



Psychosocial Hazard Checklist

HOW TO USE THIS WORKSHEET

What is a psychosocial hazard? Anything about how work is designed, managed, or the environment it happens in that could cause psychological harm. These are your legal responsibility under WHS legislation (2022).

How to use this: Walk through your venue. Ask yourself, could the way this work is designed or managed cause psychological harm to someone? Tick every hazard that you recognise, and note your findings.

1. How work is designed & managed

✓	HAZARD	NOTES – WHAT DID YOU FIND?
<input type="checkbox"/>	High or unpredictable workload Rosters that change last minute, covers too high for the team on shift	
<input type="checkbox"/>	Low job control Staff have no say in how they do their work or manage their section	
<input type="checkbox"/>	Unclear roles or expectations Staff don't know exactly what's expected of them in their role	
<input type="checkbox"/>	Poor rostering or shift patterns Split shifts, back-to-back closes and opens, irregular hours	
<input type="checkbox"/>	Insufficient breaks No real break during long service periods, eating on the run	
<input type="checkbox"/>	Isolated or solo work Closing alone, working a section without backup or visibility	



2. Work environment & relationships

✓	HAZARD	NOTES – WHAT DID YOU FIND?
<input type="checkbox"/>	Poor communication from management Information about changes, expectations, or problems comes late or not at all	
<input type="checkbox"/>	Lack of recognition or reward Staff contributions go unacknowledged; good work is just expected	
<input type="checkbox"/>	Low support from supervisors Managers unavailable, unapproachable, or unhelpful when problems arise	
<input type="checkbox"/>	Conflict or poor relationships at work Tension between team members or between staff and management unaddressed	
<input type="checkbox"/>	Bullying, harassment, or disrespect Behaviours that humiliate, intimidate, or exclude – from anyone in the venue	
<input type="checkbox"/>	Sexual harassment risk Unwanted sexual comments, contact, or behaviour – from staff or customers	

3. Traumatic or high-demand interactions

✓	HAZARD	NOTES – WHAT DID YOU FIND?
<input type="checkbox"/>	Customer aggression or abuse Verbal or physical aggression from customers, especially in late-night service	
<input type="checkbox"/>	Exposure to distressing events Witnessing accidents, medical incidents, or highly distressing situations at work	
<input type="checkbox"/>	Emotional labour demands Having to perform positivity and manage customer emotions regardless of your own state	

YOUR NEXT STEPS

<p>STEP 1</p> <ul style="list-style-type: none"> List every hazard you ticked. Transfer to a one-page Psychosocial Safety Register. Date it. 	<p>STEP 2</p> <ul style="list-style-type: none"> For each hazard: rate it High / Medium / Low. Note what control you have in place – or plan to put in place. 	<p>STEP 3</p> <ul style="list-style-type: none"> Pick ONE hazard to fix first. Take one action this week. Review the whole register every six months.
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