# 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. There is information on the SafeWork SA website that may assist you.

## HIGH AND LOW JOB DEMANDS

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

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

## 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.

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| --- | --- | --- | --- |
|  | Always | Sometimes | Never |
| Do you engage workers in making decisions about the way they do their work |  |  |  |
| Do you allow workers to participate in the decision-making processes about issues that affect their work |  |  |  |
| 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 |  |  |  |
| Do you provide opportunities for skill development |  |  |  |

## 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 |  |  |  |
| Do you provide training, skill development and employee assistance service to workers |  |  |  |
| Do you promote work-life balance by allowing for flexibility |  |  |  |
| Do you improve supervisor/managerial skills through coaching, mentoring and/or training |  |  |  |
| Do you utilise regular performance reviews for managers and workers to provide support and constructive advice for future performance |  |  |  |
| Do you provide opportunities for career and professional development (e.g., acting in managerial roles during the manager’s absence / higher duties) |  |  |  |
| Do you promote effective early rehabilitation for all injuries |  |  |  |

## 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.

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

## 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 |  |  |  |
| Do you define what is acceptable behaviour within the workplace (e.g., code of conduct) and ensure all workers and managers understand this |  |  |  |
| Do you promote communication within and between teams |  |  |  |
| Do you provide information on support services available and how to access them such as an employee assistance program |  |  |  |
| 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) |  |  |  |
| Do you treat each case individually and ensure that it is addressed in a fair and just manner |  |  |  |

## 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 |  |  |  |
| Do you identify the key issues of the change and provide information to workers |  |  |  |
| Do you ensure workers are informed of the implications of the change on their respective positions and roles as this information comes available |  |  |  |
| Do you identify methods of communication to meet the needs of workers in advising of the change process, such as meetings, emails |  |  |  |

## 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.

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| --- | --- | --- | --- |
|  | Always | Sometimes | Never |
| Do you ensure that workplace rules are applied fairly, consistently and in an unbiased manner |  |  |  |
| Do you ensure there is a transparent grievance and appeal process |  |  |  |
| Do you promote and encourage a positive and fair work environment |  |  |  |

## LOW RECOGNITION AND REWARD

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

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| --- | --- | --- | --- |
|  | Always | Sometimes | Never |
| Do you recognise individual and team contributions and achievements |  |  |  |
| Do you ensure recognition and rewards are appropriate and relevant for the worker or team |  |  |  |

## 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 |  |  |  |
| Do you have in place back up communication systems such as satellite phone, radio or EPERB |  |  |  |
| Do you check in regularly with workers who are remote or isolated |  |  |  |
| 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 |  |  |  |
| Do you ensure there are adequate provisions such as water, spare tyres and first aid equipment in field vehicles |  |  |  |

## 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.

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| --- | --- | --- | --- |
|  | Always | Sometimes | Never |
| Do you have a process in place to manage the risk of violence and trauma while at the workplace |  |  |  |
| Do you consult with those potentially faced with violence or trauma in the workplace |  |  |  |
| 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 |  |  |  |
| Do you research controls such as personal alarms, jump barriers at counters, mirrors where offenders are forced to observe their behaviour, etc |  |  |  |
| 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) |  |  |  |
| 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 |  |  |  |
| Do you consider having an Employee Assistance Program to provide support to workers |  |  |  |