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WHS Training & Consulting Specialists

MANAGEMENT OF WHS RISKS—PSYCHOSOCIAL HAZARDS COURSE

Course Aims

To raise the awareness and certainty of participants about why and how the risks of psychosocial hazards in their workplace must be eliminated or minimised so far as reasonably practicable in accordance with requirements of the NSW WHS Act and the revised NSW WHS Regulation which as of October 2022 now includes definitions and directions specific to psychosocial risks in the workplace.

Objectives

On completion of this course participants should be able to:

- explain the concepts of “WHS duty holders” and “WHS duties.”
- identify who are the WHS duty holders under WHS law and describe how they interact with each other in WHS matters.
- explain what is a psychosocial *hazard*.
- explain what is a psychosocial *risk*.
- explain the new psychosocial risk control measures as per the amended WHS Regulation and how they apply.
- describe the investigation and response processes to a psychosocial incident.

Competency Guidelines

The theory and practical content of this course is aligned to the specific Sections and Clauses of the NSW WHS Act and NSW WHS Regulation in regards to management of WHS risks and the CODE OF PRACTICE—MANAGING PSYCHOSOCIAL HAZARDS AT WORK published by SafeWork New South Wales and the Model Code of Practice—Managing Psychosocial Hazards at Work by Safe Work Australia.

Suitable participants: all staff

Content

1. WHS law in New South Wales
2. Duty holders and their responsibilities
3. Psychosocial hazards and risks
4. Risk assessment and controls
5. How to respond to psychosocial reports and incidents

Duration 1 day, 9am to 4pm

Trainer A qualified WHS trainer



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PROGRAM for the
**MANAGEMENT OF WHS RISKS COURSE -
 PSYCHOSOCIAL HAZARDS**

TOPIC	CONTENT COVERED
WHS Duties in NSW Workplaces	<ul style="list-style-type: none"> → What is the WHS Act and WHS Regulation → WHS duty holders and duties [WHS Act, Sections 14-16] → Management of risks [WHS Act, Sections 17-18] → Primary duty of care [WHS Act Section 19] → Duty of officers [WHS Act, Section 27] → Duty of workers (line managers, supervisors, team leaders, and workers) [WHS Act, Section 28] → Duty of others at the workplace (visitors, customers, sub-contractors) [WHS Act, Section 29]
Managing Health and Safety in the Workplace	<ul style="list-style-type: none"> → PCBU duty to consult other duty holders [WHS Act Section 46] → PCBU duty to consult workers [WHS Act Section 47] → How and when to consult [WHS Act Section 48-49]
Psychosocial Hazards and Risks	<ul style="list-style-type: none"> → The new amendments to the NSW WHS Regulation → What are psychosocial hazards [Clause 55A] → What are psychosocial risks [Clause 55B] → Case study: <i>Kozarov v State of Victoria</i> [2022] → Code of Practice: Managing psychosocial hazards at work (SafeWork NSW) → Job Characteristics, Design and Management [ref Model Code of Practice] → Harmful Behaviours [ref Model Code of Practice] → Subtle Workplace Bullying (“Gaslighting”) → “Quiet Quitting” → Common psychosocial hazards at work [ref NSW Code of Practice]
Risk Assessment and Controls	<ul style="list-style-type: none"> → PCBU management of risks [WHS Regulation Clauses 32—38] → Psychosocial control measures (new) [WHS Regulation Clause 55D] → Identification of psychosocial hazards and risks → Assessment and prioritization of psychosocial hazards and risks → Control of psychosocial hazards and risks → Maintenance, monitoring, and review of control measures → Employer’s Rights
Responding to a report of a psychosocial risk or incident	<ul style="list-style-type: none"> → Investigating a psychosocial incident → Notifiable incidents → Record keeping → Safe return to work → Group practical exercise