

Psychosocial Safety Capability Statement



In today's rapidly evolving workplace landscape, ensuring the wellbeing and mental health of employees has become a critical priority.

At Sentis, we are passionate about creating positive and thriving work environments that go beyond traditional safety measures. With the introduction of new regulations and the rising costs of untreated mental health conditions, organisations now face a legal and moral obligation to address psychosocial risks.

As a purpose-driven business, our mission at Sentis is to change the lives of individuals and organisations for the better, every day. Through our comprehensive suite of psychosocial safety solutions and a holistic approach that integrates physical, psychological, and social dimensions, we empower organisations to transform their safety culture, nurture employee wellbeing, and achieve excellence in safety and performance.

A Vision of Positive Safety

Positive safety is about focusing on proactive safety controls and genuine, helpful attitudes that can guide organisations to create a culture of trust, growth and excellence that leads to safer results. Positive safety addresses the physical, social and psychological aspects of safety, resulting in an environment that supports each individual to bring the best of themselves to work.

There is no one-size-fits-all approach to safety. Positive safety is a flexible approach that seeks to provide a practical, evidence-based set of principles to help organisations identify their strengths, improve their operations and in turn improve their safety culture. Positive safety is more than an absence of harm, it is a presence of something greater – a sense of security, confidence, clarity, and high performance. Positive safety means protecting people for something, not from something.

Positive safety is having the courage and conviction to set the conditions for optimal safety where employees, teams, and organisations thrive.

Positive safety transcends the conventional focus on merely preventing harm and embraces a forward-thinking approach that actively fosters wellbeing and productivity. It is typified by a workplace culture that empowers employees to realise their full potential and thrive, thereby cultivating an environment where individuals can feel secure both physically and emotionally.



Expanding Safety

Caring for the Complete Individual

To understand the complexity of safety in organisations, it is necessary to take a holistic approach and unpack the various dimensions that make up safety. Ultimately, positive safety involves cultivating a positive physical, social, and psychological experience of safety that not only reduces incidents but also enhances overall organisational culture and performance – we call this Safety in 3D.

Positive safety recognises the interplay between the dimensions of our physical experience of the workplace, the social experience of interacting with the people around us, and the psychological experience of our internal world. The three elements of safety are all interrelated and support each other, and negative experiences in any of the three areas can have a negative impact on a person's overall wellbeing and work outcomes.

By improving the experience of work across these three domains of safety, individuals can experience greater security, satisfaction, and success in their personal and professional lives. Understanding and directly looking at how the workforce experiences safety on a physical, social, and psychological level is essential if an organisation is to move beyond public compliance and toward a truly thriving culture that intrinsically drives safety excellence.

PHYSICAL



The physical experience relates to the way in which we experience the physical environment of the workplace. It focuses on the tangible aspect of safety, which typically receives the most attention. It involves the interaction of workers with their physical surroundings, ensuring they are equipped with the necessary protective gear, and that the environment is conducive to safe practices.

The physical experience looks at everything from ergonomic settings to the availability and condition of safety equipment, to exposure to potential physical and environmental hazards. Improving the physical experience entails not just meeting minimum safety standards, but continuously assessing and enhancing the physical environment for maximum safety.

SOCIAL



The social experience relates to our experience of interactions with others in our workplace, which can significantly impact safety. This involves fostering a sense of community, mutual respect, and collaborative problem-solving among colleagues.

It encourages a culture of trust and shared responsibility for safety, where people feel included and invited to contribute, and everyone looks out for each other. By enhancing the social experience, we promote a culture where safety is not just an individual responsibility but a collective one, moving us beyond compliance to collective citizenship.

PSYCHOLOGICAL



The psychological experience relates to the internal thoughts and cognitions a person may have about work and their experience of wellbeing, stress levels and mental health. As mental health directly impacts productivity and safety, paying attention to workers' psychological wellbeing is crucial.

By fostering a supportive environment where workers feel valued, respected, and clear on their job role and requirements, organisations can reduce stress, increase job satisfaction, and significantly improve safety.

Furthermore, when high personal wellbeing interacts with a positive social experience of the workplace, this creates an environment in which people feel empowered to speak up about potential safety issues without fear of retaliation.

Our Psychosocial Safety Responsibility

Australian organisations now have a clear responsibility to create a healthy, safe work environment where employees can feel empowered to manage their tasks, overcome challenges, and reach their full potential by utilising resources and the support provided to them.

