

# Psychological Safety Policy

## 1. Purpose and Objective

The Heart Foundation recognises that a mentally healthy workplace is a key driver for organisational success and sustainability. We are committed to continuing to provide a safe and inclusive environment where our people feel supported, valued, and empowered to thrive personally and professionally. We will do this through:

- Eliminating or minimising risks to psychological health with integrated systems, policies and processes that are monitored regularly.
- Building and maintaining a positive and supportive environment and culture that promotes psychological safety and wellbeing.
- Providing a safe inclusive environment where people feel heard, respected, and valued.
- Supporting and creating opportunities for HF People to increase knowledge, skills, and capabilities to be resilient and thrive at work.
- Reducing stigma and discrimination in the workplace.
- Facilitating HF People's participation in a range of initiatives that contribute to a mentally healthy workplace.
- Providing a fair, accessible, and confidential process for HF People to raise and address psychological safety concerns.
- Ensuring timely and effective resolution of grievances.
- Ensuring compliance with relevant legislation, regulations, and policies.

We believe that when our employees are mentally healthy, everyone benefits.

## 2. Scope / Coverage

This Policy applies to all Heart Foundation Board and Committee Members, employees, volunteers, paid participants, contractors and honoraries (together 'HF People'). It encompasses all work-related activities and interactions, whether conducted on-site, off-site, or through remote working arrangements.

## 3. Relevant Legislation and Related Documents

- Staff Code of Conduct
- Workplace Health, Safety and Wellbeing Policy
- Safe Work Australia guidelines, state based Occupational Health & Safety legislation

## 4. Definitions / Abbreviations

**Psychosocial risks** in the workplace refer to aspects of work design and the organisational and social context that have the potential to cause psychological or social harm. These risks can affect an employee's mental health, well-being, and job performance.

Key factors that may contribute to psychosocial risks include, but are not limited to:

### Work Environment and Job Content:

Unbalanced workload and pressure  
 Autonomy over work tasks  
 Unclear job roles and expectations  
 Organisational approach to change management  
 Providing adequate resources, skills, technology, and support

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Support balancing individual and organisational needs

Remote or isolated work

Physical environment which may include excessive noise, inadequate lighting, poor air quality, limited access to amenities

### Social and Organisational Factors:

Effective communication and limited support from management and colleagues

Interpersonal conflicts, including unconscious bias, bullying and harassment

Lack of recognition and reward

Inadequate work-life balance

### Work Schedule:

Irregular or sustained long working hours

Inadequate rest periods

### Personal Factors:

Individual differences such as coping skills and personal resilience

External personal stressors that can influence work performance

## 5. Policy

To address psychosocial risks, we are committed to creating a supportive work environment that promotes mental health and well-being through effective management practices, employee support systems, clear communication, and fostering a respectful and positive organisational culture.

All HF People are encouraged to:

- Understand this policy and seek clarification from management where required.
- Identify and report hazards and factors that may impact on HF People's psychological health and safety
- Consider this policy while completing work-related duties and at any time while representing the Heart Foundation
- Support fellow HF People in their awareness of this policy.
- Support and contribute to the Heart Foundation's aim of providing a mentally healthy workplace for all HF People.

### Training and Awareness

All HF People during induction and on a regular basis will be required to complete training in issues which are relevant to psychosocial risks to assist with awareness, prevention, and compliance. This includes training in:

- Respect at Work (inclusive of unconscious bias etc)
- Occupational Violence and Aggression
- Sexual Harassment
- Work Health and Safety
- Working from Home
- Workplace Bullying

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### Risk and Hazard Management

The Heart Foundation has implemented a number of controls which address hazards that may potentially pose a risk to psychological safety and health, and these are documented in the Safety Hazards Register with their mitigations.

In addition, relevant hazards and their controls are discussed in the following existing policies and/or procedures:

- Discrimination, Harassment and Bullying Policy
- Code of Conduct
- Workplace Health, Safety and Wellbeing Policy
- Flexibility Policy
- Organisational Change Procedure
- Grievance Procedure
- Performance Management Policy
- Leave Policy
- Risk Management Policy
- Whistleblower Policy
- Incident Reporting and Investigations Procedure

### Reporting and Feedback

- All HF People can report concerns related to psychological safety to their direct manager, or People and Culture
- Feedback mechanisms, such as surveys, consultation and culture reviews will be regularly employed to gauge our workplace environment.
- Our hazards reporting system, SafeGuard facilitates easy access and reporting of concerns, risks, and incidents.
- All reports of psychosocial risks or incidents will be promptly investigated.
- Appropriate actions will be taken to address the root causes and prevent recurrence.
- Support will be provided to affected individuals, including counselling and workplace adjustments if necessary.
- All reports and records of concerns related to psychological safety will be handled with the highest level of confidentiality. Information will only be shared with relevant parties on a need-to-know basis to facilitate resolution and support.

### Employee Assistance

The Heart Foundation has partnered with ACACIA to provide a free and confidential counselling and support service to assist with personal or work-related concerns. HF People can contact the service 24/7 on 1300 364 273. Support is also available to immediate family members who would like support with any questions and/or issues related to their mental, financial, physical, or emotional wellbeing. We encourage all HF People to refer to the Heart Hub for more information, support, and resources.

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### 6. Roles and Responsibilities

Role: Board of Directors	
Responsibility	Frequency
Ensures that the Policy is in place and is reviewed. Receive and monitor reporting on incidents, serious concerns, trends, and escalating risks related to psychological safety.	Ongoing
Oversee, review, and approve this Policy.	Every Three Years
Role: Risk, Audit and Governance Committee (RAGC Committee)	
Responsibility	Frequency
Endorse this Policy.	Every three years
Oversee the assurance framework that includes workplace health and safety	As required
Role: CEO	
Responsibility	Frequency
Ensures that the Heart Foundation develops procedures and controls to implement the policy. Brief the Chair of the Board on any serious concerns or incidents. Ensure that reporting is provided on incidents, serious concerns, trends, and escalating risks related to psychological safety.	Ongoing
Ensure that the Heart Foundation the effective implementation of the health and safety framework and safety-first culture.	If required
Role: Head of People & Culture	
Responsibility	Frequency
Owns and updates the Psychological Safety Policy with consultation across the Heart Foundation	Ongoing
Ensures that the safety training is completed as outlined in this policy	Induction, Annual
Supports people leaders to respond and if required investigate any issues, concerns, risks, or incidents.	As required
Role: Wellbeing Health & Safety Committee	
Responsibility	Frequency
Oversee, review and endorses this Policy	Every three years
Role: People Leaders	
Responsibility	Frequency
Ensure staff, volunteers and themselves are aware of and comply with this Policy.	Ongoing
Promote and support a safety-first culture	Ongoing
Work with Head of People & Culture to respond and if required investigate any issues, concerns, risks, or incidents	As required
Role: All Staff	

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Responsibility	Frequency
Be aware and comply with the policy.	Ongoing
Raise any issues, risks or concerns in a timely manner and report all incidents	As required

### 7. Review and Document Control

The policy is to be reviewed every 3 years or as determined by the Board.

<b>Policy Type</b>	Operational Policy	<b>Executive Owner</b>	Chief Operating Officer
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