



Webinar

# ISO 45003: Guidance for reducing mental health risk at work

26 October 2021 | Tuesday | 10:00 - 10:45 am AEDT

# Agenda

- A people centred approach
- WHS legislation – what's changing?
- ISO 45003:2021 purpose and psychosocial risk factors
- Multi-disciplinary approaches & integration with WHS management systems
- How to prepare for ISO 45003:2021



# Speakers



**Stephen Dowling**

Workplace Mental Health Lead  
Aon



**Sarah Wood**

Principal  
Gilchrist Connell



**Michelle Hawtin**

Client Manager & Psychologist  
Aon



**Jamie Mallinder**

Client Manager, WHS  
Aon





# A People Centred Approach

Stephen Dowling

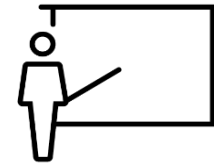


# ISO 45003 Overcomes

a fragmented, reactive response to mental health and psychosocial risk



Know your 'why' and build your strategy based on knowledge



Outline the critical success factors to implement your workplace mental health & wellbeing strategy



Understand the key elements of a better practice workplace mental health strategy



Highlight what success looks like from an organisation, operational and employee perspective



# ISO 45003 Considers these organisational risks

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WHS legislation applies to workplace  
mental health and psychosocial risk

Developing a strong mental health and  
wellbeing strategy can enable  
organisations to become employers of  
choice.



Improved wellbeing outcomes at  
the individual level can improve  
your organisation's bottom line.

# ISO 45003 Considers these financial risks



## Workers Compensation

7,200 Australian employees are being compensated for work-related mental health disorders

Safe Work Australia Report June 2020



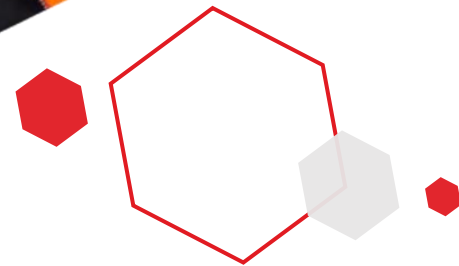
## Ill Health

Pre-COVID statistics show that, at the time, one in five Australians per year experienced a mental illness

Australian Government, Department of Health: Health Direct 2018.  
[healthdirect.gov.au/mental-illness](https://healthdirect.gov.au/mental-illness)

## Covid Income Protection Claims increasing

Safe Work Australia Report June 2020



# ISO 45003 Considers these people risks

Engaged employees are willing to go above and beyond to aid in the success of the organisation.



**Engagement**

Employees who consider their workplace mentally healthy are almost four times less likely to say they have taken time off work due to feeling mentally unwell in the past year compared to those within a mentally unhealthy workplace.



**Absenteeism**



**Productivity**



Productivity can be impacted when employees are experiencing mental health and wellbeing issues



A woman with curly hair, wearing a grey long-sleeved shirt, is looking upwards with an expression of wonder. She is positioned in the lower right foreground. Behind her is a large, vibrant, abstract light display with swirling colors of blue, green, yellow, and purple, resembling a nebula or a digital art installation. The background is dark, making the colorful light display stand out.

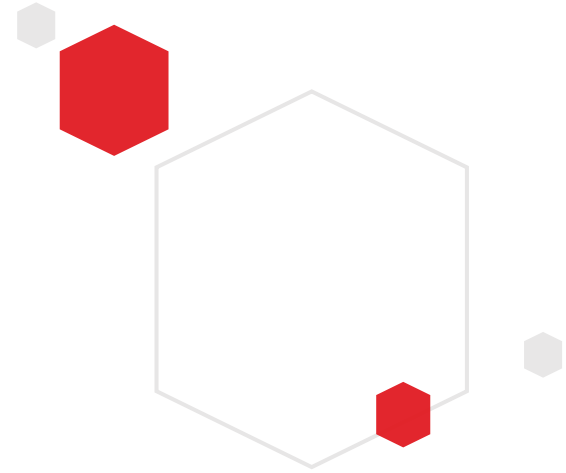
# WHS Legislation

## What's changing?

Sarah Wood



# WHS regulator focus on psychological risks and injuries



## Same structure, new focus

- All WHS regulators are now more active in psychological injuries: guidance material, codes of practice and amendments to WHS regulations
- Safety regulators vocal on R U OK? Day
- Every single business has WHS duties
- No longer a workers' compensation issue only
- COVID-19 – heightened the risk

