

# Psychosocial Hazard Management Plan

SAMPLE

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## Purpose and Scope

This Psychosocial Hazard Management Plan sets out how [Company Name] will identify, assess, control and review psychosocial hazards in the workplace in line with Australian work health and safety (WHS) legislation, regulations and codes of practice.

The plan applies to all workers, including employees, contractors, labour-hire personnel, volunteers, students and visitors across all operations, sites and activities, including:

- Office and corporate environments (e.g. head offices, administrative hubs, call centres)
- Retail and wholesale (e.g. shopfronts, warehouses, online fulfilment centres)
- Hospitality and events (e.g. venues, hotels, bars, catering, event sites)
- Disability and aged care (e.g. residential services, community support, in-home care)
- Mining and resources (e.g. mines, processing plants, exploration camps, FIFO operations)

This document should be read in conjunction with [Company Name]'s WHS Policy, Risk Management Procedure, Incident Reporting Procedure, Consultation and Communication Procedure, and relevant HR policies (e.g. Code of Conduct, Performance Management, Bullying and Harassment, Fatigue Management, Flexible Work, Grievance Management).

## Definitions

### Key Terms

- **Psychosocial hazard** – A hazard that arises from, or relates to, the design or management of work, the working environment, plant, or workplace interactions and behaviours that may cause psychological or physical harm.
- **Psychosocial risk** – The likelihood that a psychosocial hazard will cause psychological or physical harm and the degree of harm that might result.
- **Psychological harm** – Includes mental health conditions such as anxiety, depression, post-traumatic stress disorder (PTSD), burnout, and other stress-related disorders.
- **Reasonably practicable** – What is reasonably able to be done to ensure health and safety, taking into account likelihood, degree of harm, knowledge, availability and suitability of controls, and cost.
- **Worker** – Any person who carries out work in any capacity for [Company Name], including employees, contractors, subcontractors, labour-hire workers, apprentices, trainees, volunteers and work experience students.
- **Officer** – A person who makes, or participates in making, decisions that affect the whole or a substantial part of [Company Name]'s business (e.g. directors, senior executives).

## Legislative and Standards Framework

[Company Name] will manage psychosocial hazards in accordance with applicable Australian WHS laws, including (as relevant by jurisdiction):

- Work Health and Safety Act (Commonwealth and State/Territory equivalents)
- Work Health and Safety Regulations (including psychosocial risk provisions where enacted)
- Relevant Codes of Practice, including but not limited to:
  - Managing Psychosocial Hazards at Work
  - Managing the Risk of Workplace Bullying
  - Managing the Work Environment and Facilities
  - Fatigue Management (where available)
- Anti-discrimination, equal opportunity and human rights legislation
- Privacy and confidentiality laws relating to worker health information

[Company Name] will also align with relevant standards and guidance, such as:

- AS/NZS ISO 45001 Occupational health and safety management systems
- ISO 45003 Psychological health and safety at work – Guidelines for managing psychosocial risks

## Objectives

The objectives of this Psychosocial Hazard Management Plan are to:

- Systematically identify and manage psychosocial hazards across all operations
- Prevent psychological and physical harm associated with psychosocial risks
- Integrate psychosocial risk management into existing WHS and HR systems
- Support a positive, respectful and inclusive workplace culture
- Ensure compliance with WHS duties relating to psychosocial hazards
- Provide clear roles, responsibilities and processes for managing psychosocial issues
- Encourage early reporting, intervention and support for workers

## Roles and Responsibilities

### Officers (e.g. Board, Executive Management)

Officers must exercise due diligence to ensure [Company Name] complies with its WHS obligations regarding psychosocial hazards by:

- Acquiring and keeping up-to-date knowledge of psychosocial hazards and WHS obligations

- Ensuring [Company Name] has appropriate resources and processes to manage psychosocial risks
- Ensuring there are processes for receiving, considering and responding to information about psychosocial incidents, hazards and risks
- Verifying that psychosocial risk controls are implemented and effective through regular reporting and review

## Managers and Supervisors

Managers and supervisors at all levels (e.g. store managers, team leaders, site supervisors, clinical leads, project managers, superintendents) are responsible for:

- Implementing this Psychosocial Hazard Management Plan in their area of control
- Identifying and assessing psychosocial hazards in consultation with workers
- Implementing and monitoring control measures
- Addressing inappropriate behaviours (e.g. bullying, harassment, aggression) promptly and fairly
- Managing workloads, staffing levels and rosters to minimise psychosocial risk
- Facilitating access to support services (e.g. Employee Assistance Program (EAP))
- Ensuring workers are trained and competent in psychosocial risk awareness and procedures

## Workers

All workers have responsibilities to:

- Take reasonable care for their own health and safety and that of others
- Follow reasonable instructions, policies and procedures related to psychosocial risk
- Treat others with respect and comply with behavioural standards
- Report psychosocial hazards, incidents, near misses and concerns as soon as possible
- Participate in consultation, training and risk assessments

## Health and Safety Representatives (HSRs) and WHS Committees

Where HSRs and WHS committees are in place, they will:

- Represent workers' psychosocial health and safety interests
- Participate in psychosocial risk assessments and investigations
- Monitor the effectiveness of psychosocial control measures
- Raise issues and recommendations with management