



Psychosocial risk assessment tool

This risk assessment tool is designed to help employers meet their legal obligations to manage risks associated with psychological injury. You may need to consider other risk factors unique to your organisation - these factors can be added to the 'additional factors' sections of this risk assessment tool.

To use this tool, read the statements below and tick 'yes' to any of the statements you agree with, making any relevant comments that should be considered as part of the risk assessment process. This risk assessment tool can be used as a stand-alone assessment or in conjunction with an employee survey.

This tool forms part of the risk management process. Risk management is a four-step process for controlling exposure to health and safety risks associated with hazards in the workplace, with consultation with workers occurring at each step. As outlined in Part 5 of the [Work Health and Safety Act 2011](#), consultation is an essential part of the risk management process. The [Work health and safety consultation, co-operation and co-ordination Code of Practice 2011](#) provides guidance for employers about strategies for effective consultation with workers. For further information on the risk management approach, please read the [How to manage work health and safety risks Code of Practice 2011](#).

The *Work Health and Safety Act 2011* states that to properly manage exposure to risks, a person must:

- identify hazards
- assess risks if necessary
- control risks
- review control measures to ensure they are working as planned.



Completed by:

Position:

Date of risk assessment: Review date:

Step 1. Identify the hazards

Workplace data	Yes	No	Comments (reasons for your assessment)
Are there any indications when looking at employee sick leave, with or without certificates, which show relevant trends (e.g. headaches, recurrent colds or flu and musculoskeletal disorders)?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there any departments, units, roles or positions that are showing higher levels of sick leave compared with others?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there any cases of annual or long service leave (or non-usage) as a result of psychological risk factors or work-related stress (e.g. using annual leave when sick leave is depleted or not using annual leave due to work pressure)?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there cases of workers' compensation for psychological injuries (e.g. post-traumatic stress disorder, anxiety and/or depression)?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there trends or common themes in complaints or workplace grievances?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there trends in the Employee Assistance Program (EAP) usage and types of issues managed?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there industrial relations records or disputes that link to job stress or dissatisfaction in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there any related and unresolved issues in minutes of meetings (e.g. workload or change in work roles)?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there work schedule records that reflect on work, overtime usage or other relevant information?	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a lack of knowledge and compliance with the organisation's policies and procedures related to psychological health (e.g. harassment, bullying or discrimination)?	<input type="checkbox"/>	<input type="checkbox"/>	
Additional comments?			

Direct observation	Yes	No	Comments (reasons for your assessment)
Are there any understaffed work areas?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there any people showing signs of stress (e.g. verbal abuse, openly criticising others or the organisation, general frustration with work environment, incivility)?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there work areas where employees handle conflict destructively (e.g. using blame language or personal criticism)?	<input type="checkbox"/>	<input type="checkbox"/>	
Do workers seem to be 'on edge' or hypervigilant when discussing work or working through problems?	<input type="checkbox"/>	<input type="checkbox"/>	
Do workers attend work showing signs of illness (i.e. colds and flus)?	<input type="checkbox"/>	<input type="checkbox"/>	
Additional comments?			

Step 2. Assess and prioritise risk

Psychosocial hazards and factors	Duties/task elements	Consequences (possible injury outcomes)	Injury risk potential (likelihood vs consequences)	Action required	
				Yes	No
<p>Low job control</p> <p>This factor is related to control over and involvement in decisions that could be reasonably expected in a job or role.</p> <p>Low job control can include:</p> <ul style="list-style-type: none"> • work methods that are predetermined (e.g. how the work is undertaken and the approach taken is already decided for the worker) • limited control over priorities or workload • strict and inflexible work schedules • workers are not consulted about decisions impacting them • inability to access necessary tools, resources or information • the pace of work • shift work • other (please specify). 				<input type="checkbox"/>	<input type="checkbox"/>

Psychosocial hazards and factors	Duties/task elements	Consequences (possible injury outcomes)	Injury risk potential (likelihood vs consequences)	Action required	
				Yes	No
<p>High or low job demands</p> <p>This factor relates to the various demands placed on employees in their roles.</p> <p>High or low job demands can include:</p> <ul style="list-style-type: none"> • lack of variety in tasks • monotonous, under stimulating or meaningless work • high uncertainty • low social value of work • continuous exposure to people through work • tasks that require emotions to be hidden • roles that involve dealing with difficult people/ clients • work overload or underload • machine pacing • having too much or too little to do • working under time pressure • continually subjected to deadlines • tasks that required extreme concentration • roles that require difficult environments (e.g. loud noise, vibrations, poor lighting) • roles that require regular overtime • roles that are exposed to emotionally disturbing events • other (please specify). 				<input type="checkbox"/>	<input type="checkbox"/>

Psychosocial hazards and factors	Duties/task elements	Consequences (possible injury outcomes)	Injury risk potential (likelihood vs consequences)	Action required	
				Yes	No
<p>Poor support</p> <p>This factor relates to the practical assistance and emotional support that team members or managers provide.</p> <p>Poor support can include:</p> <ul style="list-style-type: none"> • inadequate or absent supervision • low levels of support for problem solving and personal development • inconsiderate or unsupportive supervision • social or physical isolation • poor relationship with co-workers • poor relationships with supervisors/managers • interpersonal conflict • lack of social support • isolated or solitary work • other (please specify). 				<input type="checkbox"/>	<input type="checkbox"/>
<p>Low role clarity</p> <p>This factor relates to the degree of certainty with regard to role requirements and responsibilities.</p> <p>Low role clarity can include:</p> <ul style="list-style-type: none"> • unclear work role • conflicting roles within the same job • lack of definition of or agreement on organisational objectives and structure • other (please specify). 				<input type="checkbox"/>	<input type="checkbox"/>

