WHS DOCUMENTS & TEMPLATES

DOC-PSA-PLAN · ACT Psychosocial Risk Management Plan

Product Overview

For: Businesses in the ACT: owners and managers of small businesses, and the WHS advisers and HR managers who support larger ones

Version 1.0 · 11 November 2026

SAMPLE

A psychosocial risk management plan for businesses in the ACT: a plain-English plan and policy, aligned to the ACT WHS Act and Regulation and the ACT's approved codes of practice, with the registers, checklists, procedures and reports to put them into practice.

Businesses in the ACT must manage psychosocial risks like any other risk to health and safety: find the hazards, eliminate the risks or, if that is not reasonably practicable, minimise them using the hierarchy of control measures, and keep the controls working and under review. The Work Health and Safety Regulation 2011 (ACT) has said so since 27 November 2023. The ACT's approved "Managing Psychosocial Hazards at Work Code of Practice" (from 27 November 2023) and "Sexual and gender-based harassment Code of Practice" (from 11 November 2024) say how, and a court can use them as evidence of what is reasonably practicable. A sexual assault at a workplace, or a suspected one, must be notified to WorkSafe ACT.

This product gives a small business a plan it can fill in and follow, in plain English. Alongside it are the tools a WHS adviser or HR manager needs: a risk register, a control library that ranks controls most reliable first, a worker survey, reporting and investigation procedures, a WorkSafe ACT notification guide, a sexual harassment prevention plan built on the Commonwealth positive duty and ready for the ACT's own, a cross-reference to the Regulation and the code, and reports for officers. It is aligned to the Work Health and Safety Act 2011 (ACT), the Work Health and Safety Regulation 2011 (ACT) and both codes of practice.

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Psychosocial Risk Management Plan

How the business identifies, assesses, controls and reviews psychosocial risks

Document number		**Version**	
Plan owner		**Approved by**	
Date approved		**Next review date**	

How to use this plan

- Each part says what **[Company name]** does, in plain English, and names the tool that helps. The tools are in folders 03 to 06.
- Fill in every placeholder in square brackets. Delete what does not apply, and add your own arrangements.
- The plan only works if it is followed. Put it into practice with the 90-Day Implementation Plan.

1 Commitment and scope

[Company name] is committed to protecting workers and others from psychological and physical harm caused by the way work is designed, managed and carried out. Psychosocial risks are managed like any other work health and safety risk: we find the hazards, assess the risks, control them and check the controls are working.

A psychosocial hazard arises from the design or management of work, the work environment, plant at the workplace, or workplace interactions or behaviours, and may cause psychological harm, and physical harm too: for example high job demands, poor support, bullying, harassment or traumatic events. The hazard is in the work, not the person. Hazards often combine and make each other worse.

This plan covers: **[Scope of the plan]**. It applies to every worker, including employees, contractors, labour hire workers, apprentices and volunteers, and to other people affected by our work, such as customers and visitors.

2 The law in the ACT

Law or guidance	What it means for the business
Work Health and Safety Act 2011 (ACT)	The business must ensure, so far as is reasonably practicable, the health and safety of workers and others. Health means physical and psychological health.
Work Health and Safety Regulation 2011 (ACT), sections 55A to 55D, in force from 27 November 2023	■ Define psychosocial hazards and psychosocial risks. ■ The business must manage psychosocial risks under the Regulation's general rules for managing risk (Part 3.1): identify reasonably foreseeable hazards (section 34); eliminate the risks so far as is reasonably practicable (section 35); if that is not reasonably practicable, minimise them so far as is reasonably practicable using the hierarchy of control measures (section 36); keep the controls effective (section 37); and review them (section 38). ■ In the ACT the hierarchy of control measures applies to psychosocial risks, as it does to any other risk. The Control Library follows it, most reliable first.
Section 55D of the Regulation: choosing controls	When choosing controls, have regard to all relevant matters, including: the duration, frequency or severity of exposure; how hazards interact or combine; the design of work and the systems of work; the workplace and any workers' accommodation; plant, substances and structures; workplace interactions or behaviours; and the information, training, instruction and supervision provided.

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Hazard Identification Checklist

Find the psychosocial hazards in one work area

Work area or team		**Completed by**	
Date		**People consulted**	

How to use it

- Complete one checklist for each work area or team, with the people who do the work. Their view matters most.
- For each hazard, ask: could this be present here? Tick Yes, No or Not sure. Treat Not sure as Yes until you know more.
- Write where it happens and who is exposed. Then enter each Yes in the Psychosocial Risk Register.

