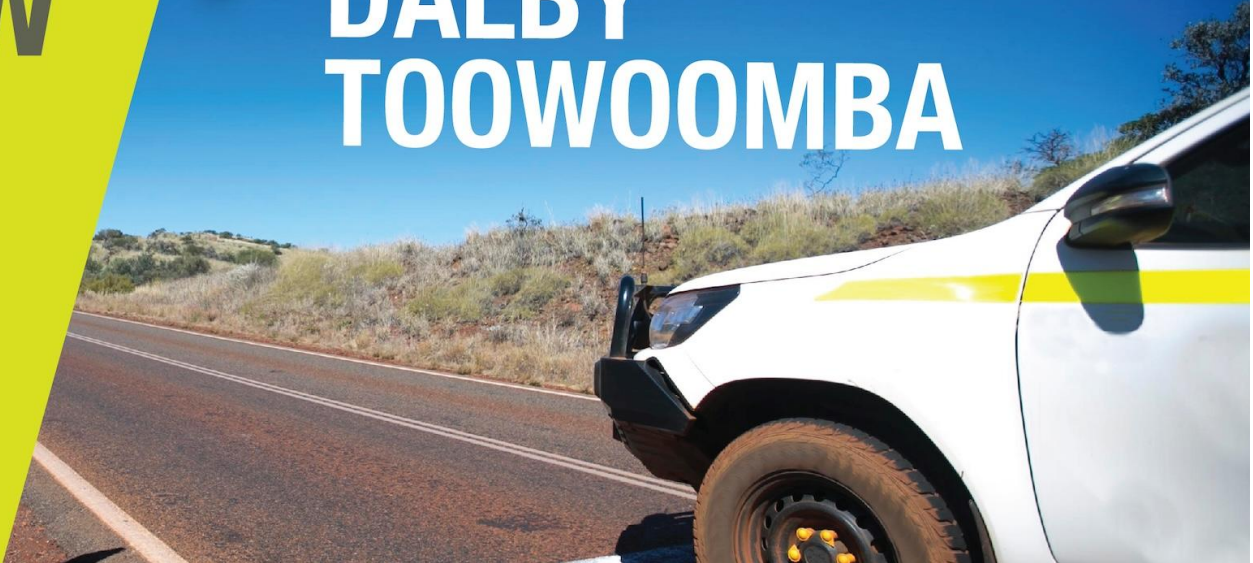




**SAFER TOGETHER
REGIONAL
ROADSHOW
25-29 AUGUST**



**ROMA
CHINCHILLA
DALBY
TOOWOOMBA**





Psychosocial Safety, Heat Stress
Management and Fatigue Management
- Implementation Support Workshop

