

POLICY/PROCEDURE NAME & REVIEW PROCESS	VICTORIA-PYSCHOSOCIAL HEALTH COMPLIANCE POLICY <p>This policy and procedure have been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures.</p> <p>We welcome feedback and input from all stakeholders at any time, and this policy is subject to review based on feedback or due date of annual review. This policy will be earlier if any of the following are evident.</p> <ul style="list-style-type: none"> ▪ New psychosocial hazards are identified. ▪ WorkSafe Victoria issues updated guidance. ▪ There is a psychological injury claim or workplace investigation. ▪ Feedback indicates this policy is not effective.
NATIONAL QUALITY STANDARD	QUALITY AREA 4- STAFFING ARRANGEMENTS 4.2 PROFESSIONALISM MANAGEMENT 4.2.1 Professional collaboration 4.2.2 Professional standards
NATIONAL LAW AND REGULATIONS	170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures
RELATED POLICIES and RECORDS	<ul style="list-style-type: none"> ▪ Bullying and harassment policy ▪ Code of conduct policy ▪ Code of conduct declaration record ▪ Complaints record. ▪ Dealing with complaints policy
SCOPE OF POLICY	<p>This policy applies to all management, employees permanent, part-time, casual, students, volunteers, contractors and visitors. It applies to all areas of the service, including rooms, outdoor spaces, offices, kitchen, and during excursions.</p>
AIM OF POLICY	<p>To ensure that our service has strong guidelines, procedures, and practices in place regarding the compliance expectations under the Occupational Health and Safety (Psychological Health) Regulations 2025 (Victoria), enforced by WorkSafe Victoria. The Approved Provider must demonstrate compliance with the Occupational Health and Safety Act 2004 (Vic) as it applies to psychological health. This policy also also supports compliance with Child Safe Standard 5, which requires that people working with children are safe, supported, and protected from harm, including psychological harm.</p> <p>Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders. Through the implementation of our policies and procedures, we aim to meet National Law & National Regulations, National Quality Standards, Child Safe Standards and National Principles. We will promote cultural safety for Aboriginal and Torres Strait Islander children, safety for children with disability, and inclusion for children from culturally and linguistically diverse backgrounds.</p>
SERVICE IMPLEMENTATION	<p>Implementation</p> <p>Psychosocial Risk</p> <p>Psychosocial risk refers to the likelihood that a psychosocial hazard will cause an employee to experience negative psychological or physical outcomes, and the degree of harm that could result. This includes the potential for stress, fatigue, anxiety, reduced wellbeing, or other psychological injuries arising from workplace conditions, interactions, or work design.</p> <p><i>This definition aligns with the intention of OHS (Psychological Health) Regulations.</i></p> <p>Our service is committed to eliminating or minimising psychosocial hazards, protecting the psychological health of all employees and fostering a culture that promotes dignity, respect, mental wellbeing and psychological safety. We acknowledge that psychological injury is as serious as physical injury and requires proactive management, early intervention, and ongoing support.</p> <p>Psychosocial Hazards</p> <p>Are factors within the work environment, work design, systems of work, or workplace interactions that may cause employees to experience stress, fatigue, anxiety, or other negative psychological or physical responses. These hazards can impact an employee’s health, safety, and wellbeing if not effectively managed.</p>

Policy Name	VICTORIA – PSYCHOSOCIAL HAZARD POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	November 2025	Last review date	September 2025	Next review date	October 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

In early childhood education and care services, psychosocial hazards may arise during daily interactions with children, families, colleagues, and the broader community. The Approved Provider, Nominated Supervisor, and management are responsible for identifying, assessing, and managing these hazards so far as reasonably practicable, in line with OHS, Regulations, the Education and Care Services National Law, and best-practice risk management principles.

These **hazards** may arise from:

- The design of work.
- Work systems and processes.
- The way work is managed.
- The activities required to perform work.
- Interactions that are personal, work-related, or both.

These factors can occur within the working environment and may lead to employees experiencing negative psychological responses that pose a risk to their health or safety.

Psychological responses may include cognitive, emotional or behavioural reactions, as well as the associated physiological processes.

OHS (Psychological Health) Regulations r4)

Examples of psychosocial hazards in any workplace include:

- Poor workplace relationships.
- High job demands.
- Exposure to traumatic events or content.
- Low job control.
- Bullying.
- Poor organisational justice.
- Aggression or violence.
- Low role clarity.
- Sexual harassment.
- Poor support.
- Low recognition and reward.
- Remote or isolated work.
- Poor organisational change management.
- Gendered violence.
- Poor environmental conditions.
- Low job demands.

Identified Psychosocial Hazards in Early Childhood Services

Early childhood sector presents specific risks, including:

- High emotional labour and exposure to child trauma disclosures or emergencies.
- Workload, ratio pressure, staffing shortages and high cognitive demand.
- Conflict with families or staff, aggression, or challenging behaviours.
- Role ambiguity or poor communication from management.
- Isolation of room leaders or educational leaders with excessive responsibility.
- Bullying, gossip, exclusion, or cliques forming within teams.
- Performance pressure linked to ratings and assessment visits.
- Administrative burden on Nominated Supervisors/Approved Providers.
- Poorly managed change new systems, expectations, reform anxiety.

STEP 1: Understanding Risk.

