



Psychosocial Hazards (including bullying) Service Standards

This explains what you can expect from us, and what we expect from you when you raise a psychosocial hazard issue with us.

For information relating to psychosocial hazards refer to SafeWork SA website:

- [Bullying and Inappropriate Behaviours](#)
- [Psychological Health / Mental Health](#)
- [Sexual Harassment](#)
- [Psychological hazards & work-related stress](#)

What we can do

We can only act on situations that fall within the scope of the *Work Health and Safety Act 2012 (SA)* (WHS Act) and the *Work Health and Safety Regulations 2012 (SA)* (WHS Regulations).

This includes verifying if the Person Conducting a Business or Undertaking (PCBU) is:

- consulting with workers about work health and safety
- providing and maintaining a work environment that is without risks to health and safety
- providing and maintaining safe systems of work
- monitoring the health and safety of workers and the conditions at the workplace, to ensure that work-related illnesses and injuries are prevented
- providing appropriate information, instruction, training or supervision to workers and others at the workplace, to allow work to be carried out safely
- implementing control measures to eliminate psychosocial risks so far as is reasonably practicable
- if it is not reasonably practicable to eliminate psychosocial risks — to minimise the risks so far as is reasonably practicable.

What we cannot do

There are some things we cannot do because it falls outside the scope of the WHS Act. These include:

- it is not SafeWork SA's role to represent you (i.e. we are not your advocate)
- mediate between the workplace parties involved
- provide legal advice
- provide counselling
- order the employer or business (or other [PCBU](#)) to discipline a person alleged to be the source of harmful workplace behaviour, or to terminate their employment
- take sides
- secure an apology or compensation
- issue an order to stop bullying behaviour or stop sexual harassment - the [Fair Work Commission](#) have powers to issue these orders if required.

What we expect from you

We can provide you with a better service if you:

- check that what is occurring to you is a psychosocial hazard/harmful workplace behaviour (refer to SafeWork SA website: [Psychological hazards & work-related stress](#)).
- try to resolve it in your workplace by:
 1. if appropriate, talking to someone about what you are experiencing and what you can do about it, e.g. your supervisor, manager, health and safety representative (HSR) or union representative
 2. if you reasonably believe that you have been bullied or harassed at work you should make reasonable attempts to resolve the matter with your employer through a formal or informal process (where available) before referring to external agencies (including SafeWork SA) for assistance.
 3. reporting any hazard as early as possible using workplace reporting procedures and/or to your supervisor, manager, HSR or union representative as workers have a duty to do so under section 28 of the WHS Act.
- read 'What you can expect from us', below
- complete and submit the workplace **SafeWork SA Psychosocial hazards request for service** if you want to raise the issue with us.

- Provide specific examples, that can be supported by evidence that you think is significant in contributing to your situation. When describing the evidence available it is important to include specific behaviours, dates, location and witnesses and items such as e.g. diary entries, emails, text messages, work health and safety notifications and grievances, social media posts.

If your workplace has not been made aware of, or had an opportunity to respond to the hazards, this may limit the action SafeWork SA can take.

If you have any questions about completing the form online, then call the **SafeWork SA Help Centre on 1300 365 255**.

What you can expect from us

- we may contact you for more information in order to assess your request for service.
- We will determine the most appropriate action by assessing the information you provide and the circumstances of your request, and by considering the [SafeWork Australia – National compliance and enforcement policy](#) which sets our approach to compliance and enforcement activities.
- based on our assessment of your request, we may contact the workplace to which the issue relates (or the place from which the relevant person generally conducts their business or undertaking) by one of the following methods:
 - letter
 - phone call
 - visit by an inspector
- if you have made a request for your identity to remain confidential, we will take care to not disclose any information that may identify you. However, it is possible that the workplace parties will make assumptions about who has raised the issue with us
- if you choose to remain anonymous this will limit SafeWork SA's ability to address the specific nature of your complaint and you will not receive feedback relating to your request from SafeWork SA.
- we will be transparent with the workplace about why contact is being made and what their obligations are under the WHS Act. If SafeWork SA contact a workplace, the inspector will make enquiries to:
 - ensure that the PCBU and workers meet their obligations under the WHS Act in relation to the alleged psychosocial hazards/harmful workplace behaviours
 - ensure the workplace has access to systems of work and/or policies and procedures for the management of psychosocial hazards and the associated risks to health and safety. This includes how the workplace addressed any complaints lodged with them

- ensure the workplace provides training to all workers in the above referenced systems of work
 - ensure workers in leadership roles (including workers who are acting in these roles) are provided with adequate information, instruction and training to assist those workers with meeting their supervisory responsibilities, specifically their WHS responsibilities.
 - support compliance with legislation
- SafeWork SA's role is to assess the extent of compliance with WHS laws and ensure compliance, not to support a person's version of events over another or examine a potential breach of a code of conduct and/or disciplinary actions taken by a PCBU against a worker (although this may occur whilst we are making our enquiries). For further information relating to this topic refer to the Fair Work Commission website:
 - [About reasonable management action](#)
 - within 5 working days from receipt of your request, we will respond to your request which may include contacting you and/or the workplace.
 - if the issues raised are assessed as low risk, SafeWork SA may contact the PCBU and draw their attention to the matter, to allow them to do what is reasonably practicable to respond to the issues raised. We may later follow up with some of those businesses to assess what action the PCBU has taken in response to the issues raised.
 - Due to the confidentiality provisions within the WHS Act – Section 271 *Confidentiality of Information* - SafeWork SA [s271 fact sheet](#) SafeWork SA will not provide you with ongoing updates of the status of any enquiries, any details, information or outcomes arising from your request for service or any subsequent investigation, although you will receive general advice when any of SafeWork SA's enquiries have been completed.
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 - we will ensure that our decisions and actions are reasonable, fair and appropriate to the circumstances, based on consideration of the available evidence, relevant legislation, policies and procedures.
 - to ensure the quality of our service, all actions taken by Inspectors in relation to a request for service are reviewed by SafeWork SA Leadership prior to any matters being closed.
 - if the issues raised are outside of SafeWork SA's jurisdiction, we will provide you with information relating to the most appropriate jurisdiction you may contact for assistance.
 - we take unreasonable behaviour seriously. We do not accept abuse, threats, intimidation or harassment of our staff by customers as part of their job. If your behaviour is unacceptable, we may set limits or conditions on your contact with us

and provide you with a warning. If your unacceptable behaviour continues, we may cease all direct contact with you.

- SafeWork SA may choose not to continue to respond to issues that have already been actioned by us. We may stop responding to you if we have already investigated and responded to your issues. If you have been provided with an opportunity to express your concerns, have been treated fairly, given reasons for decisions made and a reasonable explanation as to why your request can go no further, the matter will be closed. Any further correspondence from you about matters already dealt with will be noted, and no further action will be taken.
- Refer to SafeWork SA website for further details of the Inspector functions and powers as follows:

[Inspector functions and powers](#)