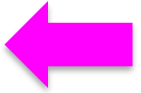


Session Overview



1

Assessing Psychosocial Hazards – A Case Study: Nacap



2

Heat Stress Management e-Learn – latest refinements



3

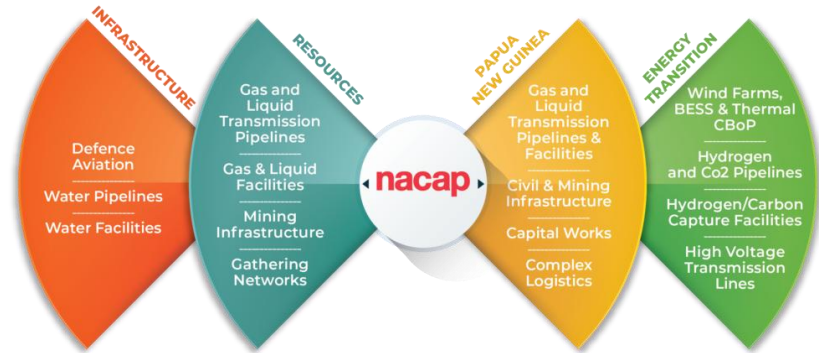
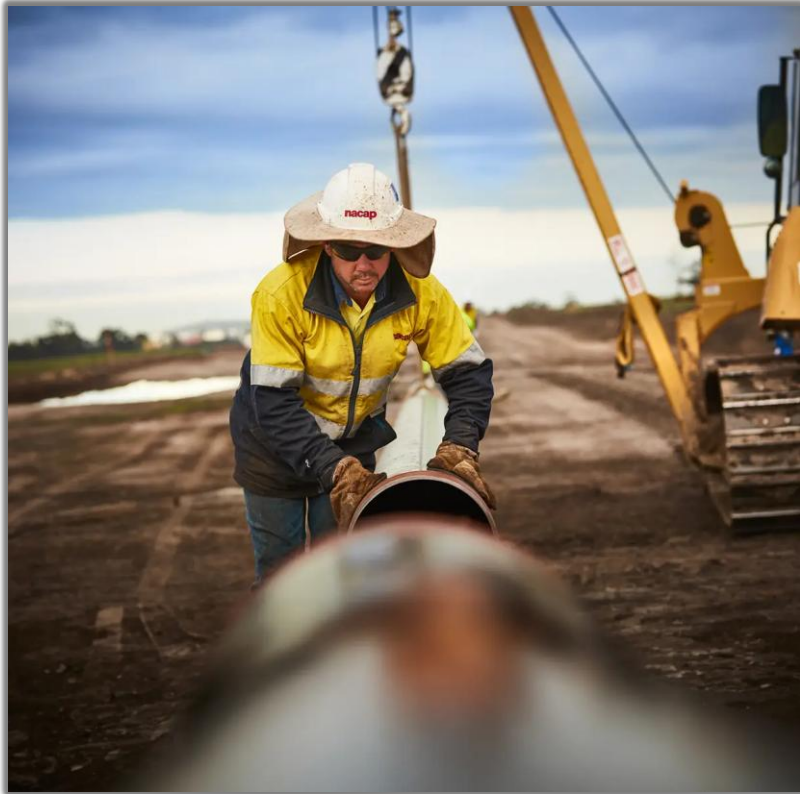
Fatigue Management e-Learn – an introduction



Psychological and Psychosocial Safety

Case Study: Company Profile

nacap
A QUANTA SERVICES COMPANY

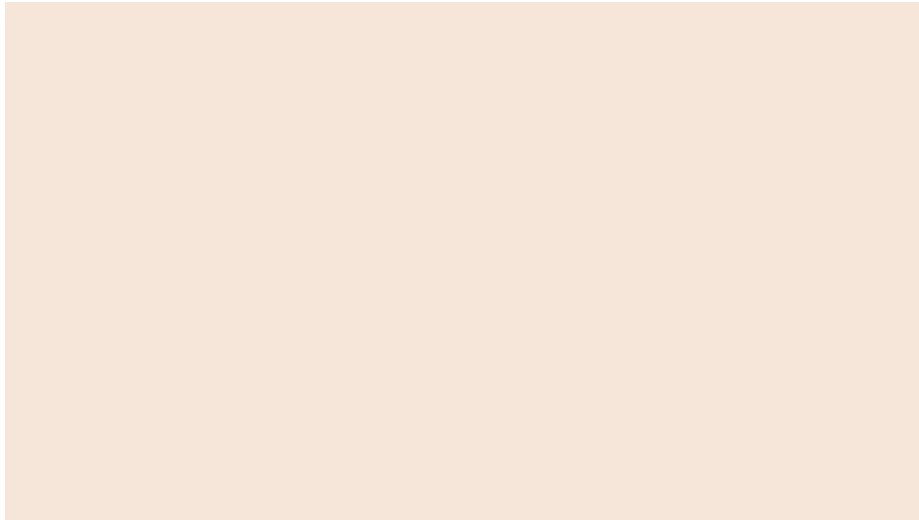


- A leading energy infrastructure contractor with four decades of global experience in delivering large-scale and complex energy infrastructure projects to power communities
- Offices in Melbourne (HQ), Brisbane, Dubbo and PNG
- **Approx 300 employees**
- Resources clients include APA Group, Arrow Energy, Esso, Epic Energy, Jemena, Santos and Senex Energy



Psychological and Psychosocial Safety

What is a “Psychosocial Hazard”?



