PRRR™ PSYCHOSOCIAL RISK SERIES

PRRR-01 · Psychosocial Risk Awareness

Product Overview

Audience: All workers · Duration: 45–60 minutes

Version 1.0 · 29 October 2026

A practical introduction for every worker: how work creates psychosocial risk, and what to do about it. Most awareness sessions talk about stress, resilience and looking after yourself. This one talks about the work: the demands, the conditions and the systems that expose people to harm, and what a workplace does to control them.

Learning outcomes

- Explain the difference between a psychosocial hazard and the harm it can cause
- Recognise common psychosocial hazards in their own work
- Describe how the frequency, intensity and duration of exposure affect risk
- Outline the four stages of the PRRR Control Model
- Tell the difference between a control and a support arrangement
- Describe how workers are consulted, and how to take part
- Raise a psychosocial hazard or concern early, through the right channel

Session outline

Part	Covers
1. Psychosocial hazards	Definition; hazard, exposure and harm; the fourteen hazards; examples from operational work
2. How exposure builds	Frequency, intensity, duration; hazards in combination; work as imagined and work as done
Activity	Spot the hazard: six scenes from mining, construction, manufacturing, local government, education and healthcare
3. The PRRR Control Model	Prevent, Respond, Recover, Review; a worked example; support is not control
4. Your part	Duties; consultation; raising a concern; where to find support; knowledge check

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What is in the package

Folder	Contents
01_START_HERE	Read Me First, Product Overview, Permitted Use Terms, Version Information
02_TRAINING_PRESENTATION	Training Presentation (.pptx with speaker notes, and PDF)
03_FACILITATOR_GUIDE	Facilitator Guide (.docx and PDF), Session Plan
04_PARTICIPANT_RESOURCES	Participant Workbook (.docx and PDF), Handouts (PDF)
05_ACTIVITIES_AND_ASSESSMENTS	Practical Activities, Knowledge Assessment, Assessment Answers (PDF)
07_TRAINING_ADMINISTRATION	Attendance Register (.xlsx), Completion Certificate Template, Training Evaluation

Document control

Item	Detail
Product	PRRR-01 Psychosocial Risk Awareness
Document	Product Overview
Version	1.0
Status	Released
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PRRR™ PSYCHOSOCIAL RISK SERIES

Psychosocial Risk Awareness

How work creates psychosocial risk, and your part in controlling it

01

[Insert organisation name] · [Insert date]

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What this session is, and is not

This session is

✓ A health and safety session

✓ About hazards in how work is designed, organised and managed

✓ About what this workplace does to control them

✓ About your part in that

This session is not

✗ Mental health training

✗ Resilience or stress management

✗ A place to discuss anyone's personal health

✗ About finding someone to blame

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Today

1. **What psychosocial hazards are**
   and how they cause harm

2. **How exposure builds**
   how often, how intense, how long

3. **The PRRR Control Model**
   how controls change the work

4. **Your part**
   speaking up, being consulted, getting support

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What is a psychosocial hazard?

> “A feature of the design, organisation or management of work, or of workplace interaction, that has the potential to cause psychological or physical harm.”

- It comes from the work, not from the person
- It is treated like any other workplace hazard
- It can cause physical harm too: fatigue, distraction and rushing lead to injuries

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Hazard, exposure, harm



Example: a council counter with no screen (hazard). Officers face abusive customers several times a week, alone after 3pm (exposure). Anxiety, poor sleep, time off, a resignation (harm).

Controls act on the hazard and the exposure. Waiting for harm means waiting too long.

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PRRR-01 · Psychosocial Risk Awareness

Participant Workbook

Duration: 45–60 minutes

Name: _____

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How to use this workbook

This workbook goes with the session. Make notes in it, use it for the activity, and keep it. The 'My workplace' page near the end is the most useful page to keep: it tells you who to talk to and how to raise a concern here.

By the end of the session you will be able to:

- Explain the difference between a psychosocial hazard and the harm it can cause
- Recognise common psychosocial hazards in their own work
- Describe how the frequency, intensity and duration of exposure affect risk
- Outline the four stages of the PRRR Control Model
- Tell the difference between a control and a support arrangement
- Describe how workers are consulted, and how to take part
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Part 1. Psychosocial hazards

Key ideas

Term	What it means
Psychosocial hazard	A feature of the design, organisation or management of work, or of workplace interaction, that has the potential to cause psychological or physical harm.
Psychosocial risk	The risk of harm arising from exposure to one or more psychosocial hazards.
Exposure	Contact with a psychosocial hazard, described by its frequency, intensity and duration, and by the conditions under which it occurs.
Control	A measure that changes the work, the conditions or the exposure in a way that reduces risk, for which a purpose, an owner and a test of effectiveness can be stated.
Support arrangement	A measure that assists a person to cope with, recover from or seek help for exposure. Valuable, and recorded separately from controls.
Work as imagined	Work as documented and assumed by the organisation.
Work as done	Work as actually performed under real conditions.

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Hazard, exposure, harm

Hazard	Exposure	Harm
Something in the work that can cause harm	How often, how intense, how long	Psychological or physical injury

Harm is the end of the pathway. Controls act on the hazard and the exposure, before anyone is hurt. Psychological injury tells us the controls failed; it is not the explanation.

The fourteen hazards

#	Hazard	What it looks like
1	Job demands, high or low	Sustained high workload, time pressure or emotional demand, or long periods with too little to do.
2	Low job control	Little say in how, when or in what order the work is done.
3	Poor support	Not enough practical help, information, resources or supervision to do the job.
4	Poor role clarity	Unclear, conflicting or frequently changing responsibilities and expectations.
5	Poor organisational change management	Change that is poorly planned, consulted on, communicated or supported.
6	Inadequate reward and recognition	Effort and contribution not matched by recognition, feedback or reward.
7	Poor organisational justice	Decisions, processes and treatment that are inconsistent or unfair.
8	Traumatic events or material	Witnessing, dealing with or being exposed to events or content that are deeply distressing.
9	Remote or isolated work	Working alone, far from others, or where help is hard or slow to reach.
10	Poor physical environment	Noise, heat, cold, poor lighting, cramped or unsafe surroundings.
11	Violence and aggression	Threats, abuse or assault, from anyone, including customers, clients, patients and the public.
12	Bullying	Repeated and unreasonable behaviour directed at a worker or group of workers that creates a risk to health and safety.
13	Harmful behaviours	Other behaviour that harms, such as conflict, incivility, intimidation and discrimination.
14	Sexual harassment	Unwelcome sexual behaviour that a reasonable person would expect to offend, humiliate or intimidate.

Which of these do you recognise in your own work?

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Scene A. Mining: The back ramp

Kai operates a haul truck at a remote open-cut pit on a seven-on, seven-off roster of 12-hour night shifts. The back ramp has a radio dead spot about 400 metres long. The night supervisor covers two pits and is usually at the other one. Last month Kai was first on scene to a light vehicle rollover. The driver was badly hurt. Kai filled in the incident form and went back to work the next night. Nobody has asked about it since.

1. What psychosocial hazards are present? Name them from the list of fourteen.

2. What is the exposure? How often, how intense, how long?

3. What could change in the work? Try to name one thing for each PRRR stage.

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