



Step 3: Act

Policies for a Mentally Healthy Workplace

Why are workplace policies important?

Workplace policies help employers to communicate:

- worker and employer expectations
- how workers will be supported
- how concerns can be raised
- how health and safety risks will be managed.

Policies can help create consistency, clarify responsibilities, and support compliance with health and safety obligations. They are most effective when they are practical and relevant to the workplace, communicated to workers, regularly reviewed and updated, and supported by real workplace actions.

How to use these templates

The templates are designed to be simple, editable, and suitable for a wide range of workplaces. You do not need to use all of them – choose the policies most relevant to your workplace, workers, and important areas to focus on. Highlighted instructions and examples will help you get started.

Using a policy template:

1. Replace all highlighted text with your workplace information.
2. Remove sections and wording that are not relevant to your workplace.
3. Add examples or procedures specific to your workplace where appropriate.

Once you have finished writing your policy, share and discuss it with workers for feedback, and review it regularly to make sure it is still relevant and useful.

Policies

Mental Health Workplace Policy	2
Psychosocial Hazard Management Policy	4
Respectful Behaviour Policy	6
Psychological Injury Support and Recovery Policy	8
Flexible Work and Reasonable Adjustment Policy	10
Workload and Fatigue Management Policy	12



WORKCOVER
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For more information and guidance, please see www.worksafe.tas.gov.au/mindsmatter

An initiative of the WorkCover Board Tasmania, delivered by WorkSafe Tasmania

Mental Health Workplace Policy

Purpose

[Business name] is committed to creating and maintaining a mentally healthy and safe workplace where workers are treated with respect and supported to perform their work safely.

We recognise that psychological health and safety is an important part of workplace health and safety.

Scope

This policy applies to:

- select any of the below that apply to your workplace
- all workers
- managers and supervisors
- team members
- contractors
- volunteers
- visitors to the workplace.

Our commitment

[Business name] is committed to:

- select any of the below or add your own
- identifying and managing psychosocial hazards
- consulting with workers about health and safety matters
- promoting respectful and inclusive behaviour
- supporting workers experiencing mental health concerns
- responding appropriately to reports of inappropriate behaviour
- providing clear information about available supports.

Responsibilities and expectations

Management and supervisors

Managers and supervisors are responsible for:

- select any of the below or add your own
- promoting respectful workplace behaviour
- identifying and responding to psychosocial risks
- consulting with workers
- supporting workers appropriately
- escalating concerns where required.

Workers

Workers are expected to:

- select any of the below or add your own
- treat others respectfully
- follow workplace policies and procedures
- raise health and safety concerns
- participate in consultation activities.

Reporting concerns and accessing supports

Workers are encouraged to report:

- select any of the below or add your own
- psychosocial hazards
- bullying, harassment, and other inappropriate behaviour
- mental health concerns that impact safety
- unsafe workloads and tasks.

Reports can be made to:

- [Supervisor]
- [Manager]
- [Contact person]
- [Health and Safety Representative].

Workers can access support through:

- [Employee Assistance Program]
- [Manager/Supervisor]
- [other support services available].

Review

This policy will be reviewed:

- every [12 months/2 years]
- following significant workplace changes
- after serious incidents in the workplace.

X

[Name, Position]

[Date]

Psychosocial Hazard Management Policy

Purpose

[Business name] is committed to identifying and managing psychosocial hazards as part of our work health and safety responsibilities.

Psychosocial hazards are aspects of work that may cause psychological harm if not managed appropriately.

Examples of psychosocial hazards

Examples of psychosocial hazards in our workplace may include:

- include any of the below that apply to your workplace
- high workloads or time pressure
- low job control
- poor support
- low role clarity
- poor organisational change management
- inadequate reward and recognition
- poor organisational justice
- traumatic events or material
- remote or isolated work
- unsafe/uncomfortable physical environment
- bullying or harassment
- violence or aggression
- poor workplace relationships.