Common psychosocial hazards

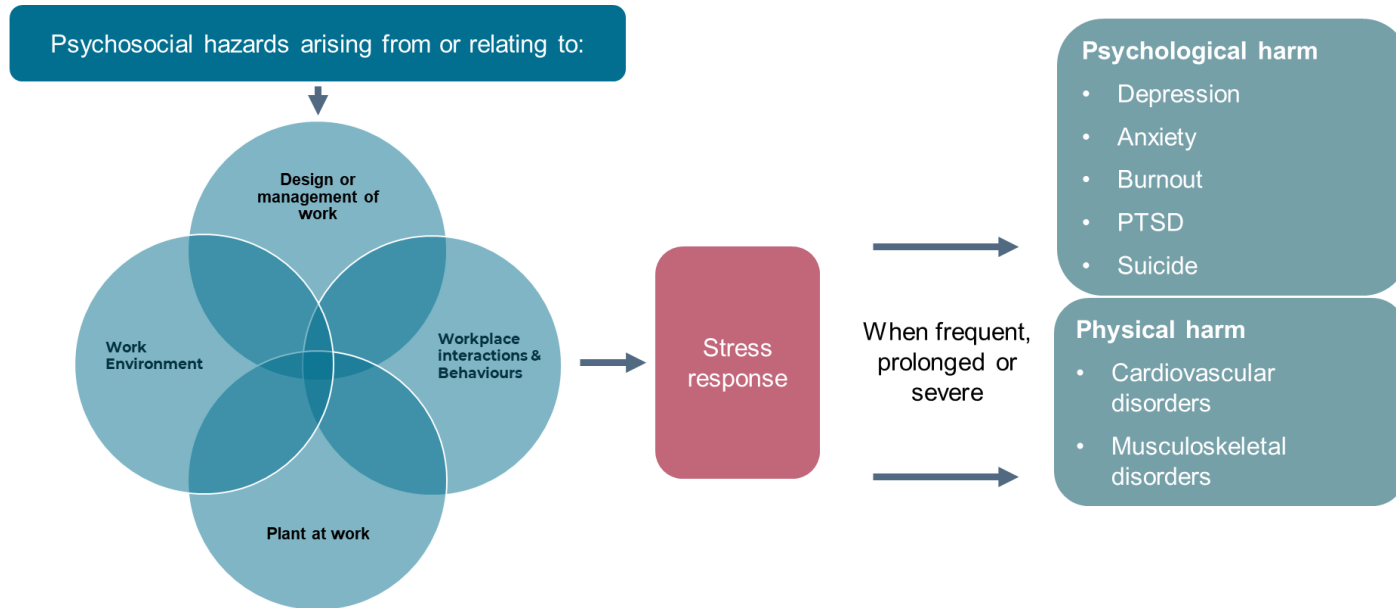


Psychological and Psychosocial Safety

Understanding Psychosocial Hazards / Psychological Harm



Psychosocial hazards are aspects of work and the social environment that may cause psychological or physical harm.



Psychological and Psychosocial Safety

Case Study: Our Challenge

nacap
A QUANTA SERVICES COMPANY



New legal requirements for businesses

1st April 2023 Qld Work Health and Safety (Psychosocial Risks) Amendment Regulation commenced

Introduces a new duty for employers to manage the risk of psychosocial hazards in the workplace. Requires that employers identify reasonably foreseeable psychosocial risks and take all reasonably practicable steps to eliminate psychological risks related to:

- The design or management of work;
- The work environment;
- Plant at a workplace;
- Workplace interactions or behaviours.

1st March 2025 In addition to the legal obligations that came into effect on 1st April 2023, additional regulations commenced

Imposes obligations on employers to:

1. Proactively identify psychosocial hazards and risks, including risks associated with sexual harassment and sex or gender-based harassment at work;
2. Prepare and implement plans to manage psychosocial risks associated with sexual harassment or sex or gender-based harassment at work.

For Example: Remote and isolated work is a **psychosocial hazard** which is present when people are working in fly-in / fly-out (FIFO) or drive-in / drive-out (DIDO) roles. The **risk of psychological harm** can be high.



