



WHS psychosocial hazards – Quick reference guide

Psychosocial hazards are aspects of work which have the potential to cause psychological or physical harm.

Examples of reportable psychosocial hazards

- Constituent aggression
- Being yelled at in the workplace
- Exposure to traumatic materials
- Unrealistic work demands

If a psychosocial hazard occurs, you need to report it to ensure you have the supports you need.

Examples of reportable work pressures

Sitting Periods

- Long work hours.
- Unrealistic timeframes or pressures.
- Additional workloads as colleagues travel during sitting weeks.

Emotional/Psychosocial

- Constituent aggression and distress
- Job demands, intense/sustained mental or emotional effort.
- Poor workplace relationships.
- Exposure to traumatic events or workplace violence.

Impacts

Individual Impacts could include:

- Depression/anxiety
- Fatigue or problems sleeping
- Burnout
- Anger / mood swings
- Diminished performance / disengaged or withdrawn from work.

Organisational Impacts could include:

- Poor workplace culture
- Increased worker injury or illness
- Reduced productivity
- Increased absenteeism
- Higher employee turnover

Examples of workplace controls

Time Measures:

- Ensure staff levels align with expected outputs and staff have sufficient time to complete tasks.
- Set realistic, achievable goals.
- Ensure staff have opportunity for a break.
- Regularly review workloads to ensure staff have sufficient support.

Cognitive or emotional demands:

- Training for leaders and managers to be confident to have wellbeing conversations.
- Giving workers appropriate autonomy in how they perform work related tasks.
- Training employees on dealing with constituents (face to face, telephone and email), difficult or confronting situations.

Where to go for help and support

IN AN EMERGENCY – FOLLOW YOUR LOCAL EMERGENCY RESPONSE PROCEDURES OR CALL 000

Parliamentary Workplace Support Service

- Email: support@PWSS.gov.au
- Phone: 1800 PH PWSS, or SMS 0487 112 755

MOPS Support

- Email: MOPSWHS@finance.gov.au
- Phone: 02 6215 3333 (option 2)

Employee Assistance Program (EAP) –

- Phone: 1300 360 364 or via online portal

New Access - beyondblue.org.au/newaccess-workplaces

Training: www.learning.maps.finance.gov.au/

How do I report a hazard?

All work-related incidents and hazards must be reported by either:

- using the self-service portal [Skytrust](#)
- by calling Marsh on 1300 418 288
- by emailing mops.safety@marsh.com