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COMCARE WEBINAR:

Creating a safe and healthy workplace

4 October 2022

know safety,
work safely

Make safety at work your priority

national safe work month
2022

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Acknowledgement of Country

Acknowledgement of artist
Healing Hands – Cover artwork by Dion Devow of Darkies Designs

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2022 activities

Comcare webinar
Resilience, adaptability and mental health
10 October 2022, 11am - 12pm

national safe work month 2022

Comcare webinar
WHS management systems and the future of work
26 October 2022, 1.30pm - 2.30pm

national safe work month 2022

PRESENTER

Georgie Harman
CEO, Beyond Blue

Since 2014, Georgie has steered Beyond Blue through significant growth and transformation – expanding its services and supports, strengthening connection to the community, and harnessing digital innovation.

PRESENTER

Professor Sharon Newnam

Sharon is a prolific author, is an Associate Editor of the leading safety journal Safety Science, and an international member on a Transportation Research Board committee, which is a division of the National Academies of Science, Engineering and Medicine.

Visit **comcare.gov.au/safeworkmonth**

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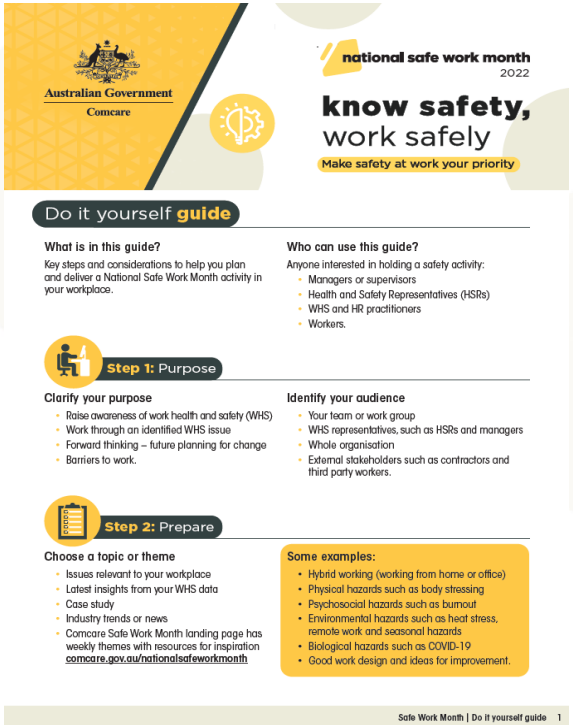
DIY guide



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Do it yourself guide

What is in this guide?

Key steps and considerations to help you plan and deliver a National Safe Work Month activity in your workplace.

Who can use this guide?

Anyone interested in holding a safety activity:

- Managers or supervisors
- Health and Safety Representatives (HSRs)
- WHS and HR practitioners
- Workers.

Step 1: Purpose

Clarify your purpose

- Raise awareness of work health and safety (WHS)
- Work through an identified WHS issue
- Forward thinking – future planning for change
- Barriers to work.

Identify your audience

- Your team or work group
- WHS representatives, such as HSRs and managers
- Whole organisation
- External stakeholders such as contractors and third party workers.

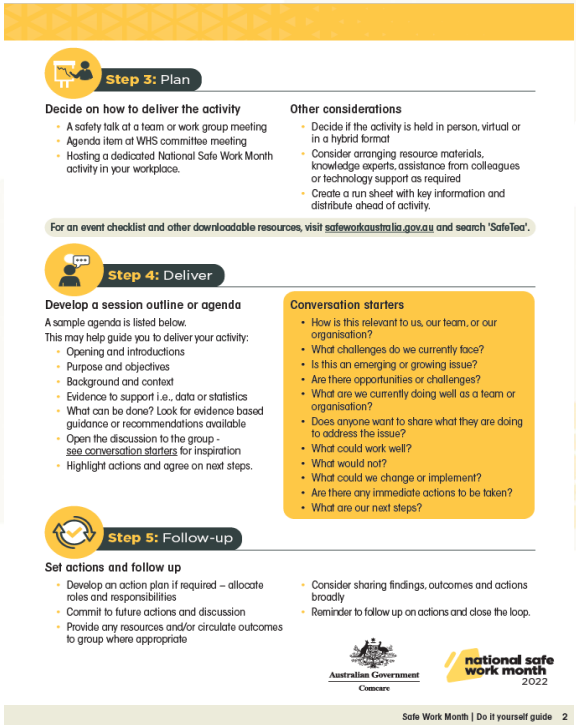
Step 2: Prepare

Choose a topic or theme

- Issues relevant to your workplace
- Latest insights from your WHS data
- Case study
- Industry trends or news
- Comcare Safe Work Month landing page has weekly themes with resources for inspiration comcare.gov.au/nationalsafeworkmonth

