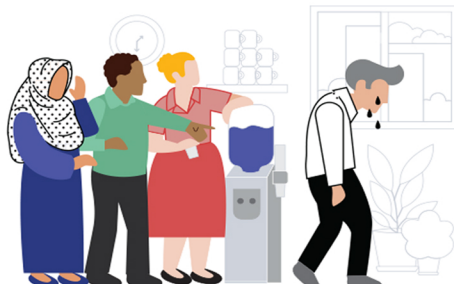




The Hierarchy of Control for Psychosocial Hazards





The Hierarchy of Control for Psychosocial Hazards

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- Explanation of the Hierarchy of Control
- *Using the Hierarchy of Control to manage:*
 1. High and Low Job Demands
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 3. Poor Organisational Change Management
 4. Poor Support
 5. Lack of Role Clarity or Role Conflict
 6. Inadequate Reward and Recognition
 7. Poor Organisational Justice
 8. Traumatic Events or Materials
 9. Remote or Isolated Work
 10. Poor Environmental Conditions
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Explanation of the Hierarchy of Control

The Hierarchy of Control is a systematic approach used in occupational health and safety to minimise or eliminate exposure to hazards. This framework prioritises hazard control methods from the most effective to the least effective, typically structured as follows:

1. **Elimination:** Completely removing the hazard from the workplace, thereby eliminating any risk of exposure. For example, if a particular task is causing excessive stress, reassigning or redesigning the task to remove the stressful elements altogether.
2. **Substitution:** Replacing the hazardous process, material, or situation with a safer alternative or one without risk. For instance, substituting a demanding work schedule with a more balanced one that includes adequate breaks and manageable workloads.
3. **Engineering Controls:** Implementing physical modifications to the workplace to reduce or isolate exposure to hazards. Examples include redesigning workspaces to promote better ergonomic practices, or installing soundproof rooms to reduce noise-related stress.
4. **Administrative Controls:** Changing work policies, procedures, and practices to minimise exposure to hazards. This might involve introducing flexible working hours, providing training on stress management, or establishing clear communication channels and support systems.
5. **Personal Protective Equipment (PPE):** Providing employees with equipment or resources to protect them from hazards. While PPE is typically associated with physical protection, in the context of psychosocial hazards, it could include access to counselling services, stress-relief programs, or mindfulness resources.

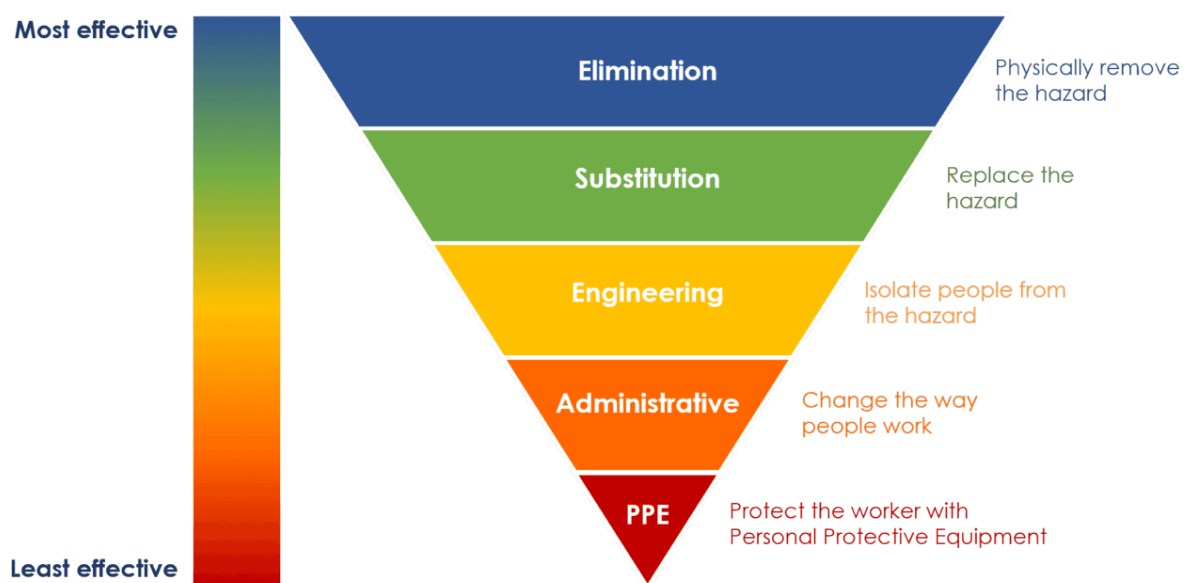
Psychosocial hazards, such as workplace stress, bullying, and poor organisational change management, can be complex to address with the traditional Hierarchy of Control due to their intangible nature. However, applying these principles remains crucial for a comprehensive approach to workplace health and safety. Regardless of whether the Hierarchy of Control is included in jurisdiction-specific codes or regulations, it should always be followed as best practice to ensure a healthier and more productive work environment. This demonstrates a commitment to the highest standards of occupational health and safety, benefiting both employees and the organisation as a whole.

Using the Hierarchy of Control for Psychosocial Hazards



HIGH AND LOW JOB DEMANDS

High Job Demands: The Hierarchy of Control can be applied to the psychosocial hazard *high job demands* as follows:



1. ELIMINATION

In consultation with workers, replace or reassess tasks or roles that consistently place excessive demands on employees. Consider redistributing certain tasks or even eliminating unnecessary ones to ensure that no single employee is overwhelmed.

Ensure there is always adequate staffing for workloads – this includes ensuring that there is a “covers system” in case a team member is absent (for example, a spreadsheet of employees, their contact details and availability for shifts), as well as recruitment and onboarding strategies should more team members be needed. Ensure workers are never left in the position where they are “doing the work of two people” because a colleague is sick or has left the workplace

- Redistribute tasks to ensure no single employee is overwhelmed.
- Remove unnecessary tasks or processes that contribute to excessive workload.

- Implement workload management systems, whereby a task must be removed from a workers current load before new tasks can be added (ensure tasks removed are not replaced with new tasks that are more time consuming)
- Ensure adequate staffing for workloads.
- Establish effective "covers" systems for when team members are absent.
- Establish effective recruitment and onboarding strategies

2. SUBSTITUTION

Replace high-demand tasks with alternatives that are less strenuous or time-consuming. This might involve using different methods or tools to accomplish the same goal, or delegating certain tasks to teams rather than individuals.

- Replace high-demand tasks with alternatives that are less strenuous.
- Delegate certain tasks to teams rather than individuals to spread the workload.

3. ENGINEERING CONTROLS

Introduce tools, software, or machinery that can assist in managing high job demands. For instance, using project management tools can help prioritise and streamline tasks, or automation software can handle repetitive tasks, reducing the workload on employees.

- Implement tools or software that streamline tasks, such as project management tools.
- Introduce automation for repetitive tasks to reduce manual workload.

4. ADMINISTRATION CONTROLS


Implement policies and procedures that help manage and distribute workload. This could include mandatory breaks, job rotation, team-based task allocation, or setting realistic deadlines. Training programs can also be introduced to help employees manage their time better or to cope with stress.

- Implement policies that ensure reasonable work hours and breaks.
- Introduce job rotation to vary tasks and prevent burnout from repetitive high-demand tasks.
- Set realistic deadlines, allowing for adequate time to complete tasks.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE):

While PPE is more commonly associated with physical hazards, in the context of "high job demands," it might involve providing resources or tools that help employees. For example, headphones provided in noisy environments so people can concentrate.

- Offer resources or tools that help employees organise and prioritise their tasks, acting as a "protective barrier" against the effects of high demands.
- Provide guidelines or checklists that help streamline tasks, reducing the cognitive load on employees.



By systematically applying the hierarchy of control to "high job demands," employers can proactively reduce the workload and pressures on employees, leading to a more balanced and sustainable work environment.

Low Job Demands: The Hierarchy of Control can also be applied to the psychosocial hazard *low job demands* to enhance employee engagement and well-being:

1. ELIMINATION

Completely remove tasks or roles that have insufficient demands or are redundant. This ensures that employees are not left with too little to do, which can lead to feelings of underutilization or lack of purpose.

- Remove tasks or roles that are redundant or provide little value, ensuring employees aren't left with too little to do.
- Redesign roles to incorporate more responsibilities or varied tasks.

2. SUBSTITUTION

Replace tasks that have low demands with ones that are more engaging or challenging. This could involve assigning tasks from other roles or introducing new tasks that align with the employee's skills and interests.

