Psychosocial Risks

Health and Safety Representative (HSR) Train the Trainer Program

Version	1.0
Date	2024-25
Program developer	Epigroup
Program outcome(s)	Comprehensive train-the-trainer program focused on providing Health and Safety Representative (HSR) trainers the relevant skills and knowledge to design effective training programs for HSRs to fulfil their roles, perform their roles and functions as they relate to workplace psychosocial hazards and risks as per the Commonwealth Work Health and Safety laws.
Prerequisites	• Comcare-approved HSR trainers in the Commonwealth jurisdiction • Awareness of skills and knowledge in the application of Comcare-approved HSR training
Delivery mode	Blended – eLearning with follow up face-to-face facilitation
Program duration (total)	• 120 minutes (eLearning) • 3 days (Face to Face)
Number of learners	Minimum 160 participants across workshops plus online module participants.
Profile of target learner group	Trainers delivering approved HSR training program to organisations in the Commonwealth jurisdiction, regulated by Comcare.
Learning resources and materials required	• 6 x foundational knowledge eLearning modules • Face-to-face facilitation resources including case studies and activity templates • A selection of other tools and resources will be made available to HSR trainers to support them with integration

Contents

eLearning Modules

Face to Face Modules

eLearning Modules

01

Overview of the amended WHS regulations

Understanding the changes and their implications for managing psychosocial risk.

By the end of this module, learners will:

- Understand the difference in roles and responsibilities of the PCBU and HSRs in the workplace

- Understand the definitions of psychosocial factor, psychosocial hazard, psychosocial risk, psychosocial safety climate, and psychological safety

- Understand what constitutes good risk management practice in the context of psychosocial risks

- Understand that psychosocial factors can appear across hazards, risks, and contributing/risk factors, and that these can interact and combine to increase the level of risk for harm

- Understand the legislative framework for WHS, including harmonisation and updates related to psychosocial risk management

- Understand the concept of duty of care and its implications for managing psychosocial risks

- Understand the context for the changes in WHS legislation, including historical data on the impacts of psychological health and safety

- Be able to identify sources of information available regarding the legislative framework, and other resources for managing psychosocial risks, including Codes of Practice, Guidance Notes, and Standards

02
Identification of psychosocial hazards

Tools and techniques for identifying psychosocial hazards and risks in the workplace.

By the end of this module, learners will:

- ✅ Identify common psychosocial hazards as defined in the Commonwealth Code of Practice in the context of a variety of industries and workplaces

- ✅ Understand how psychosocial factors can be protective, hazardous, or contributing risk factors

- ✅ Understand when individual factors should be considered, in order to effectively control for the work characteristics they are exposed to

- ✅ Identify and explain links between psychosocial and physical safety, including safety behaviour, outcomes, return to work

- ✅ Understand consultation on psychosocial hazards in greater depth as a critical part of hazard identification, the variety of psychosocial consultation practices available, and when to seek expert guidance

- ✅ Identify other data sources which can provide insights into psychosocial hazards and risks, including employee perception surveys, HR data, and injury rates

03
Management and control measures

Strategies and interventions for eliminating and minimising psychosocial risks.

By the end of this module, learners will:

- ✓ Understand considerations for assessing psychosocial risks, such as severity, frequency and duration

- ✓ Understand mental health as a continuum and how effective psychosocial risk management can influence this

- ✓ Understand the role of psychosocial safety climate in exacerbating or buffering the risk of psychosocial hazards

- ✓ Understand PCBU risk management approaches, their limitations and appropriateness for managing psychosocial risk

- ✓ Understand when psychosocial risk control measures should be revised and reviewed

- ✓ Understand how to apply the hierarchy of controls, and consider what is 'reasonably practicable' in the context of psychosocial risk management, using case studies

- ✓ Understand the importance of psychosocial risk management and application of controls from a 'top-down' approach

- ✓ Develop awareness of work design contextualised to the hierarchy of controls, and its use as a higher-order psychosocial control

- ✓ Understand availability of guidance material and resources to select effective control measures and monitoring activities for identified psychosocial hazards or risks

- ✓ Develop awareness of the process by which the duration, frequency, combination and interactions of hazard exposure increase the risk of harm

04

Role of HSRs and person conducting a business or undertaking (PCBUs)

Clarifying roles and responsibilities, and their impact on psychosocial health and safety.

By the end of this module, learners will:

- ✓ Understand the role of management in relation to the psychosocial safety climate and what good psychosocial practices look like from a HSR perspective

- ✓ Understand the PCBU obligations and requirements for psychosocial risk management, including definitions of PCBU, officer, and worker

- ✓ Understand PCBU obligations with regard to providing workers with hazard reporting mechanisms

- ✓ Understand appropriate escalation pathways and considerations for psychosocial risk, including considerations for the impacted persons

- ✓ Understand how an HSR can appropriately use their powers and functions when a risk to health and safety from a psychosocial hazard is apparent

- ✓ Understand the HSRs role when a worker or group specifically asks for assistance on a psychosocial matter

- ✓ Understand HSR considerations for issuing a Provisional Improvement Notice for a psychosocial hazard or risk

- ✓ Understand what the requirement for consultation means in the psychosocial context, including mechanisms for feedback and involvement of external experts, and the role of an HSR in that process

05
Supporting workers

Techniques for supporting workers affected by psychosocial harm, including referral pathways and support services.

