

**/ STRESS  
/ BULLYING  
/ ALCOHOL  
& OTHER  
DRUG  
MISUSE**

**HIDDEN  
HAZARDS**

A guide for workers



## **PLEASE NOTE**

This information is for guidance only and is not to be taken as an expression of the law. It should be read in conjunction with the *Workplace Health and Safety Act 1995*, the *Workplace Health and Safety Regulations 1998* and any other relevant legislation. Copies of the legislation can be purchased from the Printing Applied Technology: call (03) 6233 3289 or freecall 1800 030 940. It is also available on the Internet at [www.thelaw.tas.gov.au](http://www.thelaw.tas.gov.au)

This guide was produced by staff from WorkCover Tasmania and Workplace Standards Tasmania.

We welcome your feedback on this guide.  
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# INTRODUCTION

*Hidden Hazards: A Guide for Workers* explains what hidden hazards are and will help you, the worker, recognise their signs and understand the risks they can pose to your health and safety in the workplace.

This information will show you how you can work with your employer and your co-workers to remove or reduce the effects associated with hidden hazards.

*Hidden Hazards: A Guide for Employers* expands on this information. It details the legal obligations that everyone has to make workplaces healthy and safe and manage hidden hazards, and uses the four **SAFE** steps of risk management to do this. While aimed at employers, this guide can also be used by managers, supervisors and employees' safety representatives.

Extra copies of both guides are available free of charge.

Call the Helpline on 1300 366 322 or go to [www.workcover.tas.gov.au](http://www.workcover.tas.gov.au) and search for "hidden hazards".



## WHAT ARE HIDDEN HAZARDS?

Many hazards in the workplace are obvious: noise, heat, vibration, poor housekeeping, chemicals, dangerous goods, manual handling and hazards associated with tools or machinery.

There are also three hazards in the workplace that are less obvious. These are referred to as hidden hazards. They are:

- /// **workplace stress**
- /// **workplace bullying**
- /// **alcohol and other drug misuse.**

These hidden hazards are linked to the way people act. They may directly affect a person's physical or psychological health, causing illness or disease. They may indirectly put other people at risk of a workplace incident or accident.

Managing the risks associated with the obvious physical hazards often has priority because they are highly visible. This undoubtedly improves safety in the workplace.

But what if an accident or incident was caused by inattention, fatigue, depression, physical illness or bad judgment? What are the reasons for these? A workplace investigation may reveal one of the hidden hazards was a factor in the incident.

Ignoring the hidden hazards may limit the success of the steps taken to control the obvious physical hazards.

## HOW ARE HIDDEN HAZARDS LINKED?

A hidden hazard may exist by itself or it may develop with other hidden hazards. A cycle may even develop that is hard to escape from and difficult to stop. For instance, a person who is under constant and significant pressure may become stressed. They might release their stress by bullying someone else, or may turn to alcohol or other drugs to cope. A victim of bullying in turn becomes stressed – and so the effect can spread throughout the workplace.

# WORKPLACE STRESS

## WHAT IS WORKPLACE STRESS?

Stress is the physical or emotional reaction to excessive amounts of pressure in the environment. There is a difference between 'stress' and 'pressure'. Before an exam or a job interview we might say 'I'm stressed' – when we should probably say 'I'm under pressure'.

Workplace stress is the harmful physical or emotional reaction that happens when your abilities, resources or needs do not match your workplace situation. Anything that causes stress is known as a 'stressor'.

Dangerous or traumatic situations can also cause stress. Post-traumatic stress is the response to a dangerous, traumatic or violent event. It can have severe and lasting effects that require professional help. Police, prison officers, emergency services personnel and paramedics are examples of workers who are regularly and avoidably exposed to stressful situations and are vulnerable to post-traumatic stress syndrome. Other workers who may have been exposed to one-off violent or traumatic situations like an armed robbery or a serious workplace incident are similarly at risk.