- Replace under-stimulating tasks with ones that are more engaging or challenging.
- Introduce new tasks or projects that align with the employee's skills and interests.


3. ENGINEERING CONTROLS

Introduce tools or software that can add complexity or depth to existing tasks. For instance, if an employee's role involves data entry, introducing a new software system that requires training and skill development can increase job demands.

- Implement tools or systems that can add complexity or depth to existing tasks, such as software that introduces new challenges or skills.
- Redesign workspaces to facilitate more collaborative work, encouraging employees to take on varied roles within team projects.
- Ensure that team members have opportunity to utilise their skills and knowledge.

4. ADMINISTRATIVE CONTROLS

Implement policies and procedures that promote skill development and cross-training. Encourage employees to take on varied roles or tasks, or to participate in training programs



that introduce new skills. Periodic job rotation can also be introduced to vary job demands and expose employees to different challenges.

- Implement policies that promote skill development and cross-training, allowing employees to take on different roles or tasks.
- Introduce periodic job rotation to expose employees to different challenges and tasks.
- Set up regular feedback sessions where employees can suggest new tasks or projects they'd like to undertake.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE):

While PPE is more commonly associated with physical hazards, in the context of "low job demands," it might involve providing resources or tools that help employees stay engaged. For instance, access to online courses or training materials that allow them to upskill and take on more demanding tasks.

- Provide resources or tools that allow employees to upskill or learn about new areas, acting as a "protective barrier" against feelings of underutilisation.
- Offer platforms or forums where employees can propose new projects or innovations, giving them the opportunity to increase their job demands proactively.

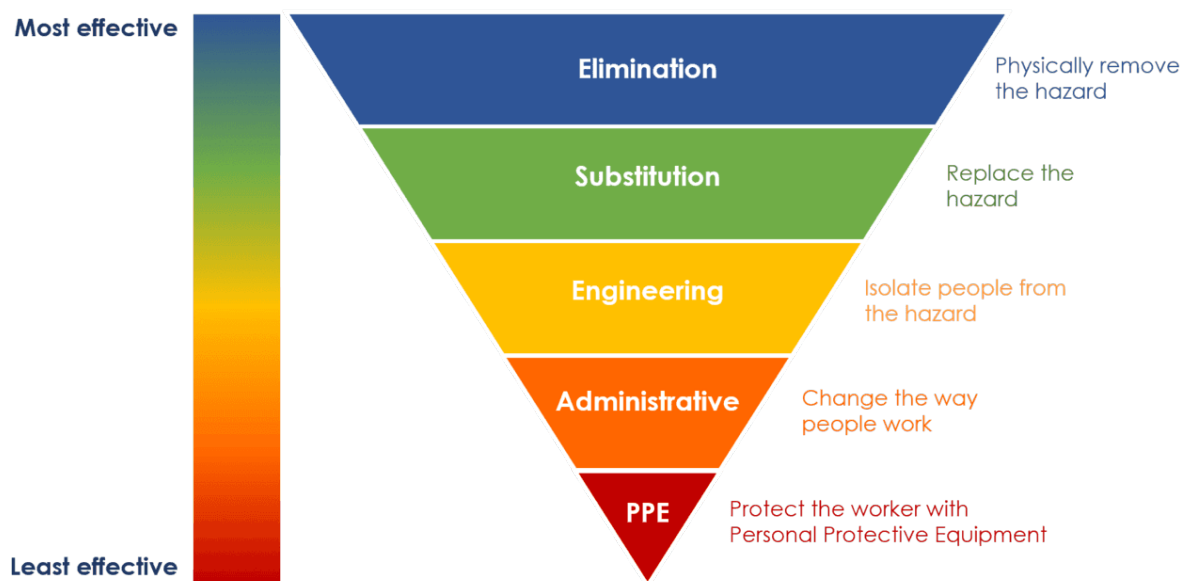
By systematically applying the hierarchy of control to the psychosocial hazard of "high and low job demands," employers can create a balanced work environment, reducing the risk of burnout, stress, and other related psychological harms, and ensuring that their workforce remains engaged, motivated, and feels a sense of purpose in their roles.

Using the Hierarchy of Control for Psychosocial Hazards



LOW JOB CONTROL

The hierarchy of control can be effectively applied to address the psychosocial hazard of *low job control*. Here's how each level of the hierarchy can be used:



1. ELIMINATION

In consultation with workers, reassess and redesign job roles or tasks to ensure that employees have more autonomy and control over their work. This might involve removing overly restrictive policies or procedures that limit an employee's decision-making abilities. Addressing signs of micro-management and provide education for managers and leadership teams on the importance of autonomy.

- Redesign job roles to provide more autonomy.
- Remove overly restrictive policies or procedures.
- Addressing signs of micro-management, provide educate for leadership

2. SUBSTITUTION

Replace certain tasks or processes with alternatives that allow employees more discretion and flexibility. For instance, instead of having a rigid procedure for a task, provide guidelines and let employees decide the best approach.

- Introduce roles or tasks that inherently offer more decision-making opportunities.
- Replace rigid procedures with flexible guidelines, allowing employees to choose their approach.

3. ENGINEERING CONTROLS

Introduce tools or systems that empower employees to have more control over their tasks. For example, using software that allows employees to manage and prioritise their tasks or projects can give them a sense of control over their workflow.

- Implement tools or systems that offer employees more control over their tasks, such as task management software that allows self-prioritisation.
- Redesign workspaces to allow employees more control over their immediate environment, such as adjustable workstations.

4. ADMINISTRATIVE CONTROLS

Implement policies, developed in consultation with workers, that promote employee autonomy. This could include flexible working hours, allowing employees to choose their work methods, or setting up feedback mechanisms where employees can voice their opinions on work processes. Training managers to adopt a more participative leadership style can also enhance employees' sense of control.

- Introduce policies promoting employee autonomy, such as flexible working hours.
- Set up regular feedback sessions where employees can voice opinions on work processes.
- Encourage team-based decision-making, allowing input from all members.
- Provide training on decision-making and leadership skills, empowering employees to take more control in their roles.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE):

While PPE is typically associated with physical hazards, in the context of "low job control," it might involve providing resources and tools that help protect employees by assisting them to address this hazard:

- Offer resources that provide clarity on decision-making processes within the organisation, helping employees understand and navigate their level of control.
- Provide tools or platforms for employees to voice concerns or suggestions, acting as a "protective barrier" against feelings of powerlessness.

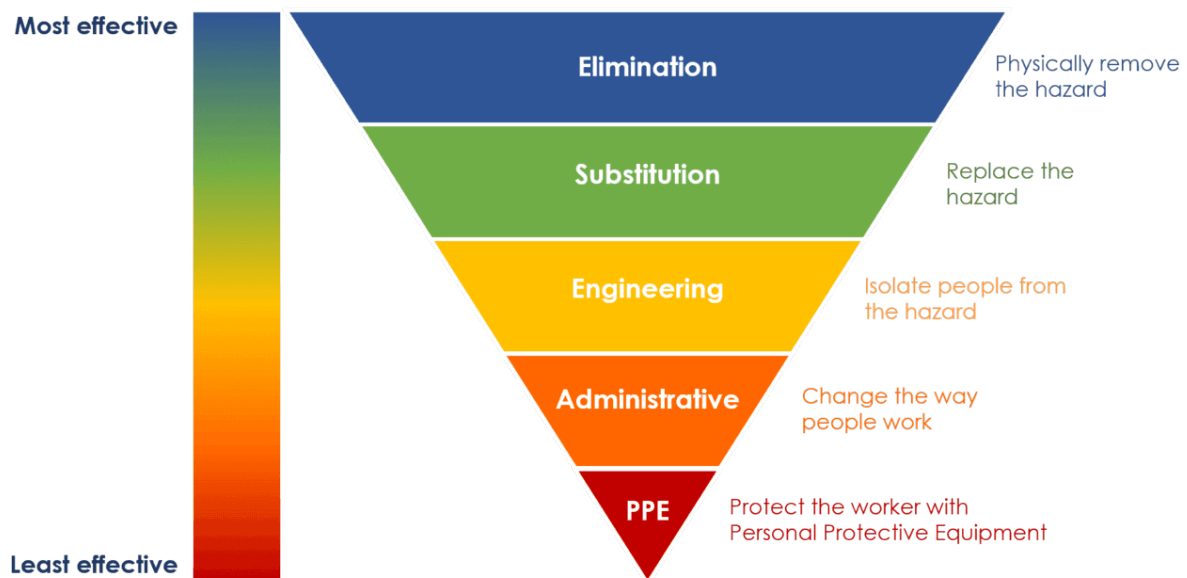
By systematically applying the hierarchy of control to "low job control," you can proactively enhance employee autonomy and decision-making power, leading to increased job satisfaction and overall well-being.

