



JOB DEMANDS

RISK MANAGEMENT

Risk Management involves identifying potential risks, assessing their likelihood and impact, and developing strategies to mitigate or control them. It is a proactive process that seeks to prevent risks from occurring or minimise their impact if they do occur.

No person should be injured in their workplace, including psychological injury. To meet their duties to ensure health and safety, employers must identify and eliminate or minimise psychosocial risks so far as is reasonably practicable. How long (duration), how often (frequency) and how significantly (severity) workers are exposed to psychosocial hazards impacts the level of risks. Hazards interacting or combining with each other may also impact this. Further guidance on the risk management process is available in the Code of Practice: [***How to manage work health and safety risks***](#). For more information on the risk management process for psychosocial hazards, please view [***Section 2 of the Model Code of Practice***](#).

Mind Your Head advocates for *prevention* – that is, identifying risk, implementing or changing systems to prevent worker harm or injury *before it occurs*.

Examples of Risk Management Strategies for High and Low Job Demands include:

Prevention

Job design, safe work systems and procedures:

- Consult workers who may be affected by work health and safety issues, agree on consultation arrangements, and use them for changes that may impact safety. Establishing employee feedback mechanisms to identify and address issues related to job demands before they become problematic, such as health and safety committees.
- Modify and adjust work plans to accommodate changes (for example, KPIs or performance targets whilst a worker learns a new role)
- Conducting a job analysis can help organisations identify the demands of different jobs and ensure that they are appropriately matched to the skills and abilities of employees. This can help prevent both high and low job demands.
- Organisations can implement workload management strategies, such as job rotation, job enrichment, or flexible scheduling, to prevent high job demands and promote a healthy work-life balance for employees.
- Providing training and development opportunities to employees can help them acquire the skills and knowledge necessary to meet the demands of their jobs. This can help prevent low job demands and promote employee engagement and motivation

Physical work environment:



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- identify the physical demands associated with each job and perform ergonomic assessments to identify potential hazards and make adjustments to equipment, workstations, and tools to reduce the risk of injury.
- consult with workers, HSRs and experts in specific fields to identify potential hazards that may be overlooked by those who do not perform the roles themselves
- Provide training and education to employees on proper lifting techniques, posture, and ergonomics to reduce the risk of injury.
- Continuously monitor and evaluate the effectiveness of risk management strategies to ensure that they are reducing the risk of injury and adjust them as needed, including access to improvement/suggestion forms for workers

Intervene Early

- If a review indicates that the current measures for control measures are inadequate or failing, immediately take steps to identify and establish new measures to mitigate the risks.
- In case of workers experiencing symptoms of work-related stress, the employer should consider modifying their job responsibilities and providing additional workplace support.
- Employees who are at higher risk of suffering an injury should be offered early assistance to minimize the chance of an incident occurring.
- Consistently monitor workloads and physical environments and provide ways for workers to report potential hazardous.

Support Recovery

- Provide early assistance and support to access treatment and rehabilitation services, from the time an injury occurs.
- Support timely and sustainable recovery at work (RAW) or return to work (RTW) through effective consultation, addressing any remaining work-related hazards and risks that may exacerbate the existing work-related psychological injury or cause a new injury.

WAYS TO MANAGE RISKS

Consult workers and HSRs. Establish Health and Safety Committees with at least 50% representation from workers. Encourage feedback, especially on any changes.

Consider how long, how often and how severely workers are exposed to hazards. The longer, more often and worse the low job control, the higher the risk that workers may be harmed.

Utilise surveys and tools to assess psychosocial risks in the workplace, particularly for businesses with over 20 employees.

Establish a system for workers to report their concerns, while ensuring anonymity and treating their concerns with respect and seriousness to encourage reporting.



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Observe work and behaviours, such as prolonged work duration, excessive paperwork, or customer frustration, which may indicate low job control.

Review available information, including employee retention, incident reports, complaints, time-off records, injuries, incidents, and workers' compensation to identify potential hazards.

Identify other hazards present and evaluate how they may interact or combine to create new, heightened risks. For instance, high job demands could pose a greater risk in workplaces with low job control if workers are unable to take breaks or switch tasks to manage fatigue. Finally, consider the duration, frequency, and severity of workers' exposure to hazards, as prolonged and severe exposure to low job control could increase the risk of harm.