Early childhood management must take **all reasonably practicable steps** to eliminate or minimise the risks associated with psychosocial hazards. This requires both **preventative** and **responsive** actions across leadership, culture, staffing, communication, and incident management.

Management will take the following **reasonably practicable steps** to eliminate or minimise psychosocial risk.

Hierarchy of Controls

Under the OHS (Psychological Health) Regulations 2025, our service must apply a modified hierarchy of controls when eliminating or minimising psychosocial risks. This hierarchy prioritises certain types of controls over others.

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1. ELIMINATION

- Remove the psychosocial hazard entirely from the workplace.
- This is the most effective control and must always be considered first.

Example: Eliminate unnecessary administrative tasks that create excessive workload.

2. SUBSTITUTION

- Replace a hazardous work practice or system with a less hazardous one.

Example: Replace unclear communication channels with structured communication systems.

3. ISOLATION

- Physically separate employees from the hazard or redesign work systems.

Example: Create dedicated quiet spaces for breaks, implement rostering systems that prevent chronic understaffing.

4. ADMINISTRATIVE CONTROLS

- Review and change if required policies, procedures, or systems to reduce exposure to hazards.

Example: Implement workload monitoring systems, establish clear escalation procedures, implement behaviour management plans.

5. INFORMATION, INSTRUCTION, AND TRAINING

- Provide knowledge and skills to recognise and manage psychosocial hazards.

Example: Trauma-informed practice training, behaviour guidance training.

1. Safe Work Design & Clear Role Expectations

Management will:

- Provide clear Position Descriptions and responsibilities.
- Maintain consistent room routines and work processes.
- Ensure supervision expectations are clearly communicated.
- Provide structured induction and ongoing training.
- Ensure educators understand escalation procedures for behaviour, safety, and complaints.

Aim:

Reduce low role clarity, time pressure, and stress from conflicting demands.

1.2. Adequate Staffing & Workload Management

Management will:

- Maintain staffing levels above minimum ratios where possible.
- Use float staff or relief educators to cover breaks and absences.
- Allocate fair and predictable non-contact time.
- Rotate high-demand or physically strenuous tasks.
- Monitor workloads and adjust duties where needed.

Aim:

Reduce high job demands, fatigue, burnout, conflict and errors.

1.3. Supportive & Trauma-Informed Leadership

Management will:

- Conduct regular wellbeing check-ins and conversations.
- Provide professional supervision, mentoring and coaching.
- Offer debriefing following incidents or distressing events.
- Provide access to internal and external wellbeing supports.
- Encourage staff to raise concerns safely.

Aim:

Prevents poor support, reduces stress, and builds team culture.

1.4. Prevention of Bullying, Harassment, Aggression Violence & Racism

Management will:

- Apply a zero-tolerance approach to bullying, harassment, sexual harassment and racism.
- Enforce behavioural expectations via the Code of Conduct.
- Implement behaviour support plans for children with challenging behaviours.
- Use a two-person rule for high-risk adult interactions.
- Respond to all incidents promptly and follow investigation procedures.

Aim:

Reduces aggression, violence, bullying, gendered violence, and psychological harm.

1.5. Effective Communication & Consultation

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Management will:

- Hold regular team and room meetings.
- Provide consistent communication about policies and changes.
- Consult educators before implementing significant changes.
- Share information transparently and promptly.
- Encourage feedback through open-door leadership.

Aim:

Improve organisational justice, change management, and workplace relationships.

1.6 Training & Professional Learning

Management will provide training in:

- Trauma-informed practice.
- Behaviour guidance and de-escalation.
- Child Safe Standards.
- Incident management.
- Conflict resolution and communication.
- Workplace health and safety requirements.

Aim:

Reduce stress, improves job control, and ensures staff feel capable and safe.

1.7. Positive Team Culture & Fair Treatment

Management will:

- Promote respectful and inclusive workplace behaviours.
- Recognise staff contributions in meaningful ways.
- Provide fair, transparent performance processes.
- Facilitate early conflict resolution and mediation.

Aim:

Reduce poor workplace relationships, low recognition, and staff turnover.

1.8. Environmental Safety & Noise Management

Management will:

- Manage noise levels through zoning and soft furnishings.
- Provide safe temperatures, ventilation and lighting.
- Maintain clean, organised, low-clutter environments.
- Provide staff with appropriate break spaces away from the floor.

Aim:

Reduce sensory overload, fatigue, frustration, and communication issues.

1.9. Response to Traumatic or Distressing Events

Management will:

- Follow approved incident response processes.
- Provide immediate and follow-up debriefing.
- Allow educators short recovery breaks where needed.
- Review support needs for educators exposed to repeated trauma.

Aim:

Reduce exposure to trauma, distress, and long-term psychological injury.

1.10. Work-Life Balance & Fatigue Management

Management will:

- Ensure breaks are taken and covered.
- Minimise unnecessary overtime.
- Monitor signs of fatigue or burnout.
- Offer flexible work options where practicable.

Aim:

Prevents exhaustion, burnout, and mental health decline.

1.11. Reporting & Early Intervention

Management will:

- Maintain confidential, simple reporting procedures.
- Act early when hazards or concerns are identified.
- Encourage open communication without fear of reprisal.
- Review incident trends and adjust controls as needed.

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Aim:

Allow early correction before harm escalates.

