



Psycho-Social Injury Policy

1. Purpose

The purpose of this policy is to ensure the health, safety, and wellbeing of all employees by preventing, identifying, and managing psycho-social hazards and injuries in the workplace. This policy outlines our commitment to creating a safe, respectful, and supportive environment where all employees can work free from psychological harm.

2. Scope

This policy applies to all employees, contractors, volunteers, and visitors engaged in activities under the organisation's control, whether on-site, remote, or off-site.

3. Definitions

- **Psycho-social hazards:** Aspects of work design, management, and the work environment that may cause psychological harm (e.g., high job demands, poor support, bullying, harassment, occupational violence, fatigue).
- **Psycho-social injury:** Any psychological harm, illness, or disorder caused or exacerbated by workplace factors, such as stress-related conditions, anxiety, depression, or trauma.
- **Wellbeing:** The overall mental, emotional, and social health of employees.

4. Policy Statement

The organisation is committed to:

- Providing a workplace free from bullying, harassment, discrimination, and occupational violence.
- Identifying and managing psycho-social risks through proactive hazard assessment and control measures.
- Supporting employees who experience psycho-social injuries, ensuring fair and respectful treatment.
- Promoting a culture of respect, inclusiveness, and open communication.
- Meeting all legal obligations under workplace health and safety and equal opportunity laws.



5. Responsibilities

Management will:

- Lead by example in fostering a positive and respectful workplace culture.
- Conduct regular risk assessments to identify psycho-social hazards.
- Implement control measures to eliminate or reduce risks.
- Provide training and resources on mental health, wellbeing, and respectful workplace behaviour.
- Ensure incidents of bullying, harassment, or violence are dealt with promptly and appropriately.

Employees will:

- Treat colleagues with respect and dignity.
- Report psycho-social hazards or incidents to their supervisor or designated contact.
- Participate in training and awareness programs.
- Support and cooperate with measures implemented to improve workplace mental health and safety.

Human Resources / WHS Representatives will:

- Provide confidential advice and support to employees experiencing difficulties.
- Manage complaints and incident reports fairly and promptly.
- Facilitate access to Employee Assistance Programs (EAP) and external support services.
- Monitor trends in workplace incidents and recommend improvements.

6. Reporting and Response

- Employees are encouraged to report concerns about psycho-social risks or incidents through the organisation's reporting procedures.
- All reports will be treated seriously, confidentially, and investigated in line with natural justice principles.
- No employee will face retaliation or victimisation for raising a concern in good faith.
- Appropriate corrective actions will be taken, which may include mediation, counselling, training, disciplinary action, or changes to work practices.



7. Support Services

The organisation provides access to support, which may include:

- Employee Assistance Program (EAP).
- Referral to external mental health professionals.
- Workplace adjustments to support recovery.
- Return-to-work plans for employees affected by psycho-social injury.

8. Monitoring and Review

This policy will be reviewed every two years or sooner if legislation changes, organisational needs shift, or following significant psycho-social incidents. Feedback from employees will be considered as part of the review.

Racing Queensland has an Industry Participants Mental Health Assistance Program available for use for any industry participants including but not limited to, greyhound trainers, owners, handlers, club employees and volunteers.

Racing Queensland provides access to free confidential mental health counselling and support services provided by an external provider, Benestar. The Mental Health Support Program can be accessed by calling Benestar to make an appointment on 1300 360 364 or via the Benestar website – www.benestar.com . For further information please contact Racing Queensland on 1800851155.