Some examples:

- Hybrid working (working from home or office)
- Physical hazards such as body stressing
- Psychosocial hazards such as burnout
- Environmental hazards such as heat stress, remote work and seasonal hazards
- Biological hazards such as COVID-19
- Good work design and ideas for improvement.



Step 3: Plan

Decide on how to deliver the activity

- A safety talk at a team or work group meeting
- Agenda item at WHS committee meeting
- Hosting a dedicated National Safe Work Month activity in your workplace.

Other considerations

- Decide if the activity is held in person, virtual or in a hybrid format
- Consider arranging resource materials, knowledge experts, assistance from colleagues or technology support as required
- Create a run sheet with key information and distribute ahead of activity.

For an event checklist and other downloadable resources, visit safeworkaustralia.gov.au and search 'SafeTea'.

Step 4: Deliver

Develop a session outline or agenda

A sample agenda is listed below.

This may help guide you to deliver your activity:

- Opening and introductions
- Purpose and objectives
- Background and context
- Evidence to support i.e., data or statistics
- What can be done? Look for evidence based guidance or recommendations available
- Open the discussion to the group - see conversation starters for inspiration
- Highlight actions and agree on next steps.

Conversation starters

- How is this relevant to us, our team, or our organisation?
- What challenges do we currently face?
- Is this an emerging or growing issue?
- Are there opportunities or challenges?
- What are we currently doing well as a team or organisation?
- Does anyone want to share what they are doing to address the issue?
- What could work well?
- What would not?
- What could we change or implement?
- Are there any immediate actions to be taken?
- What are our next steps?

Step 5: Follow-up

Set actions and follow up

- Develop an action plan if required – allocate roles and responsibilities
- Commit to future actions and discussion
- Provide any resources and/or circulate outcomes to group where appropriate
- Consider sharing findings, outcomes and actions broadly
- Reminder to follow up on actions and close the loop.

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Agenda

- Safe Work Month 2022
- Model Laws
- Data and insights
- Current and upcoming initiatives
- Q&A

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Model Laws

- Developed in 2011 by Safe Work Australia
- In 2018, the Boland Review was completed
- Key recommendations on psychological injury
- Recommendations 2 and 20.

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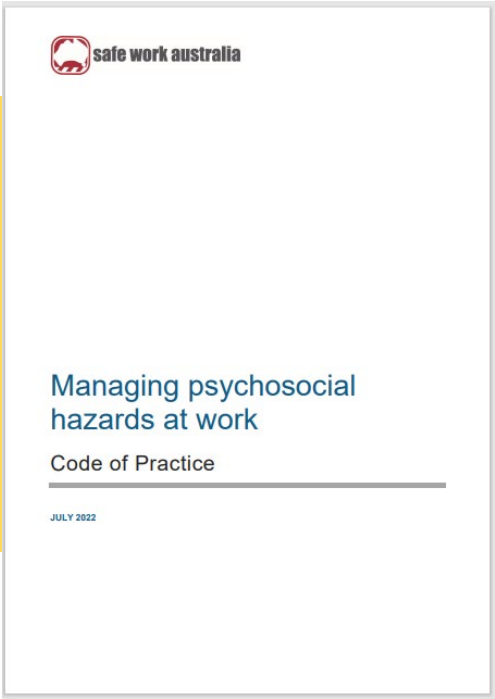
Current state

- Not currently legislated
- The Commonwealth WHS Act 2011 defines health to include psychological health
- Part 3.2 WHS Regs apply to psychosocial hazards.