Our approach

[Business name] will:

- identify psychosocial hazards
- assess risks
- implement actions to reduce risk
- monitor whether actions are effective
- review controls regularly.

We may use:

- select any of the below or add your own
- worker consultation
- surveys
- incident reports
- team discussions
- workplace observations
- action plans.

Consultation

Workers will be consulted about:

- psychosocial hazards and risks
- workplace changes
- proposed control measures
- review of actions.

Responsibilities

Management and supervisors

Managers and supervisors are responsible for:

- responding to identified hazards
- supporting consultation
- implementing agreed actions
- escalating concerns where required
- add your own.

Workers

Workers are expected to:

- participate in consultation
- report hazards or concerns
- follow workplace policies and procedures
- add your own.

Reporting concerns and accessing supports

Psychosocial hazards or concerns can be reported to:

[Supervisor/Manager/Contact person].

Review

This policy will be reviewed:

- every [12 months/2 years]
- following significant workplace changes
- after serious incidents in the workplace.

X

[Name, Position]

[Date]

Respectful Behaviour Policy

Purpose

[Business name] is committed to maintaining a respectful workplace where workers feel safe, included, and treated fairly.

Bullying, harassment, aggression, and other inappropriate behaviours are not acceptable and will not be tolerated in the workplace.

Expected behaviour

Workers are expected to:

- communicate respectfully
- behave professionally
- cooperate with others
- resolve issues appropriately where possible
- add your own.

Unacceptable behaviour

Examples of unacceptable behaviour may include:

- bullying
- harassment
- intimidation
- threats or aggression
- repeated unreasonable behaviour
- discriminatory behaviour
- inappropriate language or conduct
- add your own.

Reporting concerns

Workers are encouraged to report concerns early where safe to do so.

Reports can be made to:

- [Supervisor/Manager/Contact person].

Response to concerns

[Business name] will:

- take reports seriously
- respond appropriately
- assess risks to health and safety
- take action where required.

Responses may include:

- select any of the below or add your own
- informal resolution
- facilitated discussions
- workplace adjustments
- formal investigation
- disciplinary action.

Responsibilities

Everyone in the workplace has a responsibility to contribute to a respectful workplace environment.

Review

This policy will be reviewed:

- every [12 months/2 years]
- following significant workplace changes
- after serious incidents in the workplace.

X

[Name, Position]

[Date]

Psychological Injury Support and Recovery Policy

Purpose

[Business name] is committed to supporting workers experiencing psychological injury, mental health concerns, or work-related stress.

We recognise that early support and appropriate workplace responses can improve recovery and wellbeing outcomes.

Our approach

[Business name] will support workers by:

- responding early to concerns
- communicating respectfully
- maintaining confidentiality where possible
- providing reasonable support
- supporting safe participation at work where appropriate
- add your own.

Available supports

Support options may include:

- select any of the below or add your own
- flexible work arrangements
- workload adjustments
- leave options
- Employee Assistance Program (EAP)
- referral to external supports
- regular check-ins with supervisors.

Responsibilities

Management and supervisors

Managers and supervisors will:

- respond respectfully to concerns
- maintain privacy where appropriate
- communicate regularly with workers
- support agreed workplace adjustments
- escalate concerns where required
- add your own.

Workers

Workers are encouraged to:

- raise concerns early where possible
- participate in return-to-work and recovery planning
- communicate if supports are not effective.

Return to work and recovery

Where a worker is recovering from injury or illness, [Business Name] will work with them and other relevant parties to support safe and sustainable participation at work where reasonably practicable.

Review

This policy will be reviewed:

- every [12 months/2 years]
- following significant workplace changes
- after serious incidents in the workplace.

X

[Name, Position]

[Date]

Flexible Work and Reasonable Adjustment Policy

Purpose

[Business name] is committed to supporting flexible working arrangements and reasonable workplace adjustments where practicable.

