

How ReFresh Supports Psychosocial Compliance

Psychosocial compliance requires organisations to demonstrate an active, ongoing process for managing psychosocial hazards. ReFresh turns this obligation into a practical operating system aligned to regulatory expectations.



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1 The compliance challenge



Psychosocial hazards often surface through lived experience, not dashboards.

Most organisations struggle because:

- Incidents are recorded inconsistently
- Survey data is fragmented or infrequent
- Risk assessment lacks structure
- Actions are not clearly tracked or reviewed
- Evidence is scattered across systems

ReFresh provides a clear lifecycle that connects identification to assessment, action, and long-term management.

2 Detect



Formal psychosocial incident reporting

A consistent process for workers to report psychosocial incidents, concerns, and near-misses in a documented format.



Regulator-aligned psychosocial surveys

Purpose-built surveys designed to identify psychosocial hazards and meet WHS and psychosocial compliance expectations.



Anonymous and identified reporting pathways

Workers can raise concerns confidentially or with attribution, supporting psychological safety and legal defensibility.



Multi-level hazard identification

Hazards can be identified at role, team, and organisation level, supporting targeted assessment rather than one-size-fits-all risk registers.



Centralised hazard register

All identified psychosocial hazards are stored in a single register, forming the evidence base for assessment, controls, and ongoing management.

3 Risk Assessment



Standardised psychosocial risk assessments

A consistent assessment process applied across identified psychosocial hazards to ensure comparability and defensibility.



Severity and likelihood evaluation

Each hazard is assessed based on potential harm and probability, supporting clear risk ratings.



Exposure and contributing factor analysis

Assessments capture who is exposed, for how long, and which role, workload, or organisational factors contribute to risk.



Risk prioritisation for action

Risks are ranked to determine which require immediate controls, further investigation, or monitoring.



Auditable risk register

All assessments are documented, time-stamped, and stored in a structured psychosocial risk register suitable for internal review, boards, and regulators.

4 Control



Defined psychosocial risk controls

Controls are documented against assessed risks, ensuring clear linkage between hazards, risk ratings, and treatment actions.



Policy and procedure application

Relevant psychosocial policies and procedures can be applied, updated, or referenced as part of risk treatment.



Incident response and follow-up

Actions taken in response to reported incidents are recorded, tracked, and closed out in a structured manner.



Assigned ownership and timelines

Each control and response includes a responsible owner and defined timeframes to support accountability.



Traceable linkage to risk assessments

All controls and actions are directly linked to the assessed risk and underlying hazard, creating a defensible control trail.

5 Manage



Ongoing risk review

Psychosocial risks are reviewed over time as roles, workloads, or organisational conditions change.



Control effectiveness monitoring

Existing controls are checked to confirm they remain suitable, effective, and proportionate to the level of risk.



Management of foreseeable risk scenarios

Known and reasonably foreseeable psychosocial risk scenarios are documented and monitored to prevent escalation.



Audit and review readiness

Records support internal reviews, external audits, and regulatory engagement when required.



Maintained compliance evidence

Documentation is kept current to demonstrate continuous psychosocial risk management and due diligence.

6 Governance



Board-ready psychosocial reports

Structured reports that provide leadership with clear visibility over psychosocial risks, actions, and oversight.



Regulator-aligned evidence packs

Documentation formatted to demonstrate compliance with psychosocial duties during inspections, audits, or investigations.



End-to-end traceability

Reports link hazards, risk assessments, controls, and reviews into a single, coherent compliance narrative.



Oversight and accountability visibility

Clear records showing who is responsible for decisions, actions, and ongoing monitoring.



Insurer and external stakeholder readiness

Evidence suitable for insurers, auditors, and advisors to assess risk maturity and due diligence.

7 Integrations

Over 30+ Integrations for seamless HR and compliance management



7 End to End System

One system for psychosocial risk, compliance, and governance

