LOW JOB CONTROL

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 Low Job Control include:

Prevention

- Ensure good work design and safe systems of work by addressing the indicators of low job control (outlined in *What is Low Job Control*) in your workplace.
- Identify work-related hazards and risks via consultation with workers and their representatives.
- Conduct risk assessments and implement effective control measures. The Mind Your Head OHS Checklist for Psychosocial Safety is available here.
- Provide workers with adequate and effective training, information and supervision they need to do their job safely and well. Consult workers and ask for feedback for to assess effectiveness.
- Encourage feedback and act promptly to address it.
- Maintain, monitor and review control measures and revise if necessary.

Intervene Early

- If reviews, consultation or feedback show control measures are not effective, take prompt action to identify and implement additional controls.
- Immediately support workers showing signs of work-related stress or distress (i.e. modifying work, extra workplace support. Consult with the individual to ensure effective support.
- Provide early assistance for those with an increased risk of injury.

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.

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, low job control could pose a greater risk in workplaces with high job demands 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.