

# Psychosocial Risk Scale ©

PRS Report Summary

Emergency Department • November 2025



# PRS Report Summary

Narrative interpretation of psychosocial risk results by domain and construct

## Demographics

Organisation	Date of Administration	Wave	Respondents	Response Rate
Emergency Department	15/11/2025	Baseline Assessment	15	100%

**Disclaimer:** The Psychosocial Risk Scale (PRS) is a workforce survey instrument and should not be used as the sole source of information when assessing psychosocial risk in your organisation. Survey-based measures capture the subjective perceptions of respondents at a point in time and may not reflect the full complexity of psychosocial hazards present in your workplace. Organisations are advised to supplement PRS results with additional assessment methods — including workplace observations, incident and absenteeism data, consultation with health and safety representatives, and independent expert review — to develop a comprehensive and legally defensible understanding of psychosocial risk. The PRS is best understood as supplementary information representing the perspective of the workforce itself, and should be interpreted alongside other evidence when making decisions about intervention, organisational change, or compliance with psychosocial hazard obligations under Australian WHS legislation.

**Psychosocial Risk Index (PRI)**

**54.5%** Elevated Risk  
Plan intervention

The overall Psychosocial Risk Index (PRI) is in the Elevated Risk range. While the organisation is not in crisis, there are meaningful psychosocial hazards present that, if left unaddressed, are likely to deteriorate. Some domains or constructs will require targeted intervention. Leaders should use the domain and construct results to identify priority areas, develop a structured improvement plan, and communicate transparently with employees about the steps being taken. A follow-up assessment within 12 months is recommended.

*The PRI is an aggregated average score of all 13 psychosocial risks combined, and is an overall sentiment. Individual domain summaries or psychosocial risk scores may require specific individual action.*

