

Psychosocial risk assessment

An assessment of the psychosocial hazards in one work area or group (a team, a role, a shift or a site), made with the people who do the work and their representatives. It records which hazards are present and how they show up, the evidence behind each finding, who might be harmed and how, the controls already in place, what will change and who owns it, how people were consulted and when the assessment is reviewed. It assesses the work, not the people doing it. Section 3 lists the six areas of HSE's Management Standards and the further example hazards that WorkSafe Victoria's Compliance Code names; neither list is complete, and the matching between them is ours. The form supplies no risk scale, no minimum group size and no review interval: your own procedure sets them. The layout, the numbering and the example lines are ours, to change. A completed form does not show that you comply with any law, and nothing here is legal advice.

Write on this form	Keep off this form
Figures and themes for the group: counts, rates, and survey results by area, only for groups large enough that nobody can be picked out (your procedure sets the size). The source of each figure and the period it covers. Who was consulted, by role or group.	Names or initials of workers. Anyone's health condition, diagnosis, fit note, reason for absence, or occupational health or EAP case. Individual survey answers, and comments that point to a person. The content of a complaint, grievance or investigation: write its reference only.

1 Work area and group assessed

Organisation	Site and location	Assessment reference	Version and date
Work area and group assessed (team, role, shift or site)		About how many people are in the group	Others exposed (contractors, agency workers, volunteers)
Assessed by (names and roles of the assessment team)		Worker representatives, HSRs or union representatives taking part (roles)	
Jurisdiction ☐ Great Britain ☐ Victoria ☐ Australia, other than Victoria (name the jurisdiction) ☐ EU member state (name) ☐ Other			
Method followed ☐ HSE Management Standards approach ☐ Victoria's Compliance Code ☐ Your regulator's code of practice ☐ ISO 45003 guidance ☐ Your own method			
Why this assessment now ☐ First assessment ☐ Planned review ☐ Before a change ☐ Report of a hazard or psychological injury ☐ After an incident ☐ New information ☐ Representative's request ☐ Survey or other data ☐ Other			

2 Evidence used: group figures only

One line per source you used; leave a line blank if you did not use it. HSE suggests using more than one source and checking whether they point the same way; a survey is one source, not the only one, and small organisations may not need one.

Source	Period covered	What it shows for this group (figures, themes; no names)	Limits (small numbers, response rate, under-reporting)	Ref.
E1 Survey (tool, date, response rate, results by area)				
E2 Sickness absence (group totals and pattern over time)				
E3 Turnover, vacancies and exit interview themes				
E4 Grievances, complaints, bullying or harassment reports (counts and themes)				
E5 Incidents and near misses, including aggression from the public				
E6 Working hours: overtime, missed breaks, leave not taken, rosters				
E7 Workload and service data (backlogs, queues, caseloads)				
E8 Occupational health or EAP statistics (aggregate only)				
E9 Consultation: meetings, focus groups, representatives (section 5)				
E10 Walk-throughs, talk-throughs and observing the work				
E11 Other				

3 Hazards: by Management Standards area, then the further hazards Victoria's Code names

Mark every row: **Y** present, **N** not present, **?** not known yet (find out before the assessment is closed). Exposure: how often and for how long people meet the hazard and how serious the harm could be. Interacts with: hazards that combine and make each other worse, such as high demands with little control and poor support. Hazards B1 to B10 appear in Victoria's list in this order; A1 to A6 also carry the name Victoria uses for the matching hazard (our matching).

No.	Hazard	Y, N or ?	How it shows up in this work, and the evidence (E numbers)	Who might be harmed, and how	Exposure: how often, how long, how severe	Interacts with (No.)
A. HSE Management Standards areas (HSE's six areas of work design, described in our words)						
A1	Demands: how much work there is, its patterns and hours, and the work environment. <i>Victoria: high job demands</i>					
A2	Control: how much say people have over the way they do their work. <i>Victoria: low job control</i>					
A3	Support: the help, backing and resources people get from the organisation, their managers and colleagues. <i>Victoria: poor support</i>					
A4	Relationships: whether positive working is promoted, conflict avoided and unacceptable behaviour dealt with. <i>Victoria: poor workplace relationships</i>					
A5	Role: whether people know what their role is and are kept out of roles that conflict. <i>Victoria: low role clarity</i>					
A6	Change: how any change in the organisation, large or small, is managed and explained. <i>Victoria: poor organisational change management</i>					
B. Further example hazards named in WorkSafe Victoria's Compliance Code, and C. any other hazard found here						
B1	Aggression or violence					
B2	Bullying					
B3	Exposure to traumatic events or content					
B4	Gendered violence					
B5	Low job demands					
B6	Low recognition and reward					
B7	Poor environmental conditions					
B8	Poor organisational justice					
B9	Remote or isolated work					
B10	Sexual harassment					
C1	Other hazard found here (name it)					
C2	Other hazard found here (name it)					

Bullying, harassment, gendered violence and aggression can also be unlawful under other laws (discrimination, workplace relations, criminal law); Victoria's Code says to consider them too. Concerns raised by one person follow the route in section 6, not this table.

