



Psychosocial Risk Built for Compliance

Identify, assess, and manage psychosocial risks across your workforce, continuously and compliantly, without operational complexity.

Psychosocial risk is now a formal workplace safety obligation. Regulators expect employers to proactively identify hazards, assess risk, implement controls, and continuously review outcomes. ReFresh makes this process clear, auditable, and defensible.

- 1 Psychosocial risk challenges
- 5 17 Psychosocial Hazards
- 2 ReFresh Psychosocial Management
- 6 Testimonials
- 3 Getting started
- 4 Why ReFresh?

1 Psychosocial risk challenges



The challenges of managing psychosocial risk

Managing psychosocial risk can feel out of reach for many organisations. Risks are often hidden in everyday work patterns, slow to surface, and difficult to manage with traditional tools.

Unclear signals, fragmented data, and reactive approaches mean many organisations only recognise risk after harm has already occurred. With new regulations, even a single unresolved issue can create legal, safety, and governance exposure.

Psychosocial risk management requires a proactive, structured approach. Without it, organisations are left navigating compliance with limited visibility and growing responsibility.

2 ReFresh Psychosocial Management

Manage psychosocial risk without the operational overhead

ReFresh helps organisations identify, assess, control and manage psychosocial risk without using fragmented tools. Save time, reduce regulatory exposure, and stay focused on running your organisation.



Detect

Surface psychosocial risk across teams, roles, and work patterns early, before issues escalate into incidents or claims.



Assess

Meet WHS requirements through structured hazard identification and risk assessment, evaluating severity, frequency, and contributing factors using regulator-aligned frameworks.



Control

Implement appropriate controls, policies, and interventions with clear ownership and timelines, replacing manual registers and ad-hoc reviews.



Manage

Monitor outcomes, review control effectiveness, and maintain time-stamped, regulator-ready evidence without last-minute scrambling.



Governance

Monitor outcomes, review control effectiveness, and maintain time-stamped, regulator-ready evidence without last-minute scrambling.

Proactive psychosocial compliance, without the complexity



Workforce risk visibility

Understand where psychosocial risk exists. Use survey results, scores, and incident data to gain consistent visibility into psychosocial risk across teams, roles, and workgroups, instead of relying on anecdotal signals.

Risk registers and assessment

Document risk clearly and consistently. Record hazards in a central risk register, assess severity and exposure, document scenarios, and capture worker consultation in a structured format.



Incident reporting

Respond fairly and consistently. Provide workers with a confidential pathway to report psychosocial incidents and concerns, and track responses through a documented process.

Evidence and documentation

Cut down on administrative work. Store policies, documents, and supporting evidence alongside the risks and incidents they relate to, eliminating manual evidence gathering.



Governance and review

Support ongoing due diligence. Track reviews and audits over time to show psychosocial risk management is active, monitored, and continuously reviewed.

Unlock continuous psychosocial compliance management with ReFresh



Stay aligned with psychosocial safety obligations

ReFresh helps organisations stay aligned with WHS psychosocial requirements by structuring how risks are identified, assessed, and reviewed over time, using surveys, incident reporting, and documented records.



Capture and manage psychosocial risks consistently

Centralise psychosocial surveys, incident reports, and risk registers in one system to ensure risks are identified, recorded, and followed up consistently across teams and locations.



Maintain audit-ready evidence at every stage

Store policies, documents, consultation records, and review outcomes alongside risks and incidents, creating clear, time-stamped evidence for boards, regulators, and insurers.

3 Getting started

Identify and manage psychosocial risk in just a few steps, all in one platform

With ReFresh structuring the compliance workflow, organisations can set up psychosocial surveys, incident reporting, and risk registers quickly, without building processes from scratch.

01

ReFresh guides you through setting up psychosocial surveys aligned to regulatory expectations, covering key risk areas such as workload, role clarity, support, and psychological safety.

02

Workers receive clear, confidential survey access and incident reporting pathways, making it easy to raise concerns in a consistent, documented way.