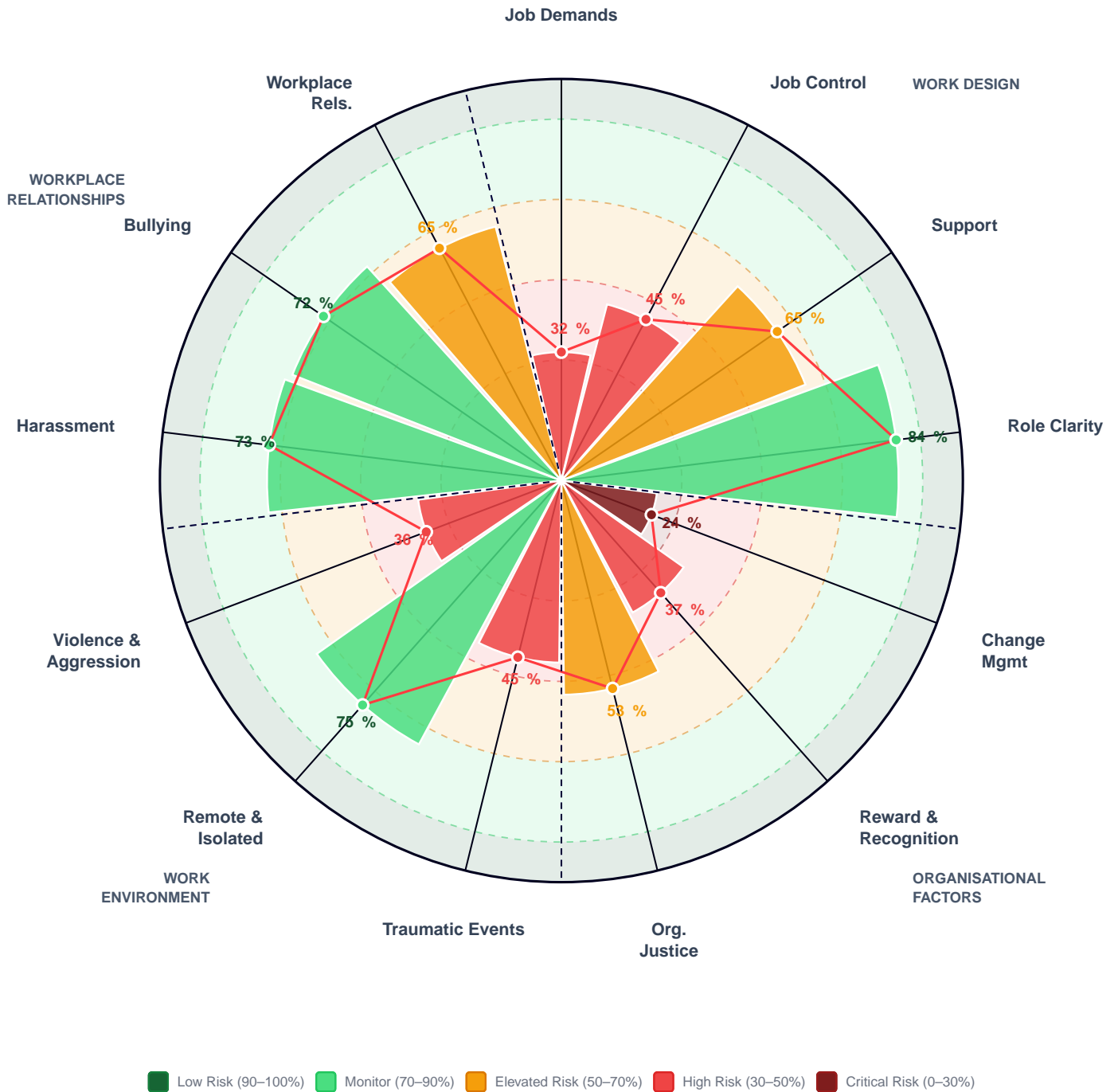
**RISK BAND LEGEND**

- Low Risk (90–100%)
- Monitor (70–90%)
- Elevated Risk (50–70%)
- High Risk (30–50%)
- Critical Risk (0–30%)

All indicators are positively worded. A higher score indicates fewer psychosocial hazards present. Scores reflect the group average across respondents **over the past 3 months**.

## Psychosocial Risk Profile

Each segment extends from the centre to the risk indicator score. Segments closer to the centre indicate higher risk.



## DOMAIN AND PSYCHOSOCIAL RISK RESULTS

**Work Design**

Elevated Risk · Plan intervention

**56.7%**

Work design conditions are experienced as variable or partially adequate. While some positive features exist, overall the balance of demands, control, support, and role clarity is insufficient to provide a safe and healthy work environment. Leaders should review workload distribution, strengthen support mechanisms, and clarify role expectations to reduce psychosocial risk.

**Job Control****45.3%** High Risk

Respondents experience consistently low levels of control over how they carry out their work. This is a recognised psychosocial hazard that is contributing to risk in this workplace. Leaders should examine where authority and discretion can be meaningfully extended to employees, and reduce unnecessary micro-management or overly rigid procedures. Action should be taken as part of a structured improvement plan.

**Job Demands****32.0%** High Risk

Respondents indicate that job demands are consistently difficult to manage and are regularly exceeding sustainable capacity. This is a significant hazard requiring structured intervention. Leaders should engage with their teams to identify the primary sources of overload and implement workload controls. Without action, there is a meaningful risk of chronic stress and burnout across the group.

**Role Clarity****84.0%** Monitor

Respondents generally understand their roles and what is expected of them. The organisation is providing adequate role clarity for most people. Leaders should periodically revisit role expectations, particularly following structural changes, new team members joining, or shifts in organisational priorities.

**Support****65.3%** Elevated Risk

Support is available in some contexts but is experienced as inconsistent or inadequate by a significant portion of respondents. There is meaningful room for improvement. Leaders should review the accessibility and quality of support across the team and consider targeted training in supervisory skills and peer support practices.