Model Code of Practice



Psychosocial hazards that may arise at work

- Job demands
- Low job control
- Poor support
- Lack of role clarity
- Poor organisational change management
- Inadequate reward and recognition
- Poor organisational justice
- Traumatic events or material
- Remote or isolated work
- Poor physical environment
- Violence and aggression
- Bullying
- Harassment including sexual harassment
- Conflict or poor workplace relationships and interactions

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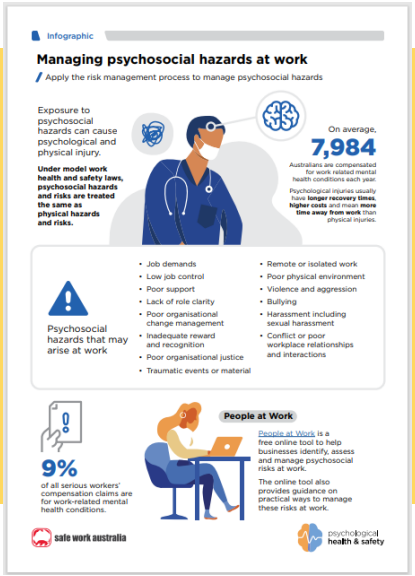
Model Code of Practice



Infographic

Managing psychosocial hazards at work

Apply the risk management process to manage psychosocial hazards

Exposure to psychosocial hazards can cause psychological and physical injury.

Under model work health and safety laws, psychosocial hazards and risks are treated the same as physical hazards and risks.

On average, **7,984** Australians are compensated for work related mental health conditions each year.

Psychological injuries usually have **longer recovery times, higher costs** and mean **more time away from work** than physical injuries.

Psychosocial hazards that may arise at work

- Job demands
- Low job control
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- Poor physical environment
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- Bullying
- Harassment including sexual harassment
- Conflict or poor workplace relationships and interactions

9% of all serious workers' compensation claims are for work-related mental health conditions.

People at Work

People at Work is a free online tool to help businesses identify, assess and manage psychosocial risks at work.

The online tool also provides guidance on practical ways to manage these risks at work.

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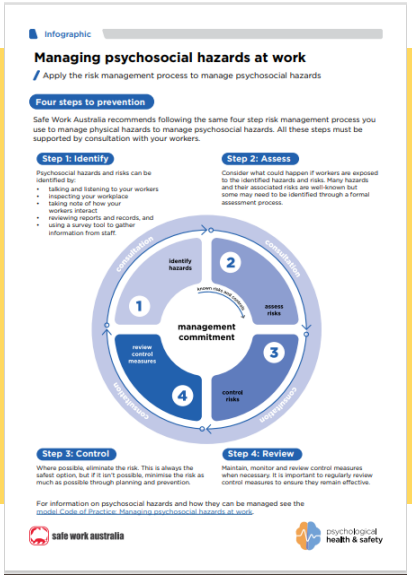
psychological health & safety



Infographic

Managing psychosocial hazards at work

Apply the risk management process to manage psychosocial hazards

Four steps to prevention

Safe Work Australia recommends following the same four step risk management process you use to manage physical hazards to manage psychosocial hazards. All these steps must be supported by consultation with your workers.

Step 1: Identify

Psychosocial hazards and risks can be identified by:

- talking and listening to your workers
- inspecting your workplace
- taking note of how your workers interact
- reviewing reports and records, and
- using a survey tool to gather information from staff.

Step 2: Assess

Consider what could happen if workers are exposed to the identified hazards and risks. Many hazards and their associated risks are well-known but some may need to be identified through a formal assessment process.

Step 3: Control

Where possible, eliminate the risk. This is always the safest option, but if it isn't possible, minimise the risk as much as possible through planning and prevention.

Step 4: Review

Maintain, monitor and review control measures when necessary. It is important to regularly review control measures to ensure they remain effective.

For information on psychosocial hazards and how they can be managed see the model Code of Practice: Managing psychosocial hazards at work.

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What psychosocial hazards sound like at work

Workers might talk about their exposure to psychosocial hazards in different ways.

Recognise the signs.

For information on psychosocial hazards and how they can be managed see the model Code of Practice: Managing psychosocial hazards at work.

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Micro-learns

Introduction to the Model Code of Practice - Managing psychosocial hazards at work

Video
Mode: Micro-learn
Cost: Free

WHS Act

Learn more

Psychosocial risk management

Video
Mode: Micro-learn
Cost: Free

WHS Act

Learn more

What are psychosocial hazards?

