

# CCIC

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# Who is SafeWork NSW?





# Duties under the WHS laws

## WHS Act defined health as both physical and psychological

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Primary duty of care to eliminate, or if not reasonably practicable, then to minimise risk to worker health and safety so far as reasonably practicable, such as:

- ✓ Safe systems of work
- ✓ Training, information, supervision
- ✓ Monitor health

Other relevant duties:

- ✓ Consultation
  - ✓ Due diligence
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# Work Health and Safety Regulation Amendment 2022

The [Work Health and Safety Amendment Regulation 2022](#) has made several amendments to the Work Health and Safety Regulation; the key amendments are:

- adding a definition of psychosocial hazards to the regulations
- clarifying that a PCBU must manage psychosocial hazards
- requiring that a PCBU must implement control measures to:
  - a) eliminate psychosocial risks so far as is reasonably practicable, and
  - b) if it is not reasonably practicable to eliminate psychosocial risks, to minimise the risks so far as is reasonably practicable



# Impact of workplace mental health

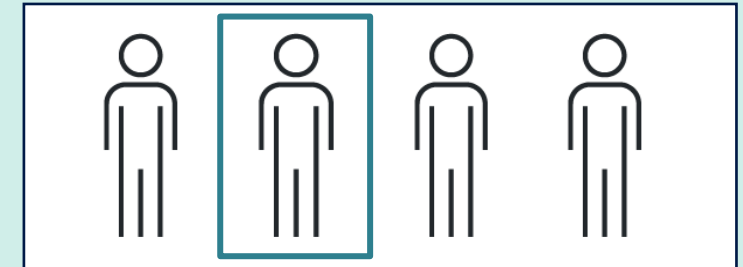
**\$3.9 billion**  
per year

estimated cost to  
NSW of mental-ill  
health at work<sup>1</sup>



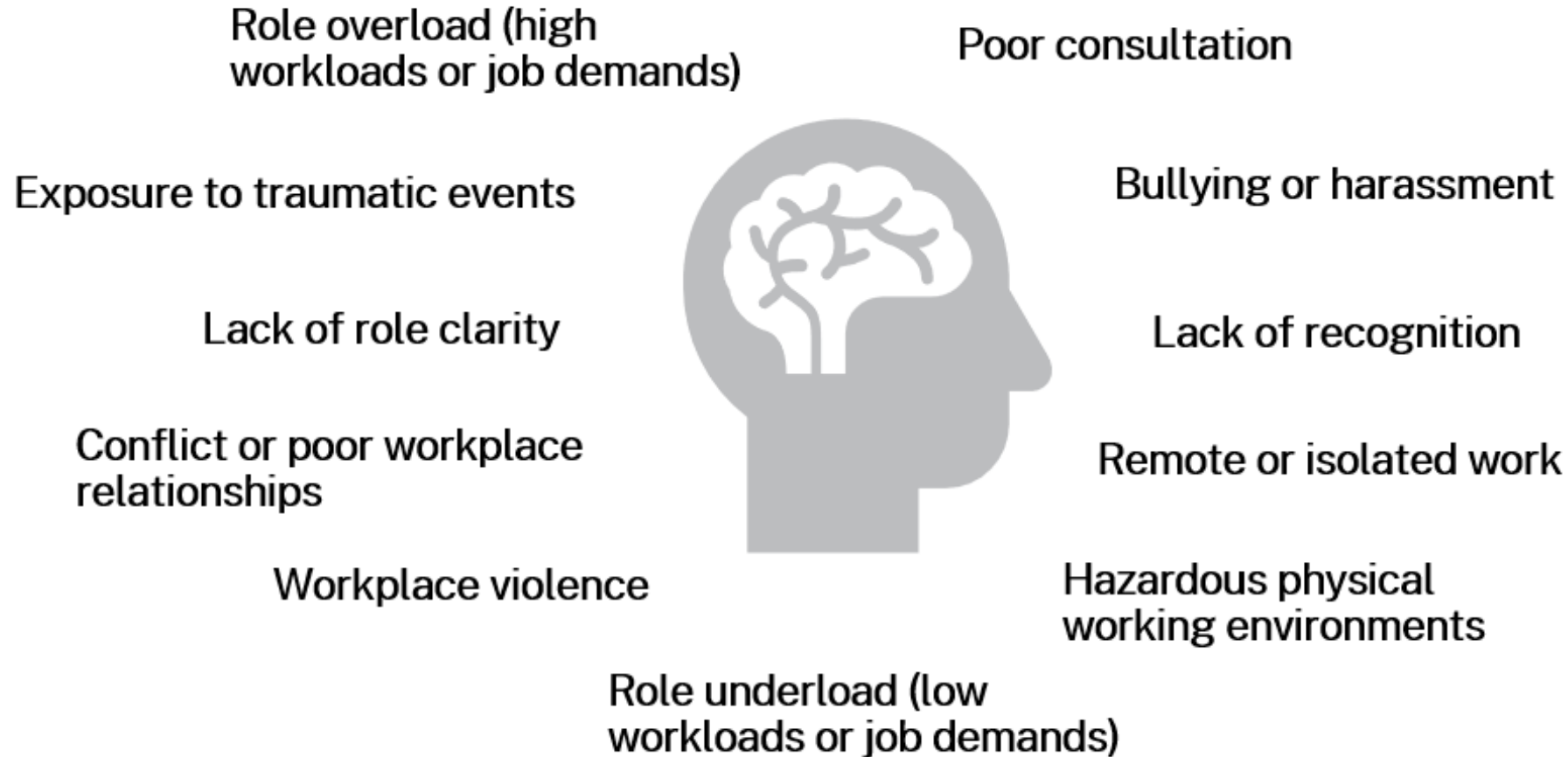
**44.2%** of Australian  
**manufacturing**  
**workers**  
experienced a  
mental health  
condition in 2021.

