

Psychosocial Safety tip sheet

Poor Support (Psychosocial Hazard #3)



Poor support is where employees have:

- Inadequate emotional and/or practical support from supervisors and/or colleagues
- Inadequate training or information to perform their role.
- Inadequate tools, resources, or equipment to perform their role.



Are we OK?

Watch out for:

- Few opportunities to build relationships with colleagues (no time in the office together, limited or no team meetings, no opportunities to interact informally).
- Teams or individuals reluctant to share information or knowledge.
- Few opportunities to access supervisor support (infrequent or limited one-to-one meetings, conversation exclusively about work and does not include general wellbeing of employee, supervisor unaware of employees' work and unable to provide practical assistance).
- Poorly maintained or inadequate access to tools, equipment, IT systems, etc. Includes approval processes that make it difficult or time consuming to gain access to tools, equipment, and systems.

It looks & sounds like:

- Employees unaware of the work of their colleagues or other teams.
- Employees bring requests for assistance or information to supervisor, rather than reaching out to each other.
- Supervisor is unaware of employees' work or general wellbeing.
- Employees may voice concerns over inadequate training, resources, or equipment.
- Engagement survey may indicate dissatisfaction with Resources or Cross-Unit Collaboration.

For more info:

- Visit the [Safe Work Australia Website](#).
- Contact the Health & Wellbeing Team via: heathandwellbeing@griffith.edu.au.

Tips for building psychosocial safety:

- Provide regular opportunities for employees to interact with each other—both formally around their work and informally where they can build relationships.
- Encourage employees to reach out to colleagues who may have relevant information or knowledge.
- Schedule regular one-to-one meetings with employees and ask about their general wellbeing, as well as barriers to their work that they would like assistance with.
- Ask employees about their training needs and consider how you can support them to further develop in their roles.
- Practice visible leadership – walk/call around to say hello to employees and ask about their day.
- Ensure employees have the tools and equipment they need, including access to IT systems, appropriate ergonomic equipment, and suitable workspaces.