Psychosocial hazards and factors	Duties/task elements	Consequences (possible injury outcomes)	Injury risk potential (likelihood vs consequences)	Action required	
				Yes	No
<p>Poor workplace relationships</p> <p>This factor relates to the quality of relationships and/ or degree of conflict among workers or teams.</p> <p>Poor workplace relationships can include:</p> <ul style="list-style-type: none"> • social or physical isolation • poor relationships with co-workers • poor relationships with superiors • interpersonal conflict • lack of social support • bullying, harassment and violence • isolated or solitary work • lack of agreed procedures or knowledge of procedure for dealing with workplace problems or complaints • poor trust among employees and towards management • other (please specify). 				<input type="checkbox"/>	<input type="checkbox"/>
<p>Poor organisational change management</p> <p>This factor relates to how organisational change is managed.</p> <p>Poor organisational change management can include:</p> <ul style="list-style-type: none"> • management of organisational change is not done or not done well • lack of communication within the workplace • rigidity of work practices • job insecurity • career uncertainty • stagnation • other (please specify). 				<input type="checkbox"/>	<input type="checkbox"/>

Psychosocial hazards and factors	Duties/task elements	Consequences (possible injury outcomes)	Injury risk potential (likelihood vs consequences)	Action required	
				Yes	No
<p>Low rewards and recognition</p> <p>This factor relates to the acknowledgement provided to workers.</p> <p>Low reward and recognition can include:</p> <ul style="list-style-type: none"> • absence of mechanisms for feedback and/or goal setting • feedback or acknowledgement that is not meaningful • inequitable reward and recognition practices • other (please specify). 				<input type="checkbox"/>	<input type="checkbox"/>
<p>Poor organisational justice</p> <p>This factor relates to the perceptions of fairness at work.</p> <p>Poor organisational justice can include:</p> <ul style="list-style-type: none"> • bias of work procedures • inconsistency of applied procedures • lack of respect given to employees during the process • unclear or unfair processes for performance appraisal and management • other (please specify). 				<input type="checkbox"/>	<input type="checkbox"/>

Psychosocial hazards and factors	Duties/task elements	Consequences (possible injury outcomes)	Injury risk potential (likelihood vs consequences)	Action required	
				Yes	No
<p>Remote and isolated work</p> <p>This factor relates to work that is isolated from the assistance of others because of the location, time or nature of the work being done. Assistance from others includes rescue, medical assistance and emergency services.</p> <p>Remote and isolated work roles can include:</p> <ul style="list-style-type: none"> • all-night convenience store and service station attendants • sales representatives, including real estate agents • long distance freight transport drivers • scientists, park rangers and others carrying out field work alone • health and community workers working in isolation with members of the public. <p>Remote and isolated work roles should consider:</p> <ul style="list-style-type: none"> • access to communication devices • frequency of contact with other workers or supervisors • length of time away from others • difficulty of immediate rescue or attendance of emergency services • whether high risk activities are involved • likelihood of animal attack • likelihood of violence or aggression from customers or clients. 				<input type="checkbox"/>	<input type="checkbox"/>

Psychosocial hazards and factors	Duties/task elements	Consequences (possible injury outcomes)	Injury risk potential (likelihood vs consequences)	Action required	
				Yes	No
<p>Violent events</p> <p>This factor relates to workplace incidents that involve exposure to abuse, the threat of, or actual harm that causes fear and distress and can lead to stress and/or physical injury.</p> <p>Violent or traumatic events can include:</p> <ul style="list-style-type: none"> • robbery • assault • being bitten, spat at, scratched or kicked • being threatened with a weapon. 				<input type="checkbox"/>	<input type="checkbox"/>
<p>Traumatic events</p> <p>This factor refers to any workplace events that may be perceived as traumatic or distressing. Examples include:</p> <ul style="list-style-type: none"> • exposure to a fatality or serious injury • exposure to a medical situation that is distressing • exposure to a violent incident. 				<input type="checkbox"/>	<input type="checkbox"/>

Step 3: Control risks

Risk management plan

If you identified any risk that required follow up during step two, you should identify and implement risk controls. Adapt and use this risk management plan template and use the risk controls provided in the toolkit as a guide to help you.

Priority	Risk factors to be addressed	Cause	Existing control(s)	Additional controls to be implemented	Person responsible	Review date	Sign off on completion
1							
2							
3							
4							
5							
6							

Step 4: Review effectiveness of controls

Review the effectiveness of the control measures that have been implemented to ensure they are working as planned. For this step you may like to consider reviewing the workplace data sources from step one as a possible indication of how effective your control measures have been.

Review of control implementation plan

Are control measures in place? Yes No

Comment:

Are controls eliminating or minimising the risk to an acceptable residual risk level? Yes No

Comment:

(Attach copies of documentation to support this.)

Are there any new or remaining risks which need further attention? Yes No

Comment:

Who was involved/consulted in the review?

Name:		Name:		Name:	
Position:		Position:		Position:	
Signature:		Signature:		Signature:	
Date:		Date:		Date:	