



POOR SUPPORT

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.

Efficient Information Sharing: Implement effective information sharing systems to enable workers to access the necessary information promptly for their job tasks. This includes keeping databases up-to-date and user-friendly.

Optimised Work Design for Supervisors: Design job roles in a way that allows supervisors to manage manageable workloads, access sufficient resources, and have an appropriate span of control for effective supervision. This includes providing supervisors with time to address questions and assist with challenging tasks.

Regular, Fair, and Goal-Focused Feedback Discussions: Establish systems to ensure regular and constructive feedback discussions between workers and supervisors regarding work tasks and support or development needs. For example, implementing end-of-shift debriefs or quarterly check-ins for supervisors.

Clear Management Structures and Reporting Lines: Provide well-defined management structures and reporting lines to ensure workers understand whom to approach for help and guidance. This may include providing organisational charts or clarifying reporting hierarchies.

Provision of Necessary Resources: Provide workers with the appropriate tools, equipment, systems, and resources they need to perform their jobs safely and efficiently. Ensure these resources are easily accessible and conveniently located, so workers do not need to compete for access.

Access to Supervisors: Ensure workers have access to supervisors, either by locating them close to their working area or by providing tools like videoconferencing for remote workers.

Culture of Cooperation and Help: Design the work environment to promote cooperation and support among employees. This includes providing suitable meeting spaces and facilitating easy discussions among workers, encouraging them to ask for help when needed.



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DO

Foster a workplace culture that supports open communication, enabling workers to feel comfortable in discussing issues.

Provide training, skill development, and employee assistance services to workers, empowering them in their roles.

Promote work-life balance by allowing for flexibility and implementing flexible work arrangements that accommodate employees' personal needs.

Enhance supervisor and managerial skills through coaching, mentoring, and relevant training initiatives.

Utilise regular performance reviews for managers and workers to provide support and constructive advice for future performance.

Provide opportunities for career and professional development, such as allowing employees to act in managerial roles during the manager's absence or higher duties.

Prioritise effective early rehabilitation for all injuries to ensure employees receive timely support and assistance during their recovery process.

DO NOT

Implement performance tools as a means of disciplinary action.

Engage in discrimination or bullying tactics to manipulate performance outcomes.