Nacap can implement controls to minimise the risk to workers by:

- Providing recreational facilities and opportunities to socialise with other workers.
- Ensuring reliable communications systems (e.g., internet connectivity) to ensure workers can contact family and/or friends.
- Developing and maintaining a culture of friendliness and inclusion.
- Ensuring the physical health and safety of workers.

NOTE: By identifying the risk and implementing a range of controls relevant to the workplace, the workers risk of harm is reduced. More importantly, the workers likelihood of positive wellbeing outcomes is enhanced.



Psychological and Psychosocial Safety

Case Study: Safer Together Initiative



Psychological and Psychosocial Safety Resources Portal

Collated tools, resources and education materials applicable for psychological and psychosocial risk management and mitigation for workers in the Australian Energy Production Industry.



Insert
correct
QR code



Consultation with Working Group colleagues

Provided insights and validation of our approach through shared risk review within the Safer Together Health Working Group



On-Site Accommodation Psychological Health & Safety Guideline

Used to identify psychosocial hazards relevant to FIFO/DIDO environments



AREEA Mental Health Framework

Informed tiered approach of prevention, mitigation and support, now embedded in our Risk Management Framework.



Mental Health and Wellbeing Self-Help Toolkit and Guidance Note

Applied to support cultural and behavioural change



Structure of Guideline

- Follows a risk management approach by:
 - Considering psychosocial factors relevant to accommodation facilities (or any workplace)
 - Identifying key risk scenarios
 - Identifying possible controls to reduce the risk of psychological harm and enable positive mental health outcomes



Identifying the Hazard



Psychosocial Hazard	Definition	In or Out of Scope
Job Demands	High job demands involve intense workload and pressure, while low job demands feature minimal workload and stress, affecting employee stress levels, satisfaction, and overall wellbeing differently	Out
Low Job Control	Low job control as a psychosocial hazard refers to situations where employees have minimal influence over their work tasks, methods, and pace, leading to increased stress and potential health risks	Out
Poor Support	Lack of support to assist residents to adjust to living within accommodation facility and cope with events which can occur within facilities	In
Lack of role clarity	Refers to the clear understanding of job responsibilities, expectations, and goals, reducing stress and potential mental health issues that arise from ambiguity and confusion in the workplace	Out
Poor organisational change management	Insufficient consideration of the impact of changes on psychosocial hazards and utility from poor camp design, services, or practices	In
Inadequate reward and recognition	Refers to the lack of appropriate compensation, acknowledgment, or appreciation for an employee's effort and achievements, leading to demotivation, dissatisfaction, and potential mental health issues	Out
Poor organisational justice	Where there are absent or inadequate, unfair, or inconsistent application of policies and procedures within an accommodation facility.	In
Traumatic Events or Material	Exposure to event, or threat of event that is deeply distressing or disturbing. For example, witnesses self-harm, fire or violence and aggression	In
Remote or isolated work	The impact arising from the location or nature of the accommodation facility; where access to resources; people are working or living in isolation; and communication is difficult or may require lengthy travel times	In
Poor physical environment	Accommodation arrangements that unreasonably affect the amount of quality rest and sleep needed to manage fatigue, including exposure to: hot and humid conditions with no relief, nuisance and excessive noise and lighting that disturbs or disrupts sleep routines	In
Violence and aggression	exposure of residents to behaviours that are unreasonable, offensive, intimidating or may cause distress which can include both / either physical, verbal or implied acts	In
Bullying	Incidents of bullying from one resident or worker to another resident or worker.	In
Harassment inc. sexual harassment	Harassment within an accommodation facility due to personal characteristics such as age, disability, race, nationality, religion, political affiliation, sex, relationship status, family or carer responsibilities, sexual orientation, gender identity or intersex status	In
Conflict or poor workplace relationships	Poor resident relationships or interpersonal conflict between residents or from one group of residents to another	In



Assessing the Risk



- Checklist of key risk scenarios for each psychosocial hazard
- List of possible contributing factors
- Not an exhaustive list – to be used as a guide to gauge understanding



5.2 Assess the risk.

Table 2 – Psychosocial Hazards, Risk Scenarios and Contributing Factors Checklist

