



POOR SUPPORT

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WHAT IS POOR SUPPORT?

Support in the workplace is the practical assistance and emotional support that managers, supervisors, or co-workers provide to workers. Providing adequate support can help workers get through challenging situations in their work. The availability or quality of support can vary depending on the type of work, industry and location of the workplace.

Poor support is when this practical assistance and emotional support is not provided or is inadequate. This can include when training, equipment, tools and resources, including adequate staffing, is insufficient for a worker to perform their role.

This can lead to impacts such as stress and mental fatigue, which also have physical impacts. Inappropriate responses and harmful behaviour such as bullying may result from a worker not having adequate support to complete tasks or perform their role, leading to further psychosocial hazards.

EXAMPLES OF POOR SUPPORT

There are many examples of poor support in the workplace, which can vary depending on the type of work, industry and location of the workplace, including:

- Insufficient, unclear, or conflicting information or instructions.
- Lack of necessary resources to perform tasks effectively and punctually.
- Frequently competing with others for essential resources required for the job.
- Poorly maintained or inadequate tools, systems, and equipment.
- Inadequate training provided for assigned tasks.
- Supervisors being unavailable to assist with decisions or offer support.
- Insufficient guidance from supervisors or assistance from colleagues.
- Inability for workers to seek help when necessary.
- Workplace cultures that discourage supervisors or co-workers from supporting one another
- Working environments that discourage open communication and discussion.
- Limited emotional support or unsympathetic leadership.
- Infrequent or ineffective performance feedback and discussions.