



# **JOB DEMANDS**

## **CONTROL MEASURES**

*Control measures are specific actions or procedures that are put in place to manage or mitigate identified risks. They are reactive measures that are implemented after risks have been identified and assessed as part of the risk management process. Control measures are designed to reduce the likelihood or impact of risks, and they can take many forms, including administrative controls, engineering controls, and personal protective equipment.*

### **Manage Time Demands:**

- Ensure that the number of employees is sufficient for the required workload and that they have adequate time to complete their tasks.
- Give employees the chance to provide feedback on the work pace and timing. Set realistic targets that can be achieved.
- Monitor workloads during peak periods like the holiday seasons.
- Conduct regular workload reviews to ensure that employees have the necessary support.
- Encourage employees to speak up early if they feel their workload is excessive.

### **Manage Cognitive and Emotional Demands:**

- Provide job variety and reduce the impact of repetitive tasks by rotating tasks and schedules where possible.
- Provide adequate training to leaders so they understand the risks of these demands.
- Encourage autonomy whenever possible and give employees some control over the way they perform their work, such as work pace and task order, including flexible working arrangements when possible
- Ensure workers are provided with the tools and resources needed to do their job, and that there is no expectation and work beyond the hours of the role so workers can maintain a work/life balance and are able to cognitively “switch off”.
- Implement support systems for workers who make complex or difficult decisions, such as a second person to assist.
- Provide training and ongoing support to workers on how to manage difficult or confronting situations. If these situations cannot be removed completed, limit them as much as possible.

### **Manage Physical Demands**

- Provide regular breaks and rotate repetitive manual tasks between employees where feasible. Limit the amount of time spent doing manual physical labour, ensuring adequate recovery.



## PSYCHOSOCIAL HAZARDS FACT SHEET 1

- Create a comfortable physical environment, such as making changes to the workstation, equipment, or the job process.
- Replace heavy manual tasks with machinery to reduce physical workloads wherever possible.
- Ensure that workers are well trained and physically able to perform the job.

### DO

Discuss projected workloads and address anticipated absences with workers, allowing for suggestions

Discuss workloads with individuals, identify challenges encountered or anticipated and establish feasible workplans with them

Ensure workers are aware of their job responsibilities and are not given tasks outside of their position descriptions

Identify peaks and troughs for workload and incorporate into staffing rosters

Recruit early and effectively to ensure there are no staff shortages

Allocate resources such as time and equipment to ensure workers can undertake their jobs properly

Ensure utilisation of skills within everyday work

Ensure workers have adequate time management skills and provide training where needed

Give realistic deadlines

Rotate job tasks for repetitive or highly demanding tasks or to reduce exposure time for workers' dealing with aggressive clients  
minimise environmental stressors (e.g. noise, heat, vibration)

Engage workers in making decisions about the way they do their work

### DO NOT

Ask people to undertake tasks they are not trained or skilled to do

Expect people to work longer hours than rostered or work on their days off

Increase an individual's workload without appropriate resources for the task

Under-utilise skills

Limit workers to repetitive and monotonous tasks  
micro-manage or dictate how workers are to carry out all duties involved in their role



## PSYCHOSOCIAL HAZARDS FACT SHEET 1

Allow workers to participate in the decisions making processes about issues that affect their work

Conduct a performance review processes as this can be an opportunity for workers to have input into the way they do their work

Provide opportunities for skill development