Using the Hierarchy of Control for Psychosocial Hazards



POOR ORGANISATIONAL CHANGE MANAGEMENT

When applied to the psychosocial hazard of *poor organisational change management*, the hierarchy of control offers a systematic way to address the challenges and uncertainties that come with organisational changes, ensuring that employees are well-informed, involved, and supported throughout the process.



1. ELIMINATION

In consultation with workers, establish a clear change management strategy that is transparent and inclusive. Remove any processes that introduce change without clear communication or justification.

- Develop a standardised change management protocol.
- Eliminate abrupt changes without prior notice or consultation.
- Remove any barriers to open communication about impending changes.
- Develop a clear organisation chart, including roles, location and contact details.

2. SUBSTITUTION

Replace ineffective change management practices with proven methodologies that involve employees in the change process.

- Adopt recognised change management models that emphasise collaboration.
- Substitute top-down change directives with collaborative workshops or brainstorming sessions.

3. ENGINEERING CONTROLS

Introduce tools or platforms that facilitate better communication and collaboration during change processes.

- Implement software that tracks and communicates organisational changes in real-time.
- Use collaborative platforms where employees can provide feedback on proposed changes.

4. ADMINISTRATIVE CONTROLS

Implement policies, developed in consultation with workers, that ensure structured and transparent change management. Provide training for managers on effective change management techniques.

- Establish guidelines for how organisational changes are communicated.
- Schedule regular updates or town hall meetings to discuss upcoming changes.
- Offer training sessions on coping with change for employees.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "poor organisational change management," it can involve providing resources and tools that help protect employees by assisting them to navigate and adapt to changes:

- Offer resources or workshops on resilience and adaptability.
- Provide platforms where employees can seek clarity on changes, acting as a "protective barrier" against the uncertainties of change.

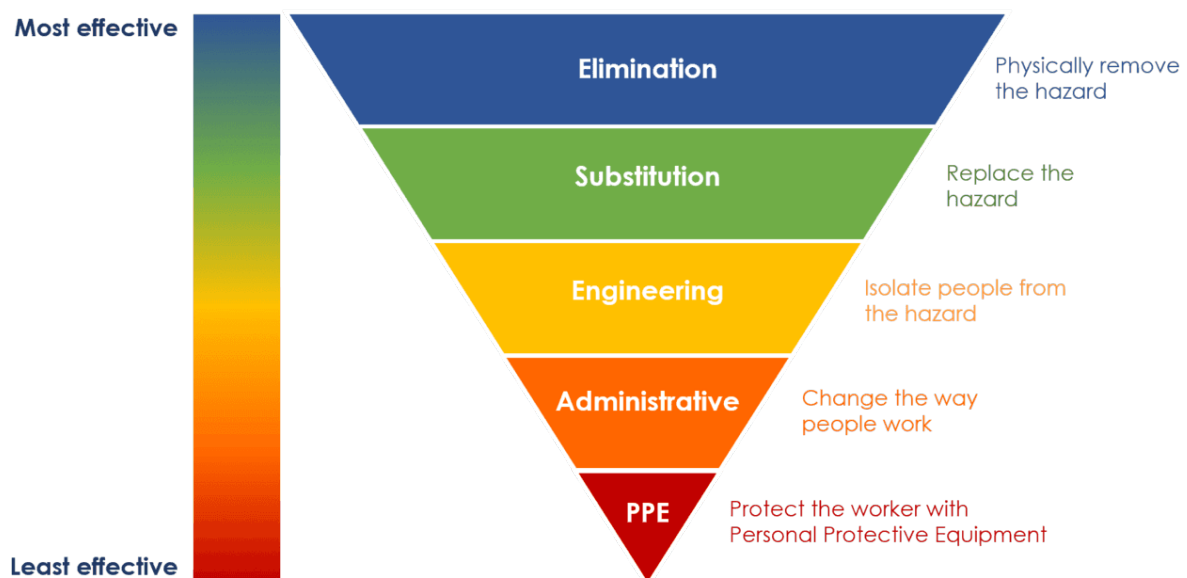
By systematically applying the hierarchy of control to "poor organisational change management," you can proactively ensure that changes are introduced in a manner that respects, involves, and supports employees, leading to smoother transitions and an engaged workforce.

Using the Hierarchy of Control for Psychosocial Hazards



POOR SUPPORT

When addressing the psychosocial hazard *poor support*, the hierarchy of control provides a systematic method to ensure that employees receive the necessary backing, resources, and understanding from both their peers and superiors. Proper support is crucial for employee well-being, motivation, and overall job satisfaction. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any barriers or practices that contribute to a lack of support within the organisation. Ensure that workers know who to approach for support and how to contact them.

- Eliminate policies that discourage open communication or seeking help.
- Address and remove any stigmas associated with asking for support or admitting challenges.

2. SUBSTITUTION

Replace practices that contribute to poor support with those that foster a supportive environment.

- Introduce mentorship or buddy systems to provide peer support.
- Substitute isolated work practices with team-based or collaborative approaches.

3. ENGINEERING CONTROLS

Introduce tools or platforms that facilitate better communication, collaboration, and support among employees.

- Implement communication tools that allow for easy interaction and feedback.
- Use platforms where employees can share resources, advice, and best practices.

4. ADMINISTRATIVE CONTROLS

Implement policies and training that promote a culture of support. Ensure managers and team leaders are equipped to provide the necessary backing to their teams.

- Establish regular check-ins or one-on-one meetings to discuss challenges and support needs.
- Provide training for managers on effective support techniques and the importance of a supportive work environment.
- Set up peer communication groups or forums where employees can discuss challenges and seek advice.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "poor support," it might involve providing resources and tools that help employees seek and receive the support they need:

- Offer resources or workshops on effective communication and seeking support.
- Provide platforms where employees can seek advice, including professional support if needed.

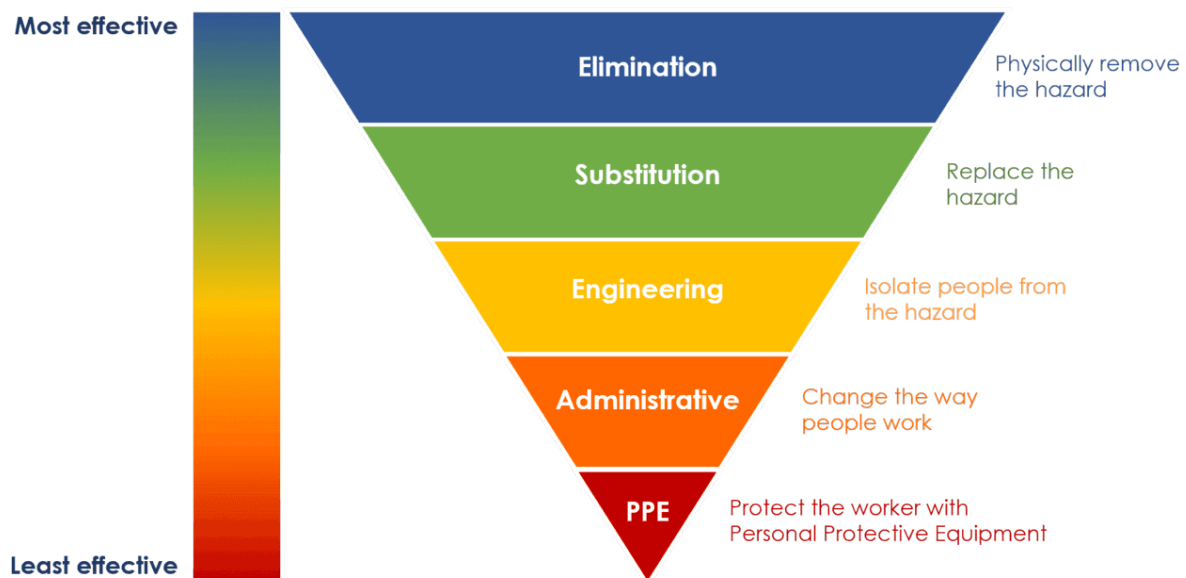
By systematically applying the hierarchy of control to "poor support," you can proactively create an environment where employees feel valued, understood, and supported, leading to increased morale, productivity, and overall well-being.

