



We're taking action to protect
workplace mental health

PSYCHOSOCIAL SAFETY ACTION PLAN (EXAMPLE)

Name of Workplace: _____

Date: / /

Names of staff in action planning session: _____

All Actions Plans should be developed in full consultation with workers.

They should include specific details and be accompanied with a thorough implementation plan using the hierarchy of control.

Psychosocial Factors	Risk Assessment	Relevant Policies, Practices and Procedures	Interventions	Responsibility	Timeframe	Implementation	Feedback & Review mechanism
<i>What is the psychosocial hazard?</i>	<i>What is the risk level (potential/likelihood: low, medium, high) & how widespread is this hazard (who is impacted)?</i>	<i>How does the organisation currently manage the risk? (Refer to HOC to assess if this is the best measure)</i>	<i>What can be done to reduce risk and prevent hazard? (Consider hazard survey lead indicator results and refer to the Hierarchy of Controls for the identified hazard).</i>	<i>Who is responsible for Executive sign-off, resource allocation and implementation?</i>	<i>Dates for implementation and/or completion?</i>	<i>Implementation & Sustainability plan using the Hierarchy of Control</i>	<i>How will worker feedback be sought.</i>
Workplace Pressure & Unrealistic Targets (High Job Demands)	High Risk Impacting entire workplace	Workload Management Policy (elimination control/ administrative control)	-Redesign Workload Management System with employee consultation. -Remove unnecessary tasks & processes. -Ensure adequate staffing & cover systems. Refer to the Hierarchy of Control for High Job Demands here.	Senior Leadership (allocate a specific person)	4-6 weeks	Implementation Strategy	Quarterly feedback sessions
Customer Aggression (violence and aggression)	High Risk Impacting: front of house/reception & sales teams	Customer Interaction and Safety Policy (administrative control)	-Address the root cause for why customers are becoming aggressive and address organisational failures leading to aggression (long hold times on phones) -Establish zero tolerance policy. Refer to the Hierarchy of Control for violence and aggression here.	HR Department & Customer Service Team Leaders	2-3 weeks	Implementation Strategy	After training feedback forms; Bi-monthly review



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Traumatic Events and Materials	High Risk Impacting: (specified team or DWG)	Trauma Management and Support Policy (administrative control)	<ul style="list-style-type: none"> -Introduce peer review systems where sensitive content can be assessed collectively, reducing the impact on any single individual. -Implement software to blur/filter content. -Setup regular debriefing and control sessions. <p>Refer to the Hierarchy of Control for traumatic events here.</p>	HR Department & Team Leaders	6 weeks	Implementation Strategy	Monthly feedback collection; Quarterly review sessions
Poor Organisational Communication	Medium Risk Impacting entire workplace	Internal Communication Guidelines (administrative control)	<ul style="list-style-type: none"> Implement weekly all-staff virtual meeting. Develop a clear organisation chart. Substitute top-down change directives with collaborative workshops or brainstorming sessions. <p>Refer to any relevant Hierarchy of Control measures (i.e. poor organisation change management) here.</p>	HR Department (allocate a specific person)	4-6 weeks	Implementation Strategy	Monthly feedback collection; Quarterly review sessions
Poor Workplace Relationships & Interactions. (Interpersonal Conflict)	High Risk Impacting: (specified teams or DWGs)	Grievance Management Procedure (administrative control)	<ul style="list-style-type: none"> Grievance raising and management procedures, particularly in relation to dealing with bullying and workplace aggression. <p>Zero tolerance approach to workplace bullying.</p>	HR Department & Team Leaders	4 weeks	Implementation Strategy	Monthly review



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			Refer to the Hierarchy of Control for poor workplace relationships here.				
Lack of Staff Consultation	Medium Risk Impacting: entire worksite	Staff Engagement Policy	Engagement police redeveloped in consultation with all staff into "staff consultation policy". Refer to any relevant Hierarchy of Control measures (i.e. poor organisation change management or poor support) here.	Team Leaders & HR Department	4 weeks	Implementation Strategy	Monthly review and feedback collection
Poor Work/Life Balance	Medium Risk Impacting: team leaders	Leave Management Policy	Implement policy to ensure reasonable work hours & breaks. Encouraging work/life balance and taking leave; Reduction in meetings – only scheduled if they are actually required Refer to the Hierarchy of Control for High Job Demands here.	Department Managers	4 weeks	Implementation Strategy	Bi-monthly feedback sessions

Action Items to Consider:

Develop and implement procedures for raising individual concerns, managing grievances, etc. All procedures should be developed in consultation with workers.

Seek staff input for meeting schedules and other organisational decisions.

Add psychosocial risk factors to monthly agendas and highlight them in OHS meetings.



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Establish a dedicated notice board displaying all intervention actions and information on psychological health and safety.

Reduce out-of-hours contact unless absolutely necessary.

Encourage informal 'check-ins' from staff at different levels of the organisation.

Provide training to department managers on mental health response practices.

If customer aggression de-escalation training is to be considered, the workplace must also address (and fix) the root cause/s of why customers are becoming aggressive in the first place. Workers should not be faced with aggressive customers.

Implement a consistent and genuine reward and recognition program, with consultation from workers.