1.12. Implement Fair & Transparent Processes

Management will:

- Use fair procedures for duty allocation, roster changes, and performance management.
- Ensure decisions are documented and communicated consistently.
- Provide educators with opportunities to be heard.
- Act promptly on reports of unfair or unsafe behaviour.

Aim:

- Reduces poor organisational justice and strengthens trust in leadership.

1.13. Mandatory Review of Psychosocial Risk Controls

Under the OHS (Psychological Health) Regulations 2025, the service must review psychosocial risk assessments and control measures when any of the following triggers occur:

Trigger 1: Before Changing Work Carried Out

- Before implementing changes to work design, systems, processes, or job roles.
- Before restructuring teams or changing reporting lines.
- Before introducing new programs, curriculum changes, or operational systems.
- Before significant changes to staffing models or ratios.

Responsibility: Approved Provider/Nominated Supervisor

Timeframe: Review must occur before the change is implemented.

Trigger 2: New Information About Psychosocial Hazards

- When new research, guidance, or evidence about psychosocial hazards becomes available.
- When WorkSafe Victoria issues updated guidance or compliance materials.
- When industry best practices are updated.
- When new psychosocial risks are identified in the sector.

Responsibility: Approved Provider/Nominated Supervisor

Timeframe: Within 30 days of becoming aware of new information.

Trigger 3: Employee Reports Psychological Injury or Hazard

When an employee reports experiencing a psychological injury.

When an employee raises concerns about a psychosocial hazard.

When an employee lodges a workers', compensation claim for psychological injury.

When multiple employees report similar concerns.

Responsibility: Approved Provider/Nominated Supervisor

Timeframe: Within 7 days of the report.

Trigger 4: Notifiable Incident Occurs

- When a notifiable incident under OHS Act s38 occurs involving psychological injury.
- When a serious incident requires notification to WorkSafe Victoria.
- When an incident results in hospitalisation, serious injury, or dangerous occurrence.

Responsibility: Approved Provider (immediate escalation required)

Timeframe: Immediately, alongside incident notification obligations.

Trigger 5: Controls Don't Adequately Manage Risk

- When monitoring indicates control measures are ineffective.
- When incidents continue despite controls being in place.
- When employee feedback indicates controls are not working.
- When audit or inspection findings identify control failures.

Responsibility: Nominated Supervisor/Approved Provider

Timeframe: Within 14 days of identification.

Trigger 6: Health and Safety Representative (HSR) Requests

- When an HSR formally requests a review of psychosocial risk controls.
- When an HSR raises concerns about the adequacy of existing controls.

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- When consultation identifies HSR concerns about psychological health.
- Responsibility:** Approved Provider/Nominated Supervisor
Timeframe: Within 14 days of HSR request (or as negotiated with HSR)
Documentation Requirements: For each mandatory review, the service must document the following

- The trigger that initiated the review.
- Date the review commenced and completed.
- Who conducted the review and their competency.
- Consultation undertaken with employees and HSRs.
- Findings and risk assessment outcomes.
- Changes made to control measures.
- Reasons if no changes were made.
- Date of next scheduled review.

All review documentation must be:

- Stored securely in the service's psychosocial risk management system.
- Accessible to HSRs upon request.
- Available for WorkSafe Victoria inspection.
- Retained for a minimum of 5 years.

Step 2: Assessing Risk.

A psychosocial risk assessment involves analysing identified hazards to determine how, and to what extent, they may create a risk to the health and safety of employees. The assessment must consider:

The likelihood that harm could occur; and

The potential consequences for employees and others.

When assessing psychosocial risk, employers must also consider:

- How multiple hazards may interact or compound one another.
- Which employees may be most vulnerable.
- How each hazard is likely to affect these employees.
- Whether risks are service-wide or limited to specific roles, tasks or specific work areas.

Although existing knowledge may already inform understanding of certain risks, a formal risk assessment must be undertaken when:

- It is unclear whether a psychosocial hazard could cause harm.
- The interaction between hazards may create new or more significant risks.
- Existing control measures appear ineffective.
- There are planned changes that may impact current controls.

As psychosocial hazard knowledge continues to evolve, employers must take reasonable steps to ensure they remain informed about current guidance, risks, and control options. What is considered "reasonably practicable" includes what an employer knows or ought reasonably to know about hazards, risks, and effective controls.

Competency of those Conducting the Assessment

Individuals conducting the risk assessment must have:

- Knowledge of the work environment and work processes.
- Understanding of psychosocial hazards and associated risk factors.
- The skills to analyse evidence and determine appropriate controls.
- Where this knowledge or skill is lacking, employers must obtain training or seek assistance from a suitably qualified OHS professional, so far as is reasonably practicable.

Consultation Requirements

Risk assessments must involve meaningful consultation with employees and any Health and Safety Representatives, so far as is reasonably practicable.

The assessment process should include data collection such as:

- Workplace information (e.g., incident reports, absenteeism, turnover)
- Focus groups and consultations.
- Interviews.
- De-identified and validated employee surveys.
- All evidence relied upon must be documented and referenced as part of the assessment.

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Health and Safety Representatives - Rights and Consultation

Under the OHS Act 2004 and the OHS (Psychological Health) Regulations 2025, Health and Safety Representatives (HSRs) have specific rights regarding psychosocial hazard management. Under ss60–69 of the OHS Act, HSRs have the legal authority to issue a Provisional Improvement Notice (PIN) if they reasonably believe the service is breaching psychosocial safety obligations. The service must respond in accordance with legislative timeframes.

