assistance due to location, time, or nature of work</li> <li>Work at locations where access to resources/communications is difficult</li> <li>No or few people around</li> <li>Required to live away from home for extended periods</li> </ul>	<ul style="list-style-type: none"> <li>Exposure to hazardous work environments that create a stress response</li> </ul>
<p>Not consulting employees on changes in the workplace that affect them, lack of practical support for employees during implementation of workplace changes.</p>	<p>Not being recognised for extra effort or commitment, no reasonable opportunities for professional development.</p>	<p>Inconsistent, unfair, discriminatory or inequitable decisions and application of policies or procedures.</p>	<p>Field workers, researchers, working alone in lab or office after hours, workshop staff working across campus, travel time e.g. driving.</p>	<p>Poor air quality, high or nuisance noise levels, extreme temperatures, or uncontrolled biological hazards e.g. blood, bodily fluids, infectious pathogens.</p>



EXAMPLES

Poor workplace relationships	Traumatic events	Violence & aggression	Bullying	Harassment incl. sexual harassment
<ul style="list-style-type: none"> <li>Poor relationships or conflict between employees, supervisors or others required to interact with</li> <li>Frequent or excessive disagreements</li> <li>Disparaging or rude comments, either from one person or multiple people</li> </ul>	<ul style="list-style-type: none"> <li>Investigating, witnessing, or being exposed to traumatic events</li> <li>Reading, hearing or seeing accounts of traumatic events</li> </ul>	<ul style="list-style-type: none"> <li>Abused, threatened, or assaulted at work or while carrying out work</li> <li>Includes abuse, threats or assaults by employees, clients/patients, others, visitors</li> </ul>	<ul style="list-style-type: none"> <li><b>Repeated and unreasonable</b> behaviour directed towards an employee or group of employees that creates a risk to health and safety.</li> <li>Includes bullying by employees, clients/patients, others, visitors</li> </ul>	<ul style="list-style-type: none"> <li>Harassment in relation to personal characteristics - age, disability, race, sex, relationship status, family responsibilities, sexual orientation, gender identity</li> <li><b>Sexual harassment</b> - any unwelcome conduct of a sexual nature that is either to offend, humiliate or intimidate another person, or where it is reasonable to expect the person might feel that way</li> </ul>
<p>Unresolved and excessive conflict regarding work tasks, processes, customers, interpersonal issues.</p>	<p>Witnessing a fatality, serious injuries, abuse, neglect or serious incidents, being exposed to extreme effects of natural disasters.</p>	<p>Biting, spitting, kicking, throwing objects, using or threatening to use a weapon, verbal abuse and threats, aggressive behaviour such as yelling, or physical intimidation.</p>	<p>Repeated incidents of practical jokes, initiation, spreading misinformation or malicious rumours, belittling or humiliating comments, being verbally denigrated or threatened.</p>	<p>Telling insulting jokes about particular racial groups, derogatory comments about someone's disability, asking intrusive questions about a person's body, unwelcome touching, sexual or suggestive comments or jokes, unnecessary familiarity</p>



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# Roles & Responsibilities

## 1. SOUTHERN CROSS UNIVERSITY

S19. Primary duty of care

- *'Must ensure, so far as is reasonably practicable, the health and safety of workers'*

## 2. SUPERVISORS

S39. Provision of information, training and instruction

- *'Must ensure that information, training and instruction provided to a worker is suitable and adequate'*

## 3. EMPLOYEES

S28. Duties of workers

- *'A worker must take reasonable care for his or her own health and safety'*
- *'Do not adversely affect the health and safety of other persons'*



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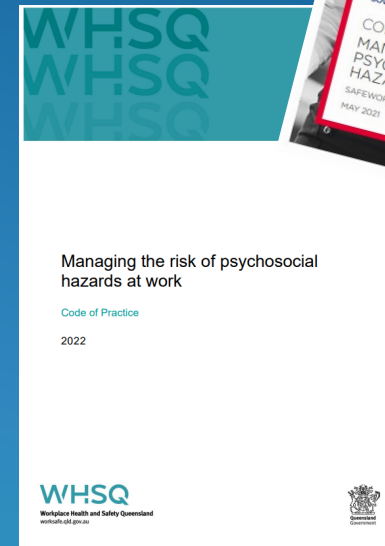
Legislation

WHS Act (NSW, Qld)

WHS Regulation (NSW,  
Qld)

Code of  
Practice (NSW,  
Qld)

AS 45003



# Risk Management Process



**Step 1**

Identify hazards

**Step 2**

Assess risks

**Step 3**

Control risks

**Step 4**

Review control measures

**At every stage:**

Consultation

Management Commitment