Using the Hierarchy of Control for Psychosocial Hazards



LACK OF ROLE CLARITY OR ROLE CONFLICT

When addressing the psychosocial hazard of *lack of role clarity or role conflict*, the hierarchy of control provides a systematic method to ensure that employees have a clear understanding of their responsibilities and that their roles do not conflict with those of others. Clarity in roles is essential for efficient workflow, reduced stress, and increased job satisfaction. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any ambiguities or overlaps in job roles and responsibilities.

- Clearly define and document each job role within the organisation.
- Eliminate redundant or overlapping tasks between roles.
- Ensure clear position descriptions, ensuring employees are provided with these, know where to access them.

2. SUBSTITUTION

Replace ambiguous role definitions with clear, concise, and well-documented job descriptions.

- Introduce detailed job descriptions that outline tasks, responsibilities, and reporting structures.
- Substitute vague role titles with specific ones that accurately reflect responsibilities.

3. ENGINEERING CONTROLS

Introduce tools or platforms that help in clarifying roles and responsibilities.

- Implement task management software that assigns specific tasks to specific roles, ensuring clarity.
- Use organisational chart tools that visually represent reporting structures and role hierarchies.

4. ADMINISTRATIVE CONTROLS

Implement policies and training that promote clear understanding of roles and responsibilities.

- Establish regular training sessions to clarify roles and address any potential conflicts.
- Set up periodic role review processes to ensure that role definitions remain clear and relevant.
- Encourage open communication between teams to address and resolve any role-related conflicts.
- Obtain annual feedback so that positions descriptions can be updated if needed.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "lack of role clarity or role conflict," it might involve providing resources and tools that help employees understand and navigate their roles:

- Offer resources or workshops on effective communication to discuss and clarify roles.
- Provide platforms where employees can seek clarification on their roles and responsibilities.

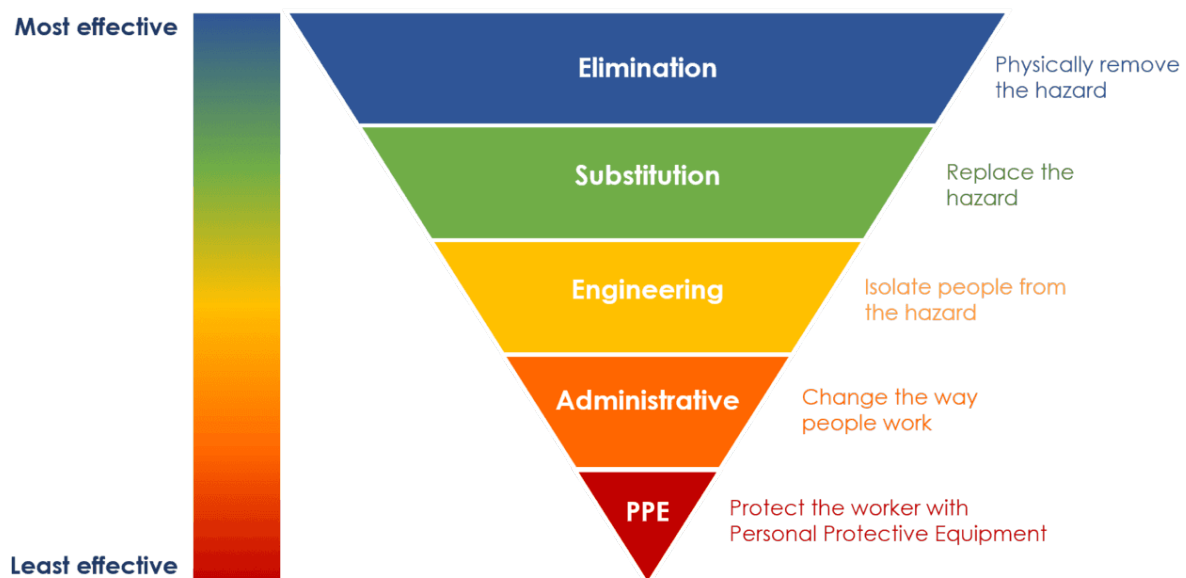
By systematically applying the hierarchy of control to "lack of role clarity or role conflict," you can proactively create an environment where employees have a clear understanding of their roles, leading to efficient workflows, reduced conflicts, and improved job satisfaction.

Using the Hierarchy of Control for Psychosocial Hazards



INADEQUATE REWARD AND RECOGNITION

The hierarchy of control provides a systematic approach to managing workplace risks. When addressing the psychosocial hazard *inadequate reward and recognition*, it offers strategies to ensure that employees feel valued and acknowledged for their contributions. Recognising and rewarding employees appropriately is crucial for maintaining morale, motivation, and overall job satisfaction. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any practices that contribute to a lack of recognition or inadequate rewards.

- Review and remove policies that may inadvertently discourage recognition.
- Eliminate any barriers that prevent managers or peers from acknowledging good work.
- Establish a system to monitor who is receiving reward or incentives to ensure no favouritism occurs and that no one is overlooked.
- Ensure that managers fully understand the roles, responsibilities and work of anyone who reports to them – excellent work cannot be acknowledged if managers do not even understand a person's role and what they are working on.
- Ensure consistency (for example, if celebrating people's birthdays then ensure it happens for every person).

2. SUBSTITUTION

Replace ineffective reward systems with those that are more aligned with employee values and expectations.

- Consult with workers to establish what reward systems are of value to them.
- Substitute generic recognition programs with personalised ones that cater to individual preferences and achievements.

3. ENGINEERING CONTROLS

Introduce tools or platforms that facilitate better recognition and reward distribution.

- Implement software or platforms that allow peers and managers to give instant feedback or recognition.
- Use systems that track and reward employee achievements and milestones.
- Allow for colleagues to suggest each other for certain rewards or recognition (for example, a notice board where team members can post notes acknowledging special efforts of their team mates).

4. ADMINISTRATIVE CONTROLS

Implement policies and training that promote a culture of recognition and appropriate reward.

- Establish guidelines on how and when to recognise employees.
- Provide training for managers on the importance of recognition and how to effectively reward their teams.
- Set up regular events or ceremonies to celebrate achievements and milestones.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "inadequate reward and recognition," it can involve providing resources and tools that help employees feel valued and recognised:

- Offer resources on effective communication, allowing employees to express their needs and preferences regarding rewards.
- Provide platforms where employees can share their achievements and receive peer recognition.

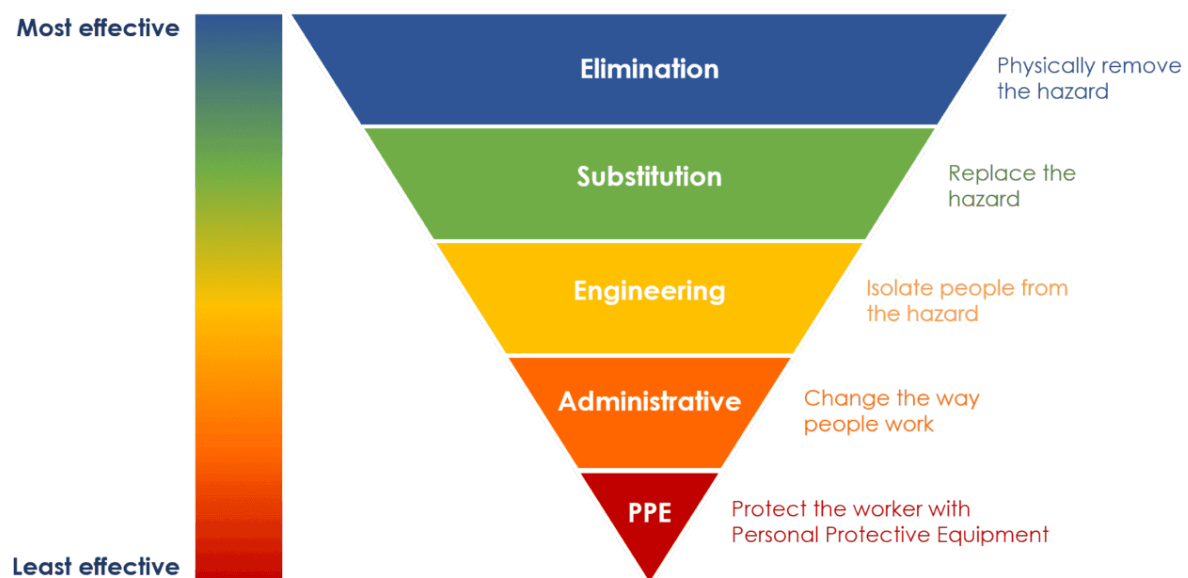
By systematically applying the hierarchy of control to "inadequate reward and recognition," employers can create an environment where employees feel valued and acknowledged for their contributions, leading to increased motivation, loyalty, and overall job satisfaction.