Becoming a psychosocially safe organisation requires us to be invested in improving the experience of work. It requires us to go beyond reactive and surface-level interventions to tackle truly impactful factors including workplace culture, leadership capability, communication, job design, work-life balance, and proactive mental health support.

Our research at Sentis has revealed that 66% of individuals perceive work as having a neutral or negative impact on their lives outside of work, highlighting the need for a shift in workplace culture.

A New Era in Workplace Health and Safety: The Psychosocial Risk Code of Practice

The introduction of the ISO 45003 global standard and regulations in Australia has heightened the focus on mental health and social wellbeing in the workplace, making it a legal and moral obligation for employers to recognise and address psychosocial risks. With the projected cost of untreated mental health conditions in the Australian workforce expected to rise to \$18.6 billion by 2025, the prevention and minimisation of psychosocial risks have become more crucial than ever.

Psychosocial Hazards v Risks

Psychosocial hazards are any factors in the work environment that may cause psychological or physical harm to employees, such as stress, harassment, bullying, and violence.

Psychosocial risk refers to the likelihood of harm occurring as a result of exposure to these hazards.

In other words, psychosocial hazards are the sources of potential harm, and psychosocial risk is the probability that harm will occur because of exposure to these hazards.



What are the psychosocial hazards?

Psychosocial hazards in the workplace are generally categorised into the following areas:



The introduction of these regulations marks a significant shift in how organisations approach safety by integrating the physical, psychological, and social dimensions into a holistic approach that encompasses health, safety, wellbeing, and inclusivity in the workplace.

From Obligation to Opportunity

At Sentis, we believe that improving psychosocial safety at work is the key to going beyond compliance to achieve a mature and collaborative safety culture. It involves fostering a culture of positive safety that promotes wellbeing, productivity, innovation, and inclusiveness.

To achieve this, it is critical to empower leaders at all levels with the necessary resources, tools, and knowledge to create a safe and healthy workplace environment.

Our Psychosocial Suite integrates these principles into practical solutions that help organisations transform their safety culture and create a thriving workplace.

Thriving is being productive, feeling valued, being open to challenges presented, and having the opportunity to continuously learn and grow.

Our Services

Sentis offers a suite of services to support organisations in developing and implementing a comprehensive psychosocial safety strategy.

Assessments & Diagnostics

Understand your organisation's current state with respect to psychosocial safety through surveys and assessments.

Training, Coaching & Leadership Development

Equip your leaders and employees with the skills and knowledge to foster a psychosocially safe environment.

Strategic Planning & Implementation

Work with our experts to design a customised psychosocial safety strategy and put it into action effectively.

Monitoring & Improvement

Regularly measure the impact of your psychosocial safety initiatives and identify areas for enhancement.



Sentis is at the forefront of supporting organisations in addressing psychosocial safety and creating thriving workplaces.

With our proven track record and multidisciplinary approach, we combine expertise in psychology, neuroscience, and safety culture transformation.

We bring together the latest research, practical insights, and innovative methodologies to develop tailored solutions that drive sustainable change. With our deep understanding of human behaviour and organisational dynamics, we are uniquely positioned to help organisations navigate the challenges of implementing psychosocial safety initiatives.

Whether it's conducting assessments, delivering training programs, or designing comprehensive strategies, Sentis brings a wealth of knowledge and experience, empowering organisations to create safe, healthy, and inclusive work environments.

Assessments & Diagnostics

Updated Safety Climate Survey

Our Safety Climate Survey (SCS) has been updated to gauge employee perceptions of safety climate, encompassing physical, social and psychological factors, delivering detailed results via a digital dashboard. Available as a comprehensive full survey option, as well as a streamlined Pulse Survey option for quick assessment of specific dimensions, our enhanced Safety Climate Survey includes:

- ✓ Organisational Safety Climate (Health and Wellbeing Practices, Management Safety Commitment, Safety Systems, Safety Input and Involvement, Equipment and Environment)
- ✓ Team Safety Climate (Perception of Job Resources, Supervisor Safety Commitment, Team Safety Support, Quality of Safety Briefings, Housekeeping and Emergency Readiness)
- ✓ Safety Communication
- ✓ Safety Leadership
- ✓ Outcomes (including: Impact of Work on Personal Wellbeing, Safety Behaviour, Underreporting, Supervisor Work Pressure)
- ✓ Additional Modules (Psychological Safety Climate, Wellbeing Climate, Critical Risk Climate, Contractor Safety Relations, Error Management Climate, Safety Training Quality and Transfer)

The SCS has been used for over 10 years with more than 59,000 participants across many industries (healthcare, utilities, mining, renewables, transport, to name a few). The current tool has a high degree of internal consistency and predictive validity.