We recognise that flexibility and workplace adjustments can support worker wellbeing, safety, and participation at work. This also includes consulting with workers about adjustments and working arrangements.

Our approach

[Business name] will aim to:

- select any of the below or add your own
- respond early to concerns
- communicate respectfully
- maintain confidentiality where possible
- provide reasonable support
- support safe participation at work where appropriate.

Examples of flexible work and adjustments

Examples of flexible working arrangements and adjustments may include:

- include any of the below that apply to your workplace
- flexible start and finish times
- compressed working hours
- temporary changes to duties
- adjusted workloads
- transition to part-time work
- work-from-home arrangements where suitable
- changes to work environment or equipment
- additional breaks
- assistive technology and software
- flexibility for medical appointments or caring responsibilities.

Requesting flexible work or adjustments

Workers can request flexible work arrangements or workplace adjustments by speaking with:

- [Supervisor/Manager/Contact person].

Requests will be considered based on worker need, operational requirements, workplace safety, and what is reasonably practicable.

Responsibilities

Management and supervisors

Managers and supervisors will:

- respond respectfully to requests
- maintain confidentiality where appropriate
- consult with workers about suitable arrangements
- review arrangements to ensure they remain effective
- add your own.

Workers

Workers are encouraged to:

- communicate their needs clearly
- participate in discussions about suitable arrangements
- advise if arrangements are no longer effective.

Review of arrangements

Flexible work arrangements and workplace adjustments may be reviewed periodically to ensure they remain suitable and effective for both the worker and the workplace.

Confidentiality

Keeping worker information private is central to providing a psychologically safe workplace. Information relating to flexible work requests or workplace adjustments will be handled as confidentially as possible.

Review

This policy will be reviewed:

- every [12 months/2 years]
- following significant workplace changes
- after serious incidents in the workplace.

X

[Name, Position]

[Date]

Workload and Fatigue Management Policy

Purpose

[Business name] is committed to managing workload and fatigue risks to support worker health, safety, and wellbeing.

We recognise that excessive workloads, long hours, inadequate breaks, and ongoing fatigue can negatively impact both physical and psychological health and safety.

Scope

This policy applies to:

- select any of the below that apply to your workplace
- all workers
- managers and supervisors
- contractors
- volunteers.

Our commitment

[Business name] is committed to:

- maintaining reasonable workload expectations where reasonably practicable
- monitoring workload and fatigue risks
- encouraging regular breaks and rest
- consulting with workers about workload concerns
- responding appropriately when workload or fatigue risks are identified
- add your own.

Examples of harmful workload and fatigue

Examples include:

- excessive workloads
- unrealistic deadlines
- ongoing understaffing
- excessive overtime
- inadequate breaks
- long shifts or extended work hours.

Managing workload and fatigue

[Business name] may implement actions including:

- select any of the below or add your own

- reviewing workload distribution
- prioritising tasks during busy periods
- encouraging workers to take breaks
- monitoring overtime and extended work hours
- adjusting staffing or workloads where reasonably practicable
- consulting workers about workload concerns
- providing flexibility where appropriate.

Responsibilities

Management and supervisors

Managers and supervisors are responsible for:

- monitoring workload and fatigue risks
- checking in with workers where concerns arise
- responding to reported concerns appropriately
- escalating issues where additional support or resources are needed
- add your own.

Workers

Workers are encouraged to:

- raise workload or fatigue concerns early
- take scheduled breaks and rest periods
- report any barriers to breaks and recovery
- communicate if workloads become unmanageable
- follow workplace procedures relating to fatigue and safety
- add your own.

Reporting concerns

Workers can raise concerns about workload or fatigue with:

- [Supervisor/Manager/Contact person].

Review

This policy will be reviewed:

- every [12 months/2 years]
- following significant workplace changes
- after serious incidents in the workplace.

X

[Name, Position]

[Date]