

**The Work Health & Safety Act
has been updated to include an approved Code of Practice –
Managing the risk of psychosocial hazards at work.**

(effective 1 April 2023)

The updated legislation requires a PBCU (person conducting a business or undertaking) to follow **four** steps when managing psychosocial risk/s.

1. Identify the hazards
2. Assess the risk
3. **Control the risk**
4. Review the controls

**A FOCUSED SOLUTION FOR
CONTROLLING THE RISKS**

Below is a list of the psychosocial hazards identified in the legislation, the risks to your business and training solutions for each hazard.

[LINK: Mental Health & Wellbeing Programs](#)

PSYCOSOCIAL HAZARDS	RISK TO BUSINESS AND YOUR WORKERS	TRAINING SOLUTION
High and/or low job demands	<ul style="list-style-type: none"> - Increase in staff stress levels, anxiety and depression - Increase in staff turnover - Increase in sick days - Increase in workers compensation claims - Increase in absenteeism 	<ul style="list-style-type: none"> - SOS Self Care - Burnout Recovery and Prevention - Clear and Connected Communication - Mental Health Awareness
Low job control	<ul style="list-style-type: none"> - Decrease in job performance - Disengaged workforce - Increase in staff turnover 	<ul style="list-style-type: none"> - Mental Health Awareness - Applied Mental Health - SOS Self Care
Poor support	<ul style="list-style-type: none"> - Decrease in productivity - Low morale - Brand damage - Decrease in business profit 	<ul style="list-style-type: none"> - Mental Health Awareness - Essential Communication - Clear & Connect Communication
Low role clarity	<ul style="list-style-type: none"> - Decrease in job satisfaction - Decline in productivity 	<ul style="list-style-type: none"> - SOS Self Care - Essential Communication - Mental Health Awareness

Poor organisational change management	<ul style="list-style-type: none"> - Increase in stress level - Increase in costs - Decrease operational efficiency - Decrease organizational effectiveness - Poor communication - Decrease in productivity - Decrease in employee morale 	<ul style="list-style-type: none"> - Clear and Connected Communication (conflict resolution) - Mental Health Awareness - SOS Self Care - Burnout Recovery & Prevention
low reward and recognition	<ul style="list-style-type: none"> - Decrease employee engagement - Decrease productivity and efficiency - Negative impact on workplace culture 	<ul style="list-style-type: none"> - Mental Health Awareness - Essential Communication - SOS Self Care
poor organisational justice	<ul style="list-style-type: none"> - Decrease in commitment and trust - Retaliatory intentions - Increase employee turnover 	<ul style="list-style-type: none"> - Clear & Connected Communication (conflict resolution) - Burnout Recovery & Prevention
poor workplace relationships including interpersonal conflict	<ul style="list-style-type: none"> - Increase in employee stress, anxiety and burnout. - Poor communication - Personality clashes - Unrealistic expectations - Increase in work disruptions - Decrease in team morale - Increase in employee turnover - Increase in absenteeism 	<ul style="list-style-type: none"> - SOS Self Care - Burnout Recovery & Prevention - Mental Health Awareness - Applied Mental Health - Clear and Connected Communication - Essential Communication
remote or isolated work	<ul style="list-style-type: none"> - Decrease in job satisfaction - Loneliness / lack of connection - Increase in poor decision making 	<ul style="list-style-type: none"> - Essential Communication - SOS Self Care - Mental Health Awareness
traumatic events	<ul style="list-style-type: none"> - Increase in employee conflicts - Negative impact on relationships - Poor communication - Lack of understanding & compassion - Lack of motivation - Uncooperativeness 	<ul style="list-style-type: none"> - SOS Self Care - Burnout Recovery & Prevention - Mental Health Awareness - Applied Mental Health - Clear and Connected Communication - Essential Communication
violence and aggression	<ul style="list-style-type: none"> - Injuries - Increase in sick leave - Stress related illness - Decrease in productivity - Increase in financial costs - Stress, depression, anxiety, post-traumatic stress disorder - Medical and legal expenses 	<ul style="list-style-type: none"> - SOS Self Care - Burnout Recovery & Prevention - Mental Health Awareness - Applied Mental Health - Clear and Connected Communication - Essential Communication
bullying	<ul style="list-style-type: none"> - Physical and psychological health problems - Low self esteem - Decrease productivity & performance - Inability to work or concentrate 	<ul style="list-style-type: none"> - SOS Self Care - Burnout Recovery & Prevention - Mental Health Awareness - Applied Mental Health - Clear and Connected Communication - Essential Communication

harassment including sexual harassment.	<ul style="list-style-type: none"> - Psychological and physical harm - Reputational damage - Decrease in productivity - Financial loss - Decrease in job satisfaction - Decrease in employee engagement 	<ul style="list-style-type: none"> - SOS Self Care - Burnout Recovery & Prevention - Mental Health Awareness - Applied Mental Health - Clear and Connected Communication - Essential Communication
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Why choose us?

We have been in the unique position to see first-hand the focus or lack of focus on health and well-being across many sectors over the course of the last 8 years.

This insight has allowed us to create an environment where participants can feel relaxed to not only express their concerns but offer up solutions to the problems. Learners often sharing stories of overwhelm plus impact of stress on their bodies both physically and mentally.

The greatest benefit from undertaking of our **‘Mental Health Awareness Program’** is the ability to foster connection and empathy, in turn creating a positive effect on the business for workers, leaders and clients/customers.

Manager Testimonial:

“I could feel a shift in the dynamic of the group during the training, I could feel a softening and an awareness of others and what they may be experiencing”.

The learnings from this group indicated they felt a better understanding of mental health and well-being, felt less judgmental of others and a willingness to be more compassionate.

Workplace relationship breakdown is often a reflection of poor communication. Our **‘Clear and Connected’** communication program aims to improve communication flow and pursue workplace harmony.

How do we achieve that?

Scenarios are contextualised for the audience, and we are delighted when we see our participants learning new ways of communicating to avoid conflict.

Example: A simple scheduling conflict in one workplace had created such division in a business the entire operation was impacted.

*After teaching our **‘4 steps to clear and connected communication’** you could see the tension in the group dissipate and communication within the group improve immediately. One staff member said **‘we should be teaching our children this skill; it should be part of their English studies’.***

(We agree! – real life skills!)

Here's the facts:

Australia has the highest rate of burnout in the world!

We see the impact of this in every business we visit and it's trending up. Teaching workers simple and effective self-care techniques they can literally 'do on the fly' brings down the stress response in the body instantaneously.

***Example:** A teacher reached out a week after training to say thank you for teaching him the strategies to soothe his nervous system and to say they actually work! He told us that he thought he had lost a student, you can imagine the stress response in his body! Once the child was accounted for, he said he spent 2 minutes doing some of the strategies we shared and he was able regulate his breathing, bring his heart rate under control and go and teach his next class feeling a lot calmer than he would have felt without these tools.*

So back to the beginning - why choose us?

Our team are highly engaging, professionals who are committed to your goals of providing 'real world' tools and strategies for implementation at both work and home.

Participants get to practice the skills and strategies in the safety of the training environment, which reinforces the learning process.

Our mission is to improve mental health and well-being for you and your workers, help you to understand obligations under the updated legislation and how that relates to a workplace.

As a team we genuinely do care and are very passionate about Health and Well-being. We are also strong advocates for self-care and well-being in our own team, and most definitely practice what we preach!

We would love to help you. Please reach out today.

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