# What does it mean to look at psychological risks and injuries through a WHS lens?



## **Criminal convictions – including for officers personally, due diligence obligations**

- Must ensure, as far as reasonably practicable, a psychologically safe and healthy workplace for staff and others
- Criminal convictions – including for officers personally, due diligence obligations
- Penalties
- Insurance – some jurisdictions don't cover fines or penalties
- Investigations, improvement notices

# WHS penalties

## associated with CAT1-3 penalties



### Category 1

increased from  
\$3 million to  
\$3,463,000



### Category 2

increased from  
\$1.5 million  
to \$1,731,500



### Category 3

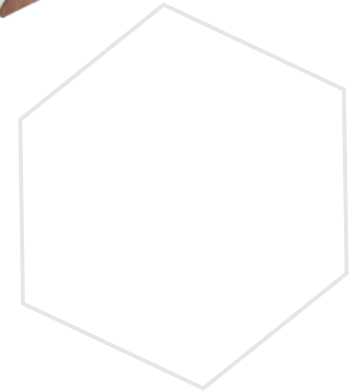
increased from  
\$500,000  
to \$577,000

Generally on the rise. For example, NSW



# What does the guidance material mean?

- Accessible, public information and guidance available
- NSW – Code of Practice: Managing psychosocial hazards at work:
  - admissible evidence of what is known about a hazard or risk, risk assessment or risk control
  - the court may rely on the code to determine what is reasonably practicable
- Duty to consult
- Duty to eliminate or minimise through control





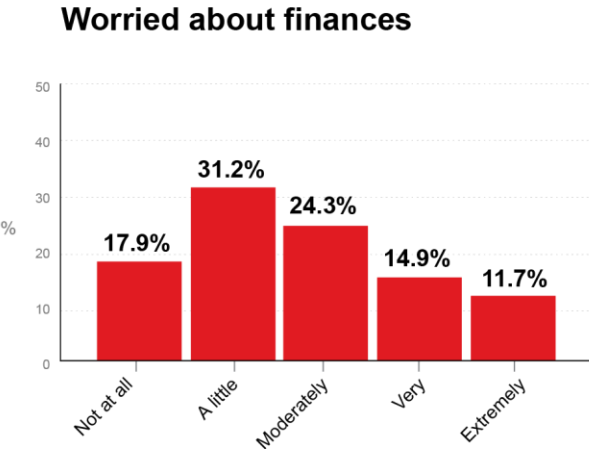
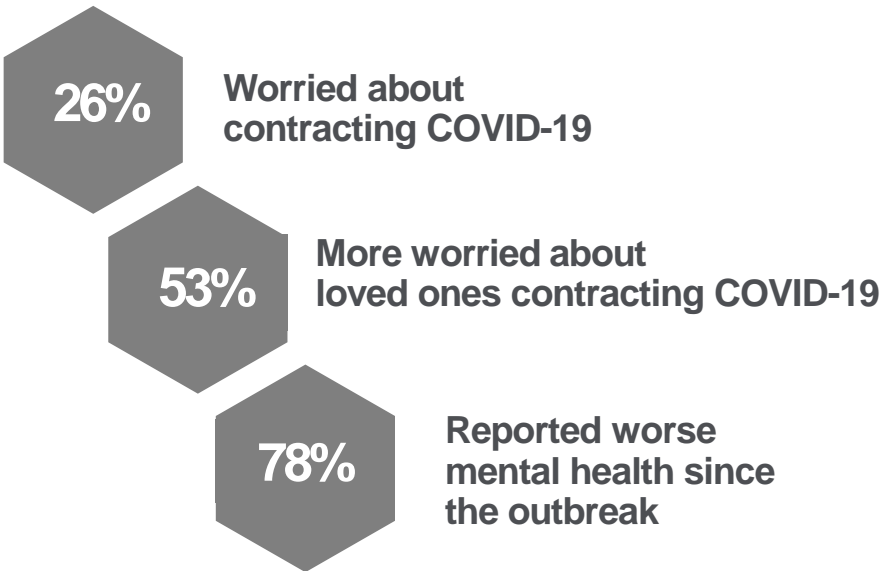
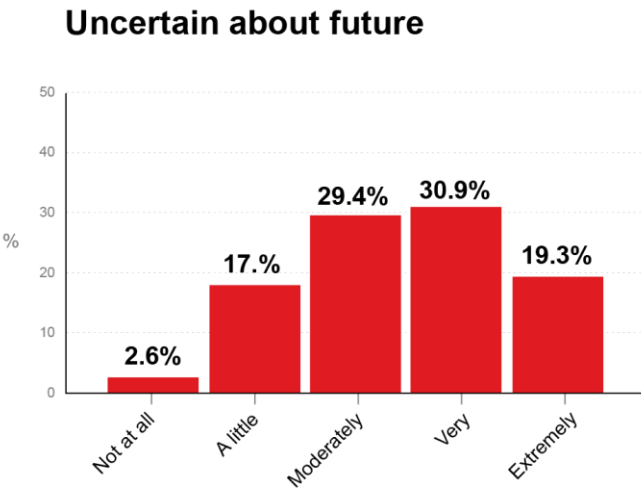
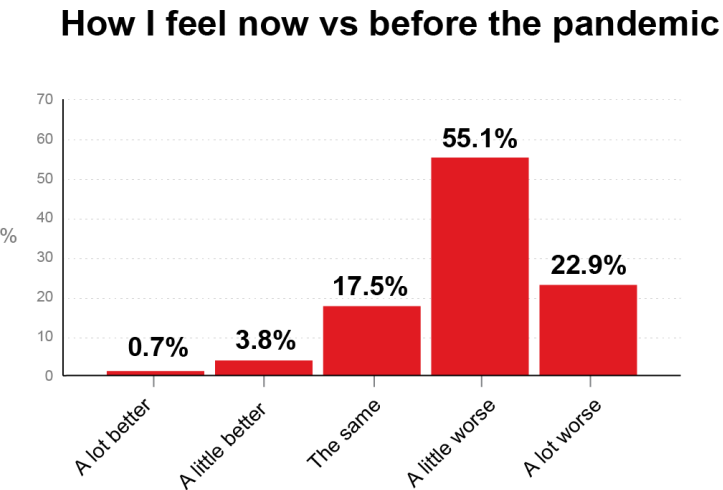
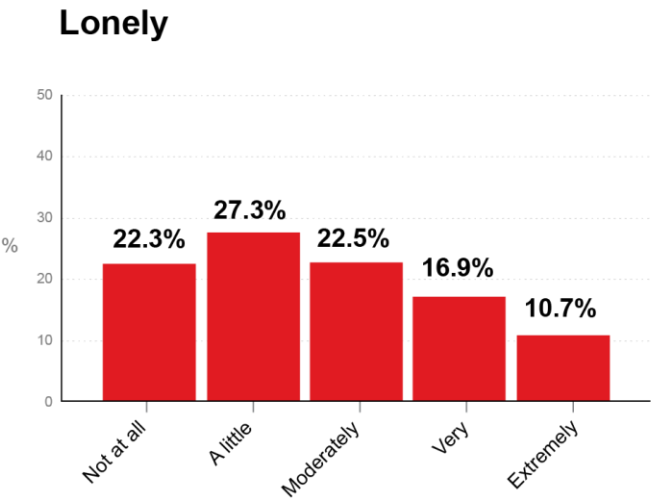
# ISO 45003: Risk factors and intervention

