

Protect against harm

Ensure a safe and healthy work environment for all



Download this pocket sheet to access the linked resources.

Creating a healthy workplace is not always about adding health and wellbeing programs. One of the most powerful things your organisation can do is reduce exposure to harmful conditions and provide good jobs. Involving your workers in this process is essential for a successful outcome.

Resources to help you identify and manage physical and psychosocial hazards

- ☐ Broaden your knowledge on the importance of a strong physical and psychosocial safety climate. **Leadership and culture. Ways to measure safety culture.**
- ☐ Watch this video about **systems thinking for safety and incident investigation.**
- ☐ Complete the **simple steps to safety self-audit tool** to see how your safety system measures up.
- ☐ Visit **SafeWork SA's website** for more information on common or industry based hazards. The website has a number of resources, such as: codes of practice, policies, procedures and templates to support implementation of your initiatives.*
- ☐ Involve your workers in hazard identification and risk management by running a Participative Hazard Identification survey such as the **APHIRM Toolkit** or the **People at Work tool.**

APHIRM can be run as a survey or focus group and identifies the top 10 physical and psychosocial hazards in your organisation. The online program steps you through the process of designing control measures using worker ideas. The APHIRM Toolkit is best run with the help of an Allied Health Professional or Ergonomist. You can access this assistance for free by contacting ReturnToWorkSA's Healthy Workplace Advisor. If you undertake this step it is essential to act transparently on the results. If you measure and do not act, the psychosocial safety climate in your workplace may be harmed.

- ☐ Further information for identifying and managing psychosocial hazards and risks can be found on Curtin University's **Thrive at Work website.**
- ☐ Document all of your hazards and controls in a risk register – you can use this risk register template if you do not have one already – **Keeping records | SafeWork SA.***

- ☐ Review your hazards and risks and assess the effectiveness of your control measures on an annual basis or when changes to work are made.*

Resources to help you design good jobs

- ☐ Use Curtin University's **Smart Work Design Survey** to assess how well your jobs are designed and use the results to guide improvements. This is best done in work groups that include all staff that the changes will impact.

The 'SMART'er someone's work – the happier, healthier and more productive they are! SMART stands for: Stimulating, Mastery, Agency, Relational, Tolerable Demands (physical, cognitive, emotional, work volume).

- ☐ The **SMART Work Design website** contains more information and some case studies so that you can see how other workplaces have made improvements.
- ☐ For further information take a look at SafeWork SA's **Good Work Design Handbook** or this **case study: Good work through effective design.**
- ☐ Contact **ReturnToWorkSA's Healthy Workplace Advisor** if you would like assistance with these steps.
- ☐ At an organisational level you can review the 'Good Jobs Strategy' at: **Good Jobs Institute – Help companies thrive by creating good jobs.** Please note this is an international resource and while the principles are generic, adaptation may be required to meet Australian standards.
- ☐ Where possible, keep hours and rosters stable and provide between 2–4 weeks advance notice for shifts.
- ☐ Review SafeWork SA's **Guide to Managing the Risk of Fatigue at Work** to identify work design changes that could reduce the likelihood of fatigue.

*Legislative requirement

Resources to help increase individual and team coping

- Foster a psychologically safe work environment by learning about and practicing the 5 tenets of psychological safety.

Psychological safety is the belief that you won't be punished or humiliated for speaking up with ideas, questions, concerns or mistakes. In teams it refers to team members feeling accepted and respected even when their ideas are being challenged, because all members of the team are striving to learn, improve and achieve the best possible outcome. High psychological safety is a critical component of high performing teams, particularly when coupled with high expectations.

- Run training for leaders to help them build their teams. A range of training and team building exercises can be found in the Victorian Public Sector Commissions wellbeing toolkit (please make sure to cross check state specific legislation when using interstate tools). Topics include: **Team culture**, **Safety and empathy**, **Respectful teams**, and **Connected and engaged teams**.
- Workplace members can undertake **Think Again Quiz** and **Give And Take Quiz** to understand more about their interaction styles.
- Set aside time for teams to share ideas and problem solve together. This could take the form of a weekly team meeting or pre-shift huddles.
- Encourage and facilitate open communication between teams. Ask team members what the current barriers are and what potential solutions exist.
- Link in to freely available resources for improving individual coping such as **This Way Up**.
- Provide flexible working arrangements that allow individuals to prioritise their work and life commitments. Guidelines on providing flexible work are available online at **Fair Work Ombudsman** or **Thrive at Work**. Clear expectations are essential for the success of flexible work arrangements. Chat with staff to figure out suitable arrangements such as mandatory office days, flexible start finish times and degree of autonomy.
- Review the working hours undertaken by your workers to ensure that the number of hours worked do not pose a risk to worker health and the downtime between shifts is sufficient for recovery. You can cross check your results with the appendix in this document **Managing the risk of fatigue | SafeWork Australia** or review the Healthy Workplace Toolkit section on **sleep and fatigue**.*
- Review the types and durations of leave afforded to your workers and implement policies that encourage leave taking.
- Review your onboarding processes to make sure they are relevant to each job by asking existing staff for input. Ensure the process is adhered to by tracking completion. Obtain feedback from new workers about their on boarding experience and how well it prepared them for their role. Use this information to continually improve.

The 5 tenets of psychological safety

