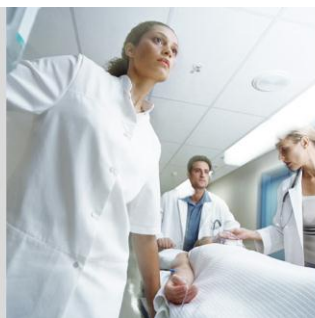


SLIC 2012 - Campaign on psychosocial risks – Country report I: AUSTRIA

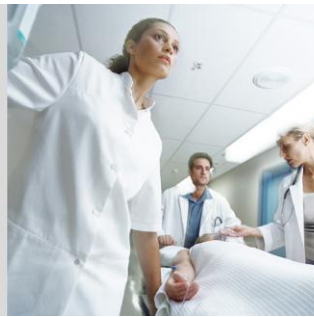
General description

National legislation	<p>The Protection of Employees Act constitutes the basis for health and safety at work for employees in Austria. http://www.bmask.gv.at/siteEN/_Labour/Occupational_Safety_and_Health/</p> <p>Targeted health and safety measures aim to avoid the danger of accidents, occupational diseases, work-related illness and permanent damage.</p> <p>Employers have to implement the general measures to prevent danger listed in the law when designing workplaces, work processes, when selecting and using working aids and materials, when deploying workers, and in all measures to protect employees.</p> <p>Since the beginning of the year 2013 in Austria a recent amendment of the Protection of Employees Act has come into force which emphasizes the fact that employers have to do a risk assessment not only according to physical hazards but also according to psychosocial hazards. Psychosocial hazards are now defined in the law as those aspects of work design and work organization, task design and job content, social climate, work schedule and work environment, which have the potential for causing psychological harm. Now it is more obvious that employers have also to assess psychosocial risks and make an action plan and take measures to prevent psychosocial risks as well as physical risks. Also new in the law: Health is now defined more precisely as physical and mental health and the work should be arranged to preserve employees' integrity and dignity.</p>
Campaign goals or indicators	<p>Better quality of psychosocial risk assessments, especially in SME (service sector), also considering aging workforce, gender and diversity aspects.</p> <p>Better understanding of the background and process of risk assessment of psychosocial risks in the labour inspectorate, better standardized Focus Inspections</p> <p>Basis for discussions with employers and employees (aim: labour inspectors should interview at least 2 employees during each inspection besides the dialogue with the employer and the employee representatives)</p> <p>Each Labour Inspectorate should achieve a certain number of enterprises (with more than 5 employees) being inspected</p>





Sectors inspected	Traffic sector and service sector (restaurants, hotels)
SLIC inspection tools and methods	<ul style="list-style-type: none"> • Guide for labour inspectors (used for training of LI) • Psychosocial Risk Assessments, a flyer (distributed by LI but also from the trade union) • Psychosocial risks at work, Background (used for training of LI) • Guidance tool for hotels and restaurants - Denmark (used for training of LI)
National tools (existing tools, development of new national tools or adjustment of campaign tools)	<ul style="list-style-type: none"> • Guidance for the Austrian Labour Inspectorates: EVALUATION OF RISK ASSESSMENT OF MENTAL JOB STRAIN IN CONTROL AND ADVISORY ACTIVITIES Published also on the Swedish SLIC Website: http://www.av.se/slic2012/inspection_tools.aspx • A specific checklist for LI emphasizing service-sector-specific hazards such as heavy workload, time pressure, varied working hours and night shift, planning of work, emotional demands with clients, risk of violence, threats and robberies, sexual harassment. This checklist was also used in the traffic sector.

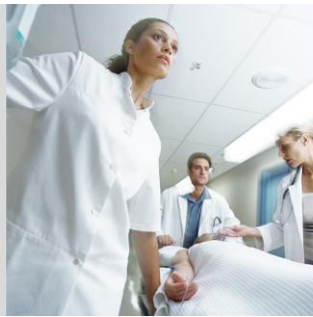


<p>Number of labour inspectors</p>	<p>The total number of (field) labour inspectors? 272 (field labour inspectors for all sectors excluding traffic sector in 19 regional labour inspectorates) plus 21 (specialized labour inspectors for the traffic sector); on the whole there are 437 labour inspectors in the Austrian labour inspectorate (for all sectors inclusive traffic sector and administrative staff)</p> <p>The number of labour inspectors with competence on psychosocial risks? Nearly 103, but with different level of competence (40 new labour inspectors, trained on RA of psychosocial risks as an obligatory part of their six month training; 30 labour inspectors were trained when the guidance for LI was developed in a project group in 2011, 33 labour inspector were trained during this campaign)</p> <p>The number of labour inspectors actively taking part in the campaign? 48 field labour inspectors (45 general LI and 3 specialized traffic LI) and 3 persons from the central labour inspectorate (project management)</p>
<p>Training</p>	<p>Has specific training for preparation of the campaign taken place? Yes</p> <p>Has training material been developed? Yes, especially Leaflet, Flyers</p> <p>The number of training days per inspector: Only for the campaign 2 days (for the pilot project in the service sector, which started in August 2011 and was finished in February 2012, there was also a training of 2 days)</p> <p>The number of inspectors trained: 44</p>
<p>National evaluation or follow-up</p>	<p>There will be a 2-day workshop and the end of January 2013 with all involved labour inspectors (traffic and general LI) for assessing the inspectors' experiences of the campaign via group interviews</p>
<p>Development of national information materials</p>	<p>Specific Leaflet, Flyers (for hotels, enterprises employers: background and process of a RA concerning physical (manual handling of heavy loads; sustained restrictive body positions) and psychosocial risks; information about working hours legislation; information about accident prevention)</p> <p>http://www.arbeitsinspektion.gv.at/AI/Gesundheit/gesundheit_im_betrieb_020.htm</p>