Michelle Hawtin



# WHS penalties

## associated with CAT1-3 penalties



Source: Black Dog Institute.  
COVID-19 Health and Wellbeing Survey Sept, 2020

# Psychosocial Factors – it's complicated

## Potential risk or protective factors



Work overload



Conflict / coping with change



Lacking a sense of control



A perceived lack of support



A lack of connection



A perceived lack of recognition



A lack of role clarity



A perceived lack of fairness



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## Domains of assessment



Context of the organisation



Operation



Leadership & worker participation



Performance evaluation



Planning



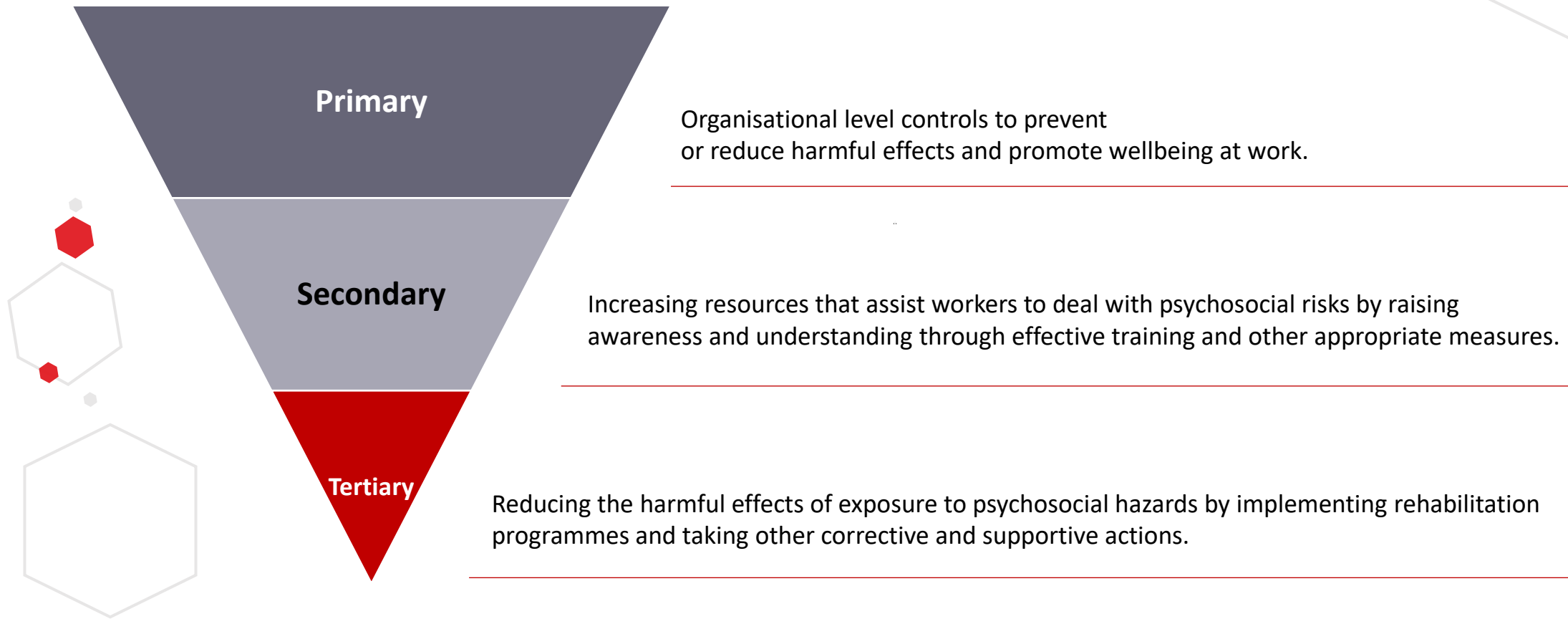
Improvement



Support

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## calls for three levels of intervention



# Aon Mental Health Integrated Strategy

## Simultaneously

- Prevent work related harm
- Promote the positive aspects of work