## WHO IS AT RISK?

Workplace stress can develop in anyone in any workplace. Someone's stress levels can be raised by:

- /// high levels of public contact: especially if there are risks of verbal or physical confrontation, or exposure to physical or emotional suffering
- /// poor interpersonal relationships and personality clashes
- /// changes in the workplace: including job uncertainty, the need to gain new skills, or job losses
- /// work overload: especially if they can't control the pace of work, or don't have adequate training or resources
- /// work underload: a lack of mental stimulation

- // irregular work hours, including shiftwork
- // poor working environment: physical hazards such as heat, noise, dust and chemical exposure
- // being held accountable for things over which they have no control
- // being used as a scapegoat.

## **HOW DO YOU EXPERIENCE STRESS?**

We have individual ways of reacting to stressors and of interpreting the intensity levels of stressors. Even people with usually good coping abilities will feel strain if stress is sustained.

A certain level of stress is useful – it can motivate you to perform at your best level. Your immediate response – the fight or flight response – can help you meet daily challenges.

However, if pressure is chronic and unrelieved, the short-term stress responses continue and you will always be ‘ready for action’. And without relief from the pressures, your physical and emotional responses build up, and your judgement, health and wellbeing can be affected. This may have serious long-term health consequences.

You may experience stress:

- // *physically* through your body’s responses
- // *emotionally* through the way you feel and think
- // *behaviourally* through the way you act.

### **Physical experiences of stress**

- // Short-term stress responses include an increase in your heart rate, blood pressure and stress hormone levels. Your anxiety levels, muscle tension and headaches (the number and/or intensity) may rise. The long-term consequences of these short-term responses include back problems, musculo–skeletal disorders, heart disease, cardiovascular disease, arteriosclerosis and adult-onset diabetes.

# WORKPLACE STRESS

- Other short-term responses can include either overeating or a lack of appetite. Longer-term effects can be gastrointestinal problems (nausea, diarrhoea, heartburn or stomach ulcers), sudden weight loss or weight gain, even obesity.
- Stress can cause insomnia and fatigue.
- Stress can weaken your immune system, causing vulnerability to illness (including auto-immune diseases and some forms of cancer).
- Stress can trigger disease to develop. It can aggravate or accelerate an existing condition.
- You may pay less attention to your health and therefore miss the early warning signs of disease.
- Ill health and disease affects not only the individual but also the community and the workplace – for example, in health care costs and absenteeism.

## Emotional experiences of stress

- You may feel irritable, anxious, nervous, isolated, guilty, hopeless or helpless.
- Your self-esteem might suffer.
- You may suffer depression and mental illness; these can lead to suicide.

## Behavioural experiences of stress

- You may be apathetic or lack motivation. Poor memory, an inability to concentrate and reduced learning ability are other signs.
- You may feel aggressive, cause conflict or show other risk-taking behaviours.
- As a way of coping, unwinding or forgetting, you may consume more coffee, tobacco, drugs (legal or illegal) and alcohol. Even if this is done outside work, the effects may become apparent at work.

## HOW DOES STRESS AFFECT THE WORKPLACE?

Other ways stress affects the workplace include increased accidents or injuries, increased absenteeism, increased worker turnover and deteriorating workplace relations.

## WHAT WILL YOUR EMPLOYER DO?

Your employer may use the four **SAFE** steps of risk management to identify and control stress. The four **SAFE** steps are:



If your employer conducts a risk assessment, then they must involve you in the process to find out if there is a problem with stress, or the potential for a problem. This may involve an anonymous questionnaire, for example. You may be asked:

- // what makes you feel stressed at work?
- // are there signs of stress already?
- // are these signs linked to a particular job or work method or a change in these?
- // how many people are affected – one, several, a team, all of the workplace?
- // are there areas or tasks in your workplace that are high risk and where stress could have serious consequences on workplace health and safety?

Your employer may ask you to look for the situations listed in *Who is at risk?* on page 6, the signs listed in *How do you experience stress?* on page 7 and *How does stress affect the workplace?* on page 8.

Tell your employer if you are stressed by your work – at any time, not just when your employer is surveying the workplace.