The SCS undergoes regular updating based on advances in safety research (e.g., additional modules), benchmarks are also regularly recalculated, and the statistical properties of the measure are reassessed every three to five years.

Safety Culture – Onsite Safety Evaluation

Our Onsite Safety Evaluation (OSE) includes focus groups and interviews, performing an in-depth analysis of your safety culture focusing on dimensions relevant to the experience of physical, social and psychological safety together.

This diagnostic tool not only provides a benchmark result on the Sentis Safety Culture Maturity Model (categorises an organisation's level of safety maturity or effectiveness) but also offers insights into psychosocial safety factors and how it impacts the overall safety culture within your organisation.

The OSE process reduces bias by spending time with a representative sample of the organisation, asking open questions, ensuring anonymity, and utilising a structured data analysis approach. Through understanding both the physical and psychosocial aspects of safety culture, leaders are empowered to create comprehensive safety strategies that address the physical and mental wellbeing of employees.



Training, Coaching & Leadership Development

Elevate the safety culture within your organisation by empowering employees and leaders with the knowledge and skills they need. Our comprehensive training programs and personalised coaching sessions are designed to address both physical and psychosocial safety aspects, fostering a holistic approach to workplace wellbeing.

Teams Modules

The Teams Modules equip employees with essential skills and knowledge to foster a safe and inclusive work environment, focusing on stress management, effective communication, conflict resolution, and embracing diversity.

Module	Description
Introduction to Psychosocial Safety	Enables participants to understand the basics of psychosocial safety and identify their roles in actively contributing to creating a safe work environment through informed decision-making and actions.
Stress Management & Resilience	Focuses on building stress management and resilience skills for employees to thrive in a challenging work environment.
Workplace Behaviour	Uses case studies to help participants discern between appropriate and inappropriate behaviours, emphasising the role of respect in preventing bullying and harassment.
Speaking Up	Builds capability to effectively communicate concerns and ideas to contribute to a positive safety culture, and to speak up respectfully and assertively.
Supportive Conversations (peers)	Builds interpersonal communication skills through having supportive conversations with peers, fostering a collaborative and empathetic work environment.
Unconscious Bias	Builds skills in recognising and mitigating unconscious bias and builds awareness of its impact on diversity, equity, decision-making, inclusion efforts and relationships in the organisation.
Inclusive Behaviour	Focuses on fostering a culture of inclusion by understanding and practicing inclusive behaviours, and exploring key traits and behaviours associated with inclusive behaviour, such as empathy, active listening, and embracing diverse perspectives.
Constructive Conflict	Equips employees with strategies to manage and resolve conflicts in a constructive manner, proactively manage conflicts, and foster harmonious work environments.

Leaders' Modules

Strong positive safety leadership is crucial in shaping the way people experience safety. The ability to create a safe environment and encourage employees to be safe are the most important factors in determining a company's safety culture and performance.

Leaders must be able to model physically, socially, and psychologically safe behaviour, challenge others to do the same, foster positive workplace relationships, and support safe work.

The Leaders Modules empower organisational leaders to create and maintain a culture of safety and wellbeing through exemplary leadership, fostering open communication, addressing psychosocial challenges, and implementing strategies for inclusion, reward, and recognition.