HSR Rights Include:

- HSRs can request review of psychosocial risk assessments and controls at any time
- The service must respond to HSR requests within 14 days
- If the service refuses a review, written reasons must be provided.

Right to Be Consulted

- HSRs must be consulted when identifying psychosocial hazards.
- HSRs must be involved in risk assessment processes.
- HSRs must be consulted on proposed control measures.
- HSRs must be consulted before changes to work that may affect psychological health.

Right to Information

- HSRs can access psychosocial risk assessments (de-identified where required)
- HSRs can access incident reports relating to psychological injuries
- HSRs can access information about control measures and their effectiveness

Right to Training

- HSRs are entitled to approved training on psychosocial hazards
- The service will facilitate and fund HSR training
- Training time is paid work time

Right to Issue Provisional Improvement Notices

- HSRs can issue notices if they believe the service is breaching OHS obligations.
- The service must respond appropriately to any notices issued.

Management's Commitment to HSRs:

- HSRs will be invited to participate in all psychosocial risk assessments
- HSRs will receive advance notice of workplace inspections
- HSRs will be provided with meeting time to discuss psychosocial concerns
- HSR feedback will be documented and considered in decision-making

Response Timeframes:

- Written requests from HSRs: response within 14 days
- Urgent safety concerns: response within 24 hours
- Requests for information: provided within 7 days

Support for HSRs:

- Paid time to perform HSR functions
- Access to private space for confidential discussions
- Protection from victimisation or discrimination
- Regular updates on psychosocial risk management activities

When There Is No HSR:

If the service does not have an elected HSR, employees will be consulted through:

- Regular team meetings with psychosocial hazards as a standing agenda item
- Anonymous feedback mechanisms (surveys, suggestion boxes)
- Designated employee representatives for risk assessment participation
- Open-door policy for raising psychosocial concerns.

Management will inform employees of their right to elect an HSR and facilitate the election process if requested.

3. Procedural Process for compiling the Risk Assessment for Psychosocial Hazards

This procedure outlines the steps the service will take to identify, assess, control, monitor, and review psychosocial hazards in accordance with the OHS (Psychological Health) Regulations, the Compliance Code, and the Education and Care Services National Law & Regulations and how to compile a psychosocial risk assessment.

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3.1. Understand and Identify Psychosocial Hazards

Management and employees will proactively examine workplace conditions, work design, systems of work, and interpersonal interactions to identify potential psychosocial hazards. Management, employees, and Health and Safety Representatives if required will be consulted early to gather insights about workplace pressures, behavioural issues, environmental stressors, and organisational factors.

Identification methods may include:

- Workplace inspections
- Room audits
- Observation of work practices
- Discussions with employees
- Reviewing staff feedback or concerns
- All identified risks/hazards will be documented in the Psychosocial Risk assessment.

3.2. Conduct a Comprehensive Psychosocial Risk Assessment

A risk assessment will be completed for each identified psychosocial hazard.

The assessment will determine:

- The likelihood that harm could occur.
- The potential consequences for employees and others.

The risk assessment must also consider:

- How multiple hazards may interact or combine.
- Which employees or groups may be at greater risk.
- Whether the risk applies service-wide or to a specific role, task, or area.

Information sources should include:

- validated employee surveys.
- focus groups or consultations.
- interviews.
- data on absenteeism, turnover, incidents, injuries, and complaints.
- The evidence used in the risk assessment must be validated.
- Those conducting assessments must be suitably competent. If competency gaps exist, management will obtain training or support from a qualified OHS specialist.

3.2.1. Competency Requirements for Those Conducting Risk Assessments

Under the OHS (Psychological Health) Regulations 2025, psychosocial risk assessments must be conducted by individuals with appropriate knowledge, skills, and experience. Management will ensure all risk assessors meet minimum competency standards.

Minimum Competency Requirements:

All individuals conducting psychosocial risk assessments must demonstrate:

Knowledge of the Work Environment

- Understanding of early childhood education and care operations
- Familiarity with daily work processes, routines, and systems
- Knowledge of staffing structures, roles, and responsibilities
- Understanding of regulatory requirements (NQF, NQS)
- Awareness of sector-specific challenges and pressures

Understanding of Psychosocial Hazards

- Knowledge of what constitutes a psychosocial hazard
- Understanding of the 14 common psychosocial hazards identified by Safe Work Australia
- Awareness of early childhood sector-specific psychosocial risks
- Understanding of how hazards can interact and compound
- Knowledge of psychological injury mechanisms and impacts

Risk Assessment Skills

- Ability to identify hazards through observation, consultation, and data analysis
- Skills to assess likelihood and consequences of harm
- Understanding of risk rating methodologies
- Ability to determine which employees or groups are most at risk
- Capacity to analyse multiple sources of evidence

Knowledge of Control Measures

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- Understanding of the modified hierarchy of controls
- Awareness of effective control options for different hazards
- Ability to determine what is "reasonably practicable"
- Knowledge of how to implement and monitor controls
- Understanding of when higher-order controls must be prioritised

Consultation Skills

- Ability to facilitate meaningful employee consultation
- Skills to engage with diverse employees and HSRs
- Capacity to create psychologically safe consultation environments
- Ability to synthesise and respond to employee feedback
- Understanding of consultation requirements under OHS legislation

Documentation Skills

- Ability to document assessments accurately and comprehensively
- Skills to maintain auditable records
- Understanding of evidence requirements
- Capacity to communicate findings clearly

Qualification Pathways:

Risk assessors may demonstrate competency through:

Option A: Formal Qualifications such as Relevant OHS qualification (Certificate IV or higher in OHS)

Psychosocial hazard-specific training from WorkSafe Victoria or approved provider

Tertiary qualification in psychology, social work, or related field with OHS component.