Using the Hierarchy of Control for Psychosocial Hazards



POOR ORGANISATIONAL JUSTICE

When addressing the psychosocial hazard *poor organisational justice*, the hierarchy of control offers strategies to ensure that employees perceive fairness in organisational processes, decisions, and interactions. Organisational justice is crucial for maintaining trust, morale, and overall job satisfaction. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any practices or policies that contribute to perceptions of unfairness.

- Review and remove/replace policies that may inadvertently lead to biased decisions.
- Eliminate any barriers that prevent transparent communication about organisational decisions.
- Remove any processes that lack consistency across different departments or teams, leading to perceptions of inequality.
- Remove practices that have been identified as sources of unfair treatment or discrimination.

2. SUBSTITUTION

Replace practices that contribute to poor organisational justice with those that promote transparency and fairness.

- Introduce clear criteria for promotions, rewards, and recognitions.
- Substitute closed-door decision-making with collaborative and inclusive processes.

3. ENGINEERING CONTROLS

Introduce tools or platforms that facilitate transparency and fairness in organisational processes.

- Ensure procedural fairness is strictly adhered to in any process.
- Ensure that workers are provided with full opportunity to seek union advice and representation whenever needed.
- Implement software or platforms that allow for transparent decision-making processes.
- Use systems that track and communicate the rationale behind organisational decisions.

4. ADMINISTRATIVE CONTROLS

Implement policies and training that promote a culture of fairness and transparency.

- Ensure that all workers are provided with Union information during onboarding, including delegate and HSR contact information.
- Establish guidelines on how organisational decisions are made and communicated.
- Provide training for managers on the principles of organisational justice and its importance.
- Set up regular feedback sessions where employees can voice concerns about fairness and justice.
- In consultation with workers, develop policies and process for grievance raising.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "poor organisational justice," it might involve providing resources and tools that help employees understand and navigate organisational decisions:

- Offer resources on understanding organisational processes and decision-making criteria.
- Provide platforms where employees can seek clarification on decisions that impact them.

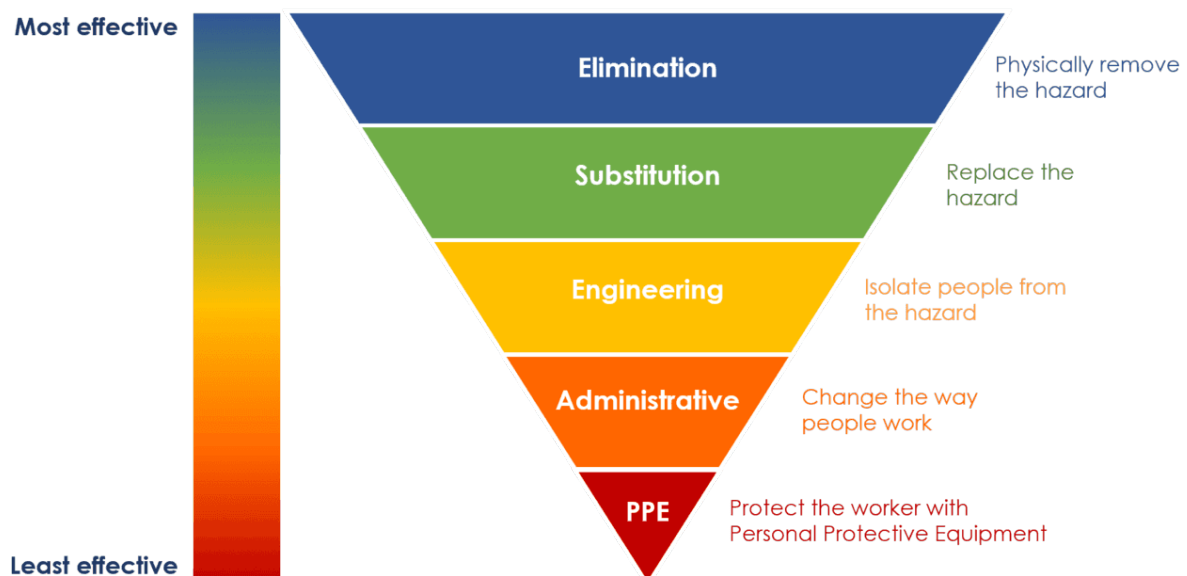
By systematically applying the hierarchy of control to "poor organisational justice," employers can create an environment where employees perceive fairness in organisational processes, decisions, and interactions, leading to increased trust, morale, and overall job satisfaction.

Using the Hierarchy of Control for Psychosocial Hazards



TRAUMATIC EVENTS AND MATERIALS

When addressing the psychosocial hazard *traumatic events and materials*, the hierarchy of control offers strategies to ensure that employees are protected from exposure to distressing incidents or content. Proper management of such hazards is crucial for maintaining mental well-being and overall job satisfaction. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any unnecessary exposure to traumatic events or materials.

- Review job roles to determine if exposure to traumatic content is essential and remove it where it's not.
- Eliminate tasks that involve handling distressing materials without proper justification or need.
- Discontinue practices that expose employees to traumatic events without adequate preparation or support.

2. SUBSTITUTION

Replace tasks or processes that expose employees to traumatic content with safer alternatives.

- Use simulated or edited content for training purposes instead of real traumatic materials.
- Substitute live monitoring tasks with automated systems where possible.
- Introduce peer review systems where sensitive content can be assessed collectively, reducing the impact on any single individual.

3. ENGINEERING CONTROLS

Introduce tools or platforms that reduce direct exposure to traumatic content.

- Implement software that filters or blurs distressing images or videos.
- Use soundproof rooms or barriers when discussing traumatic events to prevent unintentional exposure to others.

4. ADMINISTRATIVE CONTROLS

Implement policies and training that promote safe handling of traumatic events and materials.

- Establish clear guidelines on how to handle distressing content safely.
- Provide training on coping mechanisms for employees exposed to traumatic materials.
- Set up regular debriefing and support sessions for those exposed to traumatic events.
- Limit the duration and frequency of exposure to traumatic content.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "traumatic events and materials," it might involve providing resources and tools that help shield employees from the impact of traumatic exposure:

- Offer noise-cancelling headphones or privacy screens to reduce unintentional exposure.
- Provide access to counselling or similar services as a protective measure against psychological harm.

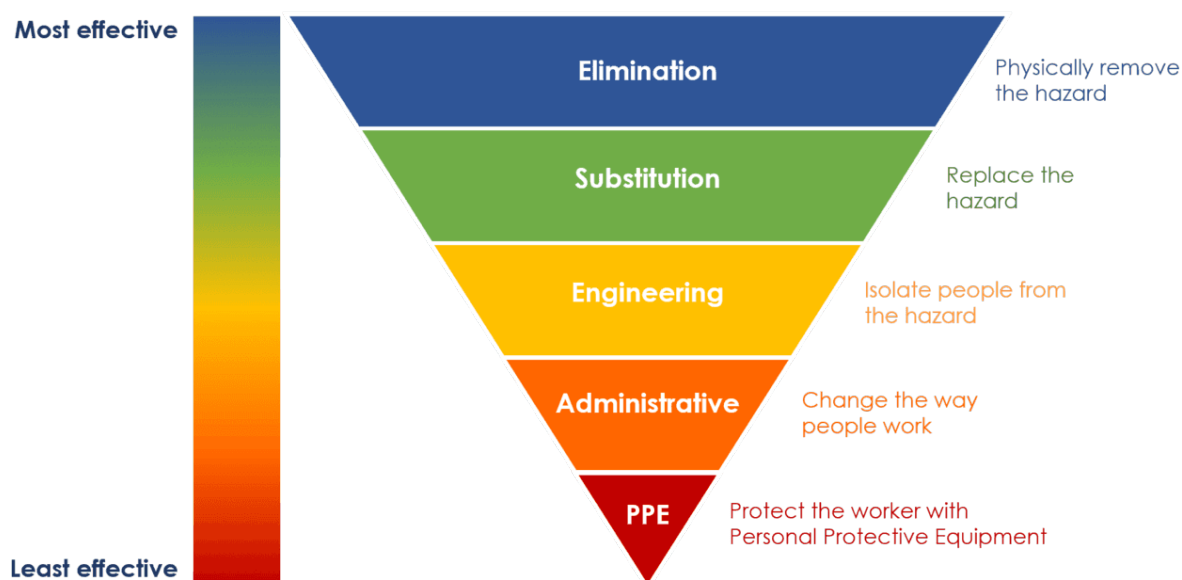
By systematically applying the hierarchy of control to "traumatic events and materials," employers can ensure that employees are adequately protected from the potential psychological harms associated with exposure to distressing incidents or content.

