

# Top Mental Health Risks in Hospitality

Fact Sheet #1

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 Back of House, Front of Mind Podcast

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The hospitality industry faces unique pressures that make workers more vulnerable to mental health challenges.

These risks are recognised under the Work Health and Safety Act 2020 (WA) as psychosocial hazards that must be managed by employers.

# How to Use This Checklist

- Review monthly or after major incidents
- Involve supervisors and staff where possible
- Keep records to support compliance
- Take action early when risks appear



# Top Mental Health Risks

## Customer Abuse & Aggression

Verbal abuse, unreasonable demands, intoxication or aggressive behaviour.

**Impact:** anxiety, stress, fear, reduced confidence.

## Emotional Labour (“Always Smiling”)

The expectation to remain friendly, calm and composed regardless of personal stress or customer behaviour.

**Impact:** burnout, emotional exhaustion, presenteeism.

## Irregular Hours, Fatigue & Poor Sleep

Late nights, double shifts, unpredictable rosters.

**Impact:** impaired judgement, increased errors, higher risk of injury, mood changes.

## Workplace Bullying or Unclear Expectations

Harsh communication, favouritism, sarcasm, exclusion, inconsistent instructions.

**Impact:** performance anxiety, low morale, turnover, psychological injury.

## Job Insecurity & Financial Pressure

Casual contracts, seasonal income, limited career progression.

**Impact:** chronic stress, worry, compromised wellbeing.

## Work–Life Conflict & Limited Roster Control

Difficulty balancing family, caring responsibilities, study or second jobs.

**Impact:** stress, fatigue, absenteeism, lowered engagement.

# Why These Risks Matter

- These hazards are linked to higher turnover, lower service quality and increased safety incidents.
- Failure to manage psychosocial risks can lead to legal consequences for employers.
- Addressing these risks promotes a healthier, safer and more sustainable workforce.

# How to Take Action

- Review rosters for fairness and fatigue.
- Promote respectful communication and introduce anti-bullying standards.
- Display customer kindness posters (“Please respect our team”).
- Hold weekly 5-minute wellbeing check-ins.
- Provide clear role expectations and consistent feedback.
- Offer staff input into rostering and workflow.
- Direct staff to support cards and mental health resources.

## FOR MORE SUPPORT

Download posters, tools and fact sheets from the Healthy Mind Menu Online Hub.

Learn more: [healthymindmenu.org.au](https://healthymindmenu.org.au)