In the five years to  
June 2021,  
psychological claims  
**rose 65%**  
and physical injury  
claims were steady<sup>3</sup>



Nearly **1 in 4 workers**  
believe they have a mental  
health condition that their  
workplace caused or made  
worse<sup>2</sup>

# Psychosocial hazards include



# A quick case study

## Meeting with Directors/ HR/ WHS

Indicated an awareness of the hazards and risks present for workers.

Felt that risks were well managed.

All workers had adequate training and understood the resources available to them.

Consultation mechanisms are available and workers are well represented.

The risk is minimised so far as reasonably practicable.

## Meetings with apx 25 workers and team leaders

Felt that directors didn't care and had no idea what it was like working on the front line.

Had experienced extreme workloads, poor communication, low job control, verbal abuse, bullying.


Many indicated that they had called in sick due to burn out and were looking at changing their career.


Thought that there was no consultation, or that the committees were ignored by directors.


Felt that the actions taken by the business were not sincere.


It was clear to me as an inspector that there was a disconnect between the people running the business, and the workers employed there.

# Dave's top takeaways (areas for improvement)


 - PCBU's rely on reactive control measures (EAP, MHFA are commonly relied on)

 - Control measures are general (not related to any identified hazards)

 - PCBU has resorted to prizes/rewards such as free coffee or pizza to "boost morale"

 - Consultation is inadequate...managers can be disconnected from what their staff need

 - Incident reporting and hazard identification does not support psychosocial risk

 - WHS communications/systems/processes do not support psychosocial risk



# Six steps to creating a mentally healthy workplace



# A tool to understand your workplace

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## People at Work



What risks are impacting mental health in your workplace?

# A systematic approach must address all 4 of the segments below



## Preventing harm

by identifying work-related psychosocial hazards and factors, assessing risks and implementing effective measures to control them.



## Intervening early

to support workers who may be showing early signs of work-related stress and assist individuals who may be at risk of developing a psychological injury or mental illness.



## Supporting recovery

and rehabilitation for workers who have developed a psychological injury or mental illness to help them to recover and return to work.



## Promoting health

including good physical and mental health, is considered best practice and is beneficial for workers.