If your employer develops a policy to manage and prevent stress, they must consult with you and involve you in its development.

# WORKPLACE STRESS

## Workplace strategies

Your employer should look at ways to address workplace causes of stress, including:

- // controlling the physical hazards in the workplace that may cause stress: heat, noise, odours, dust, chemical exposure
- // explaining your job roles and responsibilities to reduce uncertainty
- // assessing your workload and trying to achieve a balance – no overload, no underload
- // providing training to ensure you have the appropriate skills for your tasks and can be flexible and adaptable to workplace demands
- // improving the communication channels in your workplace.

## Other solutions

Your employer should enlist the help of an appropriate and confidential counselling organisation or support service (they may develop an employee assistance program).

Mediation can also help resolve stress caused by personality clashes. Both parties must discuss the situation objectively in order to reach a solution.

## **WHAT CAN YOU DO?**

Tell your employer if you are stressed by your work – at any time, not just when your employer is surveying the workplace. This will help you and your employer determine which workplace solutions will best fix the problem.

If you have spoken to others in your workplace (employer, supervisor, employees' safety representative, a union representative and your co-workers) and you don't think your employer is helping you, you can contact an appropriate and confidential counselling organisation or support service directly. Some of these agencies offer free services. Check the Yellow Pages under 'counselling' and 'psychologists' to find organisations that may be able to help you directly.

It is not weak to seek help this way, but rather it is a practical way to deal with an important issue.

See *Further Resources* on page 26 for other sources of information.

# WORKPLACE BULLYING

## WHAT IS WORKPLACE BULLYING?

Differences of opinion, conflicts and personality clashes can happen in the workplace.

But if this behaviour goes beyond a one-off disagreement, if it increases in intensity and becomes offensive or harmful to someone, it becomes bullying. This is a workplace health and safety risk and it must be stopped.

Bullying can be seen as psychological violence and/or physical violence, and can include:

- // persistent and repeatedly aggressive behaviour that makes someone feel victimised, intimidated or humiliated
- // any physical abuse
- // repeated verbal abuse, including yelling, screaming, personal comments, offensive language, sarcasm
- // vindictive, offensive, cruel or malicious behaviour
- // unreasonable removal of status and authority (whether real, or implied by the bully and perceived by the victim as a threat of removal of status or authority), especially if you feel it's being done in an underhand or devious manner
- // repeatedly having impossible deadlines, workload or pressure; being given meaningless tasks; being set up to fail
- // persistent nit-picking, unjustified criticism, constantly being 'singled out' or targeted for practical jokes or gossip
- // gender or racial discrimination, sexual harassment
- // deliberately being ostracised, isolated or ignored
- // frequently withholding important information or resources or supplying the wrong information and resources
- // having your personal belongings, tools or equipment hidden or tampered with
- // initiation practices.

## WHO IS AT RISK?

People particularly vulnerable to bullying are:

- // anyone who may be perceived to be different: workers who speak a language other than English, a female employee in a mostly male workplace, workers from a racial, sexual or religious minority
- // young or new workers
- // older workers whose skills and experience are not appropriately valued
- // workers in insecure employment who fear they might lose their job if they complain.

### Who are the bullies?

A bully is often someone in a position of authority: an employer, manager or supervisor.

Other workers can be bullies, especially if they have authority or status – whether real or perceived – over the co-worker they are bullying.

Workplaces with a high level of contact with the public may expose workers to aggressive or irrational clients, customers or patients.

## HOW DO YOU EXPERIENCE BULLYING?

### Victims of bullying

We can have individual ways of reacting to bullying. If you are a victim of bullying, you may:

- // feel ashamed or reluctant to complain, so the bullying may continue in secret and go unchecked
- // be reluctant to go to work, and worry about what will happen to you at work
- // find it hard to concentrate and do your work tasks properly
- // experience physical or emotional harm and stress-related illnesses, becoming anxious, nervous, afraid or insecure
- // find your life outside work becomes affected; for example, you might turn to alcohol and other drugs to cope, or isolate yourself from others.