- Respond to support people with mental illness (work and non-work related) as it manifests in the workplace

These pillars overlap, with action in one area often leading to improvement in others





**ISO 45003**

# **Overview and preparation**

**Jamie Mallinder**





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## A modern and holistic standard



### Goal-oriented

- Integrates with WHS management system
- Consistent language at a strategic and operational level
- Captures management of change

### Integrated

- Improves compatibility & integration with other management system standards:
  - ISO 45001:2018 WHS
  - ISO 9001:2015 Quality
  - ISO 14001:2015 Environment

### Comprehensive

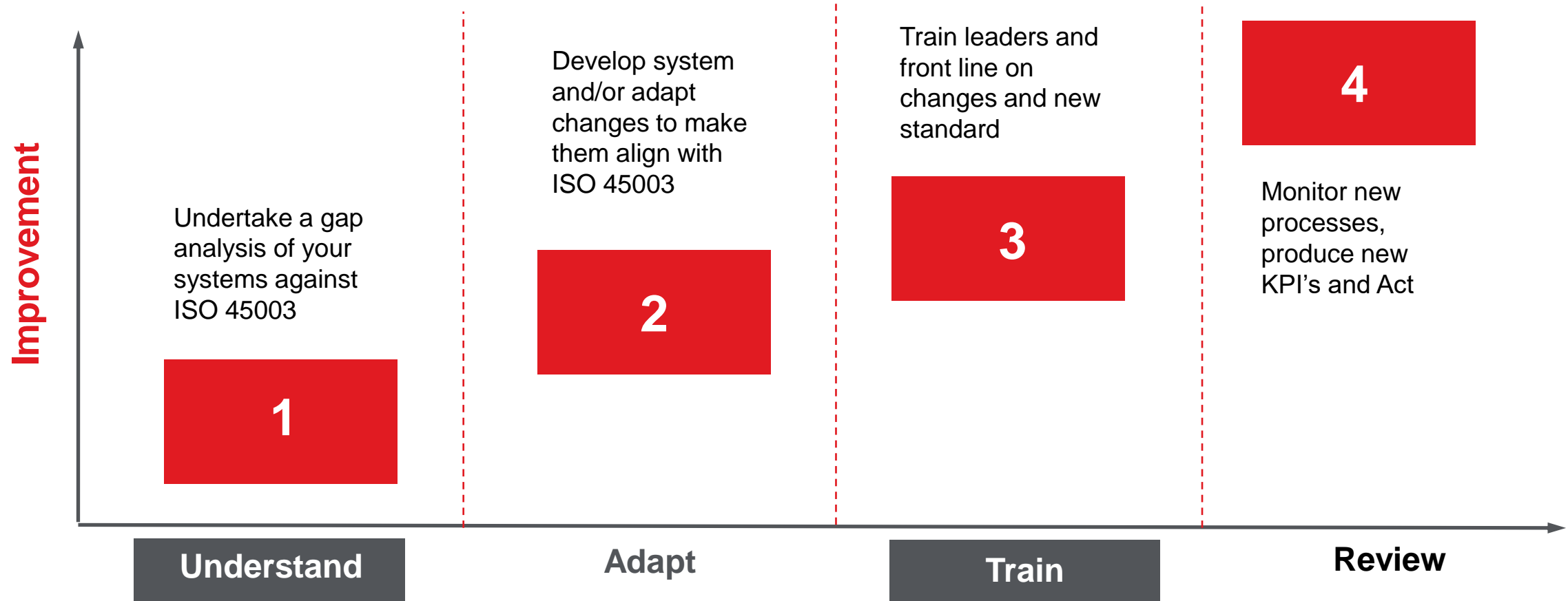
- In context with internal/external issues
- Understands work environment
- Leaders & worker participation
- Planning - psychosocial risks & controls
- Consultation & communication
- Rehabilitation & return to work

