

Draft Template_ Psychosocial Hazards Risk Management – Implementation and Compliance Checklist

The purpose of this Checklist is to support Community Legal Centres (**Centre**) to:

- implement the draft *Psychosocial Hazards Risk Management Policy* (**Policy**); and
- understand their current level of compliance with work health and safety obligations relating to the management of psychosocial hazards in the workplace.

Where non-compliance is identified, action should be taken in accordance with the Policy and other related policies and procedures to ensure any gaps in compliance are addressed.

1. Implementation of the draft Policy

The following steps should be followed to implement the draft Policy.

Step		<input checked="" type="checkbox"/>	Comments / Actions
1	Review draft Policy and update to address: <ul style="list-style-type: none"> • relevant stakeholders at the Centre (i.e. those who will have responsibilities under the Policy); • actions already being undertaken at the Centre; • related policies, procedures, forms already included in the WHS Management System. 	<input type="checkbox"/>	
2	Consult relevant stakeholders on draft Policy to test: <ul style="list-style-type: none"> • proposed responsibilities and actions; • alignment with other policy and procedure documents and processes. 	<input type="checkbox"/>	
3	Consolidate feedback from relevant stakeholders and update draft Policy, if required.	<input type="checkbox"/>	
4	Consult with workers on draft Policy. If there is an agreed procedure for consultation, this must be followed. If there is no agreed procedure, the Centre should: <ul style="list-style-type: none"> • inform workers about the draft Policy and provide access to it; • allow workers to provide feedback (i.e. by email, through discussions with supervisors or managers, through health and safety committees or health and safety representatives, if relevant); • consider any feedback provided before making a decision to implement the draft Policy; • update final draft Policy to reflect any feedback following consultation process, if required. 	<input type="checkbox"/>	
5	Finalise Policy: <ul style="list-style-type: none"> • Policy is endorsed and implementation date is recorded; • Workers are informed about implementation of Policy and where it can be accessed etc. 	<input type="checkbox"/>	
5	Training/instruction about the new Policy: <ul style="list-style-type: none"> • Workers are provided with training or relevant instructions about using the Policy; • Stakeholders with specific responsibilities under the Policy are given training, if required. 	<input type="checkbox"/>	

2. Review/identification of psychosocial hazards and management of psychosocial risks

The Centre must identify reasonably foreseeable psychosocial hazards that could give rise to risks to health and safety. Once identified, hazards must be eliminated or minimised so far as is reasonably practicable.

Step		<input checked="" type="checkbox"/>	Comments / Actions
1	Review Centre's WHS Risk Register to determine whether psychosocial hazards have been identified.	<input type="checkbox"/>	
2	Plan for conduct of risk assessment to identify/review existing psychosocial hazards. This should involve consideration of: <ul style="list-style-type: none">• who will be involved and their responsibilities in the process;• how workers (and their representatives, if applicable) will be involved/consulted throughout the process;• sources of information to inform the risk assessment (for example, surveys, hazard or incident reports, worker feedback etc.)	<input type="checkbox"/>	
3	Collate information to inform risk assessment (personal information should be de-identified, where relevant).	<input type="checkbox"/>	
4	Workers receive training and information on how to identify and address psychosocial hazards and risk factors. Training records are maintained. (refer to WorkSafe Queensland for information and resources that may assist).	<input type="checkbox"/>	
5	Consult with workers about the identification of psychosocial hazards in the workplace, and ways to eliminate or psychosocial risks. If there is an agreed procedure for consultation, this must be followed.	<input type="checkbox"/>	
6	Conduct risk assessment in consultation with workers. This will involve: <ul style="list-style-type: none">• identification of psychosocial hazards;• determining the risks arising from the hazards;• determining whether the hazards can be eliminated, or otherwise, how they can be minimised.	<input type="checkbox"/>	
7	Record outcomes of risk assessment in the WHS Risk Register.	<input type="checkbox"/>	
9	Implement the control measures identified as part of the risk assessment and documented in the WHS Risk Register.	<input type="checkbox"/>	
9	Keep and maintain records of the risk assessment process.	<input type="checkbox"/>	

3. Reporting of psychosocial hazards, incidents and complaints

The Centre should ensure that all psychosocial hazards and incidents are reported. To do so, it must have appropriate hazard and incident reporting and complaint processes in place to ensure:

- relevant information is captured; and
- appropriate action is taken in response to reports and complaints (i.e. investigation, risk assessment, notification to relevant authorities etc).

