Office Workplace Injury Risk Check

Ten questions on psychosocial hazards for businesses with 20 to 200 people

Psychosocial hazards arise from how work is designed and managed, from the work environment and from workplace interactions, and they may cause psychological harm (model WHS Regulations, reg 55A). They sit inside the same work health and safety duty as any physical hazard in your office.

This check asks one thing: could your business show a working process for managing them? It takes about ten minutes. Answer from what your records show, not from what you believe happens. Date the completed page and keep it, so you have a starting record.

What the ten questions cover

1	Identification	6	Concerns on record
2	Assessment	7	Review
3	Consultation	8	Leadership
4	Accountability	9	Early reporting
5	Controls at the source	10	Evidence

> **This check records your own view. It has not been verified with your workers, and it is not a risk assessment.**

Your jurisdiction. Section and regulation numbers refer to the model WHS laws. Your state or territory has its own Act, regulations and code, and numbering can differ. In NSW, the approved code is the SafeWork NSW Code of Practice: Managing psychosocial hazards at work. In Victoria, the Occupational Health and Safety Act 2004 (Vic) applies, and officer liability arises under section 144, not a section 27 duty.

References. Model Work Health and Safety Act, section 27 (duty of officers). Model Work Health and Safety Regulations, regulations 55A to 55D (psychosocial risks). Safe Work Australia, Model Code of Practice: Managing psychosocial hazards at work (2022). SafeWork NSW, Code of Practice: Managing psychosocial hazards at work (2021). The Act, regulations and code, or equivalent, in your own jurisdiction.

GraceX helps Australian businesses with 20 to 200 people keep the record between knowing about a hazard and acting on it, inside the Microsoft 365 tools they already use. If your score raised questions, message Roland Illyes, founder of GraceX.

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This check is a general self-assessment and is not legal advice. It does not replace a risk assessment, consultation with workers, or professional advice.
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The ten questions

How to answer. Tick Yes or No for each question. If you are not sure, tick No. An answer you cannot show from a record counts as No for evidence purposes.

The questions and your score are overleaf.

	QUESTION	YES	NO
1	**Have the psychosocial hazards in your business been identified through a structured process, in the last 12 months or since the last major change to how work is organised?** Why it matters. Regulation 55C applies the WHS risk management process to psychosocial risks. The 12-month interval is GraceX suggested good practice, not a legal deadline.	☐	☐
2	**Has each identified hazard been assessed for how often, how long and how severely people are exposed, and is that assessment written down?** Why it matters. Regulation 55D(2)(a) names the duration, frequency and severity of exposure as matters you must have regard to when choosing controls.	☐	☐
3	**Were workers consulted when those hazards were identified and assessed, and is there a record of the consultation?** Why it matters. Consultation with workers is a duty under the WHS Act. A rating made by leaders alone is an opinion about the workforce, not a finding from it.	☐	☐
4	**Does a named role run psychosocial risk controls day to day, and report to you on a set schedule?** Why it matters. You can assign the work, but you cannot assign the duty. Section 27 of the WHS Act places due diligence on each officer personally, which means a delegated function still needs you to check that it is being done.	☐	☐
5	**Are control measures in place that change the work itself, such as workload, role clarity, supervision, how change is managed and how conflict is resolved?** Why it matters. Regulation 55D requires psychosocial risks to be eliminated so far as is reasonably practicable, and minimised where elimination is not possible. EAP, counselling and wellbeing programs support people already affected. They are not a control on the hazard and do not count here.	☐	☐
6	**When someone raises a concern about workload, behaviour or how work is organised, is there a record of how it was assessed and what was decided?** Why it matters. Section 27(5)(d) expects the business to have processes for receiving and considering information about hazards and risks, and for responding in a timely way. A conversation with no record cannot show that the process ran.	☐	☐
7	**Are controls reviewed on a set schedule and after any change or incident, to confirm they are working?** Why it matters. A control that is never checked can stay on paper after the work has changed.	☐	☐
8	**Has psychosocial risk been a recorded agenda item at leadership or board level in the last quarter?** Why it matters. Section 27(5)(c) expects officers to take reasonable steps so that the business has, and uses, appropriate resources and processes to eliminate or minimise risk. The quarterly interval is GraceX suggested good practice, not a legal interval.	☐	☐
9	**Do workers have a regular, structured way to report workload pressure, role confusion, conflict or the effects of change before these become formal complaints?** Why it matters. Regulation 55D(2) asks you to consider how long and how often exposure occurs, and how hazards interact or combine. Neither is visible from a single incident report.	☐	☐
10	**If a regulator's inspector or your insurer asked tomorrow, could you produce the records of identification, consultation, control and review?** Why it matters. The test is what the records show, not what was intended.	☐	☐

Your score

Number of No answers _____ out of 10

Date _____

0 No answers
Your answers describe a documented process. Keep it under review and test it against what workers report.

1 to 2
Parts of your process rely on memory or goodwill. Those parts will be hard to show an inspector or an insurer.

3 or more
Your process is mostly informal. The next step is a structured review of how hazards are identified, how workers are consulted, and how controls are chosen and reviewed.