# WORKPLACE BULLYING

## Co-workers

The effects of bullying are not confined to the individual victim. If you see what is happening, you may:

- // know it's wrong but feel guilty if you don't think you can do anything
- // be afraid to support or help the victim in case you too get bullied
- // feel angry or unhappy about your workplace environment and culture.

## The bully

You may not think of yourself as a bully and you may deny that what you do is bullying. You may not know what effect your behaviour has on others. You might:

- // believe bullying is the only way to effectively manage workers
- // have a drug or alcohol problem
- // be responding to similar behaviour – for example, imitating the inappropriate behaviour of another person without realising its effect.

## HOW DOES BULLYING AFFECT THE WORKPLACE?

Other ways bullying affects the workplace include increased accidents or injuries; increased lateness, absenteeism and worker turnover; poor teamwork, co-operation and workplace relationships; lowered morale among staff; and declining respect for an employer or workplace that lets bullying continue.

## WHAT WILL YOUR EMPLOYER DO?

Your employer may use the four **SAFE** steps of risk management to identify and control bullying. The four **SAFE** steps are:

**S** POT THE HAZARD

**A** SSESS THE RISK

**F** IX THE PROBLEM

**E** VALUATE RESULTS

If your employer conducts a risk assessment, then they must involve you in the process to find out if there is a problem with bullying, or the potential for a problem. This may involve an anonymous questionnaire, for example. You may be asked:

- // how many people are affected – one, several, a team, all of the workplace?
- // are there areas or tasks in your workplace that are high risk and where bullying could have serious consequences on workplace health and safety?

Your employer may ask you to look for the behaviours listed in *What is workplace bullying?* on page 12 and *How does bullying affect the workplace?* on page 14.

Tell your employer if you are being bullied – at any time, not just when your employer is surveying the workplace.

If your employer develops a policy to manage and prevent bullying, they must consult with you and involve you in its development.

Your employer should also develop and follow procedures for investigating any claims of bullying, and for disciplining the bully – such as transferring the bully away from the victim, suspending or even dismissing the bully. Your employer should also offer the victim and affected co-workers support and help.

### **Support programs**

If you are the victim of bullying, or an affected co-worker, your employer may offer training in communication and interpersonal skills, mediation and negotiation, and people management. This may give you the skills you need to deal with bullying and learn what is inappropriate behaviour. Assertiveness training can help you deal with bullying while your employer is resolving the problem.

Your employer should enlist the help of an appropriate and confidential counselling organisation or support service (they may develop an employee assistance program).

Mediation can also help resolve stress caused by personality clashes. Both parties must discuss the situation objectively in order to reach a solution.

These are also valuable if you are a bully: they will help you recognise that your behaviour is inappropriate and harmful, and will help you change your behaviour.

# WORKPLACE BULLYING

## WHAT CAN YOU DO?

If you think you are being bullied:

- // don't worry about why it is happening or that you have 'caused' it. The bully is at fault, not you
- // keep a detailed diary of events, including dates, the names of witnesses and the names of who is bullying you. This is important should you put in a claim for compensation
- // make a formal complaint in writing (and keep a copy), using the information from your diary. Your employer is obliged to treat this matter confidentially and immediately
- // contact your relevant union or Workplace Standards Tasmania to find out about your legal responsibilities and rights
- // talk with your employer, supervisor, employees' safety representative, union representative and your co-workers; ask your employer for the support of a mediator and/or counsellor. With the support and help of these people, you should try to stay where you are and not resign or seek a transfer (this lets the bully continue and does not fix the problem)
- // don't retaliate, don't try to get even and don't start bullying others.

If you have spoken to others in your workplace (as listed above) and you don't think your employer is helping you, you can contact the following organisations for help:

- // Workplace Standards Tasmania: 1300 366 322
- // your union, or Unions Tasmania: 6234 9553
- // The Office of the Anti-Discrimination Commissioner is the appropriate group to contact about the *Anti-Discrimination Act 1998* and the kinds of discrimination or harassment that this Act covers. Freecall 1300 306 062
- // The Human Rights and Equal Opportunity Commission: 1300 369 711
- // an appropriate and confidential counselling organisation or support service. Check the Yellow Pages under 'counselling' and 'psychologists' to find organisations that may be able to help you directly. It is not weak to seek help this way, but rather it is a practical way to deal with an important issue.

