

# Psychosocial hazards request for service form

If you need help to complete or submit this form, call **13 10 50**.

Once you have completed this form, please post to: Locked Bag 2906, Lisarow, NSW 2252

## Privacy compliance statement

Personal information collected in this form is collected by SafeWork NSW in accordance with the Privacy and Personal Information Protection Act 1998 (PIIP Act). SafeWork NSW respects your privacy and is committed to protecting your personal information. We collect your personal information to provide our services to you, to improve the quality of our services and to provide you with information about other services we offer.

You are required to provide this information in order for us to process your request form. Failure to provide the information may result in us not being able to process your request form. You have the right to access and correct your personal information. You can do this at any time by contacting SafeWork's customer service centre on 13 10 50 or in writing to 92-100 Donnison Street, Gosford, NSW 2250. Further information on our privacy policy is available at [safework.nsw.gov.au](https://safework.nsw.gov.au).

## This form relates to a request for service for psychosocial hazards, which include for example:

- Role overload, exposure to traumatic events, lack of role clarity, low job control, poor support, inadequate reward and recognition, poor procedural justice, poor change consultation, and
- harmful workplace behaviour, eg bullying which is repeated and unreasonable behaviour, harassment and sexual harassment.

Please tick the box below to comply with the following conditions:

1. I have checked that what is occurring is a psychosocial hazard/harmful workplace behaviour in the [NSW Code of Practice: Managing Psychosocial Hazards at Work](#) (refer to Table 1).
2. I accept [SafeWork's Psychosocial Hazards Service Standards](#) which explains what I can expect from SafeWork NSW, what SafeWork NSW expect from me and what SafeWork NSW can and cannot do when I raise a psychosocial hazard with them.

I agree with the above conditions\*

Agree

3. What outcome would you like to see as a result of raising this issue with SafeWork NSW (please refer to what we cannot do in the Service Standards)

4. Have you followed your internal workplace reporting procedures to give your employer an opportunity to respond?\*

Yes      No

If Yes, please describe how you raised this psychosocial hazard with your employer.\* Attach any evidence available (eg. copy of email or incident report etc)

If No, Why? (Note the Psychosocial Hazards Service Standards in relation to not giving your employer an opportunity to respond)

5. In completing this form SafeWork NSW requires three examples (from the past 12 months) of psychosocial hazards, that can be supported by evidence. You will be required to describe the evidence that you have available in the example section below.

If your example relates to a serious incident or workplace violence **call 131 050**

I consent to SafeWork NSW raising the issue of alleged psychosocial hazards with my workplace.\*

Yes      No

If you do not consent, SafeWork NSW will not be able to action your request if details of the hazard are not able to be raised with the workplace.

6. If you choose to remain anonymous, this will limit SafeWork NSW's ability to address the specific nature of your complaint and you will not receive feedback on any action taken by SafeWork NSW.

Do you wish to remain anonymous?\*

Yes      No

7. Do you consent to SafeWork NSW identifying you to the business by proceeding with this request?\*(disregard this question if you answer Yes to Question 6 above).

Yes      No

8. Is someone completing this form on your behalf?\*

Yes      No

If you answer Yes to Question 8 your written consent must be attached in order for the person completing this form on your behalf to raise your issue with SafeWork NSW. If your written consent is not provided, SafeWork NSW may not action your request.

Your Details	
First name:*	Last name:*
Address:	
Suburb:	Postcode:
Phone number:	Email:*
9. Are you an apprentice or trainee? Yes      No	
10. Are you under 25 years old? Yes      No	
11. Are you currently employed at the workplace where you experienced the psychosocial hazard/s? Yes      No      Not Applicable	
12. What is your relationship to the workplace where the alleged psychosocial hazard/s occurred?*	
Worker      Ex Worker      Union Official      Health & Safety Representative Family member/legal guardian      Other	
If you tick 'Other', please explain the relationship to the workplace	

Workplace Details	
ABN:	Business Name*
Business Street Address:*	
Suburb:*	Postcode:
Business Phone:*	Business Email:*
Main business activity (eg furniture manufacture, steel warehousing, fashion retail)*	
Location/s in the workplace where you experienced the psychosocial hazard?*(eg working from my home, at my desk in the office, in the lunchroom, in the operating theatre of the hospital, in a client's home)	

## Information about the alleged psychosocial hazard/s

Provide three recent specific examples (from the past 12 months), that can be supported by evidence that you think is significant in contributing to your issues of psychosocial hazards (for more information refer to [Table 1 in the Code of Practice: Managing Psychosocial Hazards at Work](#)). When describing the evidence (eg diary entries, emails, text messages, internal work health and safety hazard/incident notifications, HR or workers compensation claims and/or grievances etc) it is important to include specific information, dates, location and witnesses.