Psychosocial Hazard	Risk Scenario	Contributing Factors	Is this relevant to my facility?
Remote or Isolated work	Resident is feeling isolated & bored due to lack of social connection & recreation activities.	<input type="checkbox"/> Lack of access to exercise and recreation facilities. <input type="checkbox"/> Lack of social and wellbeing programs in the accommodation facility.	
	Relationship issues and conflict arising from tension between residents who live and work together.	<input type="checkbox"/> Room sharing. <input type="checkbox"/> Lack of noise insulation between rooms. <input type="checkbox"/> Lack of skills in resolving issues. <input type="checkbox"/> Room allocations are not grouped together by roster type. <input type="checkbox"/> Unclear or non-enforced expectations for room sharing. <input type="checkbox"/> Different user groups within same facility.	



Identifying & Implementing Controls



Facility controls are the external 'hardware' or physical controls such as:

- Provision of internet access, access to fitness facilities, locks and security, signage

System factors are systemic controls such as policies, risk assessments & training such as:

- Provision of code of conduct, complaints processes, notification and management process

People and Culture factors are the collective values, attitudes, beliefs & behaviour of people

- People in key roles are important in setting the tone and modelling expected behaviours and holding people accountable
- Everyone is responsible for creating a culture which supports the psychological health and safety of residents



How to Use the Guideline



➤ Consider the Hazard & Identify the Risk



Psychosocial Hazard	Risk Scenario	Contributing Factors
Violence and Aggression	A resident becomes angry and aggressive at a gym over access to a gym machine	<ul style="list-style-type: none">• Limited gym facilities• Lack of supervision in the gym• Lack of security in the facility• Lack of enforcement of code of conduct and gym use rules• Inadequate training or clarity for residents on behavioural expectations



How to use the Guide

Identify effective controls

Psychosocial Hazard	Risk Scenario	Facility Controls
Violence and Aggression	A resident becomes angry and aggressive at a gym user over access to gym machine	<ul style="list-style-type: none"> • Appropriate behaviour is displayed on signs in the gym • Installation of CCTV monitoring, panic alarms or other means to call for assistance
Psychosocial Hazard	Risk Scenario	System Controls
Violence and Aggression	A resident becomes angry and aggressive at a gym user over access to gym machine	<ul style="list-style-type: none"> • Facility has a variety of safe reporting process for problems in the gym • Code of conduct is enforced and supported by residents and employing organisations
Psychosocial Hazard	Risk Scenario	People and Culture Controls
Violence and Aggression	A resident becomes angry and aggressive at a gym user over access to gym machine	<ul style="list-style-type: none"> • Gym staff actively intervene to prevent escalation • Leaders invite people to speak up when problems emerge



Collaborative Approach



A collaborative approach helps to:





- Identify the unique risks associated with each work place
- Implement **effective** risk management strategies
- Safeguard and enhance workers' safety



Psychological and Psychosocial Safety

Case Study: Deployment



Safer Together resource	How it's been applied by Nacap
 <p data-bbox="467 314 722 388">On-Site Accommodation Psychological Health & Safety Guideline</p>	<p data-bbox="780 255 1846 279">Incorporated into our project risk assessments and the overarching Psychosocial Risk Management Framework. Key aspects are embedded in the following policies:</p> <ul data-bbox="780 307 1437 456" style="list-style-type: none"> • Health & Safety Policy 3902-POL-01-1 • Code of Conduct Policy 3902-POL-06-1 • Diversity, Equity, and Inclusion Policy 3902-POL-014-1 • Grievance Resolution Policy 3902-POL-015-1 • Discrimination, Harassment, and Bullying Policy 3902-POL-016-1 • Social Media Policy 3902-POL-017-1
 <p data-bbox="467 528 722 602">AREEA Mental Health Framework and Maturity Assessment Tool</p>	<p data-bbox="780 480 1846 528">Used to guide maturity-based planning. Nacap is currently positioned at the Fundamental level, with elements of Responsive, Proactive, and Progressive maturity present across operations.</p>
 <p data-bbox="448 720 741 773">Mental Health and Wellbeing Self-Help Toolkit</p>	<p data-bbox="780 666 1846 714">Selected elements promoted across corporate and project environments, particularly in the physical and social dimensions of wellbeing.</p> <p data-bbox="780 742 1846 816">Developed a Wellbeing program with each element being a focus bi-monthly e.g. – developed 12 toolbox topics (2 per focus), shared links, information, included the EAP in the program, more visual, proactive rather than reactive), etc</p>
 <p data-bbox="448 906 741 958">Mental Health and Wellbeing Policy - Guidance Note</p>	<p data-bbox="780 851 1846 899">Informed the structure of our updated prevention plan including principles, objectives, and implementation processes. Aligned with existing Nacap Policies.</p>



