



Nepean Community College

Staff Psychosocial Support Policy and Procedure



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1. Policy Statement

Nepean Community College (RTO ID: 1223) is committed to promoting a safe, inclusive, and supportive working environment that prioritises the mental health and well-being of all staff members. The college recognises that psychosocial hazards—such as stress, bullying, workplace harassment, workload pressure, and lack of role clarity—can negatively impact employees' health and productivity.

This policy and procedure underscores Nepean Community College's commitment to creating a safe and supportive work environment. The policy outlines measures to identify, prevent, and manage psychosocial hazards within the college.

2. Purpose

The purpose of this policy is to outline the approach and procedures for identifying, assessing, and managing psychosocial hazards in the workplace to ensure the health, safety, and well-being of all staff at Nepean Community College by:

- Defining psychosocial hazards and their potential impact on staff.
- Establishing clear procedures to identify, assess, and mitigate psychosocial risks.

3. Scope

This policy applies to all staff, contractors, and volunteers working at Nepean Community College.

4. Definitions

Psychosocial Hazards

Factors in the workplace that may affect an individual's psychological or social well-being, including stress, bullying, harassment, fatigue, and interpersonal conflicts.

Risk Management

A systematic approach to identifying, assessing, and controlling hazards to reduce risks to health and safety.

5. Responsibilities

Management

- Ensure compliance with the Work Health and Safety Act 2011 (NSW).
- Promote a culture of awareness and support regarding mental health and psychosocial risks.
- Provide training and resources to assist staff in recognizing and managing psychosocial hazards.
- Conduct regular workplace assessments to identify and address psychosocial risks.
- Investigate and respond to reports of psychosocial hazards promptly and effectively.

Staff



- Adhere to college policies and procedures related to health and safety.
- Report any identified psychosocial hazards to management or a designated officer.
- Engage respectfully with colleagues and contribute to a positive workplace culture.
- Participate in training and initiatives to improve workplace well-being.

6. Procedure

1. Identification of Psychosocial Hazards

Examples:

- High workloads or unrealistic deadlines.
- Role ambiguity or poor organizational communication.
- Bullying, harassment, or discrimination.
- Poor physical environment (e.g., noisy or poorly lit spaces).

2. Reporting and Notification

Staff must report psychosocial hazards using the incident report form available on the staff portal.

Reports can also be made to the HR department or a designated safety officer.

3. Risk Assessment and Management

- Step 1: Risk Identification – Gather data through surveys, interviews, and observations.
- Step 2: Risk Assessment – Evaluate the likelihood and severity of potential harm.
- Step 3: Control Measures – Implement strategies such as workload adjustments, training programs, conflict resolution, and improving physical environments.

4. Response to Reports

- Reports of psychosocial hazards will be addressed confidentially and without discrimination.
- Management will conduct a thorough investigation and implement appropriate interventions.
- Outcomes will be communicated to relevant parties in a timely manner.

5. Support and Recovery

- Affected staff will be offered access to the Employee Assistance Program (EAP) or similar services.
- Managers will provide support for a safe and sustainable return to work if needed.

6. Monitoring and Review

- Regular reviews of the workplace environment and incident reports will be conducted.
- The policy will be updated annually or as required by legislative or organizational changes.

7. Training and Awareness

All staff will receive regular training on:

- Identifying psychosocial hazards.

- Effective communication and conflict resolution.
- Mental health first aid.

8. Compliance

Failure to comply with this policy may result in disciplinary action in accordance with college procedures.

9. References

- Work Health and Safety Act 2011 (NSW)
- Safe Work Australia guidelines on psychosocial hazards.

10. Additional Support Services

If a staff member experiences a problem with their role, they should immediately speak with the CEO who can help to find the assistance needed.

Some examples of support that may be arranged may include:

- Language, Literacy and Numeracy (LLN) assistance.
- Short course prior to enrolment to assist with LLN.
- Interpreters at additional cost to the client.
- Verbal assessments in comparison to written.
- Disability support with the help of external organisations if required.
- Information Technology (IT) support.
- Time management support.
- Foundation skills learning apps or resources.
- Sourcing various aids, equipment and tools, where able.

Staff can gain additional support from the following organisations:

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| • Maternal and Child Health Service (24 hours): | 13 22 29 |
| • Men's Line Australia (24 hours): | 1300 789 978 |
| • Youth Substance Abuse Service: | 1800 014 446 |
| • The Australian Institute of Interpreters and Translators: | 1800 284 181 |
| • Disability Services Australia: | 1300 372 121 |
| • Beyond Blue: | 1300 224 636 |
| • The Salvation Army: | 13 72 58 |
| • Australian Red Cross: | 1800 733 276 |
| • 1800 Respect: | 1800 426 820 |
| • Lifeline (24 hours): | 13 11 14 |



- Child Protection Crisis Line (after hours): 13 12 78
- Kids Help Line: 1800 551 800
- Poisons Information Line (24 hours) 13 11 26
- Suicide Help Line (24 hours): 1300 651 251
- Victims Support Help Line: 1800 819 817

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