See *Further Resources* on page 26 for other sources of information.

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# ALCOHOL AND OTHER DRUG MISUSE

## WHAT IS ALCOHOL AND OTHER DRUG MISUSE?

If someone misuses alcohol and other drugs, it means they may be using these substances in a way that affects their ability to work safely.

Even if someone drinks or uses drugs outside work, if their judgement, co-ordination, concentration or alertness is impaired, then they could cause a workplace accident, injury or illness. They can also put co-workers and the public at risk.

Substances that can be misused include:

- // alcohol (the most commonly misused drug)
- // illegal drugs
- // prescription and non-prescription medication
- // solvents used as inhalants
- // tobacco.

## WHO IS AT RISK?

Someone who misuses alcohol and other drugs doesn't conform to any common stereotype – they don't necessarily look like media images of drug addicts or alcoholics.

Someone who misuses alcohol and other drugs occasionally (for example, binge drinking on the weekend) is as big a risk to workplace health and safety as someone who is regularly affected by these substances.

There are many reasons for misusing alcohol and other drugs. Workplace factors can include:

- // psychological or physical stress
- // poor supervision
- // isolation
- // workplace culture
- // the way work is organised.

For example, shift workers may use alcohol, cannabis or sleeping tablets to sleep, and caffeine or amphetamines to stay awake during long shifts.

Personal, social and financial pressures outside the workplace can make someone misuse alcohol and other drugs to cope with these.

## **WHAT ARE THE SIGNS OF ALCOHOL AND OTHER DRUG MISUSE?**

Some signs you might notice include:

- // a tendency to become confused easily
- // abnormal fluctuations in concentration and energy
- // behavioural changes
- // deteriorating relationships with managers, co-workers and customers
- // dishonesty or theft
- // fatigue
- // impaired job performance
- // increased short-term absences for sickness
- // physical signs such as staggering, slow movement and speech, glazed or unfocused eyes, poor balance or co-ordination
- // poor time-keeping
- // sudden mood changes
- // the smell of alcohol on the breath
- // unexplained, frequent or increasing absences
- // unusual irritability or aggression.

Some of these signs are specific to a particular drug; others may be similar to an illness, disease, fatigue or stress. Therefore you should only regard these as signs that someone *may* be misusing alcohol or other drugs.

# ALCOHOL AND OTHER DRUG MISUSE

## HOW DOES ALCOHOL AND OTHER DRUG MISUSE AFFECT THE WORKPLACE?

Other ways alcohol and other drug misuse affects the workplace include:

- // damage to plant, equipment and other property
- // increased accidents and injuries, near misses and mistakes
- // increased stress for co-workers from: dobbing in a workmate, covering for a workmate and picking up their workload, or confrontations and disputes
- // increased absenteeism, lateness and poor time-keeping.

## WHAT WILL YOUR EMPLOYER DO?

Your employer may use the four **SAFE** steps of risk management to identify and control alcohol and other drug misuse. The four **SAFE** steps are:



If your employer conducts a risk assessment, then they must involve you in the process to find out if there is a problem with alcohol and other drug misuse, or the potential for a problem. This may involve an anonymous questionnaire, for example. You may be asked if there are areas or tasks in your workplace that are high risk and where alcohol and other drug misuse could have serious consequences on workplace health and safety.

Your employer may ask you to look for the signs listed in *What are the signs of alcohol and other drug misuse?* on page 19 and *How does alcohol and other drug misuse affect the workplace?* on page 20.

If your employer develops a policy to manage the effects of alcohol and other drug misuse in the workplace, they must consult with you and involve you in its development.