03

Survey results and incidents flow into a central system where psychosocial hazards are logged, assessed, and recorded in a structured risk register.

04

From identification through review and governance, ReFresh supports ongoing psychosocial risk management with audits, reviews, and evidence tracking over time.

4 Why ReFresh?

Trusted for sensitive workforce risk

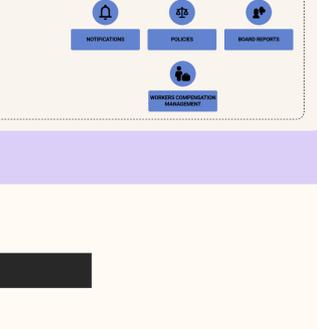
ReFresh is built for environments where psychosocial risk must be handled carefully, consistently, and defensibly.

Organisations use ReFresh to:

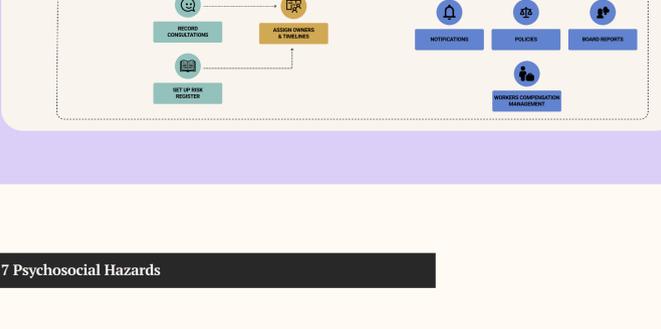
- ✓ Run structured psychosocial surveys instead of ad-hoc engagement tools
- ✓ Centralise confidential incident reporting and follow-up
- ✓ Maintain a live risk register aligned to regulatory expectations
- ✓ Support audits, reviews, and governance without scrambling for evidence

Psychosocial compliance is not about volume or speed. It's about doing the right things, in the right order, with clear records to prove it.

ReFresh exists to make that possible.



One system for psychosocial risk, compliance, and governance



4 17 Psychosocial Hazards

1 Job Demands

Work demands that are excessive, prolonged, or insufficient, creating risk to psychological and physical health.

- Excessive workload or sustained time pressure
- Repetitive, monotonous, or under-stimulating work
- High cognitive, emotional, or physical effort without adequate recovery

2 Fatigue

Physical, mental, or emotional exhaustion that reduces a worker's ability to perform work safely and effectively.

- Long or irregular work hours with inadequate recovery
- High physical, cognitive, or emotional demands over sustained periods
- Poor sleep, rest, or recovery due to work design, or environment

3 Low job control

Limited ability for workers to influence how, when, or where their work is performed.

- Excessive supervision or surveillance
- High responsibility with little decision-making authority
- Inflexible procedures that restrict judgment or autonomy

4 Job insecurity

Lack of certainty or stability about ongoing employment that creates psychological stress.

- Temporary, casual, or contingent work with unclear duration
- Limited access to entitlements, benefits, or workplace protections
- Low control, limited bargaining power, or reliance on multiple jobs

5 Poor support

Insufficient practical or emotional assistance from managers or colleagues to perform work safely.

- Limited access to guidance, feedback, or supervision
- Lack of emotional support during challenging or stressful work
- Inadequate training, tools, or resources to do the job

6 Lack of role clarity

Unclear, inconsistent, or changing roles, responsibilities, or expectations that create uncertainty and stress.

- Unclear roles, responsibilities, or performance expectations
- Conflicting instructions, priorities, or competence expectations
- Missing or incomplete information needed to perform work

7 Poor organisational change management

Poorly planned or communicated change that creates uncertainty, stress, and risk to psychological health.

- Insufficient consultation or worker involvement
- Inadequate communication, information, or training during change
- Failure to identify new hazards or workload impacts

8 Inadequate reward and recognition

An imbalance between workers' effort and the recognition or reward they receive, creating stress and disengagement.