Video
Mode: Micro-learn
Cost: Free

WHS Act

Learn more

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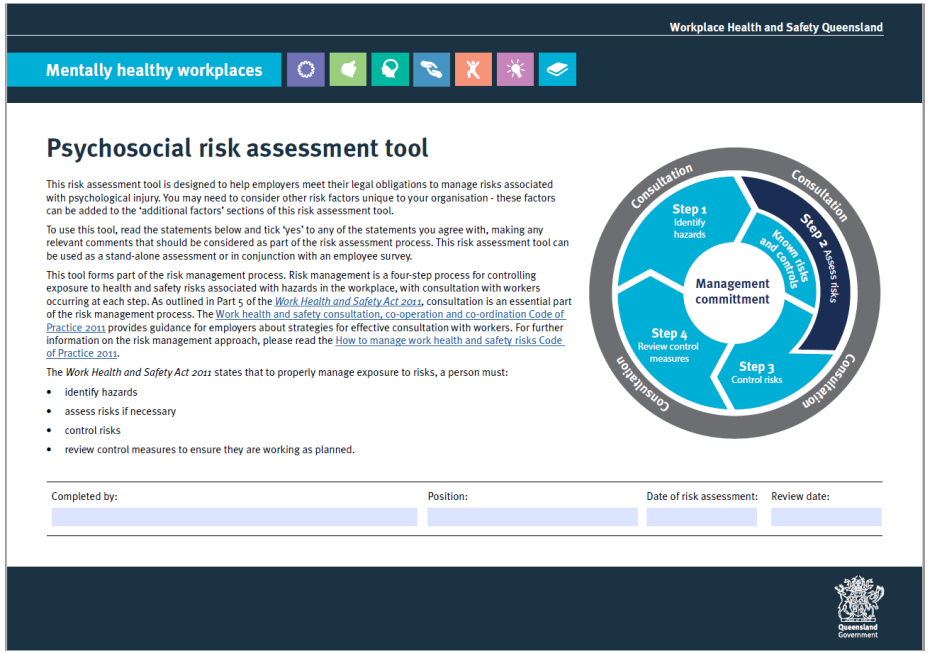
What you can do now



Workplace Health and Safety Queensland

Mentally healthy workplaces

Psychosocial risk assessment tool

This risk assessment tool is designed to help employers meet their legal obligations to manage risks associated with psychological injury. You may need to consider other risk factors unique to your organisation - these factors can be added to the 'additional factors' sections of this risk assessment tool.

To use this tool, read the statements below and tick 'yes' to any of the statements you agree with, making any relevant comments that should be considered as part of the risk assessment process. This risk assessment tool can be used as a stand-alone assessment or in conjunction with an employee survey.

This tool forms part of the risk management process. Risk management is a four-step process for controlling exposure to health and safety risks associated with hazards in the workplace, with consultation with workers occurring at each step. As outlined in Part 5 of the *Work Health and Safety Act 2011*, consultation is an essential part of the risk management process. The Work health and safety consultation, co-operation and co-ordination Code of Practice 2011 provides guidance for employers about strategies for effective consultation with workers. For further information on the risk management approach, please read the How to manage work health and safety risks Code of Practice 2011.

The *Work Health and Safety Act 2011* states that to properly manage exposure to risks, a person must:

- identify hazards
- assess risks if necessary
- control risks
- review control measures to ensure they are working as planned.

Completed by:	Position:	Date of risk assessment:	Review date:

Queensland Government

Source: People at Work, Workplace Health and Safety Queensland

Suggested actions:

- Review Code of Practice
- Use resources already available e.g., validated risk assessment tools such as People at Work
- Align identified hazards/risks with existing mental health programs.

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Resources and supports

Online and in-person learning

- Introduction to psychological health and safety in the workplace
- A guide to psychosocial hazard management
- A supervisor's WHS responsibilities

*yet to be released

Initiatives and guidance

- Workplace Sexual Harassment
- Bullying and Harassment
- Work Demands*
- Stigma communications and toolkit*
- Good Work Design video series*
- National Safe Work Month webinars
- Microlearns on Code of Practice