Using the Hierarchy of Control for Psychosocial Hazards



REMOTE OR ISOLATED WORK

When addressing the psychosocial hazard *remote or isolated work*, the hierarchy of control offers strategies to ensure that employees working away from the main office or in solitary conditions are adequately supported and protected. Proper management of such hazards is crucial for maintaining mental well-being, connectivity, and overall job satisfaction. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any unnecessary requirements for remote or isolated work.

- Assess if certain roles truly require remote work or if they can be integrated into a centralised location.
- Where possible, eliminate or minimise tasks that must be done in isolation rather than collaboratively.
- Eliminate unnecessary barriers or protocols that prevent remote workers from easily accessing team resources or communicating with colleagues.

2. SUBSTITUTION

Replace certain isolated work practices with alternatives that promote connectivity and collaboration.

- Introduce co-working spaces or shared office facilities for remote workers.

- Substitute complete isolation with periodic team meet-ups or on-site days.
- Use technology to create virtual teams, even if members are geographically dispersed.

3. ENGINEERING CONTROLS

Introduce tools or platforms that bridge the gap between remote workers and the main team.

- Implement collaborative software and platforms that allow for real-time communication and teamwork.
- Provide and utilise video conferencing tools to facilitate face-to-face interactions, reducing feelings of isolation. Ensure these can be used for personal purposes also (i.e. isolated workers communicating with family and friends).
- Ensure remote workers have access to reliable technology and internet connectivity.

4. ADMINISTRATIVE CONTROLS

Implement policies and training that support remote or isolated workers.

- Establish regular check-ins or virtual meetings to maintain connectivity.
- Provide training on self-management, time management, and coping strategies for isolated work.
- Set up peer support groups or forums where remote workers can share experiences and challenges.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "remote or isolated work," it might involve providing resources and tools that help employees maintain their well-being:

- Offer resources on mental well-being and strategies to combat feelings of loneliness or isolation.
- Provide access to support services, including online services.

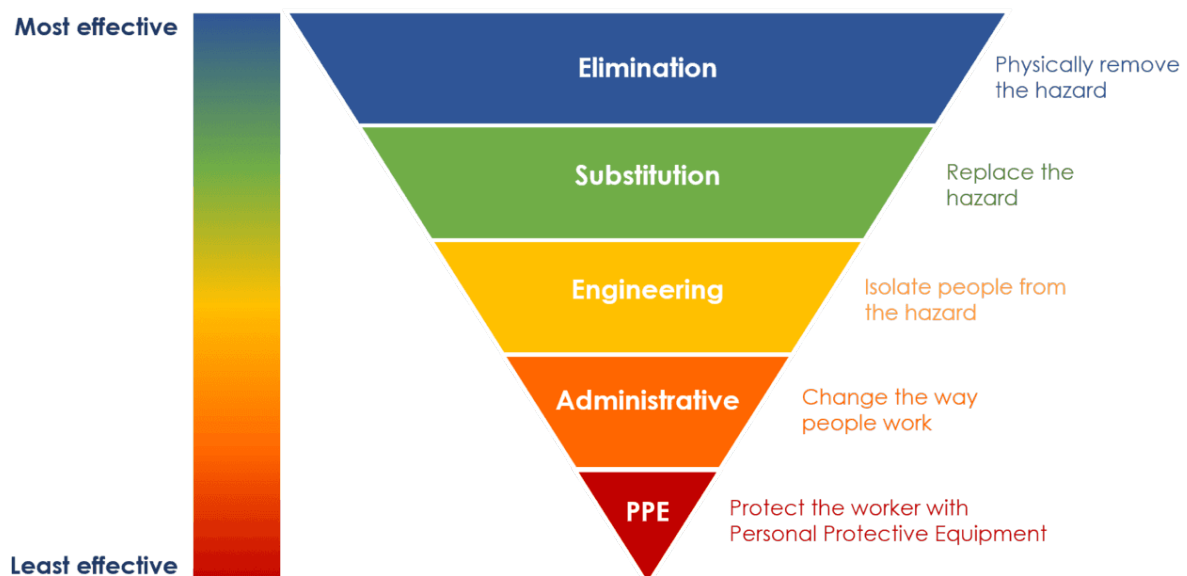
By systematically applying the hierarchy of control to "remote or isolated work," employers can ensure that employees are adequately supported, connected, and protected from the potential psychological harms associated with working away from a centralised team or in solitary conditions.

Using the Hierarchy of Control for Psychosocial Hazards



POOR ENVIRONMENTAL CONDITIONS

The hierarchy of control provides a systematic approach to managing workplace risks. When addressing the psychosocial hazard *poor environmental conditions*, it offers strategies to ensure that the workplace environment is conducive to employee well-being, productivity, and overall job satisfaction. Proper management of environmental conditions is crucial for maintaining health, morale, and overall comfort. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any sources of environmental discomfort or hazards.

- Eliminate sources of excessive noise or distractions.
- Remove any materials or equipment that emit unpleasant odours or fumes.
- Address and rectify issues like mould, dampness, or poor ventilation.
- Address and rectify any structural issues causing leaks, drafts, or temperature inconsistencies.

2. SUBSTITUTION

Replace problematic environmental elements with more suitable alternatives.

- Substitute harsh lighting with natural or softer lighting solutions.
- Replace outdated HVAC systems with modern, efficient ones that improve air quality and temperature control.

- Replace old windows with double-glazed versions to improve insulation and reduce external noise.
- Substitute chemical-based cleaning products with eco-friendly, non-toxic alternatives to improve indoor air quality.

3. ENGINEERING CONTROLS

Introduce tools or modifications that enhance the workplace environment.

- Implement soundproofing measures to reduce noise pollution.
- Install air purifiers or ventilation systems to improve air quality.
- Use ergonomic furniture and equipment to enhance comfort and reduce physical strain.
- Ensure that workers have all necessary tools and equipment to do their jobs. Have additional or replacement equipment available.

4. ADMINISTRATIVE CONTROLS

Implement policies and training that promote a healthy and comfortable workplace environment.

- Establish guidelines for maintaining a clean and clutter-free workspace.
- Schedule regular maintenance checks to ensure all environmental systems are functioning optimally.
- Provide training sessions on the importance of a good environment and how employees can contribute to maintaining it.
- In consultation with workers, ensure safe and even distribution of workloads to ensure overuse injuries do not occur.
- Obtain and consult all available and relevant codes of practices for any hazards prevalent in your working environment. If a code of practice is not available, consult specialists wherever possible to determine if workspaces and equipment are safe.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "poor environmental conditions," it might involve providing resources and tools that help protect employees from environmental discomforts:

- Offer noise-cancelling headphones for employees in noisy environments.
- Provide masks or respirators in areas with potential air quality issues.
- Offer ergonomic accessories, like wrist rests or lumbar support cushions, to enhance comfort.
- Safety footwear with cushioning for environments where employees might be standing on hard surfaces for extended periods.
- Anti-glare computer glasses or blue-light glasses to reduce eye strain for employees working long hours on screens, especially under harsh lighting or at night.
- Personal fans or heaters that can be placed on desks to allow employees to control their immediate temperature.
- Ensure PPE is proper fitting and comfortable.

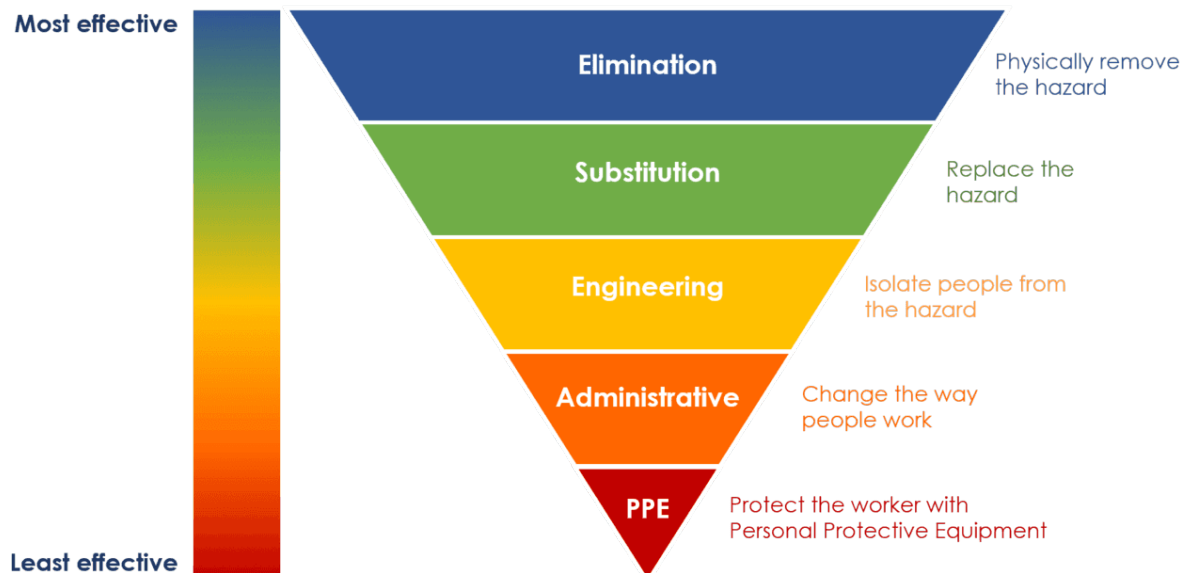
By systematically applying the hierarchy of control to "poor environmental conditions," employers can create a workplace that is not only safe but also comfortable and conducive to productivity, leading to increased job satisfaction and overall well-being.