If you admit to your employer that you have a problem with alcohol or other drug misuse, your employer should:

- // help and encourage you to seek help from your doctor or an appropriate and confidential counselling organisation or support service (see *Further Resources* on page 26 for possible agencies)
- // treat your problem as a workplace health and safety issue, rather than cause for immediate dismissal or disciplinary action. If a problem seriously affects workplace health and safety, your employer may relocate you to another work task if your normal work is safety-critical – for example, if you use machinery or electrical equipment, work at height, or use dangerous objects, sharp objects, dangerous goods or hazardous substances. They may temporarily suspend you. Dismissal should be a last resort only
- // handle your admission with discretion and in confidence – this is legally required under the *Workplace Health and Safety Regulations 1998*.

## Testing

As part of workplace policies and procedures for alcohol and other drug misuse, your employer may introduce testing.

Testing or screening for alcohol and other drugs is a sensitive issue because of the privacy and employment implications. While you have a right to privacy outside the workplace, your employer is responsible for removing or reducing health and safety hazards in the workplace.

Testing should only be considered if it is part of your employer's workplace policy on alcohol and other drug misuse, and is part of a program of information, education and support.

If your employer decides to use testing, they must get your and your co-workers' agreement, because of the practical and legal issues involved. They need to state this agreement in their policy.

# ALCOHOL AND OTHER DRUG MISUSE

Testing should only be considered by your employer if it is designed to measure the level of impairment (and not evidence of substances). Testing does not always measure how impaired a worker may be. Some drugs break down slowly, and remain in the body long after the effects have disappeared. For example, cannabis can be detected in urine for up to a month after a single use (depending on the individual's metabolism). The fact that the drug (or its components) is present in a blood or urine sample does not always mean it was used recently. Alcohol is one of the few drugs where the concentration measured by breath or blood analysis can be related to levels of impairment.

Importantly, testing should be related to the requirements for the job. In a high-risk industry, your employer may use it to test:

- // new job applicants
- // existing workers on a random and occasional basis
- // workers who are required to make critical decisions or operate machinery or vehicles
- // specific workers in certain circumstances if their misuse of alcohol or other drugs has previously affected workplace safety.

Your employer will also need to determine:

- // when and why tests will be conducted
- // how the results will determine if someone is fit (or unfit) for duty
- // what will happen if impairment is reasonably believed.

If a result is returned positive, your employer's policy should state what the consequences of this are, and what opportunities the worker will have to respond and appeal.

## **WHAT CAN YOU DO?**

If you think you have a problem with misusing alcohol or other drugs and your employer does not offer support or help, you can seek treatment from your doctor or an appropriate organisation. Check the Yellow Pages under 'counselling' and 'psychologists' to find organisations that may be able to help you directly.

It is not weak to seek help this way, but rather it is a practical way to deal with an important issue.

See *Further Resources* on page 26 for other sources of information.

# LEGAL RESPONSIBILITIES

## YOUR EMPLOYER'S DUTIES

Under the *Workplace Health and Safety Act 1995* (the Act), your employer's main duty is to take all reasonably practicable steps to protect the health and safety of you, your co-workers and any visitors at your workplace. They are also required to provide a healthy and safe working environment.

GB133 *A Guide to the Workplace Health and Safety Legislation* contains more information on the Act and the *Workplace Health and Safety Regulations 1998* (the Regulations). Call the Helpline on 1300 366 322 or go to [www.workcover.tas.gov.au](http://www.workcover.tas.gov.au) and search for GB133.

Under the *Public Health Amendment (Smoke-Free Areas) Act 2001*, your employer is legally required to control tobacco use in the workplace. This law restricts when and where people can and cannot smoke.

## YOUR DUTIES

Under the Act, you have a duty to act responsibly and take reasonable care of the health and safety of yourself and others by:

- // following any reasonable instruction, information and training given
- // working safely and using risk controls in your workplace
- // participating in the risk management process if asked by your employer.

### Workplace stress

If you are under pressure at work and want to avoid illness caused by stress, then maintaining your health is important. You can do this by getting adequate sleep, nutrition and exercise, and limiting your recreational use of alcohol and other drugs outside your working hours. Doing this can help you cope with everyday stresses.

