



Psychosocial Safety  
and Leadership  
*Awards*  
2026

**Asplundh Australia**

**FINALIST**

**Innovation in Psychosocial  
Risk Management**



Asplundh Australia developed Bridging the Gap, a system-level consultation approach combining Microsoft Teams with anonymous Mentimeter participation. Designed for a geographically dispersed, high-risk workforce, it allows workers to contribute anonymously and in real time, linking their feedback directly to psychosocial risk identification and the development of controls.

The approach has achieved participation rates exceeding 90%, with knowledge-check accuracy improving by more than 20%. Over 12 months, 123 of 1,928 near miss and hazard reports related to abuse and aggression from members of the public. This informed a customised training module and changes to work planning, client expectations and support mechanisms.

Judges recognised the innovation for bringing a complex issue into a user-friendly model and solution, with workers willing to openly share near misses, unreported events, uncertainty and fatigue. They noted this suggests workers trust the organisation to listen without blame.

*10 September, 2026 – Tweed Heads*