Step		<input checked="" type="checkbox"/>	Comments / Actions
1	Identify existing policies, procedures, forms for: <ul style="list-style-type: none"> hazard reporting; complaints; incident reporting; complaint and incident investigation. 	<input type="checkbox"/>	
	There are internal and external mechanisms that workers can access for support in managing workplace psychological hazards and risks.		
2	Workers are informed of the internal and external options for reporting and obtaining support for incidents arising out of psychosocial hazards.	<input type="checkbox"/>	
3	Support is provided to workers who report incidents involving psychosocial hazards.	<input type="checkbox"/>	
	There are processes in place for investigating reports in a consistent and timely way.		
4	Reports are investigated in line with agreed procedures and workers who make reports receive feedback on the resolution of their matter.	<input type="checkbox"/>	
5	There are reporting systems and processes to ensure that all incidents arising from psychosocial hazards that are “notifiable incidents” are notified to Workplace Health and Safety Queensland (WHSQ) as required under the WHS Act.	<input type="checkbox"/>	
6	Notifiable incident records are retained for 5 years.	<input type="checkbox"/>	
7	Workers who receive incident reports receive specialist training in relation to their responsibilities for managing incident reports in relation to psychosocial hazards.	<input type="checkbox"/>	
8	Workers who undertake investigations receive specialist training and information on psychosocial hazards and risk factors, and how to conduct an investigation.	<input type="checkbox"/>	

4. Leadership and governance

A genuine understanding of and commitment to managing psychosocial hazards and risks by management is essential for effective systematic work health and safety risk management. It is also a key element of an officer’s duty to take reasonable steps to exercise due diligence to ensure the Centre is complying with its health and safety duties and obligations.

Step		<input checked="" type="checkbox"/>	Comments / Actions
1	Leaders, including the CEO and Management Team, are visible and proactive in their efforts to address psychosocial hazards, challenge inappropriate conduct and celebrate positive behaviour in the workplace, and are transparent about organisational shortcomings.	<input type="checkbox"/>	
2	There are processes in place to ensure that officers at the Centre exercise due diligence to ensure that the Centre is complying with duties under WHS laws in respect of psychosocial hazards, including by taking proactive measures to: <ul style="list-style-type: none"> Acquire and keep up-to-date knowledge of work health and safety matters associated with the operations of the Centre, including matters related to psychological health and psychosocial 	<input type="checkbox"/>	

	<p>risks (e.g by including a safety update from the Centre's WHS officer or similar with respect to psychosocial safety issues as a standing agenda item in senior leadership meetings);</p> <ul style="list-style-type: none"> • Gain an understanding of the nature of the operations of the Centre and the psychosocial hazards associated with those operations; • Confirm that the Centre has and uses appropriate resources and processes to eliminate or minimise risks from psychosocial hazards, including by implementing appropriate control measures to manage identified risks; and • Verify the provision and use of these resources and processes. 		
3	There are processes in place to ensure a degree of visibility and reporting at the senior leadership level of any safety data in relation to reports of issues or incidents involving psychosocial hazards (e.g quarterly reports about number of sexual harassment, bullying and harassment complaints made by its workforce, number of legal disputes relating to inappropriate workplace behaviours, workers' compensation claims in relation to inappropriate workplace behaviours etc).	<input type="checkbox"/>	
4	Senior leadership receive appropriate training and guidance material on the management of psychosocial hazards.	<input type="checkbox"/>	