



Psychosocial hazards – Toolbox Script

Belgravia adheres to 'Think Safe. Act Safe. Be Safe'. That means we're committed to creating a culture that promotes safety wellbeing for team members and the community.

This safety toolbox is an opportunity to learn and share. Throughout this safety toolbox you will be provided with information on Psychosocial hazards, whilst having the opportunity to ask and answer questions.

PSYCHOSOCIAL HAZARDS

Week 2 of Belgravia Safe Work Month takes a deep dive into understanding psychosocial hazards at work and how to manage the risks. Poorly managed psychosocial hazards and factors can result in impacts on psychological health including stress, job burnout and mental ill health. Specifically, high levels of job demand, and low levels of job resources increase the risk of psychological harm.

Implementing initiatives to address and manage these health and productivity issues – not just from the point of view of improving profitability or business performance; not just to embrace their social responsibilities and 'duty of care' to staff; but also, in recognition of the real ongoing value which flows from creating a workplace culture where people are healthier, happier and enjoy a better work-life balance.

QUESTION: Is there benefits of promoting health and wellbeing for employees at Belgravia?

ANSWER: The advantages of having fitter, healthier and happier employees on the payroll are many and varied, including increased productivity, reduced long-term health problems, reduced worker turnover, increased ability to attract and retain new employees, training and development investment, increased morale, job satisfaction and motivation, improved mental alertness, concentration and decreased stress and other work-related illness.

What are psychosocial hazards?

A psychosocial hazard is anything that could cause psychological harm (e.g. harm to someone's mental health) however they can also cause physical harm. Psychosocial hazards are created by:

- the design or management of work
- a work environment
- plant at the workplace, or
- workplace interactions or behaviours.

The impacts of psychosocial hazards

Psychosocial hazards can affect an employee's psychological response to their work and workplace conditions. This can result in poor health, poor health behaviours, reduced productivity, and absences from work. Psychosocial hazards typically occur when there is a mismatch between job supports (such as leadership support, co-worker support, job control, skill-matching, role clarity, decision autonomy, and reward and recognition) and job demands (mental, emotional, and physical) - which can negatively impact employee wellbeing and lead to, or exacerbate, ill health or injury. On average, work-related psychological injuries have longer recovery times, higher costs, and require more time away from work. We will look at:

- identifying psychosocial hazards
- common myths
- control risks and the importance of consultation
- managing psychosocial hazards in practice.



How psychosocial hazards cause harm? Need support?

Psychosocial hazards can create stress. Stress is the body's reaction when a worker perceives the demands of their work exceeds their ability or resources to cope.

Stress creates a physiological and psychological response in the body by releasing adrenaline and cortisol, raising the heart rate and blood pressure, boosting glucose levels in the bloodstream and diverting energy from the immune system to other areas of the body.

Stress itself is not an injury but if it becomes frequent, prolonged or severe it can cause psychological and physical harm. Some hazards cause stress when a worker is exposed to the risk of that hazard occurring as well as when they are directly exposed to the hazard itself.

Workers exposed to workplace violence are likely to experience stress if they perceive that the risk has not been controlled, even if the violence does not occur again. In this situation, despite the hazard rarely occurring, the stress itself may be prolonged.

Emotional wellbeing

As Belgravia has grown and the environments that we operate in have changed, the safety agenda has matured.

As we look toward the future we are extending our safety focus to psychosocial considerations and risk management, taking measures to ensure that our business not only ensures the safety of all, but works to help team members, contractors, guests and each community thrive.

Belgravia partners with Converge International to deliver an employee assist program (EAP) that provides our people short-term, and solutions focused counselling which aims to support and empower employees through a variety of best practice counselling approaches to assist in resolving personal and work-based issues.

QUESTION: If you are be having a really bad day, feel overwhelmed and not know where to start, have diagnosed anxiety or depression, or need help to support a partner, family member or friend, can you discuss with the employee assist program?

ANSWER: Yes, Once your appointment is booked it will be confirmed in 48 hours via SMS. You can change or cancel your appointment up to 24 hours before the appointment. Urgent phone appointments available within 20 minutes. To book an appointment call:
Australian employees: phone 1300 OUR EAP
NZ employees: phone: 0800 666 367

Employee assist program

Belgravia partners with Converge International to deliver an employee assist program that provides our people short-term and solutions focused counselling which aims to support and empower employees through a variety of best practice counselling approaches to assist in resolving personal and work-based issues.

Our program provides a broad range of services including dedicated support to Aboriginal and Torres Strait Islander people, LGBTQIA+ people, those who experience domestic violence, people who experience disability and older people and their carers.

#SafetyIsOurBusiness