

# Psychosocial Risk Management Policy

CPSN is committed to identifying, assessing, managing & eliminating psychosocial risks in the workplace to protect the health, safety and wellbeing of all employees, contractors, volunteers and the people we support.

We promote a proactive approach to recognising hazards, implementing controls and fostering a psychologically safe and supportive environment.

This policy reflects our dedication to continuous improvement, open communication, and a culture where staff feel valued, safe and empowered to seek support.

## Record of policy development

Version	Date approved	Date for review
Version 1.0	March 2026	March 2028

## Responsibilities and delegations

<b>This policy applies to:</b>	Members, Clients, and where appropriate, their decision makers, all staff, workers, volunteers, contractors, and the Board of CPSN
<b>Policy approval:</b>	Board
<b>Review of Policy Compliance</b>	CEO
<b>Specific responsibilities:</b>	Board CEO Human Resources Manager CPSN Leadership Team CPSN workers All clients (and where appropriate, their decision makers)

Policy context	
<b>Service Standards</b>	NDIS Practice Standards and Quality Indicators, November 2021 Version 4 National Employment Standards (NES)
<b>Legislation</b>	NDIS Practice Standards and Quality Indicators, November 2021 Version 4 NDIS Code of Conduct National Employment Standards (NES) Work Health and Safety Act 2011 (Cth) Fair Work Act 2009 Equal Opportunity Act 2010 Workplace Gender Equality Act 2012 Mental Health Act Safe Work Australia – Managing Psychosocial Hazards at Work (Code of Practice) Anti-Discrimination Act Human Rights Act Disability Service Act 1986 (Cth)
<b>Organisation policies</b>	Code of Conduct Work Health and Safety Policy Diversity and Inclusion Policy Risk Management Policy Client Safeguarding Policy
<b>Other Conventions</b>	United Nations Convention on the Rights of People with Disabilities (CRPD), 2006

## Definitions

CPSN has adopted the Victorian Child Safe Standards 2022 definitions, below.

**Psychosocial Risk:** A hazard in the work environment that may cause psychological or emotional harm.

**Psychosocial Hazard can be any factor arising from:**

- Work or job design,
- organisation,
- interactions or
- environment that poses a risk to mental health

**PCBU (Person Conducting a Business or Undertaking):**

[What is a person conducting a business or undertaking.pdf](#)

A person conducting a business or undertaking (PCBU) has a primary duty of care to ensure, so far as is reasonably practicable, the health and safety of workers.

A PCBU owes a primary duty of care to workers if it:

- engages or causes the engagement of workers to carry out work, or

- directs or influences workers carrying out work while the workers are at work in the business or undertaking.

A PCBU also has a primary duty of care to ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

A PCBU may also have further duties if it:

- manages or controls workplaces, or fixtures, fittings or plant at workplaces
- designs, manufactures, imports or supplies plant, substances or structures used in work;
- or installs constructs or commissions plant or structures used in work.

PCBU is a broad concept that extends beyond the traditional employer/employee relationship to include all types of modern working arrangements.

A person may be an organisation or an individual.

A 'person' can include a body corporate (company), unincorporated body or association or a partnership.

An individual is also a 'person' but will only be a PCBU where that individual is conducting a business in their own right. For example, a sole trader or self-employed person.

**Worker:** Any person engaged by CPSN including employees, contractors, labour hire staff, students or volunteers.

**Incident:** Any event involving psychological harm, distress, conflict, aggression, harassment or risk thereof.

**Stress:** A physical, mental or emotional response to demanding situations that may impact wellbeing or performance.

## Policy statement

### Policy Statement

CPSN is committed to providing a psychologically safe workplace and ensuring psychosocial risks are identified, assessed and managed.

This policy outlines CPSN's approach to preventing psychological harm, promoting wellbeing and meeting legal obligations under WHS legislation and the NDIS Practice Standards. CPSN recognises that psychological safety is essential to staff wellbeing, service quality and client safeguarding.

### Principles:

- Embedding a culture that promotes psychological safety and wellbeing.
- Identifying and managing psychosocial hazards proactively.
- Promoting open communication and early reporting of risks or concerns.
- Supporting workers experiencing stress, burnout or psychological harm.
- Ensuring transparent and fair investigation processes.
- Ensuring compliance with WHS legislation and NDIS obligations.

## Implementing this policy

While the responsibility to protect children and young people is shared by the whole CPSN community, the following roles communicate and operationalise this policy:

### Roles and Responsibilities

Within CPSN the following roles communicate and operationalise this policy:

- Chief Executive Officer
- Human Resources Manager
- General Manager, Service Delivery

- Employees with supervisory responsibilities

## **Roles and Responsibilities**

### **The Board:**

- Approves this policy and oversees safe systems of work relating to psychosocial risk management.

### **The CEO:**

- Oversees this policy and remains accountable for safe systems of work relating to psychosocial risk management.

### **Human Resources Manager:**

- Oversees compliance, supports wellbeing initiatives, leads policy implementation and ensures workers have access to resources and support.

### **General Manager, Service Delivery:**

- Monitors psychosocial risks in service delivery environments, consults with workers and ensures safe practices.

### **Supervisors:**

- Consults with employees, identifies and responds to psychosocial risks.
- Support workers through supervision, debriefing and escalation pathways.
- Promote respectful communication and resolve conflict early.
- Ensure incident reporting and documentation.

### **CPSN Workers:**

- Understand and comply with this policy.
- Consults with Management and reports psychosocial risks, incidents or concerns early.
- Engage respectfully with colleagues and clients.
- Participate in training, supervision and wellbeing initiatives.
- Follow CPSN policies, risk procedures and safety measures.

### **Examples of Psychosocial Hazards (reference- [Psychosocial hazards | Safe Work Australia](#) )**

- job demands & low job control
- poor support
- lack of role clarity
- poor organisational change management
- inadequate reward and recognition
- poor organisational justice
- traumatic events or material
- remote or isolated work
- poor physical environment
- violence and aggression
- bullying, harassment, including sexual and gender-based harassment, and
- conflict or poor workplace relationships and interactions.

## Maintaining appropriate records

Records will be kept for seven years.

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation.

### Froms/procedures that apply to this policy

- Psychosocial Risk Management Framework & Procedure
- Psychosocial Risk Assessment Template
- Psychosocial Hazard Register
- Work Health and Safety Procedure
- Code of Conduct

### Document Revision History

This document is only valid on the day it was printed.

Who	Version	Date	Description of Review
HRM	1	Feb 2026	New Policy