Psychological and Psychosocial Safety Case Study: Deployment



nacap
A QUANTA SERVICES COMPANY
NACAP PTY LTD

Managing Psychosocial Hazards at Work

Document No.: 3905-HSE-021-3

Revision 0

Provides procedural guidance outlining roles, responsibilities, consultation, training, and control measures to mitigate psychosocial risks.

nacap
A QUANTA SERVICES COMPANY

Sexual Harassment, Sex or Gender-based Harassment Prevention Plan

Document No.: XXXX-XXXX-XXXX.X

Revision A

Effective Date: 13/03/2025

Details preventative and response strategies applicable across the organisation

Psychosocial, Sexual Harassment or Gender-Based Harassment Risk Assessment

PSYCHOSOCIAL RISK ASSESSMENT											
ID	HAZARD	RISK SCENARIO	CONTRIBUTING FACTORS	EXISTING/CONTROL	ASPIRATIONAL / AS REQUIRED CONTROLS	Evaluation Method	High	Medium	Low	Recommendations	Responsibility
01	Psychosocial Hazards	A workplace that is not psychologically safe for employees may result in psychosocial hazards. This may include but is not limited to:	<ul style="list-style-type: none"> Workload and time pressure Work environment factors (noise, lighting, air quality, etc.) Workplace culture and values Workplace safety and health issues Workplace safety and health issues Workplace safety and health issues 	<ul style="list-style-type: none"> Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees 	<ul style="list-style-type: none"> Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees 	<ul style="list-style-type: none"> Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees 				<ul style="list-style-type: none"> Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees 	<ul style="list-style-type: none"> Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees Psychosocial safety and health (PSH) training for all employees
02	Sexual Harassment	Sexual harassment in the workplace may result in sexual harassment. This may include but is not limited to:	<ul style="list-style-type: none"> Sexual harassment in the workplace Sexual harassment in the workplace Sexual harassment in the workplace 	<ul style="list-style-type: none"> Sexual harassment in the workplace Sexual harassment in the workplace Sexual harassment in the workplace 	<ul style="list-style-type: none"> Sexual harassment in the workplace Sexual harassment in the workplace Sexual harassment in the workplace 	<ul style="list-style-type: none"> Sexual harassment in the workplace Sexual harassment in the workplace Sexual harassment in the workplace 				<ul style="list-style-type: none"> Sexual harassment in the workplace Sexual harassment in the workplace Sexual harassment in the workplace 	<ul style="list-style-type: none"> Sexual harassment in the workplace Sexual harassment in the workplace Sexual harassment in the workplace
03	Gender-Based Harassment	Gender-based harassment in the workplace may result in gender-based harassment. This may include but is not limited to:	<ul style="list-style-type: none"> Gender-based harassment in the workplace Gender-based harassment in the workplace Gender-based harassment in the workplace 	<ul style="list-style-type: none"> Gender-based harassment in the workplace Gender-based harassment in the workplace Gender-based harassment in the workplace 	<ul style="list-style-type: none"> Gender-based harassment in the workplace Gender-based harassment in the workplace Gender-based harassment in the workplace 	<ul style="list-style-type: none"> Gender-based harassment in the workplace Gender-based harassment in the workplace Gender-based harassment in the workplace 				<ul style="list-style-type: none"> Gender-based harassment in the workplace Gender-based harassment in the workplace Gender-based harassment in the workplace 	<ul style="list-style-type: none"> Gender-based harassment in the workplace Gender-based harassment in the workplace Gender-based harassment in the workplace

Incorporates a new column for “As Required / Aspirational Controls” to capture emerging best practices and continuous improvement opportunities

Initially developed for site-specific use, these documents are now being extended for implementation across all Nacap office and project locations.



