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ROI on psychosocial risk for Watco and IMG

Case study illustrating how Skodel saved time and costs to meet psychosocial hazard obligations



The outcome

Verifiable psychosocial risk processes, delivered simply. With legislative obligations to consult with workers on psychosocial hazards, Watco and Intermodal Group (IMG) needed a solution that delivered actionable insights without disrupting operations or exhausting internal resources. Within 21 days, Watco completed a full psychosocial risk assessment covering key departments at a fraction of the cost and effort of traditional methods.

Key challenges

- Logistics-heavy, high-risk environment where consultation is both a regulatory requirement and a practical challenge
 - Dispersed workforce
 - Limited computer access
 - Potential skepticism towards mental health based initiatives

Requirements for solution

- Be deployed quickly and simply across departments and job types
- Collect meaningful data to assess and control psychosocial hazards in Model Code of Practice
- Map risks and controls in a structured, defensible way for internal and external review

21 days

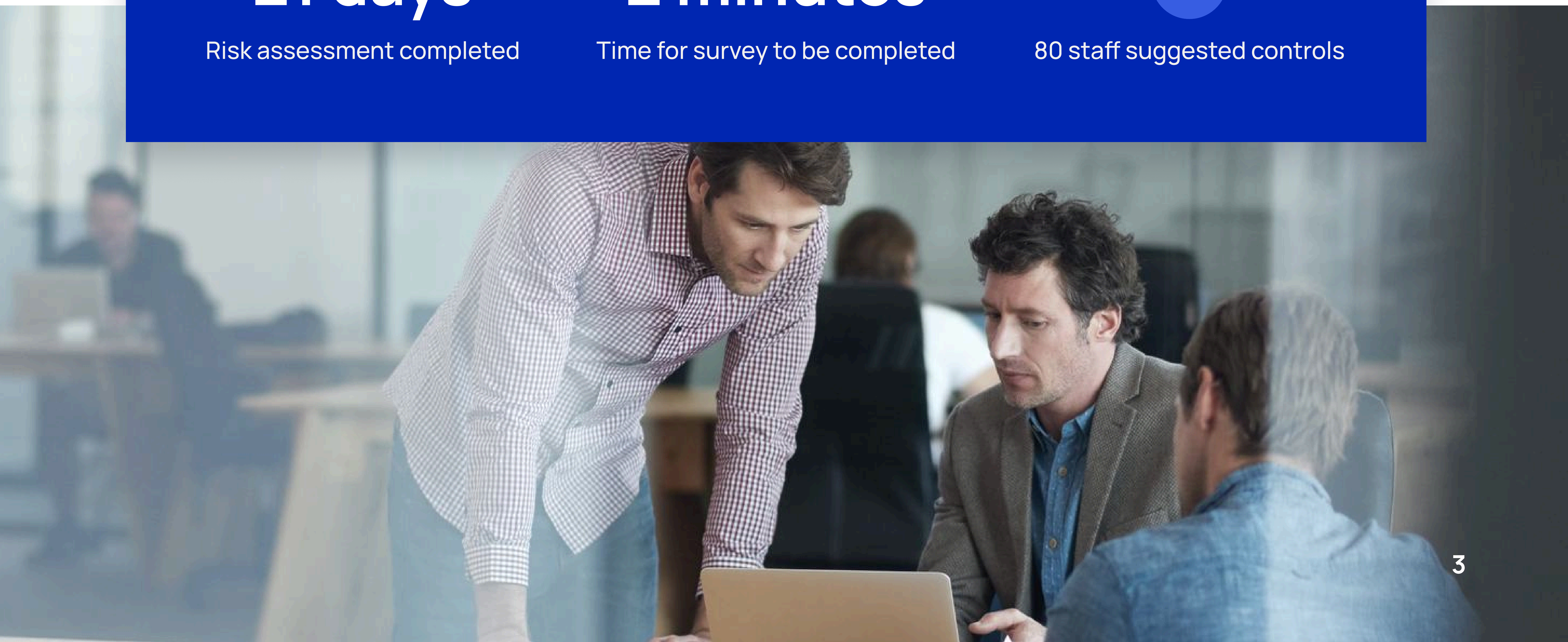
Risk assessment completed

2 minutes

Time for survey to be completed



80 staff suggested controls



The approach: Simple for workers. Robust for leadership.

“We needed something simple, effective and scalable. Skodel helped us meet our obligations in a way that worked for the workforce and the board.”

— Chris McGrath, Psychosocial Safety Lead, Watco

Watco selected Skodel because it struck the right balance:

- ✓ 2-minute survey aligned to regulatory codes and 17 hazards
- ✓ Ability to trigger reminders to incompletes to support participation
- ✓ Automated risk assessments at organisation and department levels
- ✓ Staff input on control measures to reduce or eliminate risks captured
- ✓ Export-ready reporting for executive and board review
- ✓ Simple review process as required to ensure up to date and verifiable processes

The ROI: Simple, resource efficient, regulator aligned

The return on investment wasn't just financial, it was operational. By using Skodel, Watco avoided:

- Weeks of internal work designing and delivering survey
- Costly consultant-led sessions with variable output
- Complexity in aligning results to model codes of practice
- Added load on internal safety and HR teams

