



CHANGE MANAGEMENT

In this video, Dave learns about undertaking workplace change well. He realises how rumours and uncertainty can be stressful for people, and can lead to mental injuries and workers compensation claims.

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Areas of focus	Yes	No	Comment
Communication			
We clearly communicate changes to all employees, so they understand the rationale for change, and the impact on their jobs.			
Workers and HSRs (health & safety representatives) have participated in consultation sessions, meetings or discussions on change implementation.			
We have identified those impacted by change (including people off work) and have explained how the changes will affect them.			
Managers have communicated the changes directly to their workers (e.g. explained the broad rationale for change and why change is occurring to the team's work/individual's role).			
There is a clear feedback process in place – employees know where to direct questions, and answers are provided in a timely way.			
There has been communication between work areas about arrangements for workers who are being moved to a different area.			
There is a plan for ongoing communication with workers on the impact of change, including capturing and responding to feedback.			
Work health & safety			
Physical and psychosocial risk assessments have been conducted on work arrangements (existing and new work arrangements).			
All workers have been provided with information and supervision on new duties and WHS procedures.			
Workstation assessments have been conducted to ensure the new work environment is appropriate.			
Inductions have been provided to workers in new work areas, covering culture/values, expectations and governance.			
High risk work groups have been identified and provided with support/advice and training (as required).			

Areas of focus	Yes	No	Comment
Early intervention			
Managers are trained to recognise early warning signs of worker distress and low morale (i.e. unplanned absences, increased conflict, withdrawal, deteriorating work performance).			
Workers are aware of the support and assistance which may be available (e.g. Employee Assistance Program, redundancy support packages).			
Managers have relevant information about workers transferring from other areas who may require additional support in new roles.			
Managers know how to access and utilise support for their team members and themselves.			

Management and leadership			
Senior managers regularly communicate change with workers, and consider the health and wellbeing impacts of organisational change.			
A transition support team/role has been identified and its purpose has been communicated to the business.			
We have a plan for supporting the integration of new workers and the relocation of workers, including any retraining needs.			
Senior managers have consistently encouraged feedback from workers about how change is implemented.			
Leaders are provided with ongoing information to reduce rumours and other stressors related to the changes.			
An open door policy has been instituted to enable workers to talk openly about their concerns.			

What are the priority areas we're going to work on?

Focus area & action plan	Review by
1.	
2.	
3.	

Completed by:

Date: