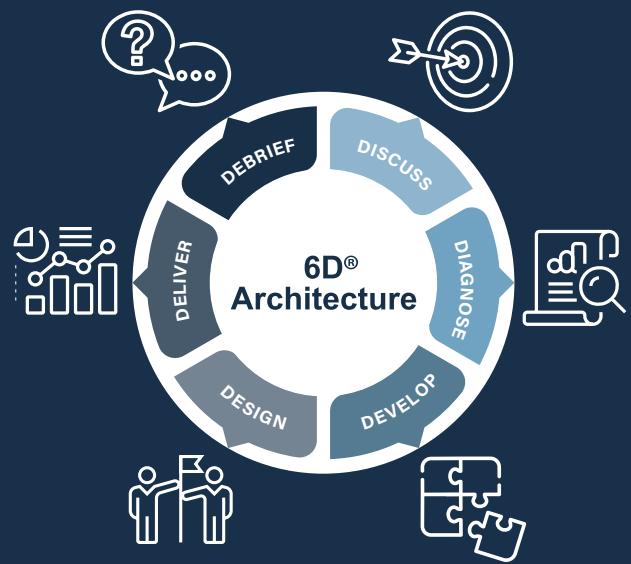
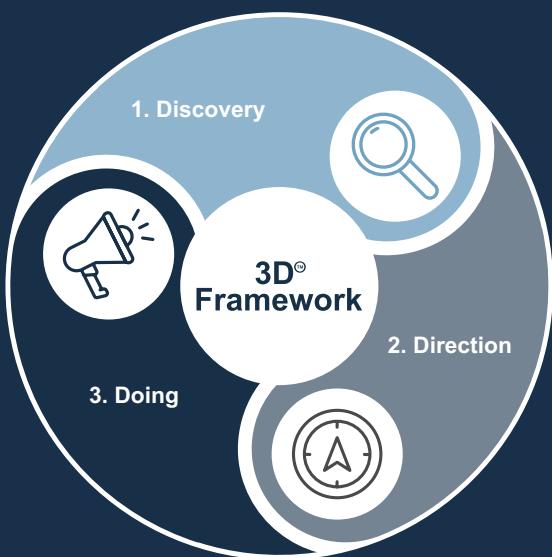


# Our Successes



## **The PsychSafe team has decades of experience helping a diverse range of clients reduce risk and optimise performance**

While most of our client work is legally privileged and/or commercial-in-confidence and only limited information can be provided, here are select examples of previous projects in mining, insurance, and legal settings.

We are also able to put you directly in touch with client referees to provide further information – *just ask.*



# Mining Industry – ASX-listed Global Company

## Streams: Expert Opinion and Strategic Advisory

- Sexual Assault and Sexual Harassment - Psychosocial Risk Assessment
- Risk Controls and Overall Risk Management Framework Evaluation
- Person Responsible ('Perpetrator') Profiling
- Psychosocial Safety Culture Maturity Assessment
- Prosecution Risk Profiling
- Trauma-Informed Approach

Our client was one of the positive case studies included in the National Enquiry into Sexual Harassment in Australian Workplaces Respect@Work Report (2020).

This project involved critical review of 15+ risk control categories (each including several risk controls) aimed at preventing sexual assault and harassment.

The risk control categories also covered harm mitigation in situations where prevention did not occur.

Each risk control category was evaluated not only from harm prevention and risk mitigation effectiveness point of view, but in terms of contingencies, dependencies, unintended risks, and barriers to implementation. The overall risk framework (i.e., the risk control categories and actions as a collective) was also appraised in terms of legal obligation compliance, and alignment with internal business and operational objectives and benchmarks.

We also developed this client's inaugural Trauma-Informed Approach global benchmark standard, which went on to win their Global Health Excellence Award, while providing aligned expert opinion and strategic advice on:

- trauma impacts (including if falsely, frivolously, or vexatiously accused);
- ensuring below-the-line controls were trauma-informed, including reporting, investigative, and disciplinary processes;
- the importance of evaluating current and potential post-incident rehabilitation and recovery support providers for trauma-specific expertise (as many are ill-equipped and create additional, rather than helping mitigate, risk).

The standard we developed also covered post-traumatic growth, restorative justice, and organisational and individual learning, clarified the pros and cons of critical incident stress debriefing and incident management, and highlighted the need for both vicarious and direct trauma to be risk managed.

# Insurance - ASX-listed Asia-Pacific Company

## Streams: Expert Opinion, Strategic Advisory, and Capability Building

- Psychosocial Risk Assessment & Management
- SMART Work (Re-)Design
- ISO45003
- Multi-Stakeholder Consultation and Engagement
- Risk Controls Development, Implementation, Monitoring, and Evaluation

This client project commenced with the development of a comprehensive, multi-year Psychosocial Risk Management Strategic Roadmap that progressed from a PCBU-level desktop risk assessment through to worker-level, prioritising key risk areas.

