

Take control

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## Mental stress

# Exposure to mental stress factors >

**This information bulletin has been produced to assist in the prevention of workplace injury and disease. By identifying causes and assessing and controlling risks employers and workers can take control of health and safety in the workplace.**

### Risk indicators in the workplace

Contributing factors which could lead to occupational stress, include:

- No company policy for managing occupational stress;
- Unmanageable work deadlines;
- Lack of support systems to ensure workers are able to complete their jobs;
- Unresolved conflicts within the workplace;
- Organisations with poorly developed procedures for training, grievance handling, effective supervision and workplace consultation;
- Excessive or continuous noise, poor lighting, inadequate ventilation or poor thermal comfort;
- Absenteeism and sick leave;
- Lack of job satisfaction;
- Too much or too little responsibility.

### Examples of what can be done to stop such occurrences from happening

Employers should, for example, make sure that:

- Support and backup services are provided to employees who may work in isolation, or under conditions where there may be problematic clients or where strict security is required;
- Job design is reviewed in order to provide a variety of tasks, set realistic production standards and deadlines, provide for job rotation and rest breaks, and so on;
- Work relationships are clearly defined, as are work roles and responsibilities;
- Supervisory staff are trained in managing staff;

putting safety first >



- Regular audits of workplace stressors are carried out and early interventions developed;
- The physical environment is improved;
- Employee concerns are considered;
- Post traumatic counselling for staff when needed.

### **To find out more**

The [Workplace Health and Safety Act](#) and the [Workplace Health and Safety Regulations](#) outline the minimum standards and the process to manage occupational health and safety in your workplace.

[Australian Standards](#) are available from the Territory Construction Association, phone 8922 9666. Australian Standards can be viewed online by visiting the Northern Territory Library, Parliament House, phone 8999 7177.

*NT WorkSafe kindly acknowledges WorkCover SA.*

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