Psychosocial Safety

We’ll work through three steps

01 **Recognise**
Choose one priority team hazard.

02 **Discuss**
Run the Safety Check Chat.

03 **Act**
Agree on one practical action.



Before we begin

No one needs to share personal experiences. Focus on the work and what could make it safer.

Social Infrastructure & Citizen Services

SAFE OVER SUMMER

STEP 1 OF 3 RECOGNISE

One priority hazard

Which hazard creates the greatest risk in our work today or this week?

1 TEAM DECISION

Choose one hazard.

Focus on working conditions – *not individuals.*

The 'Downer 28'

Downer has identified 28 psychosocial hazards that people may experience within the workplace.

These can come from how work is designed, organised or managed, the work environment, or how people interact and behave at work.

If not managed well, they can contribute to **psychological** or **physical harm**.

JOB RELATED HAZARDS	LACK OF ROLE CLARITY Conflicting priorities or unclear responsibilities may cause confusion, frustration and errors.	ROLE OVERLOAD Too much work, unachievable deadlines or unpredictable hours may lead to stress and exhaustion.	ROLE UNDERLOAD Too little work or highly repetitive, monotonous tasks may lead to boredom and disengagement.	LOW JOB CONTROL Little control over how work is done or limited decision-making power may lead to frustration and overwhelm.	POOR TOOLS, SYSTEMS & PROCESSES Inadequate tools, equipment or systems that workers cannot influence may cause psychosocial harm.
	ISOLATED/REMOTE WORK Work in locations, times, or conditions where access to other people, communication, or support is limited.	HAZARDOUS ENVIRONMENT Exposure to hazardous physical environments or tasks may trigger a physiological or stress response.	HIGH INTERPERSONAL RISK ENVIRONMENT Poorly surveilled, isolated or high-aggression environments increase worker exposure to harm	EXPOSURE TO TRAUMATIC EVENTS/MATERIALS Witnessing or experiencing traumatic events/materials may seriously impact wellbeing.	
WORKPLACE SYSTEM HAZARDS	POOR WORKPLACE CULTURE A culture that tolerates harmful, sexist or discriminatory behaviour undermines worker safety.	POOR SUPERVISOR SUPPORT Inadequate guidance, feedback or resources from managers may cause isolation and disengagement.	POOR WORKPLACE RELATIONSHIPS Frequent internal interpersonal conflict not addressed promptly and fairly may escalate to serious harm.	POOR CHANGE MANAGEMENT Poor consultation about significant changes with insufficient worker support may cause anxiety.	INADEQUATE REWARD & RECOGNITION Workers whose efforts go unrecognised or who lack fair career opportunities may feel undervalued.
	POOR PERFORMANCE MANAGEMENT Poorly handled performance management or disciplinary action may be a source of worker stress.	POOR ORGANISATIONAL JUSTICE Unfair or inconsistent processes for allocating work or managing performance cause resentment.	HIERARCHICAL POWER IMBALANCES Large power gaps and unquestioned authority over hiring and promotion may enable unchecked harm.	DEMOGRAPHIC SEGREGATION Workplaces lacking diversity in leadership or with rigid norms may cause harm to minority groups.	GENDER SEGREGATION Male-dominated workplaces with rigid gender norms and stereotypes may cause harm and inequality.
HARMFUL BEHAVIOR HAZARDS	SOCIETAL FACTORS Societal attitudes that accept discrimination, bullying or harassment may normalise harm at work.	CLIENT/CUSTOMER/ THIRD PARTY EXPOSURE Direct client, customer or public contact without adequate worker protections may cause harm.	UNWANTED EXTERNAL WORK-RELATED CONTACT Unwanted physical, verbal or electronic contact outside work that impacts workplace relationships.	SOCIALISING AFTER WORK Social events, shared accommodation or alcohol in a work context may increase exposure to harm.	ADHOC BUSINESS-RELATED SOCIAL FUNCTIONS Ad hoc work events like Christmas parties may increase exposure to harmful behaviour outside work.
	VULNERABLE WORKERS Young, minority, insecure or visa-dependent workers face a significantly greater risk of harm.	COMPETITION FOR JOBS Competitive job markets or dependence on senior workers for progression may deter complaints.	POOR JOB-RELATED FACTORS MANAGEMENT Failure to manage job-related hazards may cause workers to exhibit or become vulnerable to harm.	POOR ORGANISATIONAL FACTORS MANAGEMENT Failure to address organisational hazards may cause workers to exhibit or become vulnerable to harm.	

**If available, leaders should refer to & access recent Risk Assessment heat maps for contract or site data*

STEP 2 OF 3 DISCUSS

The Safety Check Chat

Use the chosen hazard and work through these four questions.

Q1 What's working well?
What already helps us manage this hazard?

Q2 Where are we struggling?
Where or when does the risk show up?

Q3 What are we learning?
What patterns, causes or gaps can we see?

Q4 What do we want to try next?
What practical change could reduce the risk?



Look for changes to the work.

STEP 3 OF 3 ACT

One Practical Change

Agree on one local action

Changing the work

Remove	Eliminate the harmful condition.
Redesign	Change workload, systems, roles or processes.
Manage	Use clear procedures, consultation and training.
Support	Provide early support and access to help.

***Some changes may require leadership support and endorsement. Share & discuss this action with your site leader for visibility.**

What will change?	
Who owns it?	
When is it due?	
When will we check it worked?	

Support does not replace fixing the cause. Escalate risks outside the team's control.

Your health and safety comes first

The SI&CS Health, Safety and Wellbeing Team is here to help.

You don’t have to work through a safety concern alone.

Ask for support when:

You’re unsure

We can help you understand a hazard and discuss a safer way to work.

Something happens

We can help with hazard, incident and near-miss reporting and next steps.

You need support

We can work with you and your supervisor or manager to address health, safety and wellbeing concerns.

Do you know who is your HSW Business Partner?

Employee Assistance Program - Australia: 1800 808 374 - New Zealand: 0800 808 374 – Available 24/7

Stop if the work is unsafe

Pause the task and move to a safe place. Speak up if something feels unsafe or you are unsure.

Notify your supervisor or manager

Report hazards, incidents and near misses promptly, even if no one is hurt. Explain what happened, where it is and who may be at risk.

Do not continue unsafe work

Keep the task stopped until the risk is addressed and your supervisor or manager confirms a safe way forward. Ask for help if you are unsure.