

ONE-DAY MASTERCLASS · 2027

Managing Workplace Psychosocial Hazards

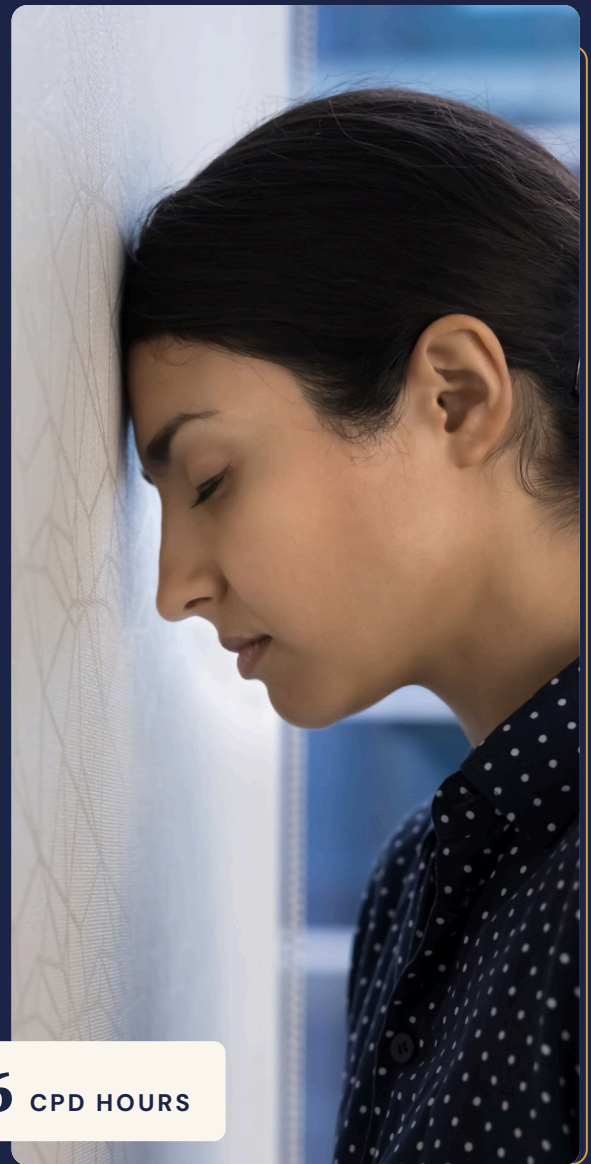
Legal and practical expertise for non-legal
managers and professionals

First-in pricing from \$1,099 + GST

Ends 20 November 2026

One facilitator. Every city.
Same standard.

6 CPD HOURS



SIX SESSIONS · FIVE CITIES + ONLINE

TUE

9

MARCH

Sydney

WED

10

MARCH

Canberra

FRI

12

MARCH

Online
Live Zoom

TUE

16

MARCH

Melbourne

WED

17

MARCH

Brisbane

THU

18

MARCH

Perth

BOOK NOW

About this course

Somewhere in your organisation there is a team that has carried too much for too long, a manager who stopped answering email after 7pm because the replies only made it worse, and a complaint that has sat in an inbox for eleven weeks because nobody is sure what to do with it. None of it is dramatic. All of it is a psychosocial hazard — and the law now expects you to have found it, assessed it and controlled it.

Every Australian jurisdiction has psychosocial hazards written into its WHS regulations, and the regulators have moved from guidance to enforcement. In late 2025 the Department of Defence became the first Commonwealth employer convicted of failing to manage psychosocial risk. In March 2026 SafeWork NSW improvement notices that began with one employee's complaint were upheld against every workplace the Department of Education runs. **The policy existed. Nobody followed it.**

The people who end up explaining this to an inspector are rarely lawyers. They are HR, WHS and risk professionals who inherited the duty along with everything else and were told to "do something about psychosocial" without being told what the law actually requires.

This one-day masterclass gives you the legal position in plain English, the method to identify and assess hazards in a way that survives scrutiny, the controls regulators actually accept, and the templates to go back and fix what is sitting in that inbox.

