

Managing psychosocial hazards at work

Apply the risk management process to manage psychosocial hazards

Exposure to psychosocial hazards can cause psychological and physical injury.

Under model work health and safety laws, psychosocial hazards and risks are treated the same as physical hazards and risks.



On average,
7,984

Australians are compensated for work related mental health conditions each year.

Psychological injuries usually have **longer recovery times, higher costs** and mean **more time away from work** than physical injuries.



Psychosocial hazards that may arise at work

- Job demands
- Low job control
- Poor support
- Lack of role clarity
- Poor organisational change management
- Inadequate reward and recognition
- Poor organisational justice
- Traumatic events or material
- Remote or isolated work
- Poor physical environment
- Violence and aggression
- Bullying
- Harassment including sexual harassment
- Conflict or poor workplace relationships and interactions



9%

of all serious workers' compensation claims are for work-related mental health conditions.



People at Work

[People at Work](#) is a free online tool to help businesses identify, assess and manage psychosocial risks at work.

The online tool also provides guidance on practical ways to manage these risks at work.

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Four steps to prevention

Safe Work Australia recommends following the same four step risk management process you use to manage physical hazards to manage psychosocial hazards. All these steps must be supported by consultation with your workers.

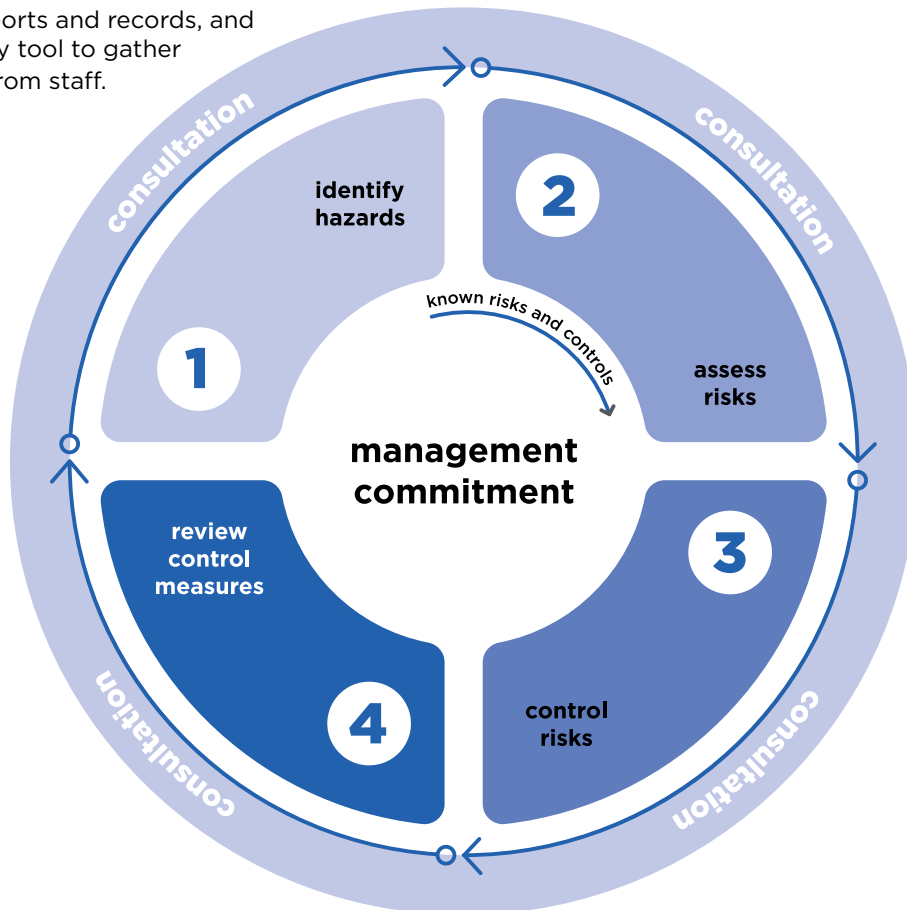
Step 1: Identify

Psychosocial hazards and risks can be identified by:

- talking and listening to your workers
- inspecting your workplace
- taking note of how your workers interact
- reviewing reports and records, and
- using a survey tool to gather information from staff.

Step 2: Assess

Consider what could happen if workers are exposed to the identified hazards and risks. Many hazards and their associated risks are well-known but some may need to be identified through a formal assessment process.



Step 3: Control

Where possible, eliminate the risk. This is always the safest option, but if it isn't possible, minimise the risk as much as possible through planning and prevention.

Step 4: Review

Maintain, monitor and review control measures when necessary. It is important to regularly review control measures to ensure they remain effective.

For information on psychosocial hazards and how they can be managed see the [model Code of Practice: Managing psychosocial hazards at work](#).