The hazards below cover every common psychosocial hazard in the approved "Managing Psychosocial Hazards at Work Code of Practice": harassment because of a personal characteristic, and conflict or poor workplace relationships and interactions, are under harmful behaviours. Add any other hazard in your work below, such as fatigue.

The rest of this page, and the rest of this document, are in the full product.

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Control Library

Controls for each psychosocial hazard: work design first

How to use it

- Find the hazard. Choose controls with the people who do the work, starting with the first column: changes to how the work is designed and organised.
- Under the ACT Regulation, eliminate the risk if you can. If not, minimise it using the hierarchy of control measures, and consider how long, how often and how severely people are exposed, and how hazards combine.
- The last column lists support arrangements: they help people cope, recover or get help. Record them separately; they support the controls and never replace them.
- Copy the controls you choose into the Psychosocial Risk Register, with an owner and a due date.

Choosing controls

In the ACT, psychosocial risks must be eliminated so far as is reasonably practicable. If that is not reasonably practicable, they must be minimised so far as is reasonably practicable using the hierarchy of control measures in section 36 of the Regulation: substitution, isolation and engineering controls first, then administrative controls, then personal protective equipment, alone or in combination. Section 37 requires each control to be kept effective. For psychosocial risks, work down this list, most reliable first. It follows the same order, and adds work design above administrative controls, because changing what the work demands is more reliable than changing what a procedure says about it.

Level	What it means for psychosocial risks	Examples
1. Eliminate	Remove the exposure	Stop a task that exposes people to aggression; end lone work in a high-risk location
2. Substitute	Replace the work or the way it is done with something that carries lower exposure	Online or phone service in place of a face-to-face counter for difficult transactions
3. Engineering and environmental	Physical design, separation and systems	Safer counter design and separation; tested duress alarms; noise control; reporting that takes minutes, not twenty
4. Work design	Change what the work demands: staffing, rosters, authority, limits	Staffing that matches demand; caseload limits; realistic targets; clear roles; authority to defer work
5. Administrative	Procedures, rules, information and training that depend on people following them	Rostered breaks; a reporting procedure; conflict resolution; training for managers
6. Support and recovery	Help people cope, recover or get help. The least reliable layer: never the only one	Support service; check-ins after a traumatic event; wellbeing programs

Usually a combination works best. Choose with the people who do the work, think about how hazards combine, and check later that the controls work.

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ACT Psychosocial Risk Management Plan

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. A psychosocial risk management plan for businesses in the ACT: a plain-English plan and policy, aligned to the ACT WHS Act and Regulation and the ACT's approved codes of practice, with the registers, checklists, procedures and reports to put them into practice.

What the full product contains

- **Psychosocial Risk Management Plan for the ACT, in plain English, with a one-page policy to sign**
  02_PLAN/ (.docx and .pdf)
- **ACT Regulation, code and law cross-reference, following the ACT psychosocial code chapter by chapter**
  02_PLAN/ACT Regulation and Code Cross-Reference.docx and .pdf
- **Tools to identify hazards: checklist, work design walk-through, data sources, worker survey, focus group guide**
  03_IDENTIFY/ (five documents, .docx and .pdf)
- **Excel psychosocial risk register with dropdowns and ratings, and a control library by hazard**
  04_ASSESS_CONTROL/ (.xlsx, .docx and .pdf)
- **Change impact assessment**
  04_ASSESS_CONTROL/Change Impact Assessment.docx and .pdf
- **Reporting and response procedure with report form and triage guide; investigation procedure and record**
  05_REPORT_RESPOND/ (.docx and .pdf)
- **Traumatic event response, WorkSafe ACT notification guide (including sexual assault incidents) and sexual harassment prevention plan**
  05_REPORT_RESPOND/ (.docx and .pdf)
- **Monitoring: Excel measures, quarterly review agenda, annual review checklist, officers' due diligence report**
  06_MONITOR_REVIEW/ (.xlsx, .docx and .pdf)
- **Setup guide and 90-day implementation plan**
  01_START_HERE/ (.docx and .pdf)
- **Start here: Read Me First, Product Overview, Permitted Use Terms, Version Information**
  01_START_HERE/ (four PDFs)

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