Psychological and Psychosocial Safety

Case Study: Top Tips

nacap
A QUANTA SERVICES COMPANY



1

Workforce Consultation Is Key

Actively involve your frontline work teams in the process of identifying risk scenarios, assessing the risk, and developing a mitigation and action plan to control the risk

2

Standard Safety Approach

Take the same steps you would for any other WHS hazard, don't make psychosocial a taboo topic take the same approach as you would any other hazard.

3

Use and Explore Resources

Look at what is available and adapt to suit your business, talk to others in the industry – include top management in the process.



Psychological and Psychosocial Safety

Case Study: Gaps and Opportunities



While there is strong alignment with Safer Together resources, opportunities exist to deepen integration and further enhance outcomes:

AREA	GAP / POTENTIAL IMPROVEMENT OPPORTUNITY
Leadership KPIs	Develop measurable indicators to monitor maturity (e.g. training metrics, mental health committees, audits, programs, assessments).
Data Feedback Loop	Establish a formal reporting cycle from project sites to executive leadership, based on psychosocial assessments.
Language Alignment	Embed Safer Together terminology more consistently (e.g. “hazard scenarios,” “resilience controls”) across tools and procedures.
Onboarding Integration	Integrate mental health and wellbeing resources into induction and onboarding processes.
Cross-Company Benchmarking	Participate in industry benchmarking via AREEA maturity heatmaps and Safer Together insights.
Step Back 5x5 for Mental Health	Expand use to provide all Nacap personnel with guidance on observation and early intervention techniques.



Psychological and Psychosocial Safety

Some Questions for You...



1

Were you aware of the Safer Together Psychological and Psychosocial Safety Resources Portal before coming here today?

2

Has your company updated its management system to align with the latest legal requirements?
If yes, did you use the Safer Together resources in the Portal?

3

Is there any other resource material or implementation support you would like from Safer Together?



Session Overview



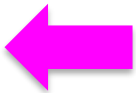
1

Assessing Psychosocial Hazards – A Case Study: Nacap



2

Heat Stress Management e-Learn – latest refinements



3

Fatigue Management e-Learn – an introduction



Heat Stress Management e-Learn

Recent Refinements



Heat Stress Management Guideline and E-Learn

Increase heat stress awareness across the Industry and provide guidance on mitigation measures that should be implemented for managing the risks to personnel exposed to heat.



Heat Stress Guideline



Heat Stress e-Learn



safertgether.com.au



Session Overview



1

Assessing Psychosocial Hazards – A Case Study: Nacap



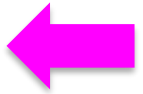
2

Heat Stress Management e-Learn – latest refinements



3

Fatigue Management e-Learn – an introduction



Fatigue Risk Management Tools



Fatigue Risk Management Guidance



Activity	1	2	3	4	5	6	7	8	9	10	11	12
1. Working in a noisy environment	100	100	100	100	100	100	100	100	100	100	100	100
2. Working in a hot environment	100	100	100	100	100	100	100	100	100	100	100	100
3. Working in a cold environment	100	100	100	100	100	100	100	100	100	100	100	100
4. Working in a dark environment	100	100	100	100	100	100	100	100	100	100	100	100
5. Working in a bright environment	100	100	100	100	100	100	100	100	100	100	100	100
6. Working in a confined space	100	100	100	100	100	100	100	100	100	100	100	100
7. Working in an open space	100	100	100	100	100	100	100	100	100	100	100	100
8. Working in a high altitude	100	100	100	100	100	100	100	100	100	100	100	100
9. Working in a low altitude	100	100	100	100	100	100	100	100	100	100	100	100
10. Working in a high pressure	100	100	100	100	100	100	100	100	100	100	100	100
11. Working in a low pressure	100	100	100	100	100	100	100	100	100	100	100	100
12. Working in a high speed	100	100	100	100	100	100	100	100	100	100	100	100
13. Working in a low speed	100	100	100	100	100	100	100	100	100	100	100	100
14. Working in a high vibration	100	100	100	100	100	100	100	100	100	100	100	100
15. Working in a low vibration	100	100	100	100	100	100	100	100	100	100	100	100