Using the Hierarchy of Control for Psychosocial Hazards



VIOLENCE AND AGGRESSION

The provides a systematic approach to managing workplace risks. When addressing the psychosocial hazard *violence or aggression*, it offers strategies to ensure that employees are protected from potential harm and that the workplace promotes a culture of respect and safety. Proper management of such hazards is crucial for maintaining trust, morale, and overall job satisfaction. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any sources or situations that might provoke or contribute to violent or aggressive behaviours.

- Eliminate high-risk tasks or roles where possible, especially those that have a history of provoking aggression.
- Establish a zero tolerance policy and immediately remove any known individuals who display violent or aggressive behaviours
- Address and rectify any organisational practices that may inadvertently promote or tolerate aggressive behaviours.

2. SUBSTITUTION

Replace high-risk tasks or situations with safer alternatives that reduce the potential for violence or aggression.

- Substitute face-to-face interactions with virtual meetings in situations where there's a risk of aggression.
- Use technology or specialist services for tasks that have historically resulted in confrontations, such as debt collection.

3. ENGINEERING CONTROLS

Introduce tools or modifications that reduce the risk of violent incidents.

- Address organisational failures that may be resulting in customer aggression (for example, excessive hold times on phones or the inability to get customer assistance can lead to frustrated and angry customers).
- Install security cameras in areas where incidents are likely to occur.
- Implement barriers or safety screens in areas like reception desks or customer service counters.
- Use alarm systems, panic buttons and radios for employees in high-risk roles.

4. ADMINISTRATIVE CONTROLS

Implement policies, procedures, and training that promote a culture of safety and respect.

- Establish clear guidelines and consequences for violent or aggressive behaviours.
- Provide training sessions on conflict resolution, communication skills, and de-escalation techniques.
- Schedule regular team-building activities to foster positive relationships and mutual respect among employees.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "violence or aggression," it might involve providing resources and tools that offer protection from potential harm:

- Offer personal alarms or safety apps that employees can activate if they feel threatened.
- Provide protective clothing or gear for employees in roles where there's a physical risk, such as security personnel.
- Supply communication devices, like walkie-talkies, for employees working in isolated areas where they might encounter aggressive individuals.

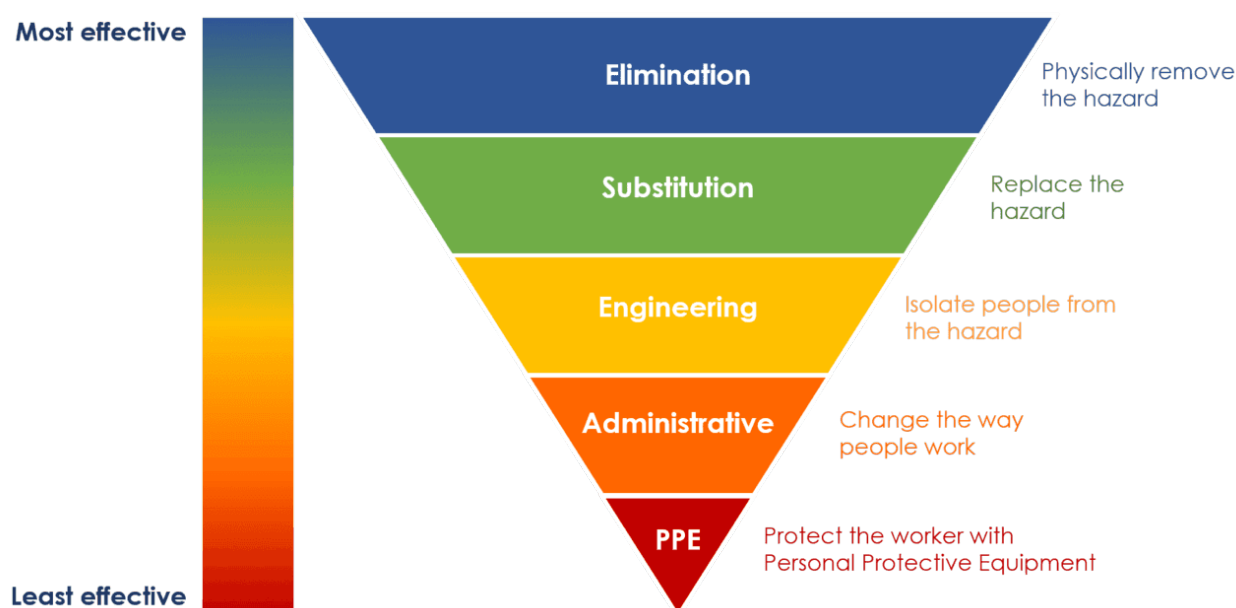
By systematically applying the hierarchy of control to violence or aggression, employers can create a workplace environment that prioritises safety, respect, and well-being, reducing the risk of violent incidents and fostering a positive organisational culture.

Using the Hierarchy of Control for Psychosocial Hazards



BULLYING

When addressing the psychosocial hazard of "bullying," the hierarchy of control provides a systematic approach, offers strategies to ensure that employees are protected from potential harm and that the workplace promotes a culture of respect and dignity. Proper management of such hazards is crucial for maintaining trust, morale, and overall job satisfaction. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any sources or situations that might provoke or contribute to bullying behaviours.

- Eliminate any organisational practices or policies that may inadvertently promote or tolerate bullying behaviours.
- Address and rectify any cultural issues within the organisation that may be contributing to a bullying environment.
- Remove any known individuals who consistently display bullying behaviours after appropriate interventions have failed.

2. SUBSTITUTION

Replace problematic organisational structures or practices with alternatives that reduce the potential for bullying.

- Substitute competitive workplace practices with collaborative and team-based approaches.
- Introduce mentoring or buddy systems, especially for new employees, to foster positive relationships.

3. ENGINEERING CONTROLS

Introduce tools or platforms that facilitate better communication and reporting of bullying incidents.

- Implement confidential reporting systems where employees can report bullying without fear of retaliation.
- Use platforms that promote positive communication and collaboration among team members.

4. ADMINISTRATIVE CONTROLS

Implement policies, procedures, and training that promote a culture of respect and dignity.

- Establish clear anti-bullying policies and ensure they are communicated to all employees.
- Provide training sessions on respectful communication, empathy, and the importance of a positive workplace culture.
- Schedule regular team-building activities to foster positive relationships and mutual respect among employees.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "bullying," it might involve providing resources and tools that help protect employees from the emotional and psychological effects of bullying:

- Offer access to support services for employees who have experienced or witnessed bullying.
- Provide resources and training to help employees navigate challenging interpersonal situations.

