



# 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, please report it to ensure that you have the supports you need.

## Examples of workplace controls

### Time measures:

- Ensure staff levels align with expected outputs and staff have sufficient time to complete tasks.
- Set realist, 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 in having wellbeing conversations.
- Giving workers appropriate autonomy in how they perform work related tasks.
- Training employee in dealing with constituents (face-to-face, telephone and email) and 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](mailto:support@pwss.gov.au)

Phone: 1800 PH PWSS (1800 747 977)

SMS: 0487 112 755

### WHS Support

Email: [whs@pwss.gov.au](mailto:whs@pwss.gov.au)

Phone: 1800 747 977 (option 3)

### Employee Assistance Program (EAP)

1300 360 364 or online at [one.telushealth.com](http://one.telushealth.com)

**Username:** pwss

**Password:** Wellbeing

**NewAccess:** [beyondblue.org.au/newaccess-workplaces](http://beyondblue.org.au/newaccess-workplaces)

**Training:** [training@pwss.gov.au](mailto:training@pwss.gov.au)

**Further information on psychosocial hazards [here](#).**

## 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- Diminished performance/disengaged or withdrawn from work.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

## How do I report a hazard?

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

- using the self-service portal [Skytrust](#)
- calling Marsh on 1300 418 288
- calling the WHS team on 1800 747 977 (option 3)
- emailing [whs@pwss.gov.au](mailto:whs@pwss.gov.au)