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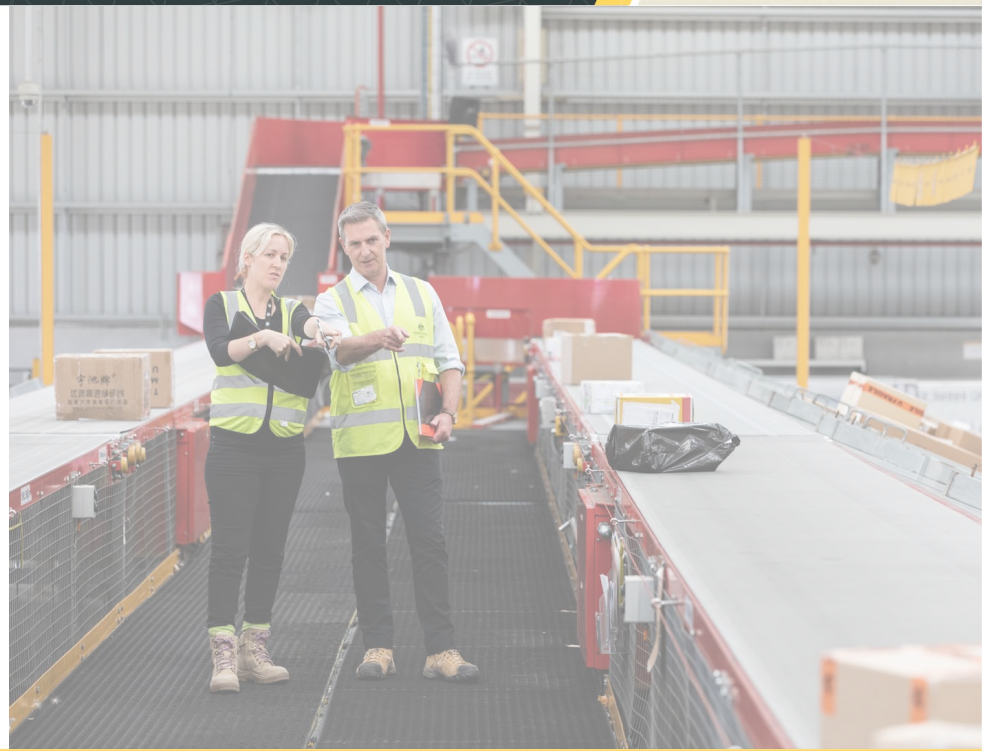
Proactive regulatory approach

Proactive Inspection Program and evidence-based deliverables:

- Clear guidelines
- Transparency, clarity and consistency
- Capability
- Aligning wellness programs with risk management
- Showcasing good practice.



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COVID-19

- Continue to manage COVID-19 risks and use risk management processes
- Consult with workers
- Arrangements need to be reviewed, documented and agreed to regularly
- Act promptly, take reasonably practicable steps to manage risks following exposure in a workplace.

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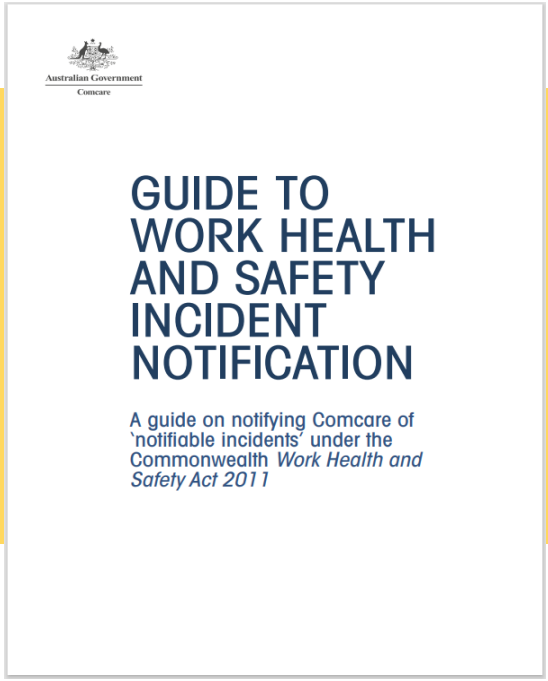
Incident notification and site preservation