Option B: Experience and Training such as Minimum 2 years' experience in early childhood

leadership role, PLUS Completed WorkSafe Victoria psychosocial hazard training, PLUS

Completed risk assessment training from recognised provider

Option C: External Specialist- Engage a qualified OHS professional with demonstrated psychosocial risk assessment experience, qualifications verified and documented, Industry-specific experience preferred.

When External Specialists Must Be Engaged:

The service must engage a suitably qualified external OHS professional when the following complex or high-risk assessments are in place such as:

- Multiple interacting hazards creating complex risk profile.
- Previous psychological injury claims indicate systemic issues.
- High-risk situations involving violence, trauma, or severe bullying.
- Internal assessors lack required knowledge or skills.
- No suitably qualified internal personnel available.
- Assessment requires specialised expertise (e.g., organisational psychology)
- Conflict of interest for internal assessors.
- Serious incidents requiring independent investigation.
- WorkSafe Victoria recommendations or directions.
- WorkSafe Victoria inspection or notice issued.
- Following notifiable incident involving psychological injury.
- As part of improvement notice compliance.

All risk assessors appointed must maintain and update their competency annually by the following actions:

- Review of WorkSafe Victoria guidance updates.
- Professional development on psychosocial hazards (minimum 4 hours).
- Participation in peer review or supervision.
- Review of assessment documentation for quality improvement.

When Regulations or Guidance Change:

- Immediate training on regulatory changes.
- Review of updated Compliance Code.
- Revision of assessment processes to align with new requirements.

After Significant Incidents:

- Debrief and case review.
- Additional training if gaps identified.

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- External supervision or mentoring if needed.

Competency Records:

Management will maintain records within the service of the following:

- Qualifications and training certificates for all assessors.
- Competency assessment outcomes.
- Professional development activities.
- Assessment assignments and dates.
- External specialist engagements.

Responsibility:

Duty Holder Responsibilities Under the OHS Act

The Occupational Health and Safety Act 2004 (Vic) outlines specific duty holder obligations relating to psychological health:

Approved Provider – Primary duty of care under s21 to provide and maintain a work environment that is safe and without risks to psychological health.

Nominated Supervisor / Managers – Duties under s26 to ensure the health and safety of employees affected by their decisions and actions.

Employees – Duties under s25 to take reasonable care for their own psychological health and comply with reasonable instructions.

Others -contractors, visitors – Duties under ss23–24 to ensure their acts do not endanger others.

Approved Provider will

Ensure only competent persons conduct assessments, engage external specialists when required, allocate resources for competency development.

Nominated Supervisor will

Maintain own competency, identify competency gaps, participate in training, escalate when external expertise needed.

3.3. Review and Update Workplace Practices and Policies

Workplace policies, procedures, rosters, workflows, and systems of work will be reviewed and updated to ensure alignment with OHS regulatory requirements and the psychosocial risk framework.

Policies must clearly outline:

- Responsibilities of all staff.
- Reporting pathways.
- Consultation requirements.
- Escalation procedures.
- The hierarchy of controls for eliminating or minimising risks.
- Changes to policies and processes will be communicated to all employees.

3.4. Train and Build Capability

Management will provide training to HR staff, managers, supervisors, and educators to ensure they can:

- Recognise psychosocial hazards.
- Understand their obligations.
- Respond effectively to incidents.
- Support staff wellbeing.

All employees will receive training on:

- What psychosocial hazards are.
- How to report concerns.
- The support mechanisms available.
- Training will also address behaviour guidance, trauma-informed practice, conflict resolution, OHS duties, and de-escalation.

3.5. Embed Consultation and Engagement

Employees will be actively involved in designing, implementing, and reviewing risk control measures.

Consultation will occur via:

- Health and safety meetings.
- Team meetings.

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- Working groups.
- Surveys and feedback mechanisms.
- Feedback from employees will inform continuous improvement of control measures and workplace practices.

3.6. Implement Reporting, Monitoring, and Data Capture Systems

All psychosocial risk records will be managed in accordance with the Privacy Act 1988 (Cth) and the Health Records Act 2001 (Vic) to protect confidential and health-related information.

Management will maintain secure, auditable systems for reporting and recording incidents involving:

- Bullying.
- Harassment.
- Occupational violence.
- Challenging behaviours.
- Workload concerns.
- Other psychosocial hazards.
- Records will be regularly reviewed to identify patterns, repeat hazards, or ineffective controls.

Management will ensure:

- Privacy is maintained.
- Reported concerns are addressed promptly.
- Follow-up actions and reviews are documented.

