



Australian Government

Comcare

# Psychosocial Inspection Program

## Information for Health and Safety Representatives

Your employer, as a person conducting a business or undertaking (PCBU), has been chosen to participate in Comcare's **Psychosocial Inspection Program** (the program).

The program promotes and enables psychological health and safety at work. It involves planned inspections and engagements with employers (PCBUs) to assess whether they are complying with their duties under the *Work Health and Safety Act 2011 Cth (WHS Act)* and *Work Health and Safety Regulations 2011 Cth (WHS Regulations)* and appropriately managing psychosocial health and safety risks at work.

## Your input is important

We know that Health and Safety Representatives (HSRs) have a significant role in representing workers, raising concerns, and advocating for improvements to health and safety. As part of the program, Comcare inspectors will engage with HSRs to discuss how safe systems implemented in the workplace operate in practice. For instance, an inspector may ask whether a procedure for reporting a psychosocial hazard is known, applied, followed and fit-for-purpose.

## What to expect

- > **Early communication:** HSRs may be informed of employer participation by your organisation or directly by Comcare inspectors. This is an opportunity to review the PCBU guide and consider preparing any relevant insights from your work group.
- > **Involvement in the inspection:** We will invite HSRs to accompany a Comcare inspector during a workplace visit, and may ask for a demonstration of internal systems.
- > **Feedback opportunities:** As a HSR, you will be given the opportunity to provide insights on psychosocial health and safety risks, risk controls, and your experience in raising psychosocial health and safety issues with the PCBU on behalf of your work group.
- > **Confidentiality:** The focus of our inspection is on systems, not individuals. Information obtained by inspectors is subject to confidentiality requirements and only general insights gathered from HSRs may be referred to in the final report. For more information, see the Comcare [Privacy Policy](#).

## Talking to your work group

If workers ask about the inspection or the program, you can explain:

- > **How can you participate?:** You will be invited to complete a short, anonymous Comcare survey to share your experiences, as a worker, of the employer's psychological health and safety management system.
- > **Purpose:** 'Comcare is visiting as part of a proactive effort to check how workplaces are preventing psychological harm.'
- > **Focus areas:** 'The program is about making sure there are good systems in place to effectively manage the risks associated with psychosocial hazards such as workloads, role clarity, bullying and work-related stress – to ensure a psychologically safe workplace.'
- > **Why was our organisation selected?:** 'Comcare selects employers for participation in the program based on data, trends and organisational risk profile. In some instances, employers also self-nominate into the program.'

## HSR and worker participation

HSRs and workers are both invited to participate in the program, but in different ways. You might be invited to participate in your formal role as a HSR, or in your personal capacity as a worker.

If you're asked to participate in your HSR role, you may be invited to a discussion about issues affecting your work group. You may also be consulted during specific meetings with Comcare, so that we can better understand how the organisation is managing psychosocial risks.

Workers will also be invited to share their individual views and experiences through an online survey. If the worker gives consent to be contacted, an Inspector may follow up to seek more information through a one-on-one interview or small group discussion. HSRs can choose to participate in these discussions as a worker as well.

## Tips

- > Inform your work group that Comcare is conducting a psychosocial inspection program and encourage worker participation.
- > Familiarise yourself with the program's assessment criteria, and consider any examples of systems or situations relevant to your employer's management of psychological health and safety in the workplace.
- > Encourage open discussion and worker participation.

## More information

- > [Psychosocial Inspection Program](#)
- > [HSR Handbook](#)
- > [Health and safety representatives \(HSRs\) | Comcare](#)