6

HOURS

Continuing Professional Development — 6 hours

Members of the Australian HR Institute, the Australian Institute of Health & Safety, the Governance Institute of Australia and the Risk Management Institute of Australasia may claim this masterclass as verifiable or structured CPD. Attending the live online session earns the same hours as attending in person. All delegates receive a certificate of attendance for their CPD records.

12%

of all serious workers' compensation claims are now mental health conditions

+161%

growth in serious mental health claims over ten years — up 14.7% in the latest year alone

5×

longer median time off work than for other serious injuries and illnesses

Source: Safe Work Australia, Key Work Health and Safety Statistics Australia 2025 (2023–24 data).

Your facilitator

PHOTO

**FACILITATOR
TO BE ANNOUNCED**

Title, Organisation

A practising WHS or employment lawyer who has advised employers through regulator investigations.

Bio to follow. The facilitator delivers all six sessions, so every city and the online day receives the same content, the same materials and the same standard.

Key benefits of attending

- 1 Know exactly what the psychosocial regulations require of you, in every jurisdiction you operate in
- 2 Identify and assess psychosocial hazards in a way that stands up when an inspector asks to see it
- 3 Apply the controls regulators accept — and understand why training alone is not one of them
- 4 Run complaints, investigations and return to work without creating a second hazard
- 5 Give your executives what they need to discharge their due diligence duty
- 6 Leave with a risk register, hazard checklist, consultation plan and officer briefing template ready to use

Who should attend

Designed for the people who carry the psychosocial duty in practice — whether or not they have any legal training.

HR and People & Culture Managers

Employee Relations and Injury Management Leads

WHS and Safety Managers and Advisors

Risk, Compliance and Governance Managers

General Managers and Team Leaders with people responsibility

Course logistics

Attending in person

Registration from 8:30am; the course runs 9:00am to 5:00pm. Morning tea, lunch and afternoon tea provided. Dietary requirements at least 5 working days before. Dress code business casual.

Attending online — Friday 12 March

Live via Zoom to the same times, with the same exercises, certificate and CPD hours. You will need a computer, a stable connection, a quiet room, a webcam and a headset.

Ready to book?

First-in pricing ends 20 Nov 2026.

BOOK NOW

theleadershipinstitute.com.au
info@theleadershipinstitute.com.au
(02) 8294 2044

Course agenda

8:30AM REGISTRATION | 9:00AM START | 5:00PM CLOSE | BREAKS 10:30 · 12:30 · 2:45

For the people who carry the psychosocial duty in practice. No legal training assumed. **Five topics, five exercises, one 30-day plan.**

1 TOPIC 1 The law, without the lawyer

Every jurisdiction now has the same core duties — and the regulators have started using them.

- The primary duty of care, and the moment psychosocial hazards became part of it
- Regulations and codes of practice state by state — and what changes when you operate nationally
- The officer due diligence duty: who counts as an “officer”, and why it cannot be handed down to you
- What the Defence conviction and the NSW Department of Education notices reveal about the standard being applied

Exercise: Score your own organisation against the five things an inspector asks for on day one.

2 TOPIC 2 Find it before they do

The evidence is already in your building. This is where to look and how to write it down.

- The hazards the codes name — and what each one looks like on a Tuesday afternoon
- Mining what you already hold: absenteeism, turnover, complaints, EAP usage, exit interviews, incident data
- Consultation that satisfies the duty, and how far it has to go in a large organisation
- Rating risk when people react differently to the same hazard

Exercise: Build a psychosocial hazard profile for a real team, using a case drawn from the room.

3 TOPIC 3 Controls that count

Resilience training is not a control. Here is what is.

- The hierarchy of controls applied to psychosocial risk: eliminate, redesign the work, then inform and train
- Workload, change management and performance management — the three sources of most enforcement action
- Case study: Defence’s performance management tool — a policy with no training and no monitoring
- Reviewing controls: how often, by whom, and what the record must show

Exercise: Take one hazard from Topic 2 and design a control an inspector would accept.

4

TOPIC 4

When the process becomes the hazard

A ten-month investigation cost the Department of Education an improvement notice across every workplace it runs.