3.7. Develop Ongoing Monitoring and Review Frameworks

Psychosocial risks and control measures will be monitored continuously through:

- Regular risk reviews
- Staff feedback
- Environmental checks
- Analysis of incident and workforce data

Control measures will be evaluated to determine effectiveness and updated when:

- Risks change.
- New hazards emerge.
- Control measures are not working as intended.
- All psychosocial risk management processes will be reviewed annually and after any significant incident or organisational change.
- Documentation will be maintained to demonstrate due diligence and compliance with regulatory expectations.

3.8. Documentation and Record-Keeping Requirements

To demonstrate compliance with the OHS (Psychological Health) Regulations 2025 and maintain due diligence, the service must maintain comprehensive, auditable records of all psychosocial risk management activities.

Category 1: Psychosocial Risk Assessments

Must Document:

- Date of each risk assessment.
- Psychosocial hazards identified.
- Risk rating methodology used.
- Employees and groups assessed.
- Evidence and data sources relied upon.
- Names and competencies of assessors.
- Consultation undertaken (dates, participants, feedback)
- Risk assessment findings and conclusions.

Format: Psychosocial Risk Assessment Register

Retention: Current version plus previous 5 years

Review Frequency: As per mandatory review triggers (minimum annually)

Category 2: Control Measures

Must Document:

- Each control measure implemented.
- Date of implementation.

Policy Name	VICTORIA – PSYCHOSOCIAL HAZARD POLICY			Policy Version	V.1
Owner	Fishbowl Service Support Pty Ltd				
Policy published	November 2025	Last review date	September 2025	Next review date	October 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- Which hazard(s) the control addresses.
- Level in hierarchy of controls (elimination, substitution, etc.)
- Responsibility for implementation and monitoring.
- Resources allocated.
- Expected outcomes and success measures.
- Actual effectiveness (measured outcomes)

Format: Control Measures Register

Retention: Current version plus previous 5 years

Review Frequency: Quarterly effectiveness reviews.

Category 3: Consultation Activities

Must Document:

- Date and type of consultation activity.
- Participants (employees, HSRs, management)
- Topics discussed relating to psychosocial hazards.
- Employee feedback and concerns raised.
- How feedback was considered.
- Decisions made and reasons.
- Communication of outcomes back to employees.

Format: Consultation Log

Retention: Minimum 5 years

Review Frequency: Ongoing (recorded as they occur)

Category 4: Incident Reports and Psychological Injuries

Must Document:

- Date, time, and location of incident.
- Factual description of what occurred.
- Psychosocial hazard(s) involved.
- Employee(s) affected and nature of impact.
- Immediate response and support provided.
- Investigation findings.
- Root cause analysis.
- Control measures implemented or revised.
- Follow-up support provided.
- Workers' compensation claim details (if applicable)

Format: Psychosocial Incident Report Form

Retention: Minimum 7 years (workers' compensation requirement)

Review Frequency: Immediate upon incident occurrence.

Category 5: Review and Monitoring Records

Must Document:

- Scheduled and triggered reviews conducted.
- Review trigger that initiated each review.
- Date and scope of review.
- Review findings and recommendations.
- Changes made to risk assessments or controls.
- Reasons if recommendations were not implemented.
- Next review date scheduled.

Format: Review Register

Retention: Minimum 5 years

Review Frequency: Documented as reviews occur

Category 6: Training and Competency

Must Document:

- Training provided on psychosocial hazards.
- Date, duration, and content of training.

Policy Name	VICTORIA – PSYCHOSOCIAL HAZARD POLICY			Policy Version	V.1
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- Trainer qualifications and competency.
- Attendees and completion status.
- Training effectiveness evaluation.
- Competency assessments for risk assessors.
- Ongoing professional development.

Format: Training Register

Retention: Duration of employment plus 7 years

Review Frequency: Annually and after each training session.

Category 7: Decisions Not to Implement Controls

Must Document:

- Controls considered but not implemented.
- Level in hierarchy of controls.
- Reasons why not reasonably practicable.
- Alternative controls implemented instead.
- Who made the decision and when.
- Review date for reconsidering the decision.

Format: Control Decisions Register

Retention: Minimum 5 years

Review Frequency: Each mandatory review trigger.

Documentation Standards:

All psychosocial risk management documentation must be

- Accurate.
- Factual and objective.
- Based on evidence.
- Free from bias or assumptions.
- Dated and attributed to author.

Accessible:

- Stored in secure, centralised location.
- Available to authorised personnel.
- Provided to HSRs upon request.
- Available for WorkSafe Victoria inspection.
- Backed up regularly.

Confidential:

- Personal information de-identified where possible.
- Privacy protections applied.
- Access restricted to authorised personnel.
- Stored in accordance with Privacy Act requirements.

Auditable:

- Version controlled with change history.
- Chronological and complete.
- Cross-referenced to related documents.
- Demonstrates continuous improvement.

Responsibility for Documentation:

Approved Provider will

- Be responsible for the overall accountability for documentation system.
- Ensure adequate resources for record-keeping.
- Approve documentation frameworks and templates.

Nominated Supervisor will

- Be responsible for the day-to-day maintenance of documentation.
- Ensure timely and accurate record-keeping.
- Monitor compliance with documentation requirements.
- Report documentation gaps to Approved Provider.

Educators will

- Complete incident reports promptly.
- Provide feedback for consultation records.

Policy Name	VICTORIA – PSYCHOSOCIAL HAZARD POLICY			Policy Version	V.1
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- Maintain personal training records.
- Report documentation concerns.

