

## Understanding control ownership

When managing risks in an organisation, there are a number of key roles that contribute to the design and operationalisation of the control or intervention. It is important to recognise that the person who technically describes what best practice for a control might be is not necessarily the same person who is responsible for making the control available within the business. Similarly, the person who is responsible for making sure the control or intervention is operationally available is not necessarily the person responsible for applying the control.

Clearly identifying the key parties involved in critical risk control management helps an organisation to get clarity on who does what when it comes to managing health and safety risks. It can be helpful to document these formally as part of your safety management system as it will help you to allocate responsibility and ensure accountability.



### Owner specification

The Owner Specification is the most senior person (Tier 2 or 3) with accountability for formally approving the physical nature (specification) or steps (procedure) relating to the control. E.g, if one control to prevent harmful exposure to traumatic events is job rotation, the Owner Specification might be the Chief Mental Health Officer who best understands the optimum frequency of job rotation to reduce risk of harm and confirms how this is to be enacted .



### Owner operation

The Owner Operation is the person who is responsible for sourcing / making available fit-for-purpose physical or digital controls that can be used by those who manage the risk. E.g., if the control is security restrictions and warnings on client files with upsetting materials, the Owner Operation might be the Chief Digital Officer whose role is to ensure technology solutions that are fit for purpose.



### Accountable

The person who is Accountable is usually the supervisor of work or line manager who oversees the application of the control. E.g., if the control is job rotation to reduce prolonged exposure to traumatic materials, the unit manager is accountable for ensuring that team members are adhering to task or job rotation requirements that are specified and enabled by the Owner Specification.



### Responsible

This is the person who is Responsible for using or enacting the control. This is usually workers. E.g. if professional supervision is a mitigation control (to reduce the impact of exposure to traumatic events), the impacted worker would be responsible for attending the professional supervision sessions.

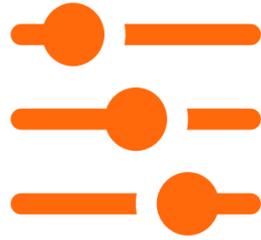
# Critical Control Ownership



Psychosocial risk



Scenario



Critical control



Owner specification



Owner operation



Accountable



Responsible

Exposure to traumatic materials

Case manager reviewing client files

Job rotation

Professional supervision

Access limits on client files

- Chief People Officer

- Chief Mental Health Officer

- Chief Mental Health Officer

- N/A

- N/A

- Chief Digital Officer

- Claims Unit Supervisor

- Team Manager

- Claims Unit Supervisor

- Case Manager

- Case Manager

- Case Manager



Hints

Identify specific psychosocial risks, not just 'mental health'

Identify the specific contexts or scenarios in which this specific risk occurs in your business or through your business' activities

Identify controls that provide the highest level of protection, so far as is reasonably practicable. Focus on controls that prevent, detect and mitigate risk.

This is the person who has senior responsibility for formally approving the nature of the control for this risk

This is the person who has to oversee and ensure the control is sourced and available (note: not all controls will have an Owner Operations)

This is the person who is responsible for making sure the control is applied - it is usually a manager close to the work.

This is the person who is responsible for using or enacting the control - it is usually workers and line managers.