Module	Description
Leading Psychosocial Safety	Develops a deeper understanding of the elements that constitute a psychosocial safety culture and enables leaders to cultivate a community of advocates who champion psychosocial safety within the organisation.
Leadership Self-Management	Equips leaders with tools and strategies for managing their own stress and emotions to lead effectively, and to take increased responsibility and accountability for fostering resilience, health, and wellbeing behaviours for their team.
Leading Supportive Conversations	Equips leaders with the capability to recognise psychosocial challenges, engage in supportive conversations that promote psychological safety and wellbeing, and provide constructive feedback, recognition, and support.
Respectful Workplace Behaviour	Uses case studies to help leaders discern between appropriate and inappropriate behaviours, emphasising the critical role of leaders in actively role-modelling and promoting respect in the workplace.
Unconscious Bias	Educates leaders on the concept of unconscious bias and its impact on decision-making and relationships, aiming to recognise and mitigate its effects in the workplace.
Leading Inclusion	Builds leaders' capability to foster a culture of diversity and inclusion within their teams, to set the tone for psychological safety through leading by example and modelling behaviours, and to address behaviours that hinder psychological safety. Explores key traits and behaviours associated with inclusive leadership, such as empathy, active listening, and embracing diverse perspectives.
Organisational Enablers	Builds understanding of the elements that enable an organisation to foster a culture of safety and wellbeing. Leaders learn about organisational structures that support safety and wellbeing, the role of policies and procedures, and methods to develop and integrate policies and procedures that contribute to a safe work environment.
Reward & Recognition	Builds leadership capability to understand the psychology of motivation and effectively use rewards and recognition to motivate and engage employees. Provides practical strategies to incorporate recognition into their leadership approach and create a culture of appreciation within their teams.

Embedding the Learning (Toolkits)

Prepared campaigns aligned to program concepts support leaders with a range of multimedia tools including videos, activities, posters, and focus statements. Designed to refresh and remind people about the psychosocial safety principles and how they can be applied onsite, toolkits are ideal for use in safety, pre-start, or toolbox meetings.

Coaching

Leadership Development Coaching

Recommended for senior leaders, this coaching focuses broadly on psychosocial safety leadership, drawing on the Sentis Safety Leadership Assessment results and may target motivation, effective communication, emotional intelligence, fostering a culture of inclusion, and addressing psychosocial challenges in the workplace.

Developmental coaching is delivered 1:1 and is self-directed, with the leader bringing their challenges to coaching sessions to work through with their coach.

Skills Coaching

This option is recommended for leaders who spend significant time interacting with their teams and need to demonstrate specific skill sets related to psychosocial safety. It focuses on specific skills and behaviours (e.g., providing supportive dialogue, resolving conflicts, fostering diversity and inclusion, managing change, and recognising and rewarding team contributions).

Skills coaching can be delivered 1:1 or in small groups and is often conducted in a collaborative environment so the coach can observe and provide feedback on leaders' interactions and behaviours in real workplace contexts.



Strategic Planning & Implementation

Our Strategic Planning & Implementation services are designed to empower your organisation to develop a customised psychosocial safety strategy and seamlessly put it into action. Collaborating closely with your team, we guide you through a comprehensive governance process to ensure effective project management.

Governance frameworks often depend on the scale of the project, and typically include:

- ✓ Establish a steering committee
- ✓ Stakeholder engagement
- ✓ Define strategy
- ✓ Confirm governance framework
- ✓ Implementation and communication plan
- ✓ Measure progress and evaluate success



Monitoring & Improvement

To ensure continuous progress, it is crucial to regularly review and assess the implementation of psychosocial initiatives as outlined in the governance framework.

Ongoing reviews serve as a mechanism for stakeholders to stay informed about project successes, challenges, and employee feedback. These reviews allow for observation of the impact on lead metrics identified in the project. Depending on the agreed governance structure, the ongoing project reviews may include:

- ✓ Lead metrics (e.g., psychosocial safety climate, hazard reporting, etc.)
- ✓ Safety Climate Pulse Survey results
- ✓ Feedback from participants after training programs
- ✓ Feedback from participants after coaching engagements
- ✓ Budget and cost management
- ✓ Adherence to implementation plan and identification of challenges or risks

Formal evaluation of project success is recommended after 18-24 months for large-scale change initiatives or at shorter intervals for smaller, more targeted projects. This evaluation involves conducting post-implementation diagnostics and, comparing the new state to the baseline data collected during the initial diagnostic phase. The evaluation may include:

- ✓ Onsite safety evaluation
- ✓ Safety Climate Surveys
- ✓ HR and safety data analysis



Our Results: Client Successes

Organisations that prioritise the implementation of psychosocial solutions can reap numerous advantages and outcomes. By partnering with us, organisations foster a positive and thriving work environment that promotes employee wellbeing, productivity, and engagement. Through our comprehensive psychosocial safety services, organisations experience tangible improvements in the following areas:

Enhanced Understanding and Awareness

- ✓ Comprehensive assessment and diagnostics to identify psychosocial hazards and risks
- ✓ Increased awareness of workplace factors impacting employee wellbeing and safety