Annual Documentation Audit:

Management will conduct an annual audit of psychosocial risk documentation to ensure the following:

- All required records are complete and current.
- Documentation meets regulatory standards.
- Systems are functioning effectively.
- Gaps are identified and addressed.
- Continuous improvement opportunities are identified.
- Audit findings will be reported to the Approved Provider and used to improve documentation systems.

4. Procedure: In the Event of an Employee Incident -reporting procedure.

4.1 Ensure immediate Safety and Support of employee.

- Ensure the employee is safe, removed from the triggering situation, and offered a quiet, private space.

A Nominated Supervisor responsible person or management must provide immediate assistance, including:

- Asking if medical support is required
- Allowing the employee to step away from duties
- Providing drinking water and a calm environment
- Ensure another employee covers ratio requirements.
- If the employee is acutely distressed or unwell, an ambulance or medical assistance should be contacted.

4.2. Notify the Approved Provider/ Nominated Supervisor

- The employee (or a colleague on their behalf) must report the incident as soon as reasonably practicable to the Approved Provider/Nominated Supervisor.
- The Approved Provider/Nominated Supervisor must respond immediately and sensitively and begin the support and documentation process.

4.3. Record the Incident

The incident must be formally recorded in the service’s Psychosocial Incident Report Form or general Incident Reporting System.

Document the following:

- Date, time, and location of the event.
- What occurred factual, objective description.
- Psychosocial impact on the employee.
- Individuals involved(children, employees, parents, visitors).
- Immediate control measures used.
- Whether medical attention was required.
- Initial actions taken by the supervisor.
- Ensure the record stays confidential, stored securely, and meets privacy requirements.

4.4. Conduct an Initial Review

- The Nominated Supervisor must conduct an initial assessment to determine:
- Is the employee fit to continue work today?
- Are early interventions required removal from duties, temporary reassignment?
- Are other employees affected?
- Have children been affected?

If necessary, arrange:

Time away from duties

- A support conversation / debrief
- Replacement staffing

4.5. Provide Debriefing and Support

A structured debrief must occur as soon as practicable same day where possible.

Debrief options include:

- Internal debrief with Approved Provider/Nominated Supervisor
- Referral to Employee Assistance Program (EAP)

Policy Name	VICTORIA – PSYCHOSOCIAL HAZARD POLICY			Policy Version	V.1
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- Encouragement to seek GP or psychological support
- Offering follow-up wellbeing check-ins
- Documentation must remain non-judgmental and trauma informed.

4.6. Escalate Where Required

The Approved Provider must notify WorkSafe Victoria immediately if a psychological injury incident meets notifiable incident criteria, including serious injury, hospitalisation, exposure to violent or threatening events, or any occurrence requiring emergency services response.

The incident must be escalated to the Approved Provider if:

- Harm appears serious
- There is a repeated pattern of psychosocial fallout
- The incident involved aggression, violence, threats or harassment
- The incident may require notification to WorkSafe if it meets notifiable incident criteria

Escalation may also include:

- Behaviour plans for children involved
- Parent management plans
- Reviewing supervision strategies
- Implementing additional supports for the employee

4.7. Conduct a Psychosocial Risk Review

A risk assessment review must be completed to determine:

- Underlying psychosocial hazards
- Interacting risks
- Contribution of workload, environmental, behavioural, or interpersonal factors
- The findings must be added to the Psychosocial register and Risk Assessment.
- This assessment must involve employee consultation and consider adjustments to reduce future risk.

4.8. Implement Control Measures

Based on the risk assessment, the service must implement appropriate controls, such as:

- Adjusting staffing, rosters, workloads
- Revising behaviour guidance plans
- Improving communication or role clarity
- Providing additional training
- Environmental modifications
- Team support or mediation where needed
- Controls must follow the hierarchy of controls and aim for elimination or minimisation so far as reasonably practicable.

4.9. Follow-up and Ongoing Monitoring

- Check in with the employee regularly until they recover or stabilise.
- Review their workload and duties to ensure they remain safe.
- Monitor for recurrence, patterns, or worsening symptoms.
- Update the risk register, incident log, and any relevant documentation.

4.10. Review and Continuous Improvement

After each psychosocial fallout incident, leadership must review:

- Effectiveness of immediate response
- Gaps in systems of work
- Adequacy of staffing and supervision
- Communication and support processes

Lessons learned must inform:

- Ongoing improvements
- Employee training
- Policy review.
- Preventative strategies.
- All reports will be treated confidentially and investigated in line with procedural fairness.
- Employees will be supported through modified duties, mental health days, EAP-style referrals, or staged return-to-work processes.
- No worker will be victimised for raising a psychosocial concern or refusing unsafe work due to psychological risk OHS Act protections apply).