whs.help@comcare.gov.au

1300 366 979

If in doubt, notify

s38 – Duty to notify of notifiable incidents

s39 – Duty to preserve incident sites

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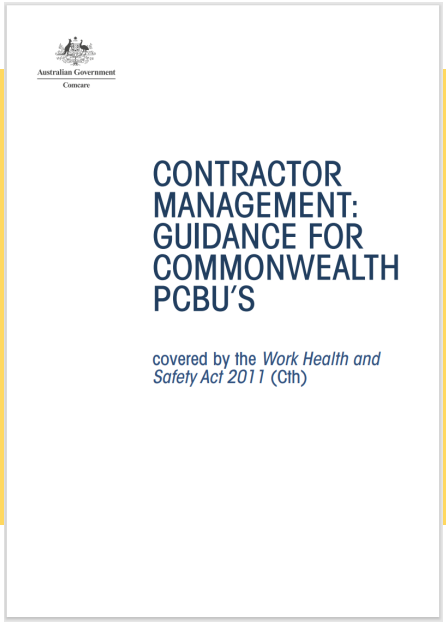
Contractor management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CONTRACTOR MANAGEMENT: GUIDANCE FOR COMMONWEALTH PCBU'S

covered by the *Work Health and Safety Act 2011* (Cth)

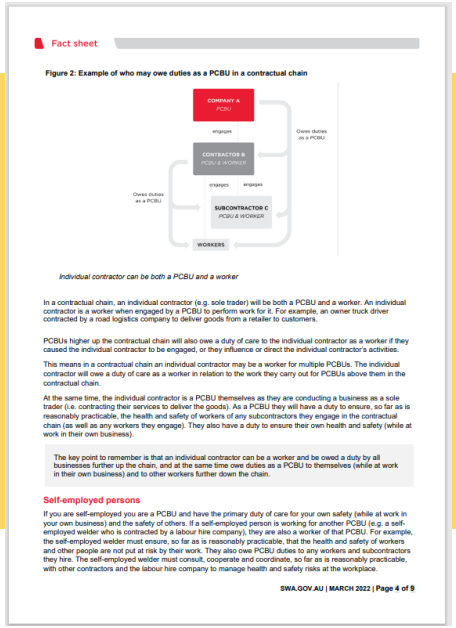

Fact sheet

Figure 2: Example of who may owe duties as a PCBU in a contractual chain

Individual contractor can be both a PCBU and a worker

In a contractual chain, an individual contractor (e.g. sole trader) will be both a PCBU and a worker. An individual contractor is a worker when engaged by a PCBU to perform work for it. For example, an owner truck driver contracted by a road logistics company to deliver goods from a retailer to customers.

PCBUs higher up the contractual chain will also owe a duty of care to the individual contractor as a worker if they caused the individual contractor to be engaged, or they influence or direct the individual contractor's activities.

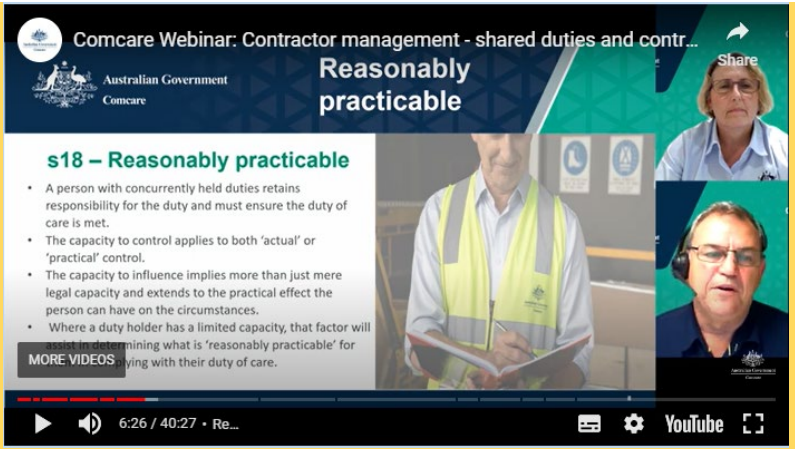
This means in a contractual chain an individual contractor may be a worker for multiple PCBUs. The individual contractor will owe a duty of care as a worker in relation to the work they carry out for PCBUs above them in the contractual chain.

At the same time, the individual contractor is a PCBU themselves as they are conducting a business as a sole trader (i.e. contracting their services to deliver the goods). As a PCBU they will have a duty to ensure, so far as is reasonably practicable, the health and safety of workers of any subcontractors they engage in the contractual chain (as well as any workers they engage). They also have a duty to ensure their own health and safety (while at work in their own business).

The key point to remember is that an individual contractor can be a worker and be owed a duty by all businesses further up the chain, and at the same time owe duties as a PCBU to themselves (while at work in their own business) and to other workers further down the chain.

