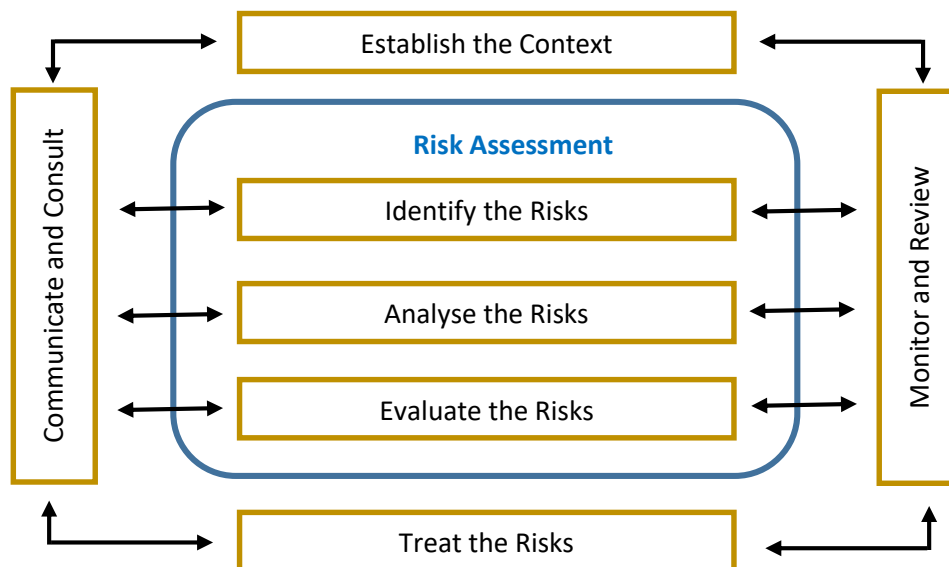


## Psychological Health and Safety Risk Management Framework

### *The Risk Management Process (AS/NZ 4360:2004)<sup>1</sup>*



### *Risk Assessment Matrix<sup>2</sup>*

#### **Part A. Consequence Scoring**

When undertaking a risk assessment, the consequence or ‘how bad’ the risk being assessed is must be measured. In this context, consequence is defined as the outcome or the potential outcome of an event.

1	2	3	4	5
<b>Negligible</b>	<b>Minor</b>	<b>Moderate</b>	<b>Major</b>	<b>Catastrophic</b>
<ul style="list-style-type: none"> <li>Minimal injury requiring no or minimal intervention or treatment</li> <li>No time off work required</li> </ul>	<ul style="list-style-type: none"> <li>Minor injury or illness requiring minor intervention</li> <li>Requiring time off work for &lt;3 days</li> </ul>	<ul style="list-style-type: none"> <li>Moderate injury requiring professional intervention</li> <li>Requiring time off work for 4-14 days</li> </ul>	<ul style="list-style-type: none"> <li>Major injury leading to long-term incapacity / disability</li> <li>Requiring time off work for &gt;14 days</li> </ul>	<ul style="list-style-type: none"> <li>Incident leading to death</li> <li>Multiple permanent injuries or irreversible health effects</li> </ul>

<sup>1</sup> [http://broadleaf.com.au/old/pdfs/trng\\_tuts/tut.standard.pdf](http://broadleaf.com.au/old/pdfs/trng_tuts/tut.standard.pdf), 1.

<sup>2</sup> <http://www.npsa.nhs.uk/EasySiteWeb/GatewayLink.aspx?allid=7252>

**Part B. Scoring the Likelihood of Recurrence**

Once a specific area of risk has been assessed and its consequence score agreed, the likelihood of that consequence occurring can be identified by using table below.

1	2	3	4	5
<b>Rare</b>	<b>Unlikely</b>	<b>Possible</b>	<b>Likely</b>	<b>Almost certain</b>
<ul style="list-style-type: none"> <li>• Not expected to occur for years</li> <li>or</li> <li>• Probability &lt;0.1%</li> </ul>	<ul style="list-style-type: none"> <li>• Expected to occur at least annually</li> <li>or</li> <li>• Probability 0.1-1%</li> </ul>	<ul style="list-style-type: none"> <li>• Expected to occur at least monthly</li> <li>or</li> <li>• Probability 1-10%</li> </ul>	<ul style="list-style-type: none"> <li>• Expected to occur at least weekly</li> <li>or</li> <li>• Probability 10-50%</li> </ul>	<ul style="list-style-type: none"> <li>• Expected to occur at least daily</li> <li>or</li> <li>• Probability &gt;50%</li> </ul>

**Part C. Risk & Severity Matrix**

Both the likelihood score and the consequence score are correlated to assess the event risk.

