

Workplace Psychosocial Risk Management with Mibo

Your Legal Requirements...

Addressing a lack of regulation of workplace psychosocial risks, Work Health and Safety Codes of Practice now require all businesses to be responsible for workplace psychosocial risks in the same way as physical risks. Your responsibilities include:

i. Identifying and eliminating reasonably foreseeable psychosocial hazards (any aspect of work relating to a work environment, the design or management of work, or workplace interactions or behaviours; that could cause psychological harm).

ii. Where it's not possible to eliminate hazards, introduce, maintain and review control measures to eliminate (or minimise) psychosocial risks (risk to the health or safety of a worker arising from a psychosocial hazard) so far as is reasonably practicable.



'Reasonably practicable' means that which is reasonably able to be done to ensure health and safety, considering all relevant matters in relation to the hazard and its risk, to achieve the highest level of protection that is possible and reasonable in the circumstances.

The regulations must be complied with, where non-compliance can result in financial penalties/fines, prosecution, and financial and human costs to the business. Therefore, you should implement a systematic, ongoing risk management process including:

- a commitment from leaders and management
- proactive identification, assessment, control, and review (including a 'risk register') of ongoing hazards and risks
- appropriate training and support for all staff, and
- ongoing consultation with staff, clients, and stakeholders

How Mibo Can Help...

We offer 4 service levels to help you meet requirements simply and conveniently, depending on your current and desired psychosocial risk processes.

Level 1: Assess

Step 1: Review Current Control Measures

You're likely already managing psychosocial risk to some degree, but your ability to assess effectiveness of your efforts may be limited. First, we help you and any external consultants identify and record current psychosocial risk measures via our digital Risk Register – 'Mibo Records'. We then review measure effectiveness by identifying current hazards and assessing risk in Steps 2 and 3.



Step 2: Identify Hazards

Before assessing the risk of psychosocial hazards causing harm, you must first identify work factor status. To do so, mibo conducts our 'Work Environment' survey exploring 17 work factors to identify them as supports or hazards.

Step 3: Assess Risk

Within the 'Work Environment' Survey we also assess the degree to which staff experience each work factor as harmful or beneficial to mental well-being. Assessing both harm and benefit provides a more comprehensive view of the psychosocial environment. This approach allows for a nuanced understanding of the factors that may be contributing to both positive and negative mental health outcomes among staff.

We also highly recommend staff complete our 'Well-being' survey exploring the 8 International Organisation for Standardisation (ISO 45003) identified psychosocial risk health outcomes. This allows a more detailed assessment of links between work environment and staff well-being outcomes.

Step 4: Prioritise Risk

So you can prioritise risks, we'll deliver your 'Workplace and Well-Being Report' and mibo Management Platform to you and any external consultants to help facilitate their work, including presentation of company-wide data, department/team data, and identified areas for prioritisation including Risk Rankings.

Level 2: Control

Next, you must implement measures to eliminate/minimise risks guided by established priorities. If you engage mibo at this level, we'll implement our convenient 'Coach Approach' to complement your internal processes and any external consulting. Just like high-performance sports teams, we train your managers to become skilled coaches capable of improved work design and people management.



Step 1: Complete Manager Training

Our system automatically sends each manager brief, digital risk management trainings in order of prioritised team risk. This makes participation time-efficient and relevant to unique team needs. Each training educates regarding the discussed work factor and guides team consultation to formulate the most relevant control measures.



Step 2: Team Consultation

After completing relevant trainings each manager should consult his/her team to discuss each factor and explore suitable control measures.

Step 3: Implement Control Measures

When control measures are established, each manager begins implementation. The manager can also request a control measure is recorded in the organisation risk register ('mibo Records') in the event of a significant team risk.

Optional Step: Provide Employee Work Factor Trainings

You might also opt in to mibo delivering each employee personalised digital trainings based on personal Work Environment survey responses. These trainings guide employees to respond and communicate adaptively to perceived challenging work design, work interaction and inappropriate behaviour factors.

Level 3: Review

Next, you must regularly review control measure effectiveness. If you choose to engage mibo at this level, we offer 2 options.

Option #1: Our Intelligent Monitoring system is designed to seamlessly conduct your control measure review delivering an ongoing automated staff consultation process via monthly mini Well-being surveys (less than 5min), and bi-yearly Work Environment surveys. Data collection is delivered on an automated schedule, visualised on your portal in real-time to deliver convenience and time efficiencies.



Option #2: Alternatively, all relevant surveys can be delivered on a twice-yearly schedule...

Overall	Work Environment, Well-being and Work Outcomes							
Data type	Work Environment							
Factors	Work Design		Work Interactions		Inappropriate Behaviours		Well-being Culture	
<	<ul style="list-style-type: none"> • Appropriate Demands • Job Control • Role Clarity • Change Consultation • Procedural Fairness • Remote Work Life Balance 		<ul style="list-style-type: none"> • Manager Support • Co-worker Support • Work Relationship Harmony • Psychological Safety 		<ul style="list-style-type: none"> • Bullying • Harassment • Violence • Discrimination 		<ul style="list-style-type: none"> • Leaders • Managers • Co-workers 	
Data type	Well-being							
Factors	Mental Health (incl. Flags)				Burnout	Fatigue	Musculoskeletal Health	Sleep
	Stress	Anxiety	Depression	Flourishing				

Level 4: Well-being

2 additional Psychosocial Risk Management solutions:

1.) If a team's Well-being Survey results indicate concerns, our system automatically delivers manager trainings aimed at guiding basic mental health, burnout, sleep, musculoskeletal health, flourishing, and fatigue support as needed in order of assessed priority. Individual employees will also receive personalised trainings based on their personal well-being challenges.



2.) 'Five to Thrive' System

Traditional workplace well-being platforms and EAP's focus solely on the individual, placing well-being responsibility on self-motivated employee action outside of work hours. This approach fails to recognise the importance of the work environment on staff well-being. Instead, our 'Five to Thrive' system places the work environment as central to well-being by uniquely integrating 5 minutes of well-being action and self-care into each work day (flexibly delivered so suitable for various industries and roles). This structure positively influences work design, leader management, and well-being culture. These daily habits are supported by an extensive self-help library, well-being tracking and challenges. We also recommend EAPs in their rightful place...as safety nets for the reduced number of struggling individuals who require support in addition to our proactive, work centred prevention measures.

Mibo Elements

1. Mibo 'Records': Our convenient digital Risk Register
2. Work Environment Survey: Mandatory hazards identification and risk assessment (10-15 minutes – approx. 60 questions, 17 Work Factors)
3. Well-being Survey: Strongly Recommended Risk Assessment (10 minutes – approx. 60 questions, 8 Well-being Factors)
4. Mibo Management Platform: The world's leading data platform
5. The 'Coach Approach: Helps managers become skilled coaches capable of improved work design and people management.
6. 'Five to Thrive': Revolutionising workplace well-being by integrating well-being action into the work day.



Mibo helps you manage psychosocial risk simply, conveniently, time-efficiently, and cost effectively.

We look forward to assisting your organisation.

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