By the end of this module, learners will:

- Be able to recognise the types of psychosocial incidents and hazards that PCBUs are responsible for when responding and supporting workers

- Understand the role and limitations of a HSR in relation to response and support

- Awareness of the common and appropriate referal pathways internally and externally for support, including workers' compensation claims

- Awareness of psychosocial hazards and risks for potential harm in response and support beyond the impacted person i.e., emotional work demands, vicarious harm, organisational injustice, first responders, witnesses, leaders, investigations team, peer supporters, and HSRs

- Develop an awareness of how response and support process, policies and practices in an organisation are applied as mitigative controls and for recovery

- Be able to recognise what reputable and evidence-based support and response practices look like which a PCBU may offer a worker impacted by psychosocial harm

- Understand the importance of person-centred/trauma-informed principles in response and support, and be able to identify how, when and by whom they should be applied

- Understand the importance of maintaining professional boundaries in response and support

- Understand when specialist assistance beyond standard response and support processes should be requested

06

Legal and ethical considerations

Compliance with legislation, as well as ethical considerations in managing workplace mental health.

By the end of this module, learners will:

- ✓ Understand the importance of managing confidentiality and its potential to contribute to psychosocial harm

- ✓ Understand how to appropriately handle psychosocial data confidentially, including deidentification and data management

- ✓ Develop awareness of best practices for maintaining professional boundaries as an HSR when representing the workgroup on psychosocial matters

- ✓ Understand the role, functions and powers of an HSR under the WHS Act and Regulations

01

Overview of the amended WHS regulations

Understanding the changes and their implications for managing psychosocial risk.

By the end of this module, learners will:

✓ Review and consolidate knowledge gained from fundamental learning outcomes through eLearning module

✓ Gain awareness of the history/timeline of how safety in the workplace has evolved from focus on prevention of physical harm (PPE etc.)

✓ Gain awareness of the origins of 'psychosocial' in social psychology

✓ Understand that 'psychosocial hazard' is not a new concept in WHS

✓ Understand drivers for regulatory change and where Australia sits in the maturity of psychosocial risk management globally - use of case studies to demonstrate

02
Identification of psychosocial hazards

Tools and techniques for recognising psychosocial hazards and risks in the workplace.

By the end of this module, learners will:

✅ Review and consolidate knowledge gained from fundamental learning outcomes through eLearning module

✅ Explore with activities the common cognitive biases which can influence effective recognition of psychosocial hazards and risks in the workplace and how they relate to the importance of HSR consultation

✅ Explore the ways common psychosocial factors can combine and impact outcomes

✅ Explore current evidence and data to identify common psychosocial hazards, including comparative insights into return-to-work rates for workers with psychological injury claims versus other types of claims

✅ Gain awareness of best practices for consultation to avoid introducing new/increased psychosocial risk

✅ Gain awareness of data sources and their application as a psychosocial control monitoring activity so HSRs may participate in the process with PCBUs on the appropriate use of these

03
Management and control measures

Strategies and interventions for eliminating and minimising psychosocial risks.

By the end of this module, learners will:

✅ Understand the risk management process in relation to psychosocial risk

✅ Review and consolidate knowledge gained from fundamental learning outcomes through eLearning module

✅ Gain awareness of various models of mental health including as a continuum, and concepts such as 'thriving' that may feature in organisational language

✅ Understand while some mental health conditions can not be caused by work related harm some can be exacerbated by exposure to psychosocial hazards

✅ Understand the basic fundamental theory of Job Demands – Resource Theory and how this relates to the best practice of controlling for both hazards and buffers

✅ Explore SMART work design principles as a work design control

✅ Understand how a prevention focus is required to fulfill positive duty obligations, and how that looks in different sized organisations

✅ Gain awareness of PCBU obligations and best practices for work design hazards which relate to workplace relations legislation and anti-discrimination laws

04

Role of HSRs and PCBUs

Clarifying roles and responsibilities, and their impact on psychosocial health and safety.

By the end of this module, learners will:

✅ Review and consolidate knowledge gained from fundamental learning outcomes through eLearning module

✅ Understand the basic fundamental theory of psychosocial climate, and how the constructs of psychosocial climate appear in the workplace in practice

✅ 'Explore both the role of the HSR and the responsibilities of the PCBU through case studies for hazard reporting, hazard identification, risk management and monitoring

✅ Understand the roles of the HSR and PCBU around consultation

05
Supporting workers

Techniques for supporting workers affected by psychosocial harm, including referral pathways and support services.

By the end of this module, learners will:

✓ Review and consolidate knowledge gained from fundamental learning outcomes through eLearning module

✓ Explore examples of how PCBU response and support practices and systems may overlap including: workplace adjustments (pre-existing); workplace incidents (primary and secondary harm/injury), and in return to work planning

✓ Gain awareness of the influence of effective and appropriate early intervention responses on improving outcomes, including for workers returning to work

✓ Understand the need for a risk-based approach when responding to incidents and/or supporting workers

✓ Explore how awareness of cognitive bias can support a HSR to effectively approach workplace incidents and support of workers

✓ Gain awareness of how trauma impacts memory and behaviour and where in response and support, 'trauma-informed' practice should be designed by PCBUs to prevent further harm

✓ Gain awareness on how reflective practices for workers involved in response and support activities for traumatic events can assist in maintaining professional boundaries

✓ Explore how to identify what is evidenced-based and proportionate practices and systems when responding to or supporting workers affected by psychosocial harm

06

Legal and ethical considerations

Compliance with legislation, as well as ethical considerations in managing workplace mental health.

By the end of this module, learners will:

- Review and consolidate knowledge gained from fundamental learning outcomes through eLearning module

- Gain awareness of the legal landscape which overlap with psychosocial hazards including: WHS Act, WHS regulations of each jurisdiction, anti-discrimination laws, privacy laws, workplace relations legislation and industrial agreements

- Understand how compliance with legal and ethical obligations contributes to workers' perceptions of psychological safety and psychosocial safety climate

- Gain awareness of the organisational systems and practices in which ethics and compliance are particularly important e.g. Code of Conduct, reporting grievances, investigations, disciplinary actions, workers' compensation and return to work