Individual Fatigue Risk Assessment Tool

Part 1: Self Assessment for Fatigue Risk

1A. Fatigue Likelihood Calculator (Energy analysis)

1. How many hours have you been on the job in the last 24 hours?
 2. How many hours have you been on the job in the last 7 days?
 3. How many hours have you been on the job in the last 14 days?
 4. How many hours have you been on the job in the last 30 days?

1B. Sleep-Permit Fatigue Checklist

1. How often do you get 7-9 hours of sleep?
 2. How often do you get 6-7 hours of sleep?
 3. How often do you get 5-6 hours of sleep?
 4. How often do you get 4-5 hours of sleep?
 5. How often do you get 3-4 hours of sleep?
 6. How often do you get 2-3 hours of sleep?
 7. How often do you get 1-2 hours of sleep?
 8. How often do you get 0-1 hours of sleep?

1C. Fatigue Risk Assessment for Job

Activity	1	2	3	4	5	6	7	8	9	10	11	12
1. Working in a noisy environment	100	100	100	100	100	100	100	100	100	100	100	100
2. Working in a hot environment	100	100	100	100	100	100	100	100	100	100	100	100
3. Working in a cold environment	100	100	100	100	100	100	100	100	100	100	100	100
4. Working in a dark environment	100	100	100	100	100	100	100	100	100	100	100	100
5. Working in a bright environment	100	100	100	100	100	100	100	100	100	100	100	100
6. Working in a confined space	100	100	100	100	100	100	100	100	100	100	100	100
7. Working in an open space	100	100	100	100	100	100	100	100	100	100	100	100
8. Working in a high altitude	100	100	100	100	100	100	100	100	100	100	100	100
9. Working in a low altitude	100	100	100	100	100	100	100	100	100	100	100	100
10. Working in a high pressure	100	100	100	100	100	100	100	100	100	100	100	100
11. Working in a low pressure	100	100	100	100	100	100	100	100	100	100	100	100
12. Working in a high speed	100	100	100	100	100	100	100	100	100	100	100	100
13. Working in a low speed	100	100	100	100	100	100	100	100	100	100	100	100
14. Working in a high vibration	100	100	100	100	100	100	100	100	100	100	100	100
15. Working in a low vibration	100	100	100	100	100	100	100	100	100	100	100	100

Part 2: Recommended Controls based on CURRENT Fatigue Tool

2A. Recommended Controls

2B. Fatigue Prevention Strategies

Question	Y/N	Comment/Action
1. Do you have a fatigue management plan?		
2. Do you have a fatigue management plan for your job?		
3. Do you have a fatigue management plan for your job?		
4. Do you have a fatigue management plan for your job?		
5. Do you have a fatigue management plan for your job?		
6. Do you have a fatigue management plan for your job?		
7. Do you have a fatigue management plan for your job?		
8. Do you have a fatigue management plan for your job?		
9. Do you have a fatigue management plan for your job?		
10. Do you have a fatigue management plan for your job?		
11. Do you have a fatigue management plan for your job?		
12. Do you have a fatigue management plan for your job?		
13. Do you have a fatigue management plan for your job?		
14. Do you have a fatigue management plan for your job?		
15. Do you have a fatigue management plan for your job?		

Individual Fatigue Risk Assessment (paper & excel)



- Shared Responsibility
- Causes and Consequences of Fatigue
- Regulating Sleep and Fatigue at Work
- Sleep Quantity and Quality
- Signs of Fatigue
- Fatigue Self Assessments
- Driver Fatigue
- Alertness Strategies
- Naps
- Working Environment and Breaks
- Recovery Day

14 Fatigue awareness Tool-Box Talks

Fatigue Management Awareness E:Learn

Safer Together Fatigue Management Awareness

START COURSE



SCAN ME