**Organisational Factors**

High Risk · Action required

**38.2%**

Respondents consistently experience organisational conditions as problematic. Poorly managed change, persistent role conflict, and low procedural justice are creating a high-risk environment. Leaders must take a structured approach to managing change communication, resolving competing role demands, and demonstrating fairness in decisions that affect employees. A formal corrective action plan is warranted.

**Change Management****24.0%** Critical Risk

Respondents report that recent or ongoing organisational change has been very poorly managed — characterised by inadequate communication, a lack of consultation, and insufficient preparation. Poorly managed change is a significant psychosocial hazard under Australian WHS legislation. Urgent attention is needed to re-establish communication, acknowledge uncertainty, and provide employees with genuine avenues for input.

**Organisational Justice****53.3%** Elevated Risk

Perceptions of fairness are mixed. While some respondents feel treated equitably, a meaningful proportion experience unfairness in decisions or interpersonal treatment. Leaders should investigate whether policies are applied consistently, whether decision rationale is communicated clearly, and whether all people are treated with consistent respect and dignity.

**Reward & Recognition****37.3%** High Risk

Respondents consistently feel that their efforts are not adequately recognised or rewarded. This represents a significant psychosocial hazard and is likely contributing to disengagement, resentment, and stress. Leaders should examine both formal recognition practices (e.g., performance processes, remuneration) and informal acknowledgement to identify where the imbalance is most acute.

## Work Environment

Elevated Risk - Plan intervention

52.0%

Work environment conditions are experienced as variable or partially adequate. Hazard exposure, environmental safety, or connectedness for remote workers represents a moderate but real risk. Leaders should conduct a structured review of environmental hazard controls, improve access to support following critical incidents, and develop stronger connection strategies for isolated workers.

### Remote & Isolated Work

74.7% **Monitor**

Respondents working remotely or in isolation generally feel connected, supported, and safe. The organisation is managing this hazard reasonably well. Leaders should maintain current practices and actively monitor for emerging isolation risk — particularly for new remote workers or those working alone for extended periods.

### Traumatic Events

45.3% **High Risk**

Respondents indicate that traumatic exposure in this workplace is not being adequately addressed — support is insufficient, debriefing is lacking, or exposure is not being minimised where possible. This represents a high psychosocial risk requiring structured action. Leaders should engage with clinical or EAP supports and establish formal trauma-informed response protocols.

### Violence & Aggression

36.0% **High Risk**

Respondents do not feel adequately safe from violent or aggressive behaviour in the workplace. This represents a high psychosocial risk that demands structured intervention. Leaders should conduct a thorough risk assessment, strengthen reporting pathways, and ensure that all incidents are investigated and responded to appropriately. Staff should not be expected to manage this risk without organisational support.

## Workplace Relationships

Monitor - Watch for deterioration

70.2%

Respondents report that workplace relationships are generally positive and respectful. Conflict, bullying, and harassment risk are low. Leaders should continue to model respectful and inclusive behaviour, create regular opportunities for team connection, and maintain clear and trusted pathways for raising concerns if the relational environment deteriorates.

### Bullying

72.0% **Monitor**

Respondents generally feel protected from bullying behaviour. The organisation's standards and prevention mechanisms are working reasonably well. Leaders should remain alert to early signs of bullying — including patterns of social exclusion, undermining, or persistent criticism — and respond to concerns promptly before they escalate.

### Harassment

73.3% **Monitor**

Respondents generally feel that the workplace is free from harassment. The organisation's preventive approach is functioning reasonably well. Leaders should continue to reinforce expectations about respectful conduct, ensure reporting mechanisms are well-known, and model a zero-tolerance approach in their own behaviour and responses.

### Workplace Relationships

65.3% **Elevated Risk**

Workplace relationships are experienced as variable or strained. While some positive relationships exist, the overall quality is insufficient to provide the protective social environment that healthy work requires. Leaders should facilitate team-level conversations about respectful conduct, invest in team development activities, and address identified relationship breakdowns before they become entrenched.