Policy Name	VICTORIA – PSYCHOSOCIAL HAZARD POLICY			Policy Version	V.1
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Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Has the primary duty under OHS Act s21 to ensure, so far as is reasonably practicable, that employees and others are not exposed to risks to their psychological health and safety arising from the business or undertaking.
- Must identify, eliminate or minimise psychosocial hazards as far as is reasonably practicable.
- Must implement and monitor control measures and document psychosocial risk assessments.
- Must consult with employees on what hazards exist and how they may be better controlled.
- Must implement early intervention procedures and confidential reporting systems.
- Must ensure staff have access to psychological support services or referral pathways.
- Must ensure adequate induction and ongoing training on managing psychological risk.
- Must ensure a trauma-informed workplace with debriefing procedures following critical incidents.
- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

The Nominated Supervisor

- Has duties under OHS Act s26 to take reasonable care for the psychological health and safety of employees who may be affected by their acts or omissions, and to cooperate with the Approved Provider in meeting OHS obligations.
- Must identify, eliminate or minimise psychosocial hazards as far as is reasonably practicable.
- Must implement and monitor control measures and document psychosocial risk assessments.
- Must consult with employees on what hazards exist and how they may be better controlled.
- Must implement early intervention procedures and confidential reporting systems.
- Must ensure staff have access to psychological support services or referral pathways.
- Must ensure adequate induction and ongoing training on managing psychological risk.
- Must ensure a trauma-informed workplace with debriefing procedures following critical incidents
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.
- Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders and staff regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

Policy Name	VICTORIA – PSYCHOSOCIAL HAZARD POLICY			Policy Version	V.1
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Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

	<ul style="list-style-type: none"> Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy. <p>Educators</p> <ul style="list-style-type: none"> Have duties under OHS Act s25 to take reasonable care for their own psychological health and safety, for others who may be affected by their acts or omissions, and to cooperate with OHS obligations. Must take reasonable care for their own psychological health and safety. Must report psychosocial hazards early to prevent injury. Must participate in consultation and training related to psychological health. Must treat others with dignity and respect, and not engage in bullying, harassment or exclusionary behaviour. Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will provide feedback regarding policy review when required. <p>Families</p> <ul style="list-style-type: none"> Will participate and support management and staff to meet their regulatory compliant obligations by completing required documents and adhering to policies and procedures.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to regulation 170- Policies and procedures to be followed.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process. Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
In regard to Regulation 171- Policies and procedures to be kept available.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. Ensure policies will be available on request for all staff members to have access when required. Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. Ensure policies will be available for all stakeholders when requested and when updating.
In regard to Regulation 172- Notification of change to policies or procedures	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback.

Policy Name	VICTORIA – PSYCHOSOCIAL HAZARD POLICY			Policy Version	V.1
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Policy published	November 2025	Last review date	September 2025	Next review date	October 2026

	<ul style="list-style-type: none"> Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.
CONTINUOUS IMPROVEMENT	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> Conducting regular reviews and updates of this policy with all stakeholders. Actively seeking feedback from children, families, and staff members. Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.
IN THE EVENT of a BREACH of POLICY and/or PROCEDURE	<ul style="list-style-type: none"> All employees are required to comply with this policy and all associated procedures. Any alleged breach of a policy or procedure will be documented and further investigated by management. If an employee is deemed to be breaching policy and or procedure, disciplinary action will be taken, if the breach is deemed to be serious this could result in immediate termination. Breaches involving child safety or harm to a child will result in immediate suspension whilst management undergo an investigation. This could also result in immediate termination. All breaches and investigations will be documented and may be reported to the Regulatory Authority and/ or law enforcement.
KEY TERMS	<ul style="list-style-type: none"> ACECQA – Australian Children’s Education and Care Quality Authority. The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources, and services to support the sector to improve outcomes for children. Employee- An employee is a person who has a contract of employment or a contract of training. This can be a verbal or written contract. A person is also an employee if they are a labour hire worker at the workplace. An employee may also include: an independent contractor engaged by an employer, any employees of the independent contractor. Volunteers are not employees, even if they receive out-of-pocket expenses. Psychosocial hazard- A factor in the work environment, work design or management of work that has the potential to cause psychological harm e.g., bullying, role conflict, exposure to aggression. Psychosocial Risk - The likelihood that a psychosocial hazard will cause psychological harm. Psychological Injury- A mental health condition or harm arising from exposure to psychosocial hazards (e.g. anxiety, burnout, trauma). Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES	<ul style="list-style-type: none"> Australian Children’s Education & Care Quality Authority. ACECQA Code of Ethics Department of Education Victoria. (2024). Psychological safety and risk management: Policy. Victorian Government. https://www2.education.vic.gov.au/pal/psychological-safety-risk-management/policy Education and Care Services National Law Act 2010. Education and Care Services National Regulations. Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. Guide to the National Quality Framework. National Quality Standard. OHS Act s22(2)(b) Safe Work Australia. (2022). Model Code of Practice: Managing psychosocial hazards at work. Safe Work Australia. https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-psychosocial-hazards-work

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- United Nations Convention on the Rights of the Child
- WorkSafe Victoria. (2004). Occupational Health and Safety Act 2004 (Vic). Victorian Government. <https://www.worksafe.vic.gov.au/psychological-health>
- WorkSafe Victoria. (2025). Compliance Code: Psychological Health (Edition 1). WorkSafe Victoria. <https://content-v2.api.worksafe.vic.gov.au/sites/default/files/2025-09/Compliance-code-psychological-health-2025-09.pdf>
- WorkSafe Victoria. (2025). Occupational Health and Safety (Psychological Health) Regulations 2025 (Vic), Statutory Rule No. 103/2025. Victorian Government. <https://www.legislation.vic.gov.au/as-made/statutory-rules/occupational-health-and-safety-psychological-health-regulations-2025>
- WorkSafe Victoria. (2025). Psychological health – employer guidance. <https://www.worksafe.vic.gov.au/psychological-health>

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