CHANGE BEGINS WITH A SINGLE ACTION
A psychosocial risk assessment process
For the respect of others please ensure your mobile phone is switched off or on silent.

In the event of an emergency a Convention Centre team member will direct us to the nearest Evacuation Assembly Area which is Flinders Wharf Park (across the new Yarra River Footbridge) or John Batman Park. Please remain seated until directed to leave.

Please note recording of this session is not permitted. Presentations for most seminars will be available on our website after the conclusion of Work Safe Week 2013.

Later this afternoon you’ll receive an email inviting you to complete our evaluation. We ask you to complete this and help us to improve Work Safe Week. As a thank you, you’ll go into the draw to win a $100 Coles Group and Myer gift card.
A psychosocial risk assessment process

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October 2013
What will be covered today?

- Work-related stress
- What People at Work offers to organisations
  - Risk management approach
  - Risk assessment tool
  - Supporting materials and website
  - Organisational reporting
  - Taking action
- How to get involved
The People at Work Project is a research collaboration between the University of Queensland and the Australian National University, with Workplace Health and Safety Queensland, WorkCover NSW, WorkSafe Victoria, Comcare, Safe Work Australia, and beyondblue (Partner Organisations), and funded by the Australian Research Council and Partner Organisations.

Organisations that participate in the People at Work Project will contribute to a national research project aimed at understanding how workplace characteristics influence employee health and well-being in different industries and occupations.
Under the Occupational Health and Safety Act, employers are required, so far as is reasonably practicable, to provide and maintain a working environment that is safe and without risks to health, including psychological health.

It also makes business sense. Workplaces that manage these risks well have significant advantages.
Work-related stress

The reaction people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope (WHO)

Stress is a response not an illness
Risk factors/Stressors

High work demands

Psychological Injury/Illness
(depression, anxiety, burnout, emotional distress, sleep disturbance, suicide)

Physical Illness
(CVD, MSDs, immune deficiency, gastrointestinal disorders)

Poor Health Behaviours
(exercise, diet, alcohol consumption and smoking)

Work-related stress

Low job resources
# Job demands

<table>
<thead>
<tr>
<th>Psychosocial risk factor</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>Role overload</td>
<td>When individuals feel pressured by excessive workloads, deadlines</td>
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<tr>
<td>Role ambiguity</td>
<td>Lack of clarity about job responsibilities, changing specifications</td>
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<tr>
<td>Role conflict</td>
<td>Incompatible demands and expectations on employees</td>
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<tr>
<td>Cognitive demand</td>
<td>Engaging in cognitive monitoring and active problem solving</td>
</tr>
<tr>
<td>Emotional demand</td>
<td>Engaging in sustained emotional effort</td>
</tr>
<tr>
<td>Group task conflict</td>
<td>Disagreements with colleagues regarding the work</td>
</tr>
<tr>
<td>Group interpersonal conflict</td>
<td>Disagreements with colleagues about personal taste, attributes or values</td>
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# Psychosocial risk factors

## Job control
The ability to manage one’s activities at work, including order, methods, scheduling and control over resources.

## Supervisor support
Practicable help and assistance, and care and sympathy from supervisors.

## Co-worker support
Practicable help and assistance, and care and sympathy from co-workers.

## Reward and recognition
Encouragement, appreciation and acknowledgement from organisation and colleagues.

## Procedural justice
Perceptions of fairness of procedures to allocate resources, make decisions.

## Change participation
Giving employees information about changes and ways to participate.
Participating in People at Work

• The People at Work Project is a psychosocial risk assessment process to help organisations identify and manage workplace risks to psychological health.

• Participating organisations have access to:
  > a reliable and valid free online risk assessment tool
  > resources to support organisational implementation and evaluation

• Organisations receive tailored organisational and workgroup reports highlighting specific workplace risks to psychological health.
People at Work Project website

- “Tool-kit” for participants
  - Includes presentations, resources and tools
- Access to electronic survey
- Information about People at Work and relevant events or news
People at Work Project

5-Step Risk Management Approach
Survey - Overview

- Participants complete individual surveys
- Online access to survey through secure website
- Paper versions available
- Results sent to University of Queensland for analysis
Survey - Questions

• Questions come from well-tested measures
• 4 major sections:
  > Your Job and Workplace (Job demands and resources)
  > Relationships at Work
  > Your general well-being
  > General Information
Based on survey results, organisational reports outline:

1. Organisational level of psychological wellbeing
2. % workers experiencing high job demands and low job resources
3. comparisons of psychosocial risk factors with Australian benchmarks
4. identification of psychosocial risk factors to target
5. comparisons of psychosocial risk factors across workgroups
6. prevalence of bullying, common behaviours and sources
Reports – Sample graphs

5. Job Demands

Level of Overall Job Demands

Overall High Job Demands Score
Across all Job Demands in your organisation, the average percentage of respondents experiencing High Job Demands is: 18%

The Australian Benchmark is 20%

High Job Demands

Legend:
- percentage of respondents agreeing to high levels of Job Demands
- percentage of respondents agreeing to moderate levels of Job Demands
- percentage of respondents agreeing to low levels of Job Demands

This bar chart allows you to look deeper into the results for each of the 7 Job Demands, revealing the reasons why your organisation obtained their overall score for High Job Demands and compares your organisation’s result with the Australian Benchmark.
Next steps

**Step 3: Consulting on Outcomes**

- Share survey outcomes with your workers
- Use several communication mediums

**Step 4: Taking Action**

- Explore issues in more detail (e.g., in focus groups) to confirm the main findings
- Through focus groups, generate ideas to manage key risk factors identified

**Action Plan**

- Develop, communicate, and implement a Risk Control Plan

**Step 5: Reviewing and Improving**

- Regularly review, evaluate and communicate action against the Risk Control Plan
Project Management tools

• You need to allow enough time to prepare your organisation (e.g., conducting internal communications and establishing internal systems to support the process).
• Depending on whether your organisation chooses to use online or paper surveys, this will impact the time taken to deliver the People at Work Project.
• Project Management Plan on website
Opportunities for involvement

- Support available from the website and from project partners
- You can enrol online or use the flyers provided
Questions
Don’t forget the evaluation form that you will receive via email.

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