- The four ways investigations injure people: duration, silence, role change and isolation
- Timeframes that are enforced, not aspirational
- Alternative duties and return to work: criteria, timing, and the trap of duties that are menial, excessive or empty
- Documentation that stands up: what to record, in what order, and what never to put in an email

Exercise: Re-run a real investigation timeline and find the point where it became a hazard.

5

TOPIC 5

Briefing upward

What your executives need from you to discharge their duty — and the language that makes them listen.

- The register, the review cadence and the board paper
- The “show me” test: walking through day one of an inspection
- Briefing officers who would rather not hear it

Exercise: Draft the one-page officer briefing you will send on Monday — then your three fixes for the next 30 days.

You leave with

Psychosocial risk register template

Hazard identification checklist

Consultation plan

Investigation timeline protocol

One-page officer briefing template

What delegates say about our masterclasses

Feedback from past delegates at The Leadership Institute masterclass programs.

“Incredibly knowledgeable.”

City of Cockburn

“It was an immersive experience and very practical as well.”

Major Road Projects Victoria

“Time well spent despite being in a time poor role.”

Maroondah City Council

“I found the course very useful and am able to apply those techniques in my role.”

IT Commercial and Asset Coordinator, Melbourne Water

“Enjoyable and easy to understand in layman’s terms. It helped me a lot.”

Teleresult

“Excellent — it made a complex subject very accessible.”

Senior Lawyer, University of Tasmania

Dates & venues

● Sydney	Tuesday 9 March 2027	Karstens Sydney, Level 1, 111 Harrington Street, Sydney NSW 2000
● Canberra	Wednesday 10 March 2027	Cliftons Canberra, 2/10 Moore Street, Canberra ACT 2601
● Online	Friday 12 March 2027	Live via Zoom, 9:00am – 5:00pm Sydney time (AEDT)
● Melbourne	Tuesday 16 March 2027	Karstens Melbourne, 123 Queen Street, Melbourne VIC 3000
● Brisbane	Wednesday 17 March 2027	Karstens Brisbane, Level 24, 215 Adelaide Street, Brisbane QLD 4000
● Perth	Thursday 18 March 2027	Karstens Perth, Level 1, 111 St Georges Terrace, Perth WA 6000

Pricing

	FIRST-IN until 20 Nov 2026	EARLY BIRD until 5 Feb 2027	STANDARD after 5 Feb 2027
In person	\$1,199	\$1,499	\$1,699
Live online	\$1,099	\$1,299	\$1,449

All prices per delegate in AUD and exclude GST.

Group bookings

HR, WHS and risk teams learn more together.
To book a group, email
info@theleadershipinstitute.com.au or call
(02) 8294 2044.

10% 3–4 delegates

15% 5–9 delegates

10 or more delegates: ask about in-house delivery

Questions?

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In-house delivery

Running this for a team of 10 or more? We deliver the masterclass on site, tailored to your sector and your incidents. Contact us for a quote.

Terms and conditions

Cancellations and substitutions. If you are unable to attend, you may send a substitute delegate at no additional cost — just let us know as soon as possible. You may also transfer your registration to another Leadership Institute event. Cancellations must be emailed to info@theleadershipinstitute.com.au. A credit note will be issued, valid for 12 months, towards any future Leadership Institute event. Cancellations received less than 14 days before the event receive a credit note for the registration fee less a \$300 service fee. We do not provide cash refunds.

Changes to events. The Leadership Institute takes great care to ensure every event proceeds as advertised. Occasionally circumstances beyond our control require a change. We reserve the right to change the facilitator and/or agenda details at any time, and will always ensure the event delivers the content advertised. All registered participants will be notified of any changes promptly.

Registrations. One registration admits one person. If an event is cancelled or rescheduled, all registered participants will be contacted and issued a credit note valid for 12 months.

Credit notes. Credit notes may be used towards any Leadership Institute event with available places, and must be used within 12 months of issue.

Privacy. We protect all client details in accordance with our Privacy Policy. To opt out of information about upcoming events, email info@theleadershipinstitute.com.au.

After you register. You will receive a confirmation email including your invoice and all event information, and we will keep you updated in the lead-up to the event.

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