

# WHS Psychosocial Safety Checklist





This checklist helps hospitality venues meet psychosocial safety requirements under the Work Health and Safety Act 2020 (WA).

Use it regularly to identify risks, strengthen culture, and protect staff wellbeing.

# 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



# Psychosocial Hazards – Risk Check

## Customer Aggression & Incivility

- Staff know how to report customer aggression
- Zero-tolerance policy displayed front-of-house
- Staff supported after difficult interactions
- Supervisors trained to intervene early

## Bullying, Harassment & Poor Work Culture

- Clear anti-bullying policy communicated
- Staff know who to speak to about concerns
- Supervisors trained in supportive leadership
- Reports taken seriously and followed up

## Workload & Fatigue

- Rosters allow adequate rest between shifts
- No excessive doubles or “clopens”
- Meal and rest breaks taken consistently
- Staff encouraged to speak up when fatigued

## Role Clarity & Communication

- Staff have clear expectations for each shift
- Training provided for new and changing tasks
- Team huddles used to share important updates
- Feedback offered regularly and respectfully

## Emotional Labour

- Staff can step away after distressing incidents
- Regular pre-shift check-ins in place
- Grounding tools available (breathing, micro-breaks)
- Staff recognised for emotional effort

## Job Security & Work Conditions

- Staff receive roster notice in advance
- Financial pressure acknowledged as a wellbeing factor
- Casual staff offered consistent communication and support

## Work–Life Balance

- Flexible options offered where possible
- Staff have input into roster preferences
- Long hours or excessive overtime monitored

# Protective Factors – What Good Looks Like

## Team Connection

- Team bonding (monthly or informal)
- Staff feel safe to speak openly
- Wins and good work recognised weekly

## Fair & Respectful Leadership

- Leaders model calm communication
- Staff feel respected and valued
- Concerns followed up consistently

## If Risks Are Identified

- Adjust rosters or workloads
- Provide additional supervision
- Offer breaks or task rotation
- Review policies and update as needed
- Provide wellbeing tools or MHFA options
- Consult staff on workable solutions

## Inclusive Culture

- New staff welcomed warmly
- Differences respected (age, culture, personality)
- All voices included in discussions

# Mandatory Support Contacts

Display these in staff areas:

- Mental Health Emergency Response Line (MHERL): 1300 555 788
- Lifeline: 13 11 14
- Beyond Blue: 1300 224 636

## **For More Tools**

Download posters, scripts, checklists and resources from the Healthy Mind Menu Online Hub.

[healthymindmenu.org.au](http://healthymindmenu.org.au)