

Psychological Claims Readiness Checklist.

Preparing your workplace for psychosocial risk obligations and psychological injury claims.

This checklist is designed to help employers understand the practical steps they can take to reduce psychosocial risks in the workplace, support worker wellbeing, and prepare for changes relating to psychological injury claims under workers compensation legislation.

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| <p>☐ Conducted a psychosocial risk assessment relevant to our workplace
Reviewed workplace factors that may impact employee mental health, such as workload, work pressure, support, workplace behaviours, and exposure to stressful situations.</p> <p>☐ Identified key psychosocial hazards (workload, behaviours, change, role clarity)
Identified common psychosocial risks including excessive workload, bullying or conflict, poor communication, unclear expectations, and poorly managed change.</p> <p>☐ Implemented controls to manage identified psychosocial risks
Put practical measures in place to reduce identified risks, such as improving communication, adjusting workloads, clarifying roles, or increasing support.</p> <p>☐ Policies in place for bullying, harassment, and complaints handling
Ensured employees have clear policies outlining expected behaviour, how to raise concerns, and how complaints will be managed.</p> <p>☐ Managers trained on reasonable management action
Managers understand how to appropriately manage performance, conduct, and workplace issues in a fair, respectful, and consistent way.</p> <p>☐ Managers trained on mental health awareness
Managers can recognise signs of distress, respond appropriately to concerns, and direct employees to available support.</p> | <p>☐ Performance management and disciplinary processes documented and applied consistently
Processes are clearly documented, communicated to employees, and applied consistently across the workplace.</p> <p>☐ Change management processes include consultation and communication
Employees are informed and consulted during workplace changes, with clear communication and support throughout the process.</p> <p>☐ Early reporting of concerns is encouraged and supported
Employees are encouraged to raise concerns early and can do so without fear of negative treatment or retaliation.</p> <p>☐ Complaints and well-being concerns are responded to promptly
Concerns are acknowledged, assessed, and addressed in a timely and respectful manner.</p> <p>☐ Support options considered (adjustments, EAP, mediation)
Appropriate support measures are considered where needed, including flexible arrangements, EAP services, mediation, or workplace adjustments.</p> <p>☐ Accurate records kept of decisions, communications, and actions
Clear and factual records are maintained to support transparency, consistency, and appropriate management of issues.</p> <p>☐ Insurer notified early if a psychological claim arises
The insurer is notified early to support timely assistance, claim management, and return-to-work planning, where appropriate.</p> |
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