PSYCHOSOCIAL RISK
ASSESSMENTS



Development
of a national
campaign
website

Website: Information about the SLIC Campaign in German:

<http://www.arbeitsinspektion.gv.at/AI/Gesundheit/Belastungen/seite070.htm>

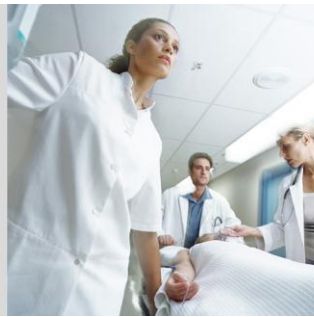
and special Website about the Austrian Campaign in the service sector (hotels, restaurants) in German:

http://www.arbeitsinspektion.gv.at/AI/Gesundheit/gesundheit_im_betrieb_020.htm

And also more general information:

<http://www.arbeitsinspektion.gv.at/AI/Gesundheit/Belastungen/default.htm#Arbeitspsychologie>

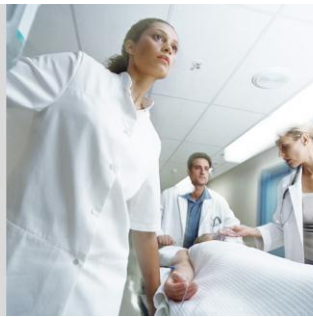




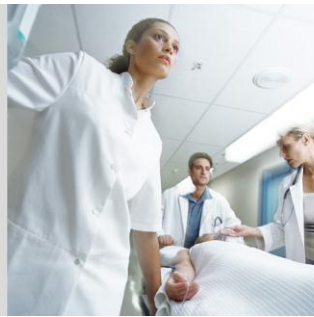
Assessment of the campaign

Usefulness of background material	Could not be measured directly. But in general, the usefulness of background material seems to be not very high. National information materials have been seen as much more helpful, because of the direct focus on national laws, demands and guidelines. International background information material is more interesting for international organizations or also for political and strategically discussions of the LI with social partners (e.g. very useful end helpful for the recent amendment of the Austrian Protection of employee law) and to arouse public interest on this upcoming issue. But the background material was not so useful for employers or employees.
Usefulness of the inspection tools (toolkit)	Could not be measured directly. But in general, the usefulness of the whole toolkit seems to be not very high for the implementation of our national campaign. Our national information materials have been seen as much more helpful, because of the direct focus on national laws, demands and guidelines. International tools are more interesting for international organizations or developers of further tools. It is also useful for the benchmarking with other LI. The toll “guide for inspectors” was very useful for the training of LI.
Usefulness of the project flyer	Could not be measured directly. But in general, the usefulness seems to be not very high for the national campaign. The national information materials have been seen as much more helpful, because of the direct focus on national laws, demands and guidelines.





Usefulness of the project website	Could not be measured directly. But in general, the usefulness seems to be not very high. The national website is seen as much more helpful, because of the direct focus on national laws, demands and guidelines. But the project website was very useful for the project leader (for intermediate reports), and for the training of LI and other OSH experts
Description of good examples, in attachment if needed	Not yet available
The inspectors' overall experiences of the campaign	<p>The campaign was and still is a very good way to raise awareness for this important issue namely the prevention of psychosocial risks and to influence different national activities. Most LI think that the campaign was and still is very useful for stressing the importance of assessing the psychosocial hazards more systematically and based on facts.</p> <p>It also occurs that the inspectors have to use a great deal of time to explain what psychosocial work environment means and what psychosocial risk assessment is and how to do it when they inspect smaller restaurants (mainly it took 3-4 hrs. for one inspection). Some labour inspectors mentioned that it was more effective to carry out the inspection by two labour inspectors – one person to lead the conversation and the other person to take notes. Often the inspection carried out by two labour inspectors took less than the average 3-4 hrs.</p>



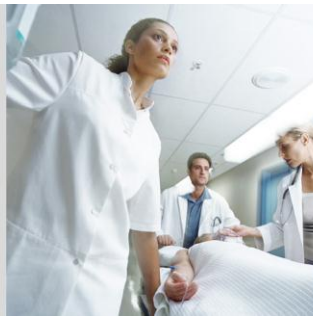
The employers' experiences of the campaign

More employers than expected have shown interest in this new issue and have seen the campaign as a way to raise awareness and are convinced, that the risk assessment of psychosocial risks is very important and has a positive outcome for the workforce and the enterprise production.

But several of the employers especially in SME that have been inspected need to improve their ability of carrying out psychosocial risk assessments and the measures which need to be taken. The lack of knowledge among managers is however found more often in small enterprises.

Large hotels or restaurants with more employees and more support of competent internal or external occupational experts (occupational doctors or occupational psychologists) have more effective results from psychosocial risk assessments. The managers in big hotel, restaurants are often aware that heavy workload, time pressure or conflicts with clients are psychosocial risks and have started to reduce them, even if they have not done it systematically.





Evaluation

Please, scale the following aspects of the event on a 1-5 basis, where 5 signifies “very much”, 4-“somewhat”, 3 – “undecided”, 2 – “not really” and 1 - “not at all”.

	5	4	3	2	1
Did the campaign influence the national priorities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign induce measures in the enterprises?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign contribute to the OSH management and prevention culture in enterprises?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign contribute to inform employers and workers?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign induce an increase in adequate risk assessments?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign improve the national OSH infrastructure?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign stimulate enforcement in SME:s and high risk sectors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the exchange of information with other member states stimulate national development?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

