ReFresh

How ReFresh is different from other providers

ReFresh supports organisations with psychosocial risk detection, risk assessment, risk controls, and risk management, powered by 30+ integrations and built to help manage psychosocial compliance across Australia, the UK, and Canada through a single, structured system.

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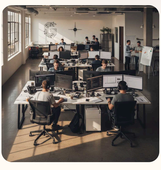
2 ReFresh benefits
3 Why ReFresh

1 What is ReFresh?



ReFresh is a global psychosocial risk and compliance platform designed to help organisations meet modern regulatory obligations through structured surveys, incident reporting, and auditable risk management workflows.

Unlike fragmented tools that focus only on engagement surveys, wellbeing programs, or ad-hoc reporting, ReFresh provides a single system for identifying psychosocial hazards, assessing risk, managing incidents, implementing controls, and producing defensible evidence.

Built for organisations operating across Australia and internationally, ReFresh supports psychosocial risk management in line with evolving legal expectations, without relying on continuous monitoring or invasive data collection.

Trusted by organisations treating psychosocial risk as a governance and compliance responsibility, not a wellness initiative.

2 ReFresh benefits

BENEFIT #1

Purpose-built psychosocial risk detection

ReFresh is purpose-built around regulator-aligned psychosocial risk surveys, enabling organisations to systematically identify psychosocial hazards across teams, roles, and locations using recognised hazard categories and regulatory guidance, while capturing clear, defensible data at defined intervals through a transparent, employee-consented approach.

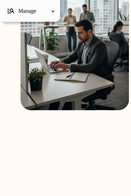
	ReFresh	Others
Multi-region psychosocial hazard-aligned surveys designed to reflect jurisdictional regulatory requirements across teams and locations.	✓	✗
Defensible psychosocial insights captured at defined intervals while maintaining transparency and employee trust throughout the process.	✓	✗
Surveys structured in line with recognised psychosocial hazard categories and formal regulatory guidance.	✓	✗
Clear and systematic hazard identification across roles, teams, and organisational structures.	✓	✗
Transparent, employee-consented data collection without indirect monitoring or inference.	✓	✗
Dynamic survey logic that adapts questions based on participant responses.	✓	✗

BENEFIT #2

Integrated incident reporting and case management

ReFresh treats psychosocial incident reporting and case management as a structured compliance workflow, enabling organisations to log, track, investigate, and resolve incidents within the same system used for surveys and risk management, ensuring consistency, accountability, traceability, and defensible records for regulatory review.

	ReFresh	Others
Dedicated psychosocial incident reporting workflows designed for formal compliance use.	✓	✗
Structured case management supporting investigation, action tracking, and resolution.	✓	✗
Clear ownership, accountability, and timelines assigned to each reported incident.	✓	✗
Centralised documentation for all incident-related notes, actions, and outcomes.	✓	✗
Linked visibility between survey-identified risks and reported psychosocial incidents.	✓	✗
Audit-ready case records aligned to regulatory and governance expectations.	✓	✗



BENEFIT #3

End-to-end psychosocial compliance in one platform

ReFresh brings together the full psychosocial compliance lifecycle into a single platform, allowing organisations to manage identification, assessment, controls, audits, and documentation in one structured system, removing reliance on fragmented tools, spreadsheets, and external consultants.

	ReFresh	Others
End-to-end coverage of the psychosocial risk lifecycle within one unified platform.	✓	✗
Centralised compliance workflows connecting risks, controls, audits, and documentation.	✓	✗
Clear traceability from identified risks through to actions, controls, and outcomes.	✓	✗
A single source of truth for psychosocial compliance data and records.	✓	✗
Embedded policy and framework management aligned to regulatory expectations.	✓	✗
Reduced operational reliance on external consultants and disconnected tools.	✓	✗

BENEFIT #4

Built for regulatory compliance across jurisdictions

ReFresh is built specifically for psychosocial regulatory compliance, supporting organisations operating across multiple jurisdictions by aligning workflows, evidence, and reporting to recognised global and local frameworks, while accounting for jurisdictional nuance and evolving legal obligations.

	ReFresh	Others
Alignment with recognised international psychosocial health and safety frameworks.	✓	✗
Support for jurisdiction-specific regulatory nuance across states, territories, and countries.	✓	✗
Evidence structures mapped directly to formal psychosocial legal duties.	✓	✗
Outputs designed for regulator review, audits, and formal inquiries.	✓	✗
Consistent compliance workflows applied across regions without losing local specificity.	✓	✗
Designed for psychosocial regulation, not generic wellbeing reporting.	✓	✗

BENEFIT #5

Clear reporting for leaders, boards, and regulators

ReFresh converts psychosocial survey data and incident records into clear, structured reports designed for leaders, boards, and regulators, supporting informed decision-making, oversight, and governance through consistent, defensible reporting over time.

	ReFresh	Others
Board-ready psychosocial reports designed for executive and director review.	✓	✗
Clear summaries of identified hazards, assessed risks, and actions taken.	✓	✗
Evidence outputs suitable for regulators, insurers, and external scrutiny.	✓	✗
Consistent reporting formats that support longitudinal trend analysis.	✓	✗
Reporting structures designed specifically for governance and oversight use.	✓	✗
Clear visibility into outstanding risks, controls, and unresolved issues.	✓	✗

3 Why ReFresh?

ReFresh is built for organisations that need clarity, structure, and defensibility in how they manage psychosocial risk.

It provides:

- A single global system for psychosocial compliance
- Survey and incident-led risk management
- Clear workflows aligned to regulatory expectations
- Reduced operational and legal risk
- Confidence at executive and board level

ReFresh replaces fragmented approaches with a structured, auditable system designed for real-world compliance.

One unified system vs disconnected psychosocial compliance tools: What actually works?

Unified system like ReFresh	Traditional Approach
Structured psychosocial surveys: Surveys are purpose-built around recognised psychosocial hazard categories and regulatory guidance, supporting consistent, defensible identification of risks across teams and locations.	**Generic engagement surveys:** Broad sentiment tools that are not designed to identify or evidence psychosocial hazards for regulatory use.
Integrated incident reporting: Incidents are logged, tracked, and managed within the same system as surveys and risk management, ensuring continuity, accountability, and traceability.	**Standalone reporting tools:** Separate systems or manual logs that fragment records and break the compliance trail.
Clear audit trails: All survey data, incidents, actions, and outcomes are recorded in one place, creating a complete and defensible audit history.	**Disconnected records:** Information spread across spreadsheets, documents, inboxes, and vendors, making audits difficult.
Regulator-aligned workflows: Compliance workflows are structured to align with formal psychosocial duties rather than informal or ad-hoc processes.	**Informal processes:** Manual workarounds that vary by team and lack regulatory structure.
Lower long-term compliance risk: A unified system reduces gaps, duplication, and missed obligations over time.	**Ongoing exposure and gaps:** Fragmented tools increase the risk of unmanaged or undocumented psychosocial risk.
Board-level visibility: Clear, consistent reporting provides leaders and boards with meaningful oversight of psychosocial risk.	**Limited governance insight:** Information is incomplete, inconsistent, or difficult to interpret at a governance level.

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