Self-employed persons

If you are self-employed you are a PCBU and have the primary duty of care for your own safety (while at work in your own business) and the safety of others. If a self-employed person is working for another PCBU (e.g. a self-employed welder who is contracted by a labour hire company), they are also a worker of that PCBU. For example, the self-employed welder must ensure, so far as is reasonably practicable, that the health and safety of workers and other people are not put at risk by their work. They also owe PCBU duties to any workers and subcontractors they hire. The self-employed welder must consult, cooperate and coordinate, so far as is reasonably practicable, with other contractors and the labour hire company to manage health and safety risks at the workplace.



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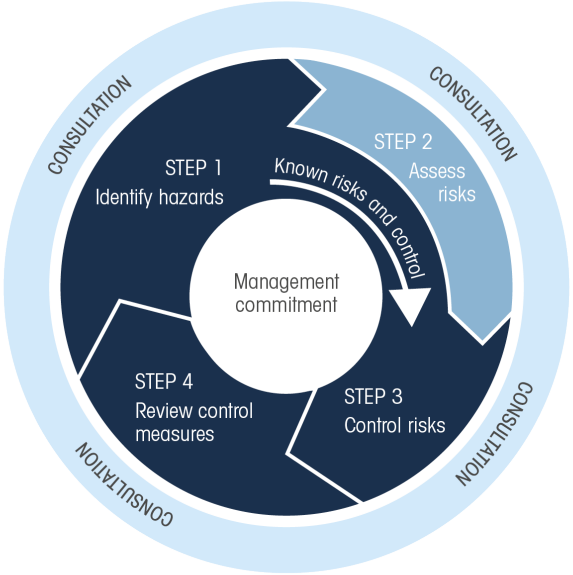
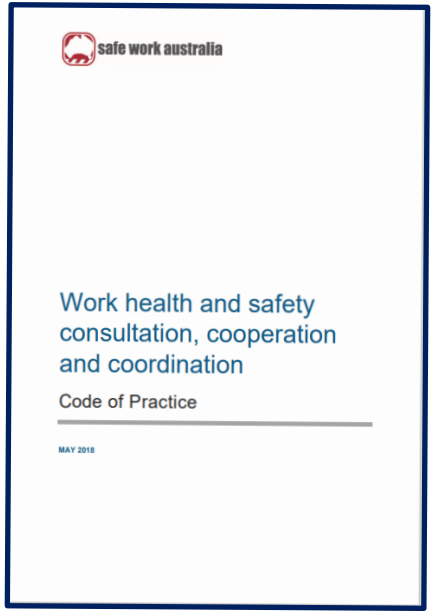
Consultation





Duty to consult workers – S47.

Prevention Strategy

Top priorities

Bullying and harassment

Work demands

Body stressing

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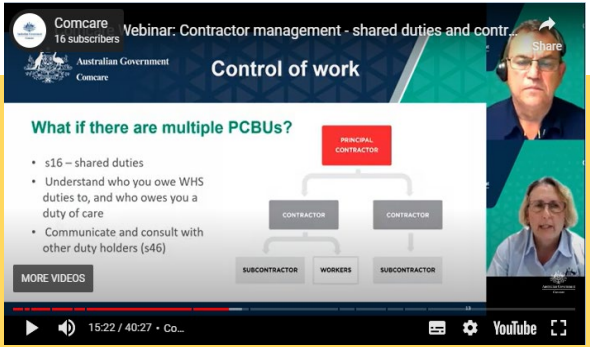
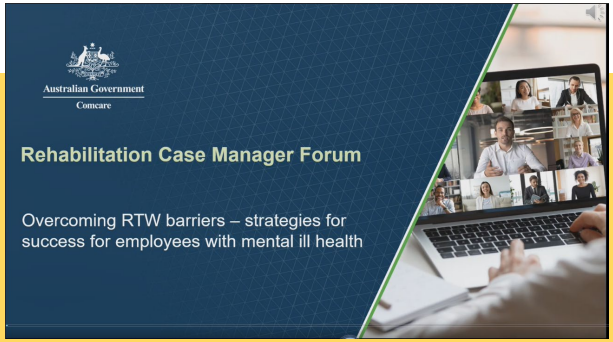
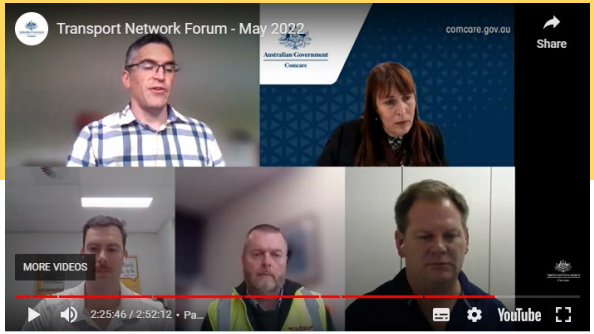
Targeted engagement