- Limited or inconsistent feedback or acknowledgment
- Unfair, opaque, or biased distribution of rewards
- Lack of development, progression, or recognition of skills

9 Poor organisational justice

Perceived unfairness in decision-making, treatment of workers, or allocation of resources.

- Unfair, biased, or inconsistently applied policies or procedures
- Lack of transparency, consultation, or respectful treatment
- Unfair allocation of work, rewards, opportunities, or consequences

10 Traumatic events or materials

Exposure to distressing or traumatic incidents or content that can cause lasting psychological and physical harm.

- Witnessing or investigating serious injury, death, abuse, or critical incidents
- Repeated or cumulative exposure to traumatic material, including vicarious trauma
- Exposure to events perceived as uncontrollable, intentional, or extreme

11 Remote or isolated work

Work performed alone or away from others, with limited access to support, supervision, or emergency assistance.

- Difficulty getting help in an emergency or during incidents
- Limited access to resources, communication, or supervision
- Social isolation, disconnection, or increased exposure to violence or risk

12 Intrusive surveillance

Unreasonable or excessive monitoring of workers that undermines privacy, trust, and autonomy.

- Excessive supervision or tracking of work activity
- Covert or continuous monitoring of communications, devices, or movements
- Use of surveillance beyond safety or legitimate operational purposes

13 Poor physical environment

Exposure to unpleasant, poor-quality, or hazardous physical conditions that create stress and risk to health.

- Hazardous or demanding work conditions, including unsafe or poorly maintained equipment
- Environmental conditions that affect comfort or concentration, such as noise, temperature, or lighting
- Poor facilities, amenities, or accommodation that contribute to fatigue or stress

14 Violence and aggression

Exposure to abusive, threatening, or assaultive behaviour while at work or performing work duties.

- Physical assault, threats, or verbal abuse
- Service-related or external violence from clients, customers, or the public
- Internal violence or aggression from co-workers or managers

15 Bullying

Repeated, unreasonable behaviour that creates a risk to a worker's health and safety.

- Intimidating, offensive, or belittling behaviour
- Unjustified criticism, humiliation, or exclusion
- Patterns of behaviour supported by poor workplace culture

16 Harassment (including sexual harassment)

Unwelcome behaviour based on personal characteristics that creates a risk to health and safety.

- Offensive, demeaning, or intimidating conduct linked to personal attributes
- Unwelcome sexual advances, comments, or sexually explicit behaviour
- Gender-based harassment, abuse, or intimidation creating a hostile environment

17 Conflict or poor workplace relationships or interactions

Unresolved or poorly managed conflict and negative interactions that create ongoing stress and risk to health.

- Persistent interpersonal conflict, tension, or incivility
- Poor communication, lack of trust, or disrespectful behaviour
- Unaddressed conflict escalating toward bullying or harassment

4 Testimonials

See why our customers love us



ReFresh has been a game-changer. It gives us a real-time view of how our people are feeling across every platform, making it easier to act fast and build a stronger culture and handle our people compliance needs.

Josh Carder
CEO and Co-founder, Amped HQ

★★★★★
ReFresh is leading the way and solving a crucial problem that truly enable people's success, wellbeing and workplace compliance. They have been crucial for our compliance protection.

Andy Timms
Founding Partner, Nakatomi

★★★★★
ReFresh has helped us formalise how psychosocial risks are identified, reviewed, and managed within the business. The platform brings clarity and consistency to processes that are often fragmented, enabling better oversight, accountability, and documentation. As a result, psychosocial risk management is now embedded as a core part of how we operate, not an afterthought.

Colin Klein
Co-Founder Scalarr

★★★★★
ReFresh has supported us in building a more structured and consistent approach to psychosocial risk management. The platform helps capture relevant information, surface emerging risks, and track actions taken over time, giving us greater confidence in our compliance, governance, and due-diligence processes. It has become a practical tool for supporting safer, more sustainable ways of working across our ecosystem.

Seamus Dines Mutamer
Investments, Ops, Antler