

MANAGER SERIES - SUPPORTING YOUR STAFF

TO MAKE AN APPOINTMENT

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Organisations are legally required to take steps to manage psychosocial risks

YOUR EAP PROVIDER

Staff can be negatively impacted by a range of workplace stressors. This fact sheet provides information about stressors in the workplace. It also provides some ideas about how organisations can support staff wellbeing.

PSYCHOSOCIAL HAZARDS

Psychosocial hazards arise from organisational, environmental and individual factors that can cause harm to the mental health and wellbeing of workers. Psychosocial hazards can cause stress, which if long lasting, can lead to a decline in mental health and result in significant impacts on an organisation, leading to issues such as loss of productivity, increased staff turnover, presenteeism and absenteeism.

Examples of psychosocial hazards:

High or low job demand

Lack of role clarity

Workplace conflict

Lack of recognition

Work fatigue

Lack of involvement in decisions

Low levels of support from management

Poor physical environment

Critical workplace incidents

Bullying and harassment

Working remotely

Exposure to traumatic events

It is important to recognise that in Tasmania, organisations are legally required to provide a safe work environment for all staff (Work Health and Safety Act 2012; Work Health and Safety Regulations 2022). Organisations are required to identify hazards and take reasonable steps to minimise and eliminate hazards.

Work Safe Tasmania has released a code of practice which provides practical guidance on how workplaces can achieve the standards outlined in the Work Health and Safety Regulations (2022).

HOW TO SUPPORT STAFF WELLBEING

Provide an encouraging and supportive work environment

- Encourage frequent and transparent two-way communication. Encourage staff to speak up, ask questions, and to openly share good and bad news.
- Be approachable to staff and show genuine concern for staff wellbeing.
- Use active listening skills when communicating with staff about wellbeing issues (e.g. body language, paraphrasing, empathy, open ended questions).
- Be clear with staff about the confidentiality of the information they raise and circumstances when you may be required to disclose information.

Prevent and minimise stressors in the workplace

- Develop policies and procedures that address psychosocial risks, such as harassment and discrimination.
- Provide staff with an understanding of how to report physical and psychological hazards.
- Training programs, such as vicarious trauma, self-care, stress management and dealing with conflict can be implemented to help employees recognise and manage psychosocial risks in the workplace.
- Make workplace health and safety (including wellbeing related issues) a standing agenda item in staff meetings.
- Consider if workloads can be balanced to provide staff with a variety of tasks to complete.
- Make everyday tasks as simple and efficient as possible
- Understand workplace supports available (e.g. Employee Assistance Program) and how staff can access these supports.
- Provide resources and information for employees to access further support (e.g. EAP program fliers around the office, providing information about wellbeing in the organisations' intranet)

Develop processes for managing stressful events and critical incidents

- Provide debriefing opportunities after staff have experienced a challenge or a critical event in the workplace.
- Allow for reflection and facilitate team discussion about how employees felt they were able to cope with the challenge.
- Provide staff with access to regular supervision to reduce the impact of short and long-term stressors.

FOR MORE INFORMATION

Work Safe Tasmania
www.worksafe.tas.gov.au

Heads Up
www.headsup.org.au



www.positivesolutions.com.au



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