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Mental Health Community of Practice

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NewAccess Workplaces

Key Findings

1. NewAccess workplaces delivers a consistent recovery rate and is an appropriate service for workplace settings
2. NewAccess workplaces met the needs of workers using the service and contributed towards improvements in their engagement in the workplace
3. NewAccess workplaces enhances self-reported job satisfaction and productivity
4. NewAccess workplaces is contributing to the promotion of mental health prevention and/or early intervention

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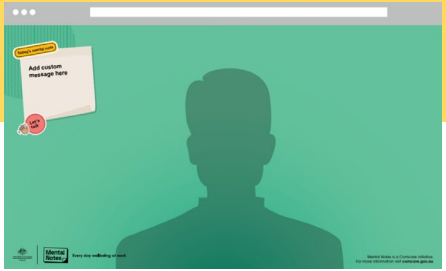
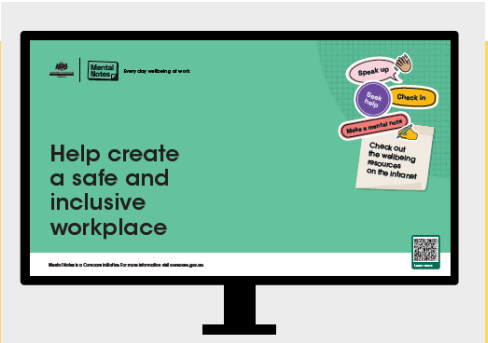
Mental Notes

"Every day wellbeing at work"

1. Raise awareness of mental health and stigma (awareness)
2. Provide knowledge and skills to offer support and reduce stigma (education)
3. Encourage support and help seeking behaviour early (behaviour change).





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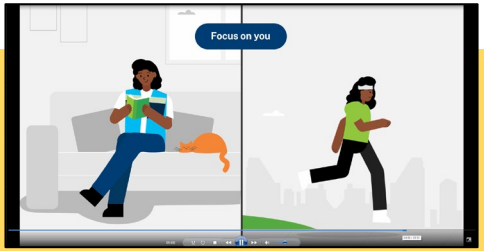
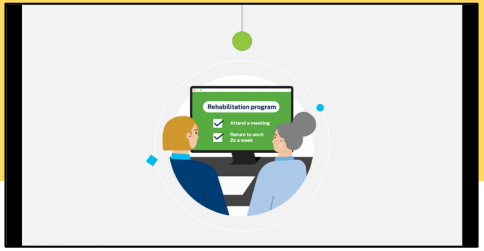
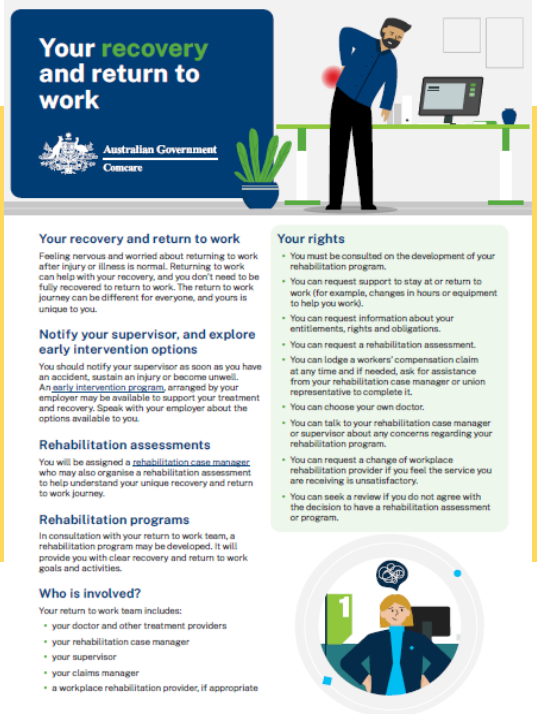
Recovery and Return to Work resources







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Other resources

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