

## Psychosocial Health Safety Checklist

Use this checklist to look at your safety systems around health and wellbeing. Those items where you tick 'Sometimes' or 'Never' will need action to fix or improve.

### HIGH AND LOW JOB DEMANDS

High and low job demands include too much or too little work / responsibility and excessive or prolonged time pressures.

	Always	Sometimes	Never
Do you hold regular team meetings to discuss projected workload for the following week and address anticipated absences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you meet with individuals to discuss workload and identify challenges encountered or anticipated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you develop personal work plans to ensure workers are aware of their job responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you identify peaks and troughs for workload and incorporate into staffing rosters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you allocate resources such as time and equipment to ensure workers can undertake their jobs properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you ensure utilisation of skills within everyday work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you ensure workers have adequate time management skills and provide training where needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you give realistic deadlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you rotate job tasks for repetitive or highly demanding tasks or to reduce exposure time for workers' dealing with aggressive clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you minimise environmental stressors (e.g., noise, heat, vibration)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## LOW JOB CONTROL

Low job control is where a worker has little control to make decisions about the way they work or the skills used. It also includes inflexible start / finish times and breaks, poor consultation, or little involvement in organisational decisions.

	Always	Sometimes	Never
Do you engage workers in making decisions about the way they do their work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you allow workers to participate in the decision-making processes about issues that affect their work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you conduct a performance review processes as this can be an opportunity for workers to have input into the way they do their work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you provide opportunities for skill development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## POOR ORGANISATIONAL CHANGE MANAGEMENT

Poor organisational change management is where changes are taking place within the business but there is a lack of information or clarity on the process being undertaken or there is the perception that management is withholding information.

	Always	Sometimes	Never
Do you involve workers in the change process via communication and consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you identify the key issues of the change and provide information to workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you ensure workers are informed of the implications of the change on their respective positions and roles as this information comes available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you identify methods of communication to meet the needs of workers in advising of the change process, such as meetings, emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## POOR SUPPORT

Poor support includes where a worker has no-one to ask for assistance or guidance without shame or blame, geographically dispersed team members or manager, inadequate or lack of training / competency.

	Always	Sometimes	Never
Do you provide a workplace culture that supports open communication, so workers feel comfortable in discussing issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you provide training, skill development and employee assistance service to workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you promote work-life balance by allowing for flexibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you improve supervisor/managerial skills through coaching, mentoring and/or training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you utilise regular performance reviews for managers and workers to provide support and constructive advice for future performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you provide opportunities for career and professional development (e.g., acting in managerial roles during the manager's absence / higher duties)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you promote effective early rehabilitation for all injuries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**POOR ROLE CLARITY**

Poor role clarity includes situations where a worker does not understand their role or responsibilities, they have responsibility with no authority, or the role is outside their skills or training.

	Always	Sometimes	Never
Do you provide up-to-date position descriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you provide an organisational chart that gives a clear view of structure and communication channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you provide an induction to all new workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you develop personal work plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you discuss roles and work plans at team meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you ensure workers have clear goals and performance standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## POOR WORKPLACE RELATIONSHIPS

Poor workplace relationships include workplaces where there is unacceptable behaviours, gossip, harassment, or bullying.

	Always	Sometimes	Never
Do you provide education on work-related bullying, harassment, violence, and conflict resolution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you define what is acceptable behaviour within the workplace (e.g., code of conduct) and ensure all workers and managers understand this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you promote communication within and between teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you provide information on support services available and how to access them such as an employee assistance program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you put processes in place which address actions to be taken in the event behaviour is unacceptable (e.g., complaints handling and investigations, potential disciplinary actions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you treat each case individually and ensure that it is addressed in a fair and just manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## POOR ORGANISATIONAL JUSTICE

Poor organisational justice is where some workers are treated differently or more favourably than others. For example, where a policy is in place but seems to only apply to some workers or where managers are being exempt from censure but applies to workers.

	Always	Sometimes	Never
Do you ensure that workplace rules are applied fairly, consistently and in an unbiased manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you ensure there is a transparent grievance and appeal process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you promote and encourage a positive and fair work environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## LOW RECOGNITION AND REWARD

Low recognition and reward can include a lack of meaningful performance discussions, providing non-specific recognition, or inequitable reward practices.

	Always	Sometimes	Never
Do you recognise individual and team contributions and achievements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you ensure recognition and rewards are appropriate and relevant for the worker or team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## REMOTE AND ISOLATED WORK

Workers undertaking remote and isolated work can experience long travel times, poor communication and few or no people to provide help and support, especially in an emergency.

	Always	Sometimes	Never
Do you ensure there is a communication system for workers in remote or isolated areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have in place back up communication systems such as satellite phone, radio or EPERB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you check in regularly with workers who are remote or isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a clear understanding of who will communicate with remote or isolated workers, when, and what will occur if they are unable to be contacted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you ensure there are adequate provisions such as water, spare tyres and first aid equipment in field vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## VIOLENT OR TRAUMATIC EVENTS

Violent or traumatic events occur when a worker is exposed to abuse or is threatened with harm or experiences actual harm.

	Always	Sometimes	Never
Do you have a process in place to manage the risk of violence and trauma while at the workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you consult with those potentially faced with violence or trauma in the workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you give every person a role if there is an incidence of violence (e.g., one person stands with the affected worker for support, one person phones police, one person redirects the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you research controls such as personal alarms, jump barriers at counters, mirrors where offenders are forced to observe their behaviour, etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If persons have to be seen in enclosed areas, consult with workers to create policy for safe interaction (e.g., worker desk to be next to the door, emergency alarms on desks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you contact any worker affected by violence or trauma as soon as possible to check their wellbeing and encourage them to see their doctor to assess their health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you consider having an Employee Assistance Program to provide support to workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>