

Psychosocial Safety tip sheet



What are Psychosocial Hazards?

Psychosocial hazards are factors in the workplace that have the potential to cause psychological harm. Psychosocial hazards can arise from:

- the way we design and manage work.
- our interactions with leaders, colleagues, customers, students, stakeholders, and providers.
- our working environment.

Psychosocial hazards can contribute to stress, which if severe and/or sustained, can result in a psychological injury. The [Queensland Code of Practice](#) describes fourteen psychosocial hazards that are common to most workplaces. It is important to familiarise yourself with the hazards defined below.

Common Psychosocial Hazard Definition

High or Low Job Demands	<ul style="list-style-type: none">• High demands are sustained or intense periods of unreasonable physical, mental, or emotional demands.• Low job demands are prolonged periods of insufficient mental demands such as monotonous work.
Low Job Control	<ul style="list-style-type: none">• Having little or no control over what happens in the work environment, when or how work is done, or the objectives worked towards.
Poor Support	<ul style="list-style-type: none">• Inadequate emotional or practical support from supervisors or co-workers.• Inadequate training or information.• Inadequate tools, equipment, or resources to do the job.
Low Role Clarity	<ul style="list-style-type: none">• Uncertainty about, or frequent changes to, tasks and work standards.• Conflicting job roles, responsibilities, or expectations.
Poor Organisational Change Management	<ul style="list-style-type: none">• Change management that is poorly planned, communicated, supported, or managed.
Low Reward and Recognition	<ul style="list-style-type: none">• An imbalance between workers' efforts and recognition or rewards (formal and informal).
Poor Organisational Justice	<ul style="list-style-type: none">• A lack of fairness in decision-making processes, the availability of information and/or treatment of people.
Poor Workplace Relationships, including Interpersonal Conflict	<ul style="list-style-type: none">• Poor relationships or conflict between people with whom workers are required to interact. This may include frequent or excessive disagreements or disparaging or rude comments from supervisors, managers, co-workers, stakeholders, students, visitors, or customers.
Remote or Isolated Work	<ul style="list-style-type: none">• Work that is isolated from the assistance of others because of location, time, or the nature of the work.
Poor Environmental Conditions	<ul style="list-style-type: none">• Exposure to hazardous work environments that create a stress response.
Traumatic Events or Materials	<ul style="list-style-type: none">• Investigating, researching, witnessing, or being exposed to traumatic events.
Violence and Aggression	<ul style="list-style-type: none">• Any incident where a person is abused, threatened, or assaulted at work or while they are carrying out work.
Bullying	<ul style="list-style-type: none">• Repeated and unreasonable behaviour directed towards a worker(s) that creates a risk to health and safety.
Harassment, including Sexual Harassment	<ul style="list-style-type: none">• Harassment in relation to personal characteristics such as age, disability, race, sex, relationship status, family responsibilities, sexual orientation, gender identity, or intersex status.• Sexual harassment is any unwelcome conduct of a sexual nature that is done to either offend, humiliate, or intimidate another person, or where it is reasonable to expect the person might feel that way.