Instead, they got:

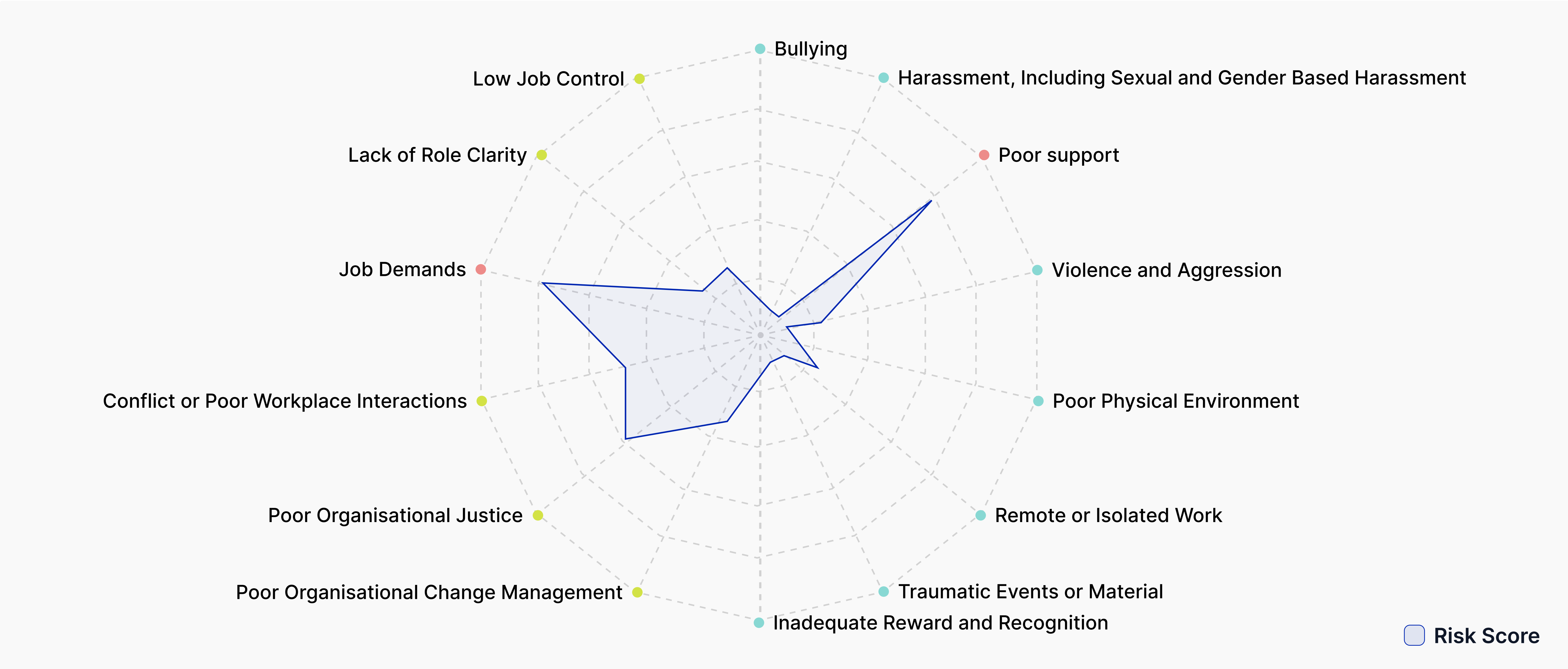
- A risk assessment aligned to Model Code of Practice delivered efficiently
- Meaningful input from staff on controls, without survey fatigue
- A repeatable process to demonstrate ongoing consultation and compliance



Sample risk assessment and prevention plan

The below is a sample report. **NOT** representative of Watco or IMG results. It demonstrates key outputs of our risk assessment and prevention plan process. These are achieved in consultation with the workforce.

Psychosocial hazards by prevalence and impact on productivity



Top associated risks



Understanding the key risks

Job demands and poor support were noted as higher risk hazards, this was largely driven by inefficient processes and unclear or delayed information. Isolated incidents of bullying were noted too. The below control suggestions from staff could support in reducing the prevalence and impact of these risks

Controlling risks practically

Risk it aims to address	Control implemented
Poor flow of communication	Centralised communication through a fortnightly bulletin.
Inefficient processes	Focus group with staff to identify the top 3 inefficiencies and how these could be improved.
Bullying and harassment	Reporting outlet and response process that staff are aware of for such incidents

Experience and contact details

● People experience

- Skodel's approach to psychosocial compliance is supported by Chief Regulatory Officer and former CEO of SafeWork South Australia, Martyn Campbell.
- Ian Fagan led the delivery at Watco and IMG. Ian has extensive experience in the delivery of psych risk assessment processes across a range of organisations in highly regulated sectors such as manufacturing, construction, logistics and education.
- Organisational psychologists, Samantha Young and HR professional, Kristen Raison bridge the gap between Safety, HR and Organisational Psychology to ensure the three work in unison.

● Chris McGrath on Skodel's system and process

"We needed a tool to assess risk simply and objectively. Skodel allowed us to meet our legislative obligations without bogging down the business. It has enabled the board to make informed decisions with confidence"

● Contact Skodel

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Skodel and Watco + IMG

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