4 Risk, existing controls and further controls

One line for each hazard marked Y or ? in section 3, with its number (No.). **Risk:** rate it on your own scale and say which; the form supplies none. **Further controls:** first ask whether the hazard can be removed or reduced by changing how the work is designed, organised, managed or supported, or the workplace itself. In Victoria, information, instruction or training may be the only control only where no such change is reasonably practicable, and never the predominant one in a mix (r15). **Type** (our letters): D work design, S systems of work, M management of work, E workplace environment or plant, T information, instruction or training, I individual support.

No.	Existing controls, and are they working? (evidence)	Risk (your scale)	Further controls: what will change	Type	Interim step until then	Owner (role)	Due	Done
A1, A3	Example: overtime signed off by the team leader; monthly one-to-ones. Overtime up three months running (E6): not working	Example: high (site matrix)	Example: add a second adviser to the late shift; cap the queue per adviser; weekly workload check with the team	D, S	Example: back-office staff take queue overflow on peak evenings	Operations manager	2026-12-15	

5 Consultation record

Date	Who (group or role; representatives)	How (meeting, focus group, survey, one-to-one)	What they said (themes, no names)	How their views were taken into account
2026-11-04	Example: 9 late-shift advisers (12 invited) and their safety representative	Facilitated focus group	Example: evening queues and no cover for breaks; unclear who can stop taking calls	Example: queue cap and second adviser added to section 4; break cover rota drafted with the safety representative
Findings and action plan shared with the group and its representatives on (date, how)			Agreed with (senior manager, representatives)	

6 Individual concerns: route only

This form does not record any one person's case. HSE's approach expects a system for dealing with individual concerns under each of the six areas; name it here so that everyone in the group knows it exists.

Route for individual concerns (procedure, contact role)	Held by (role), with restricted access	How the group is told about it
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7 Review

Review the assessment, and revise the controls if they are not working, when (tick what applied at each review)

- ☐ Before a change to work, systems or the workplace
 ☐ New information about a hazard
 ☐ A report of a hazard or psychological injury
☐ An incident involving a psychosocial hazard
 ☐ Controls not working (monitoring, survey, complaints)
 ☐ Consultation shows a review is needed
☐ Request from an HSR or representative
 ☐ Date set by your procedure

Review date	Trigger	What was checked (actions done? working? asked the group?)	Outcome (no change, controls revised, reassess)	Reviewed by

8 Owner and sign-off

Role	Name	Signature	Date
Assessment owner			
Senior manager approving the actions			
Worker representative (consulted)			

Next review date (your procedure sets it)	Where this record is kept, who may read it, and for how long
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9 The texts behind this form (read on 21 October 2026; check the current text)

Where	Instrument	What it asks, in our words
Great Britain	Management of Health and Safety at Work Regulations 1999, regulation 3; HSE's stress and Management Standards pages	A suitable and sufficient assessment of risks to employees, reviewed when it may no longer be valid or after a significant change; an employer with five or more employees records the significant findings and any group found to be especially at risk. HSE says this duty covers work-related stress, and that following the Management Standards approach correctly is considered suitable and sufficient.
Victoria	Occupational Health and Safety (Psychological Health) Regulations 2025 and WorkSafe Victoria's Compliance Code: Psychological health, both in effect from 1 December 2025	Identify psychosocial hazards (r14); eliminate the risk or, if that is not reasonably practicable, reduce it by changing the management of work, plant, systems of work, work design or the workplace environment; information, instruction or training on its own only where no such change is reasonably practicable, and never as the predominant control in a mix (r15); keep controls maintained (r8); review and revise them in listed circumstances (r16). The Code is not mandatory, but following it is taken as complying with the duties it covers.
Australia: Commonwealth	Work Health and Safety Regulations 2011, regulations 55A to 55D, with Part 3.1 (compilation of 25 March 2025)	Manage psychosocial risks under the general risk management rules of Part 3.1 and, when choosing controls, have regard to matters including the duration, frequency and severity of exposure, how hazards interact, the design of work and the systems of work (55D). Safe Work Australia's pages on the model Regulations and model Code could not be opened that day, so the model text was not compared: check the regulations where you work.
Any	ISO 45003:2021, catalogue page	Guidance, not requirements, on handling psychosocial risk inside an OH&S management system built on ISO 45001. ISO lists edition 1 (June 2021) as published, at stage 90.60 (close of review).