WHS DOCUMENTS & TEMPLATES

DOC-PSN-PLAN · NSW Psychosocial Risk Management Plan

Product Overview

For: New South Wales businesses: owners and managers of small businesses, and the WHS advisers and HR managers who support larger ones

Version 1.0 · 10 November 2026

A psychosocial risk management plan for New South Wales businesses: a plain-English plan and policy, with the registers, checklists, procedures and reports to put it into practice.

NSW businesses must manage psychosocial risks like any other risk to health and safety: find the hazards, assess the risks, control them and check the controls work. Since 1 July 2026 they must also follow the SafeWork NSW Code of Practice, or manage the risk to a standard at least as high.

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, a worker survey, reporting and investigation procedures, a sexual harassment prevention plan built on the positive duty, a cross-reference to the NSW Code, and reports for officers. It is aligned to the NSW Act, the Work Health and Safety Regulation 2025 (NSW), the NSW Code and the SafeWork NSW Code of Practice on sexual and gender-based harassment.

What is included

Item	File
Psychosocial Risk Management Plan for NSW, in plain English, with a one-page policy to sign	02_PLAN/ (.docx and .pdf)
NSW Code and law cross-reference	02_PLAN/NSW 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, SafeWork NSW notification guide 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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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 New South Wales

Law or guidance	What it means for the business
Work Health and Safety Act 2011 (NSW)	The business must ensure, so far as is reasonably practicable, the health and safety of workers and others. Health includes psychological health.
Work Health and Safety Regulation 2025 (NSW), sections 55A to 55D	■ Define psychosocial hazards and psychosocial risks. ■ The business must manage psychosocial risks: eliminate them so far as is reasonably practicable, and if that is not reasonably practicable, minimise them using the hierarchy of control measures. ■ When choosing controls, the business must consider the matters in section 55D, including the duration, frequency and severity of exposure, how hazards may interact or combine, the design of work, the systems of work, and workplace interactions or behaviours.
SafeWork NSW Code of Practice "Managing psychosocial hazards at work"	The practical guide to managing psychosocial risks in NSW. Under section 26A of the Act, the business must follow an approved code of practice that applies, or manage the risk to a standard at least as high.
SafeWork NSW Code of Practice "Sexual and gender-based harassment"	An approved code on managing the risk of sexual and gender-based harassment, used with the psychosocial code. Section 26A applies to it in the same way. See the Sexual Harassment Prevention Plan.

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[Company name]

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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 hazard in Table 1 of the SafeWork NSW Code. The Code's role overload and underload are under job demands; role conflict under role clarity; supervisor and co-worker support under poor support; conflict or poor relationships under harmful behaviours; procedural justice under organisational justice; change consultation under change management. Add any other hazard in your work.

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 NSW 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 NSW, psychosocial risks must be eliminated so far as is reasonably practicable. If that is not reasonably practicable, they must be minimised using the hierarchy of control measures. For psychosocial risks, work down this list, most reliable first. Work design sits 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.

Is it a control?

- Does it change the work? If it only changes how well a person copes with the work, it is a support arrangement. Record it as support.
- Can you say what it must achieve, who owns it, and how you would know it worked? If not, it is an intention, not yet a control.
- For the most serious risks, decide which controls matter most, give each a measurable requirement and an owner, and check them more often.

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NSW 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 New South Wales businesses: a plain-English plan and policy, with the registers, checklists, procedures and reports to put it into practice.

What the full product contains

- **Psychosocial Risk Management Plan for NSW, in plain English, with a one-page policy to sign**
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- **NSW Code and law cross-reference**
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- **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)
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