Tailored Strategies and Roadmap

- ✓ Customised psychosocial safety strategy designed to address specific organisational needs
- ✓ Clear roadmap for implementation and action, aligning with organisational goals and objectives

Improved Employee Wellbeing

- ✓ Promotes mental health, resilience, and overall job satisfaction
- ✓ Creates a supportive work environment that enhances work-life balance and reduces stress

Increased Safety Culture Maturity

- ✓ Development of a positive safety culture that values and prioritises employee safety
- ✓ Empowerment of employees to actively participate in safety initiatives and contribute to a safer workplace

Effective Risk Management

- ✓ Identification and mitigation of psychosocial hazards, reducing the likelihood of harm
- ✓ Improved hazard reporting and incident management processes

Enhanced Leadership and Communication

- ✓ Empowering leaders with the skills and knowledge to foster a psychosocially safe environment
- ✓ Improved communication channels, including supportive conversations and conflict resolution

Higher Employee Engagement and Satisfaction

- ✓ Increased employee motivation, engagement, and commitment to the organisation
- ✓ Enhanced job satisfaction and loyalty, leading to higher retention rates

Improved Performance and Productivity

- ✓ Boosted individual and team performance through a positive and supportive work environment
- ✓ Encouragement of innovation, creativity, and continuous improvement

Measurable Results and Continuous Improvement

- ✓ Regular monitoring and evaluation of psychosocial safety initiatives
- ✓ Identification of areas for improvement and adjustment based on feedback and data analysis

Gain valuable insights and inspiration from the success story of one of our clients

This story showcases the positive outcomes achieved through our psychosocial safety services, offering a glimpse into the real-world impact and tangible benefits an organisation has experienced by partnering with us.

Case Study: Suncorp

SUNCORP 



Company snapshot

13,000+ employees

Australia & New Zealand

Personal Insurance Division

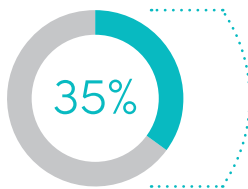


Stated objectives

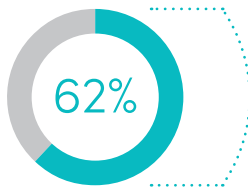
Increase leaders' capacity to understand mental health and promote employee resilience

Develop techniques to enhance personal resilience in team members

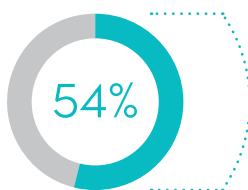
Results



Reduction in recorded mental stress incidents



Reported more positive relationships with their team members following the program



Reported feeling more productive at work as a result of the program

Our Resources

Discover our latest articles, events, and safety research findings, based on real data from real clients at sentis.com.au/resources/

Cultivate a Thriving Environment with Our Psychosocial Safety Solutions

1.

We'll dive deep to understand the psychosocial challenges your organisation faces.

2.

We'll craft a tailored roadmap that addresses physical, psychological, and social safety, ensuring a holistic approach.

3.

You will be on your way to a thriving culture where employees are empowered, engaged, and supported in both their professional and personal lives.



About Sentis

At Sentis we are a purpose driven business.

Our mission is to change the lives of individuals and organisations for the better, every day. We achieve our mission by doing great work, supporting great work, and being a great place to work.

In 2003, Sentis was created to deliver a new kind of safety training, called ZIP. Moving beyond traditional behaviour-based approaches, we enable employees at an attitudinal level and help clients break through their safety plateaux.

Today, Sentis has supported more than 400 companies and 175,000 people across 36 countries to think differently about safety. We offer clients a comprehensive suite of solutions, ranging from diagnostics and consulting through to training and coaching, with the practical application of content at the forefront. This allows your people to move beyond compliance and towards a mature safety culture, where everyone pulls together to raise the bar for safe work and to achieve safety excellence.

By supporting organisations to transform safety cultures and create safer workplaces, we have evolved our approach and philosophy to be about more than just the reduction of harm. Our safety methodology has progressed from its roots in ZIP to the more encompassing and proactive positive safety.



Ready to move beyond public compliance and towards a holistic, thriving safety culture in your organisation?

Get in touch with one of our expert consultants today

1300 653 042

[sentis.com.au](https://www.sentis.com.au)