### Benefits

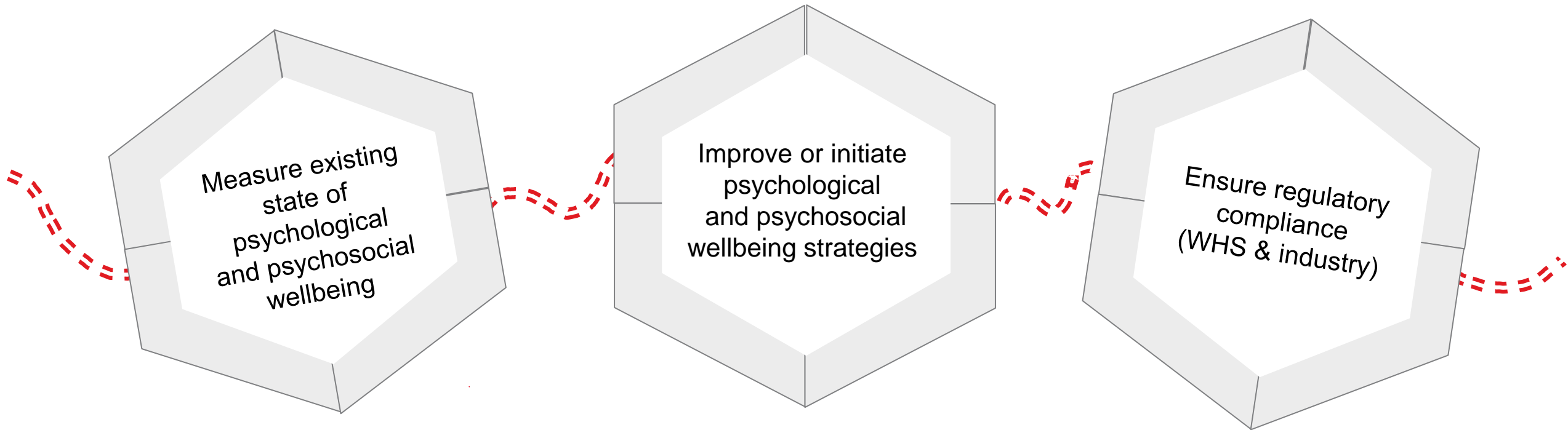
- Guidelines rather than a requirements standard
- Risk-based thinking
- Common structure
- Documented work practices

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## Next steps



# Aon can help your organisation...



A close-up photograph of two women wearing white surgical masks. They are looking directly at the camera with serious expressions. Their hands are clasped together in front of them, with fingers interlaced. The lighting is dramatic, with strong highlights on their faces and hands against a dark background.

**Thank you**



# Contacts

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[aon.com.au/mental-health](https://aon.com.au/mental-health)

Additional resources:

[Blueprint for Mentally Healthy Workplaces | Have Your Say - National Mental Health Commission](#)

<https://haveyoursay.mentalhealthcommission.gov.au/blueprint-for-mentally-healthy-workplaces>



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