Under the *Workers Rehabilitation and Compensation Act 1998*, you can be compensated for injuries or diseases caused by workplace conditions. Workplace stress is a disease condition because it poses a risk to short-term and long-term health.

## **Workplace bullying**

You should report any instances of bullying to your manager or supervisor.

If you fail to comply with the Act (most obviously by being a workplace bully) you can face fines as high as \$12,000; if you fail to comply with the Regulations, the fines can be as high as \$6,000.

The *Anti-Discrimination Act 1998* deals with harassment based on:

- // age
- // disability, illness or other medical condition
- // gender
- // irrelevant criminal record
- // marital status
- // parental status or family responsibilities
- // political belief, affiliation or activity
- // pregnancy or breastfeeding
- // race
- // religious belief, affiliation or activity
- // sexual orientation
- // union activity
- // associating with anyone who has (or is believed to have) any of these characteristics.

## **Alcohol and other drug misuse**

You must tell your employer, manager or supervisor if any medication you take (or fail to take) could affect workplace health and safety. For example, some medication warns against using machinery or driving while taking it.

You must not consume alcohol and other drugs in the workplace (except with the permission of your employer, or if you have legitimate medical reasons).

You must not smoke in any area declared a smoke-free area.

# FURTHER RESOURCES

## INFORMATION SERVICES

The following resources may provide further information about each of the hidden hazards, and may provide support and information as you deal with them.

- // Unions Tasmania: 6234 9553
- // The Office of the Anti-Discrimination Commissioner in Tasmania: 1300 305 062
- // The Human Rights and Equal Opportunity Commission: 1300 369 711
- // The Alcohol and Drug Information Service: 1800 811 994.

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## WEB RESOURCES

- // [www.workcover.tas.gov.au](http://www.workcover.tas.gov.au) – WorkCover Tasmania. Follow the link to publications.
- // [www.wst.tas.gov.au](http://www.wst.tas.gov.au) – Workplace Standards Tasmania.
- // [www.docep.wa.gov.au/worksafe](http://www.docep.wa.gov.au/worksafe) – WorkSafe Western Australia. Search for ‘workplace stress’, ‘bullying’ and ‘alcohol’ for information.
- // [www.deir.qld.gov.au/workplace](http://www.deir.qld.gov.au/workplace) – The Queensland Government’s Department of Employment and Industrial Relations. Search for ‘occupational stress’, ‘bullying’ and ‘alcohol’ for information.
- // [www.adelaide.edu.au/hr/ohs](http://www.adelaide.edu.au/hr/ohs) – The University of Adelaide’s Occupational Health and Safety Unit. Search for ‘psychological abuse’ for information.
- // [www.cdc.gov/niosh/stresswk.html](http://www.cdc.gov/niosh/stresswk.html) – American National Institute for Occupational Safety and Health. For information about workplace stress.
- // [www.hse.gov.uk](http://www.hse.gov.uk) – The British Health and Safety Executive. Search for ‘stress’, ‘violence’, ‘alcohol’ and ‘drugs’ for information.
- // [www.unionstas.com.au](http://www.unionstas.com.au) and [www.actu.asn.au](http://www.actu.asn.au) – The Unions Tasmania and Australia Council of Trade Unions’ websites. For information and support.

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**1300 366 322** [www.workcover.tas.gov.au](http://www.workcover.tas.gov.au)

For more information contact

Workplace Standards Tasmania

Phone: 1300 366 322 (within Tasmania)

(03) 6233 7657 (outside Tasmania)

Fax: (03) 6233 8338

Email: [wstinfo@justice.tas.gov.au](mailto:wstinfo@justice.tas.gov.au)

**HOBART** 30 Gordons Hill Road, PO Box 56, Rosny Park 7018

**LAUNCESTON** Henty House, 1 Civic Square, Launceston 7250

**BURNIE** Reece House, 46 Mount Street, PO Box 287, Burnie 7320