	Likelihood				
	1	2	3	4	5
Consequences	Rare	Unlikely	Possible	Likely	Almost certain
<b>5. Catastrophic</b>	5	10	15	20	25
<b>4. Major</b>	4	8	12	16	20
<b>3. Moderate</b>	3	6	9	12	15
<b>2. Minor</b>	2	4	6	8	10
<b>1. Negligible</b>	1	2	3	4	5

For grading risk, the scores obtained from the risk matrix are assigned grades as follows:

- 1–3 Low risk
- 4–6 Moderate risk
- 8–12 High risk
- 15–25 Extreme risk

## Psychological Health and Safety Risk Factors to Consider

### *The 13 psychosocial factors*

These psychosocial factors can be evaluated by using the Guarding Minds @ Work Survey.<sup>3</sup>

1. **Psychological Support:**  
The degree to which coworkers and supervisors are supportive of employees' psychological and mental health concerns and respond appropriately.
2. **Organizational Culture:**  
The degree to which a work culture is characterized by trust, honesty, and fairness.
3. **Clear Leadership and Expectations:**  
The degree to which leadership is effective and support is available to help employees know what they need to do, how their work contributes to the organization, and whether there are impending changes.
4. **Civility and Respect:**  
The degree to which employees are respectful and considerate in their interactions with one another, as well as with customers, clients, and the public.
5. **Psychological Competencies and Requirements:**  
The degree to which there is a good fit between employees' interpersonal and emotional competencies and the requirements of the position they hold.
6. **Growth and Development:**  
The degree to which employees receive encouragement and support in the development of their interpersonal, emotional, and job skills.
7. **Recognition and Reward:**  
The degree to which there is appropriate acknowledgement and appreciation of employees' efforts in a fair and timely manner.
8. **Involvement and Influence:**  
The degree to which employees are included in discussion about how their work is done and how important decisions are made.
9. **Workload Management:**  
The degree to which tasks and responsibilities can be accomplished successfully within the time available.
10. **Engagement:**  
The degree to which employees feel connected to their work and are motivated to do their job well.

---

<sup>3</sup> [http://www.guardingmindsatwork.ca/info/gmaw\\_resources/assessment\\_tools](http://www.guardingmindsatwork.ca/info/gmaw_resources/assessment_tools)

11. **Work-life Balance:**  
The degree to which there is recognition of the need for balance between the demands of work, family, and personal life.
12. **Psychological Protection:**  
The degree to which employees' psychological safety is ensured and workers feel safe to ask questions, seek feedback, report mistakes and problems, or propose new ideas without fear of negative repercussions to themselves, their jobs, or their careers.
13. **Protection of Physical Safety:**  
The degree to which management takes appropriate action to protect the physical safety of employees, which may include: policy to protect workers' physical safety, training in safety-related protocols, rapid and appropriate response to physical accidents or unsafe situations.

### ***Other Organizational and Individual Risk Factors***

1. **Employee perceptions and attitudes**
  - Stigma
  - Discrimination
  - Stress
2. **Schedules**
  - Time of day
  - Hours of work
  - Rotations, shift work
  - Cycle length and hours continuously awake
  - Breaks
3. **Commuting and Travel**
  - Long distance commute
  - Fly in / fly out arrangements
  - Business related travel
  - Jet lag, sleep inertia
  - Crossing time zones
4. **Job/ Task Design and Demand**
  - Monotony / stimulation of task
  - Job rotation
  - Workplace challenges
5. **Individual Fitness for Work**
  - Suitability for shift work
  - Demographic factors (e.g. age, gender)
  - Chronic conditions
  - Existing mental health problem or illness
6. **Outside Demands / Stressors**
  - Family life and relationships
  - Additional commitments (e.g. community duties)
  - Secondary employment
  - Finances