



How to identify & manage workplace psychosocial hazards

WHAT IS A PSYCHOSOCIAL HAZARD?

A hazard that:

- arises from, or relates to: the design or management of work; or a work environment; or plant at a workplace; or workplace interactions or behaviours; and
- may cause psychological harm (whether or not it may also cause physical harm).

Some examples of common psychosocial hazards in the hospitality industry are:

- heavy workloads
- job insecurity
- low autonomy and control and
- harassment and violence from customers.

Businesses have a **legal and ethical responsibility** to create work that does not cause psychological harm to workers. To do this, businesses need to **identify the psychosocial hazards** that are present in the workplace and take action to eliminate or reduce them.

If you haven't already seen the learning video about psychosocial hazards, and those hazards common in hospitality, make sure to click through to the **HOSPO HEALTH** website to get a great overview and some tips for how to take effective action.

The information below is also a useful resource to consult for some simple steps that you can take to start managing psychosocial hazards in your workplace.



PSYCHOSOCIAL HAZARDS

Whether you are a small, medium, or large business you need to take steps to identify the psychosocial hazards in your workplace, the risk they pose to your workers and the ways they can be reduced or managed.



ADAM NEBBS

Education President -
Postgraduate

PhD Candidate, Menzies Health
& Wellbeing Group

Menzies Institute for Medical
Research, University of Tasmania





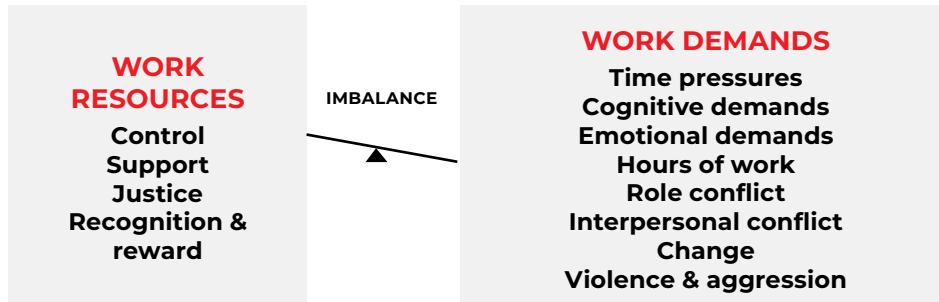
Are you a small business?

- Consider talking to your workers about the parts of their work that cause them stress and workshop the steps that can be taken to address these issues.

Are you a medium or larger business?

- WorkSafe Tasmania provides a free psychosocial risk assessment survey called People at Work (PAW). Workers can complete the PAW survey anonymously and the results collected will help to inform employers as to the most common psychosocial hazards that they need to manage in their business.

COMMON PSYCHOSOCIAL HAZARDS IN HOSPITALITY – STEPS TO ADDRESS



DID YOU KNOW?

Safe Work Australia recently updated the Model WHS regulations to include the management of psychosocial hazards. A new model code of practice can be found on the Safe Work Australia website that provides guidance on how to meet these new requirements.

You can download it here!



Heavy workloads

- Create a speak-up culture
- Act early when a worker reports that they are stressed
- Raise awareness of the ways workers can manage their own mental health and well-being.

Job insecurity

- Provide casual and temporary workers with adequate notice around their hours
- Educate workers on their work entitlements
- Encourage casual and temporary workers to be involved in the discussion around the ways that job insecurity can be managed.



Bullying, violence, and harassment

- Create a culture of civility and talk about the importance of this often
- Use workplace policies to communicate a zero-tolerance approach to bullying, violence, and harassment
- Train workers on negative behaviours and the de-escalation skills required for dealing with violent customers.

