



## POLICY – MANAGING PSYCHOSOCIAL RISKS IN THE WORKPLACE

ID No: FBC-18-871

Version: 1.0

- Applies to:
- All Board Members, Employees, Contractors, Volunteers
- Applicable Standards
- Worksafe Tasmania Code of Practice 2023 – Managing Psychosocial Hazards at Work
- Applicable Legislation:
- Work Health and Safety Act 2012

### Introduction

Psychosocial hazards can cause psychological and physical harm. On average, work-related psychological injuries have longer recovery times, higher costs, and require more time away from work. Managing the risks associated with psychosocial hazards not only protects employees, it also enhances staff retention, morale, and absenteeism through improvements to the Association's performance and productivity.

The management of Psychosocial Risk in the workplace will also benefit the individuals and communities we serve. In knowing our people better we are better able to support them in more appropriate ways in their work of supporting those we serve. Enhanced reliability, retention, and performance through the management of these risks in our workplaces in turn provides a benefit to those we support.

### Purpose

This Policy outlines Family Based Care Tasmania's (FBC) commitment to preventing and managing psychosocial hazards and risks in the workplace to ensure a safe and healthy working environment.

### Policy Statement

The Policy identifies and manages psychosocial hazards and risks by eliminating or minimising psychosocial hazards and risks so far as is reasonably practicable.

This can be achieved by:

- complying with work health and safety legislation,
- implementing a risk management process,
- consulting with employees,
- undertaking risk assessments, and
- considering psychosocial work factors.

## Psychosocial Hazards

Psychosocial hazards may cause psychological harm and may arise during the course of work. FBC utilises the WorkSafe Tasmania Code of Practice to define and identify psychosocial hazards.

HAZARD	DEFINITION
<b>Job demands</b>	Sustained or intense high levels of physical, mental, or emotional effort which are unreasonable or chronically exceed workers' skills, or sustained low levels of physical, mental, or emotional effort. A job can include periods of high and low job demands. A job can also involve a combination of low or high mental, emotional, and physical demands.
<b>Low job control</b>	Having little control or say over the work, or aspects of the work, including how or when the job is done.
<b>Poor support</b>	Inadequate support, including insufficient support from Executive Managers / Supervisors or other workers.  Not having resources needed to do the job or support work performance.
<b>Lack of role clarity</b>	Unclear, inconsistent, or frequently changing roles, responsibilities, or expectations. Lack of important job-related information.
<b>Poor organisational change management</b>	Organisational change management that is poorly planned, communicated, supported, or managed.
<b>Inadequate recognition and reward</b>	Jobs where there is an imbalance between workers' effort and recognition or rewards, both formal and informal.
<b>Poor organisational justice</b>	Poor organisational justice involves a lack of procedural justice (fair processes to reach decisions), informational fairness (keeping people informed), or interpersonal fairness (treating people with dignity and respect).
<b>Traumatic events and materials</b>	Witnessing, investigating, or being exposed to traumatic events or material. A person is more likely to experience an event as traumatic when it is unexpected, is perceived as uncontrollable, or is the result of intentional cruelty. This includes vicarious exposure and cumulative trauma.
<b>Remote and isolated work</b>	Work that is isolated from the assistance of other persons because of the location, time, or nature of the work.  Working in environments where there are long travel times, poor access to resources, or communications are limited and difficult.
<b>Poor physical environment</b>	Exposure to unpleasant, poor quality, or hazardous working environments or conditions.
<b>Violence and aggression</b>	Violence, or threats of violence from other workers (including workers of other businesses), customers, patients, or clients (including assault).  Aggressive behaviour such as yelling or physical intimidation.
<b>Bullying</b>	Bullying is defined as repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. This includes bullying by workers, clients, patients, visitors, or others.

<p><b>Harassment (including sexual)</b></p>	<p>Harassment is defined as harmful behaviour that does not amount to bullying (such as single instances) but creates a risk to health or safety.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Harassment due to personal characteristics such as age, disability, race, nationality, religion, political affiliation, sex, relationship status, family or carer responsibilities, sexual orientation, gender identity, or intersex status.</li> <li>• Any unwelcome sexual advance, unwelcome request for sexual favours, or other unwelcome conduct of a sexual nature, in circumstances where a reasonable person, having regard to all the circumstances, would anticipate the possibility that the person harassed would be offended, humiliated, or intimidated.</li> </ul>
<p><b>Conflict or poor workplace relationships / interactions</b></p>	<p>Conflict or poor workplace relationships and interactions can refer to a breakdown of individual and team relationships, and conflict arising from tasks or relationships, violence, and incivility.</p>

### Roles and Responsibilities

<p><b>ROLE</b></p>	<p><b>RESPONSIBILITY</b></p>
<p><b>CEO</b> (as PCBU [person conducting a business or undertaking])</p>	<ul style="list-style-type: none"> <li>• must ensure the health and safety of employees</li> <li>• must manage the risks to health and safety</li> <li>• must provide appropriate information, training, instruction and supervision</li> <li>• must consider and monitor psychosocial hazards, risks and control measures</li> <li>• must allocate resources to effectively manage psychosocial related risks</li> <li>• must consult and collaborate with employees throughout the risk management process</li> <li>• must report all notifiable incidents to WorkSafe Tasmania within the legislated timeframes</li> </ul>
<p><b>Executive Managers and Team Leaders</b></p>	<ul style="list-style-type: none"> <li>• must consider psychosocial hazards, risks, and control measures and record the actions taken</li> <li>• must consult and collaborate with employees throughout the risk management process</li> <li>• must understand how psychosocial hazards and risks affect their employees and the work being performed</li> <li>• must analyse psychosocial incident and surveillance information where appropriate and available to identify opportunities to manage psychosocial hazards and risk in their workplace</li> <li>• must ensure SMT and risk control owners are made aware of where the risk controls could be strengthened, through reporting and communication frameworks</li> </ul>

	<ul style="list-style-type: none"> <li>• must provide support to employees that are exposed to psychosocial hazards and risks.</li> </ul>
<p><b>All Employees, Contractors, and Volunteers</b></p>	<ul style="list-style-type: none"> <li>• must take reasonable care for their own health and safety, and the safety of others in the workplace</li> <li>• must comply with reasonable instructions given that adhere to the WHS Act</li> <li>• must cooperate and comply with reasonable health and safety policies or procedures that have been advised</li> <li>• must consult and collaborate through the risk management process</li> <li>• must participate in appropriate information, training, instruction, and supervision</li> <li>• must inform supervisors of any identified exposure to psychosocial hazards or risks in the workplace</li> <li>• must inform supervisors of any notifiable incidents immediately</li> <li>• must report psychosocial incidents consistent with FBC Event Reporting Procedures</li> </ul>

Authorised  
by:



Date: 12 July 2024

President of the Board