**Note:** if the evidence is not available this will limit SafeWork NSW's ability to address your concerns/specific nature of the complaint and you may not receive feedback on any action taken.

List the examples below, if SafeWork NSW requires additional information beyond these three examples it will be requested by a representative from SafeWork NSW.

**Instructions: Please tick the psychosocial hazards you are alleging you have experienced in your workplace, and provide a specific example, please only fill in the ones relevant to your situation**

	Role overload/underload (includes: high workloads or job demands, or low workloads or job demands)
	Exposure to traumatic events
	Role conflict or lack of role clarity
	Low job control
	Conflict or poor workplace relationships between workers and their supervisors and managers and co-workers
	Poor support (from supervisors, managers or co-workers)
	Inadequate reward and recognition
	Poor procedural justice (processes for making decisions)
	Poor organisational change consultation
	Bullying and/or harassment
	Sexual harassment and/or sexual assault

### If you ticked Bullying and/or Harassment

**Workplace bullying is one type of harmful workplace behaviour. It can be directed towards a worker or a group of workers which creates a risk to health and safety.**

It can occur in any workplace and can be harmful to you if you experience or witness it.

Examples of potential unreasonable behaviour include repeated instances of:

- offensive language or comments directed at an individual or group
- unjustified criticism
- exclusion from workplace activities
- withholding information that is needed for work.

**If you ticked Sexual Harassment**

**Sexual harassment** is any unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature, in circumstances where a reasonable person, having regard to all the circumstances, would anticipate the possibility that the person harassed would be offended, humiliated or intimidated (SafeWork Australia).

13. Are you being managed for poor conduct or performance at work?\*

Yes      No

14. Are you facing disciplinary action at work?\*

Yes      No

**If you ticked Yes to Questions 13 or 14, please note:**

**Reasonable management** action taken in a reasonable way is not workplace bullying. Managers are responsible for monitoring the quality and timeliness of work and providing staff with feedback on their performance.

15. Have any other agencies or organisations been involved in resolving this matter?

Yes (If yes please tick the relevant ones below)      No

Anti - Discrimination NSW

Australian Human Rights Commission

Fair Work Commission

Independent Review Office

NSW Industrial Relations

NSW Police

NSW Ombudsman

Personal Injury Commission

Union

Other

**Example 1**

Date/s that it happened:\*

Name and position of other persons involved:\*

Relationship of this person to you\* (eg. co-worker, person I supervise, supervisor, manager, owner)

Name/position of any witnesses

What happened? What was said or done? How long has this been occurring?\*( Be as specific as possible)

What effect did this have on you?\*

### **Example 2**

Date/s that it happened:\*

Name and position of other persons involved:\*

Relationship of this person to you\* (eg. co-worker, person I supervise, supervisor, manager, owner)

Name/position of any witnesses

What happened? What was said or done? How long has this been occurring?\*( Be as specific as possible)

What effect did this have on you?\*

### **Example 3**

Date/s that it happened:\*

Name and position of other persons involved:\*



19. Have you had time off work in relation to this issue?\*

Yes No

If yes, describe your time off (eg. what type of leave, how long you had off, when)?

20. Have you sought medical treatment/counselling as a result of this psychosocial hazard?\*

Yes No

If yes, describe your treatment (eg When, what type of treatment, is there a Certificate of Capacity)?

21. Have you sustained a diagnosed illness or injury or been admitted to hospital as a result of this psychosocial hazard?\*

Yes No

If yes, describe your diagnosis (eg. what is the illness/injury/diagnosis, when did it occur)?

22. Have you lodged a workers compensation claim for this issue?\*

Yes No

If yes, what is your claim number?

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#### Disclaimer

This publication may contain information about the regulation and enforcement of work health and safety in NSW. It may include some of your obligations under some of the legislation that SafeWork NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation. Information on the latest laws can be checked by visiting the NSW legislation website [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

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