PRRR™ PSYCHOSOCIAL RISK SERIES

PRRR-03 · Psychosocial Risk Practitioner

Product Overview

Audience: WHS practitioners, HR professionals, risk professionals and operational managers · Duration: One day

Version 1.0 · 30 October 2026

The technical package: role-based risk assessment, exposure, hazard interactions, the hierarchy of control, critical controls and verification. Written for the people who will build and run an organisation's psychosocial risk management.

Built on Book 1 of the series, Control the Work, Not the Worker. Participants assess one role end to end through a full case pack, using the same templates they will use afterwards. The emphasis is on controls that change the work, on knowing which controls matter most, and on evidence that they work.

Learning outcomes

- Explain the psychosocial risk management duties that apply in their jurisdiction, including where Victoria differs
- Apply the six-step process: Understand, Identify, Assess, Control, Verify, Optimise
- Establish the work as done using all four sources of identification
- Write exposure statements that name the role, the work, the conditions and the exposure
- Assess exposure by frequency, intensity, duration and interaction, and map how hazards interact
- Assess control effectiveness at the same time as the risk, giving no credit to unverified controls
- Apply the Control Test, classify controls by PRRR stage and hierarchy tier, and keep support separate
- Select controls that change the work, using the adapted hierarchy of control
- Identify critical controls and write performance standards with failure criteria
- Plan verification that tests existence, use and effectiveness
- Set indicator thresholds from the organisation's own data, and close the loop through review

Session outline

Part	Covers
1. Foundations	The category error; non-negotiables; obligations by jurisdiction; the six-step process; support versus control; the four sources; Activity 1
2. Identify and assess	Exposure statements; hazard interactions; selecting roles; frequency, intensity, duration and interaction; consequence; control status and the residual risk rule; Activity 2
3. Control	The Control Test; PRRR and classification; the adapted hierarchy; the four levers; Activities 3 and 4
4. Critical controls and verification	Performance standards; existence, use and effectiveness; verification methods; compliance and design failures; indicators and thresholds; review triggers; Activity 5

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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 Manual (.docx and PDF), Session Plan
04_PARTICIPANT_RESOURCES	Participant Workbook (.docx and PDF), Handouts (PDF)
05_ACTIVITIES_AND_ASSESSMENTS	Case Pack, Worked Examples (PDF), Knowledge Assessment, Practical Assessment, Assessment Answers (PDF)
06_WORKPLACE_TOOLS	Role-Based Risk Assessment (.xlsx), Exposure Assessment Worksheets, Hazard Interaction Map, Control Planning Resources, Verification Worksheets
07_TRAINING_ADMINISTRATION	Training Records (.xlsx), Completion Certificate Template, Training Evaluation

Document control

Item	Detail
Product	PRRR-03 Psychosocial Risk Practitioner
Document	Product Overview
Version	1.0
Status	Released
Date	30 October 2026
Publisher	Orana Skills Centre
Copyright	© 2026 Orana Skills Centre. All rights reserved.
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PRRR™ PSYCHOSOCIAL RISK SERIES

Psychosocial Risk Practitioner

Assess the work. Control the exposure. Prove the controls work.

[Insert organisation name] · [Insert date]

03

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What today is, and is not

Today is

- ✓ Risk management of the work
- ✓ A method you can apply on Monday
- ✓ Built on evidence and verification
- ✓ Practical: one role, assessed end to end

Today is not

- ✗ Wellbeing program design
- ✗ A legal course
- ✗ A qualification or a licence
- ✗ Nationally recognised training

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Today

Session	What it covers	Time
1. Foundations	The category error; obligations; the six steps; Understand; Activity 1	75 min
Morning tea		15 min
2. Identify and assess	Exposure; interactions; role-based assessment; rating; Activity 2	105 min
Lunch		30 min
3. Control	The Control Test; PRRR; hierarchy; Activities 3 and 4	90 min
Afternoon tea		15 min
4. Critical controls and verification	Performance standards; verification; indicators; review; Activity 5	90 min
Close	Knowledge check; first steps	20 min

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You will leave with

- A complete assessment of one role, from work understanding to verification plan
- The Control Test and the classification rules
- The adapted hierarchy of control
- A critical control performance standard
- A verification plan and a method for setting thresholds
- Editable templates, including the role-based assessment workbook

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SESSION 1

Foundations

What psychosocial risk is, what the law requires, and the method

1

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Participant Workbook

Duration: One day

Name: _____

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How to use this workbook

This workbook holds the reference material and every activity worksheet for the day. Activities 1 to 5 work through one role at Ironbark Community Living, in the case pack at the back of this workbook. Your completed Activities 1 to 5 form the practical assessment.

- Explain the psychosocial risk management duties that apply in their jurisdiction, including where Victoria differs
- Apply the six-step process: Understand, Identify, Assess, Control, Verify, Optimise
- Establish the work as done using all four sources of identification
- Write exposure statements that name the role, the work, the conditions and the exposure
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Session 1. Foundations

Seven non-negotiables

1. Psychosocial risk is a work risk
2. Control the work, not the worker
3. A documented control is not an effective control
4. Recovery is part of the control system
5. Psychological harm is an outcome, not an explanation
6. Absence of complaints does not demonstrate absence of risk
7. Assess the work as it is actually done

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The six-step process

Step	What it does
Understand	The work as actually performed: who does what, under what conditions, with what resources, and where the documented and the real versions diverge
Identify	Hazards and the exposure they create for specific roles
Assess	Frequency, intensity, duration and interaction, with control effectiveness assessed at the same time
Control	Apply the PRRR Control Model; determine which controls are critical
Verify	Whether controls exist, are used and are working
Optimise	Learn from verification, incidents, indicators and change, and feed it back

PRRR sits inside Control. It does not replace the process.

Support is not control

Support for the person	Control of the risk
Employee Assistance Program	Reducing the workload that created the exposure
Resilience training	Filling the vacancies
Mental health first aid	Redesigning the role or the roster
Manager check-ins	Giving the role decision authority to match its accountability

The four sources of identification

Source	Strongest for	Weakest for
Consultation and engagement	Exposure people are willing to describe	Anything that feels like an admission, or where the listener has power over the speaker
Organisational data	Exposure nobody has said out loud	Telling you what it means: it shows the shape, not the cause
Observation and work analysis	The conditions: the low bench, the empty supervisor's desk	Infrequent events you happen not to see
Event-based triggers	Prompting assessment when exposure changes	When treated as incident management, not as a signal to reassess

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Activity 2. Assess the role

For the Overnight Support Worker at Ironbark. Use the case pack and the variance table.

Exposure statement 1

Element	Entry
Role, and how many hold it	
Hazard	
Source of the exposure	
Frequency, and basis for it	
Intensity	
Duration, per instance and overall	
Conditions present when it occurs	
Independent measure compared, and result	
Established from, and date	

Exposure statement 2

Element	Entry
Role, and how many hold it	
Hazard	
Source of the exposure	
Frequency, and basis for it	
Intensity	
Duration, per instance and overall	
Conditions present when it occurs	

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