



# WHS Psychosocial Hazards Policy & Procedure

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### VERSION CONTROL

Table 1: Version Control

Version	Date	Author	Approval	Comments
0.1	1 May 23	Guy Peterson	James Hyndes	Initial Draft
1.0	5 May 23	Guy Peterson	James Hyndes	First Release

## 1.0 POLICY

### 1.1 PURPOSE

The purpose of this policy is to ensure that all workers, contractors, and guests are protected from the potential hazards associated with psychosocial hazards at the motel.

This policy aims to promote a safe and healthy workplace by minimising the risk of harm to mental health and well-being from psychosocial hazards and ensuring that all necessary precautions are in place.

### 1.2 SCOPE

This Policy applies to all Redhill Hospitality business operations identified in Table 2 below.

**Table 2: Redhill Hospitality Properties**

Motel Name	Entity Name	ABN	Address
<b>Boulevard Motor Inn</b>	RRAF2 MILDURA PTY LTD	74 652 768 217	385 Deakin Ave Mildura 3500
<b>Crest Motor Inn</b>	The Trustee for Redhill Hospitality Unit Trust	61 102 953 809	60 Crawford Street Queanbeyan 2620
<b>John Hunter Motel</b>	RRAF JH PTY LTD	35 646 161 239	91 Maitland St Muswellbrook 2333
<b>Peninsula Nelson Bay Motel &amp; Serviced Apartments</b>	RRAF NBP PTY LTD	57 638 570 466	52 Shoal Bay Road Nelson Bay 2315
<b>Redhill Cooma Motor Inn</b>	REDHILL COOMA PTY LTD	15 624 995 946	35 Sharp Street Cooma 2630
<b>Redhill Tamworth Motor Inn &amp; Conference Centre</b>	REDHILL TAMWORTH PTY LTD	27 633 786 919	236 Goonoo Goonoo Rd, South Tamworth NSW 2340
<b>Centrepont Motor Inn</b>	Rraf2 Rocky Pty Ltd	86 657 725 098	35 Sharp Street Cooma 2630
<b>Seagulls Resort</b>	RRAF2 TOWNS PTY LTD	87 656 987 209	74 The Esplanade Belgian Gardens, Townsville, 4810
<b>The Henry Parkes Motel Tenterfield</b>	REDHILL TENTERFIELD PTY LTD	88 661 440 928	144 Rouse Street, Tenterfield, 2372
<b>The Oxley Motel Dubbo</b>	RRAF2 DUBBO PTY LTD	91 652 546 337	79-85 Cobra Street Dubbo 2830

### **1.3 POLICY STATEMENT(S):**

Redhill Hospitality is committed to providing a safe and healthy workplace for all workers and contractors, and to comply with the Australian Work Health and Safety Act 2011 with respect to psychosocial hazards. We recognise that psychosocial hazards can pose serious risks to the mental health and well-being of individuals on the premises, and we are committed to preventing incidents and minimising their impacts.

The motel will ensure compliance with this policy by:

- 1) Identifying all potential psychosocial hazards on the premises, including those related to work demands, organisational culture, interpersonal relationships, and workplace bullying and harassment.
- 2) Providing workers and contractors with appropriate psychosocial hazard training to ensure that they are aware of the potential hazards and their responsibilities in preventing and managing these hazards.
- 3) Ensuring that all workers and contractors report any incidents or near misses related to psychosocial hazards.
- 4) Conducting regular inspections and audits of the workplace to identify potential psychosocial hazards and assess the effectiveness of control measures.
- 5) Implementing appropriate control measures to minimize the risk of harm from psychosocial hazards, such as ensuring that workloads are manageable, providing support and resources for workers who experience workplace stress, and promoting positive workplace culture.
- 6) Ensuring that all workers and contractors are provided with appropriate support and assistance in the event of exposure to psychosocial hazards.

### **1.4 RESPONSIBILITIES:**

1. All workers and contractors have a responsibility to report any potential psychosocial hazards to their supervisor or the General Manager.
2. General Managers have a responsibility to:
  - a. Ensure that all necessary precautions are in place to avoid or minimise the likelihood of an incident occurring.
  - b. Ensure all workers and contractors are trained in psychosocial hazard management.

- c. Report any incidents via the appropriate form within the WHS Module available through Redhill Hospitality Hub.
- d. Ensure compliance with this Policy & Procedure.
- e. Report any violations of this policy by submitting a 'Workplace Incident Report' through Redhill Hospitality Hub.

#### **1.5 REVIEW AND EVALUATION:**

This policy will be reviewed and evaluated on a regular basis, to ensure ongoing effectiveness and compliance with legislative and regulatory requirements.

## 2.0 PROCEDURES

- Step 1:** Regularly review the work environment and conduct hazard identification to identify potential psychosocial hazards. This may include conducting a workplace culture survey, reviewing incident reports and complaints, and seeking feedback from workers and contractors. Any potential psychosocial hazards identified will be assessed to determine the level of risk they pose and what control measures need to be implemented.
- Step 2:** Conduct a risk assessment for each identified psychosocial hazard to determine the level of risk and the appropriate control measures required. Control measures may include but are not limited to:
- a) Providing training and resources to workers and contractors to manage stress and promote positive mental health.
  - b) Adjusting workloads to ensure they are manageable.
  - c) Addressing any interpersonal conflict and providing support for workers and contractors experiencing workplace bullying and harassment.
  - d) Promoting a positive workplace culture and encouraging open communication and consultation.
  - e) Providing support and resources to workers and contractors who have experienced exposure to psychosocial hazards.
- Step 3:** Investigate and report all incidents related to psychosocial hazards. Workers and contractors are required to report any incidents or near misses related to psychosocial hazards to their supervisor or the General Manager as soon as possible. All reports are to be taken seriously and investigated promptly. Any corrective actions required are to be immediately implemented to prevent similar incidents from occurring in the future.
- Step 4:** Provide workers and contractors with appropriate training and education on psychosocial hazards, including stress management, positive workplace culture, and strategies for addressing workplace bullying and harassment. Training will be provided during the induction process and regularly thereafter.
- Step 5:** Ensure that all workers and contractors are aware of the psychosocial hazards policy and procedures and understand their responsibilities in preventing and managing psychosocial hazards. This policy and procedure is to be communicated and

made available to workers and contractors through training and the Redhill Hospitality Hub.

- Step 6:** Regularly review and evaluate the psychosocial hazards policy and procedures to ensure their ongoing effectiveness and compliance with legislative and regulatory requirements. The effectiveness of control measures will be evaluated through regular inspections and audits, and any necessary changes will be made to the policy and procedures.