As part of this multi-faceted and progressive body of work, we compared and aligned several different psychosocial risk frameworks in use across the globe – including:

- Australian Codes of Practice – and guidance material more broadly;
- the jointly funded by domestic regulators People@Work initiative;
- the Canadian Guarding Minds Framework;
- the international standard ISO45003: 2021 Occupational health and safety management - Psychological health and safety at work; and
- the Copenhagen Psychosocial Risk Questionnaire (COPSOQII/III), with ISCO occupational benchmarking.



PsychSafe implemented a range of Roadmap recommendations, including:

- SMART Work Design workshop series (consultative; program duration approximately 9 months);
- advising and partnering on risk control development, implementation, monitoring, and evaluation for various hazards;
- building capability in functional, ELT, SLT, and frontline worker groups;
- Conducting a detailed critical review of Bullying, Sexual Harassment, Discrimination, and Family and Domestic Violence (FDV);
- adopting trauma-informed principles and practices; and
- Integrating multiple legal frameworks (e.g., WHS and ER / IR)

## Legal Profession (Regulatory)

### Streams: Expert Opinion, Strategic Advisory, and Capability Building

- Personal Conduct (Psychosocial Hazards) Disclosure and Complaints Management
- Investigation and Disciplinary Undertakings
- Person Responsible ('Perpetrator') Profiling
- Psychological Safety
- Trauma-Informed Approach (Direct and Vicarious Trauma)

Our project led to the development of the nation's first legal profession and WHS regulator Memorandum of Understanding (MOU) between the Office of the Legal Services Commissioner (OLSC) and SafeWork NSW, formalising inter-regulatory information sharing and action-taking.

Starting with the OLSC (regulator of the entire legal profession in NSW, bar judiciary), this project impacted 34,000 solicitors, over 3,000 barristers, 2,800+ Incorporated Legal Practices (ILCs), and some 50 Chambers.

The primary objective was to address a profession level culture of silence regarding poor Personal Conduct (sexual harassment, bullying, and discrimination), evidenced by systemic and gross under-reporting, despite known widespread prevalence and mental health impact.





Included as a positive case study in the AHRC Respect@Work Report, OLSC's management of Poor Personal Conduct was shifted to a WHS-centric, trauma-informed approach through:

- developing new disclosure and complaint management processes with varied fit-for-purpose disclosure avenues;
- a capability-building program to establish a specially trained, trauma-informed Personal Conduct Disclosures and Case Management Team; and
- various profession-wide communications regarding the change agenda and objectives, including creating a new, explicit website section.

The WHS lens enabled greater leverage of OLSC regulatory powers, including increased ability to trigger own-motion investigations, issue Management Directions to ILCs, and pursue disciplinary actions against individual profession members.

We then worked with the NSW Bar Association, resulting in:

- revision to their relevant Best Practice Guidelines;
- the creation of Contact Officers, Respectful Relations Officers, and Confidantes roles; and
- a significant capability building program, including PCBU duty of care, trauma-informed principles and practices, self-care, stress, and coping.

PsychSafe also worked with the WA Bar Association on similar projects.

The results of these various programs inspired other states and territories to undertake aligned initiatives, creating national impact.

“ We don't want our clients to simply achieve good, better or best practice benchmarks; we want them to become the benchmark.”

## Changing culture across the legal profession – Office of the NSW Legal Services Commissioner

The Office of the NSW Legal Services Commissioner (OLSC) is the regulator responsible for receiving complaints about NSW lawyers. It has the power to investigate and discipline NSW lawyers for unsatisfactory professional conduct and professional misconduct. The OLSC has stated that, in its view, a lawyer who engages in sexual harassment can be investigated and disciplined for professional misconduct.<sup>120</sup>

In 2019, the OLSC launched a program to improve the culture in the NSW legal profession in relation to sexual harassment. The program identifies sexual harassment as a workplace health and safety issue. It aims to end the 'culture of silence' around sexual harassment in the legal profession and to encourage law practices to adopt effective, victim-centered processes to prevent and respond to reports of sexual harassment in law practices.

A key part of the program is the introduction of a new process for people to make reports to the OLSC (anonymously if they wish) about sexual harassment by a person in a law practice. Reports are encouraged from both those who have experienced and those who have witnessed sexual harassment.

Reports can be made to the OLSC either via a telephone service or using forms available from its website. An online reporting platform is also currently being developed. Six OLSC staff members have been specifically trained to handle any reports made, sensitively and supportively.<sup>121</sup>

The program's guiding principle is to never cause further trauma to a person making a report and to give them control over what use is made of the information they provide.<sup>122</sup> A person making a report can choose whether to make an anonymous report, disclose their identity to the OLSC but (subject to any legal limitations) request that their identity not be disclosed to others, or make a report in which their identity is revealed to relevant parties.

The OLSC will collate, monitor and analyse information provided via these reporting channels. Reporting may also trigger compliance audits of law practices and (subject to the wishes of those making reports and the requirements of procedural fairness) disciplinary investigations of individual lawyers.



Not sure what the next steps are?  
**We're here to help**

**Let's Talk**

*Dr Becs*



**expert opinion | strategic advisory | capability building**

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