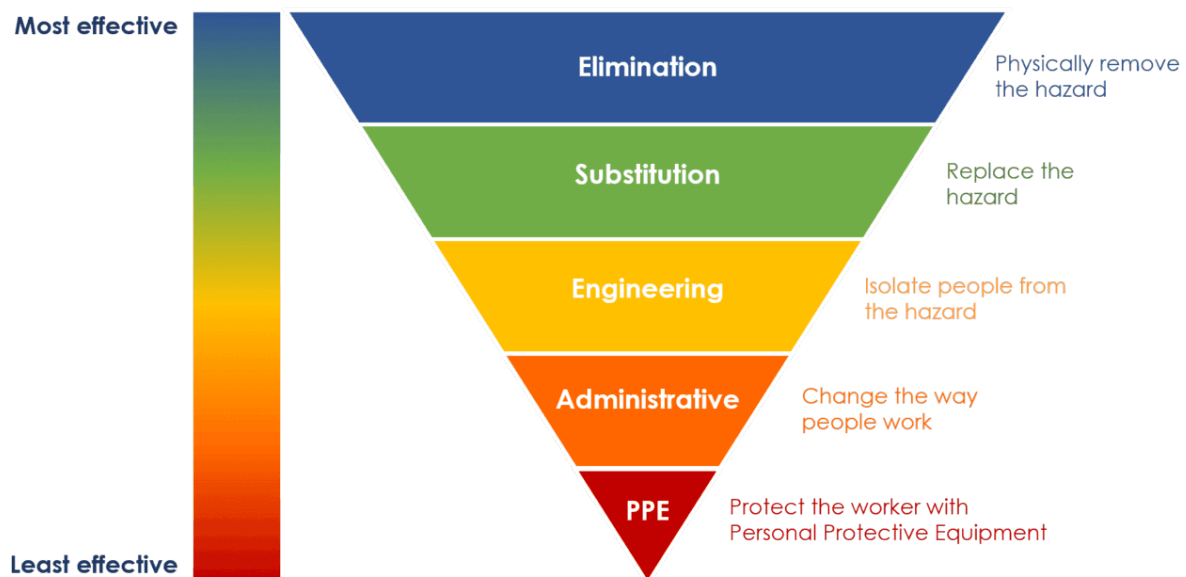
By systematically applying the hierarchy of control to bullying, employers can create a workplace environment that prioritises respect, dignity, and well-being, reducing the risk of bullying incidents and fostering a positive organisational culture.

Using the Hierarchy of Control for Psychosocial Hazards



HARASSMENT, INCLUDING SEXUAL HARASSMENT

The hierarchy of control provides a systematic approach to managing workplace risks. When addressing the psychosocial hazard of "harassment, including sexual harassment," it offers strategies to ensure that employees are protected from potential harm and that the workplace promotes a culture of respect and dignity. Proper management of such hazards is crucial for maintaining trust, morale, and overall job satisfaction. Here's how each level of the hierarchy can be utilised:



1. ELIMINATION

In consultation with workers, identify and remove any sources or situations that might provoke or contribute to harassment behaviours.

- Eliminate any organisational practices or policies that may inadvertently promote or tolerate harassment behaviours.
- Address and rectify any cultural issues within the organisation that may be contributing to a harassment-prone environment.
- Remove any known individuals who consistently display harassing behaviours after appropriate interventions have failed.

2. SUBSTITUTION

Replace problematic organisational structures or practices with alternatives that reduce the potential for harassment.

- Substitute environments or practices that isolate employees with more open and observable workspaces.
- Introduce mixed-gender teams or groups to reduce gender-based power imbalances.

2. ENGINEERING CONTROLS

Introduce tools or platforms that facilitate better communication and reporting of harassment incidents.

- Implement confidential reporting systems where employees can report harassment without fear of retaliation.
- Use platforms that promote positive communication and collaboration among team members.

3. ADMINISTRATIVE CONTROLS

Implement policies, procedures, and training that promote a culture of respect and dignity.

- Establish clear anti-harassment policies, including specific guidelines on sexual harassment, and ensure they are communicated to all employees.
- Provide training sessions on respectful communication, consent, boundaries, and the importance of a positive workplace culture.
- Schedule regular team-building activities to foster positive relationships and mutual respect among employees.
- Take any complaints with seriousness. Investigate thoroughly, ensuring procedural fairness and organisational justice.

4. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "harassment, including sexual harassment," it might involve providing resources and tools that help protect employees from the emotional and psychological effects of harassment:

- Offer access to counselling or support services for employees who have experienced or witnessed harassment.
- Provide resources on resilience and coping strategies to help employees navigate challenging interpersonal situations.

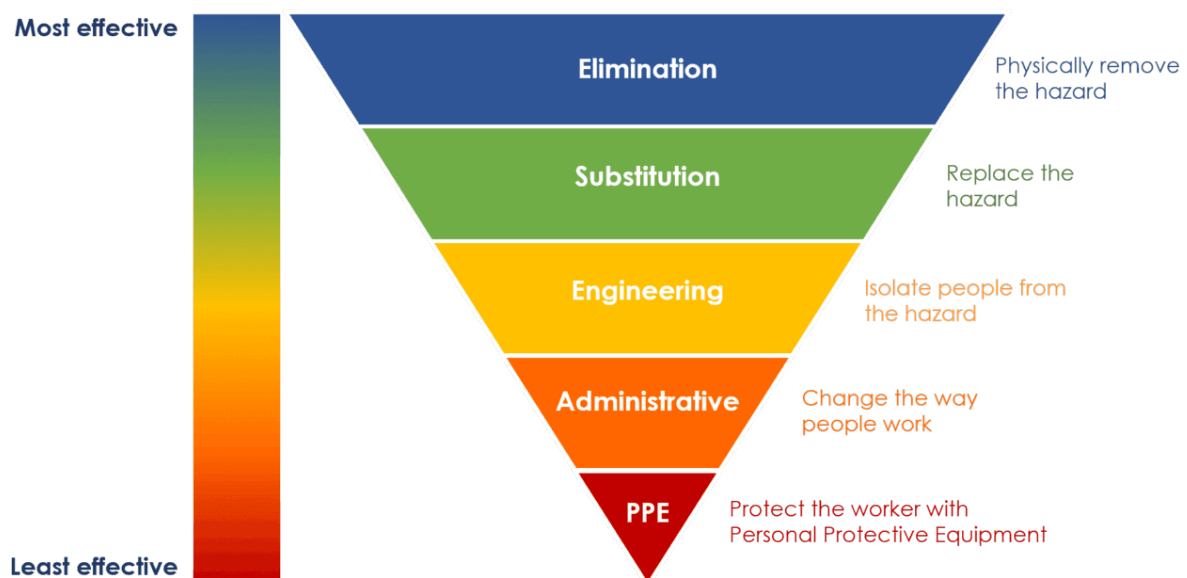
By systematically applying the hierarchy of control to "harassment, including sexual harassment," employers can create a workplace environment that prioritises respect, dignity, and well-being, reducing the risk of harassment incidents and fostering a positive organisational culture.

Using the Hierarchy of Control for Psychosocial Hazards



CONFLICT OR POOR WORKPLACE RELATIONSHIPS AND INTERACTIONS

When addressing the psychosocial hazard *conflict or poor workplace relationships and interactions*, the hierarchy of control provides a systematic approach and offers strategies to ensure that employees are equipped to handle interpersonal challenges and that the workplace promotes a culture of collaboration and respect. Proper management of such hazards is crucial for maintaining trust, morale, and overall job satisfaction. Here's how each level of the hierarchy can be utilised:




1. ELIMINATION

In consultation with workers, identify and remove any sources or situations that might provoke or contribute to interpersonal conflicts.

- Eliminate any organisational practices or policies that may inadvertently promote competition over collaboration.
- Address and rectify any cultural issues within the organisation that may be contributing to a conflict-prone environment.
- Remove any known individuals who consistently display disruptive behaviours after appropriate interventions have failed.

2. SUBSTITUTION



Replace problematic organisational structures or practices with alternatives that reduce the potential for conflict.

- Substitute individual-based rewards with team-based rewards to promote collaboration.
- Introduce team-building exercises or workshops to foster better understanding and relationships among employees.

3. ENGINEERING CONTROLS

Introduce tools or platforms that facilitate better communication and collaboration among team members.

- Implement communication platforms that allow for open and transparent dialogue among team members.
- Use collaborative software that promotes teamwork and reduces misunderstandings.

4. ADMINISTRATIVE CONTROLS

Implement policies, procedures, and training that promote a culture of collaboration and respect.

- Establish clear communication guidelines and ensure they are communicated to all employees.
- Provide training sessions on conflict resolution, active listening, and effective communication.
- Schedule regular feedback sessions where employees can voice concerns and provide suggestions for improvement.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While PPE is typically associated with physical hazards, in the context of "conflict or poor workplace relationships and interactions," it might involve providing resources and tools that help protect employees from the emotional and psychological effects of conflict:

- Provide resources on emotional intelligence and interpersonal skills to help employees navigate challenging interactions.
- Offer platforms or forums where employees can seek advice or share experiences related to workplace relationships.

By systematically applying the hierarchy of control to "conflict or poor workplace relationships and interactions," employers can create a workplace environment that prioritises collaboration, understanding, and respect, reducing the risk of conflicts and fostering a positive organisational culture.