Does your business:

- Reduce the stimulus that causes the harm? (such as reducing job demands)
- Have adequate systems to identify when harm is occurring, and the strength to respond early?
- Support people who have sustained a psychosocial injury (is the RTW program compliant?)
- Communicate positively about mental health?

# What control measures must minimise the risk so far as reasonably practicable.



Controls must address the risks identified.

e.g.

A wellbeing seminar is unlikely to help a worker who is stressed due to **high job demands**. However, ensuring **adequate staff and reasonable deadlines** does address the risk.

Resilience training does not directly address the risk presented by a **lack of role clarity**. However improved **job descriptions and clear project briefs** may be effective.

A rewards program is not targeted for **low job demands**. Increasing **job rotation and career progression** may be helpful.



# Workplace mental health training

Provided for FREE by the NSW Government



Delivered by Black Dog Institute

## Training for employers

1-hour interactive workshop



## Training for managers

3-hour interactive workshop  
or 1-hour self-paced online  
learning module



## Training for everyone

2-hour interactive workshop  
or 45-minute self-paced online  
learning module



Scan here to register:

Interactive workshops available online or face to face (*for 10-25 people*), or join a public workshop with other small businesses

# Workplace mental health coaching

Provided for FREE by the NSW Government

Get solutions to risks in the workplace that can impact mental health

Learn about actions that can lead to productive engaged staff

Speak directly with a highly trained expert in workplace mental health

Online or via phone at a time that suits you

Your highly trained expert will help you to:

- fine tune your existing workplace mental health systems
- identify risks to mental health within your business and give you practical tools and strategies to manage them.

Topics could include:

- Coping with stress or overwhelm
- Resolving conflict
- Responding to incidents
- Improving culture



Scan here to book:



# Mental Health at Work – Manufacturing Resource Kit



## Create a positive and safe manufacturing workplace

### WHAT is the manufacturing resource kit?

It is an online resource that explains simple actions you can take to manage mental health risk factors common to manufacturing, such as:

- high work demands, with low control
- low recognition and reward
- poor change consultation
- harmful workplace behaviours like bullying and discrimination

**WHO is it for?** Leaders and managers in the manufacturing sector

### WHY should I use it?

- Learn how to identify and address common mental health risk factors
- Find out what easy actions you can take to support workplace mental health
- Boost worker satisfaction, productivity and your bottom line

[Scan here to visit the kit:](https://www.nsw.gov.au/mental-health-at-work/mental-health-at-work-resources/resource-kits/manufacturing-resource-kit)



<https://www.nsw.gov.au/mental-health-at-work/mental-health-at-work-resources/resource-kits/manufacturing-resource-kit>



# Mental Health at Work Resources

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[Resource Kits](#)



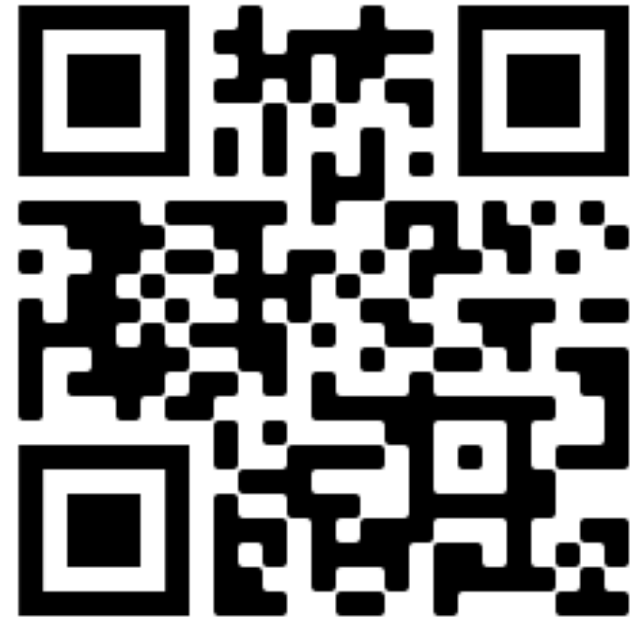
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[mentalhealthatwork.nsw.gov.au](https://mentalhealthatwork.nsw.gov.au)

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