



Mental Health and small business owners – a key to survival

Michael O'Hanlon
Workplace Engagement Manager,
Beyond Blue

NECA
13 May 2020



What is mental health?

What is mental health?

According to the World Health Organization (WHO),
mental health is:

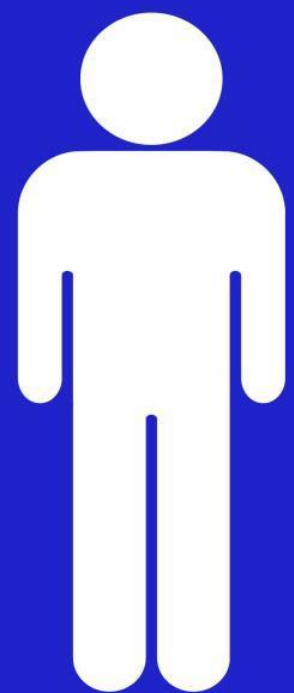
“a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community”.

It is not a static state



**What is the
relevance to my
business?**

Anxiety, depression and suicide



2

Around
million people
in Australia live with
anxiety

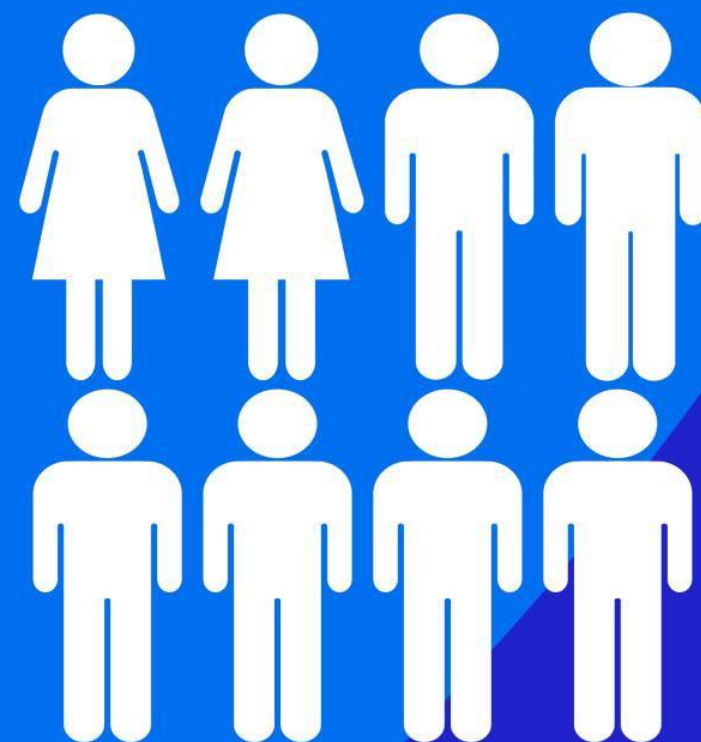


1

Around
million people
in Australia live with
depression

8

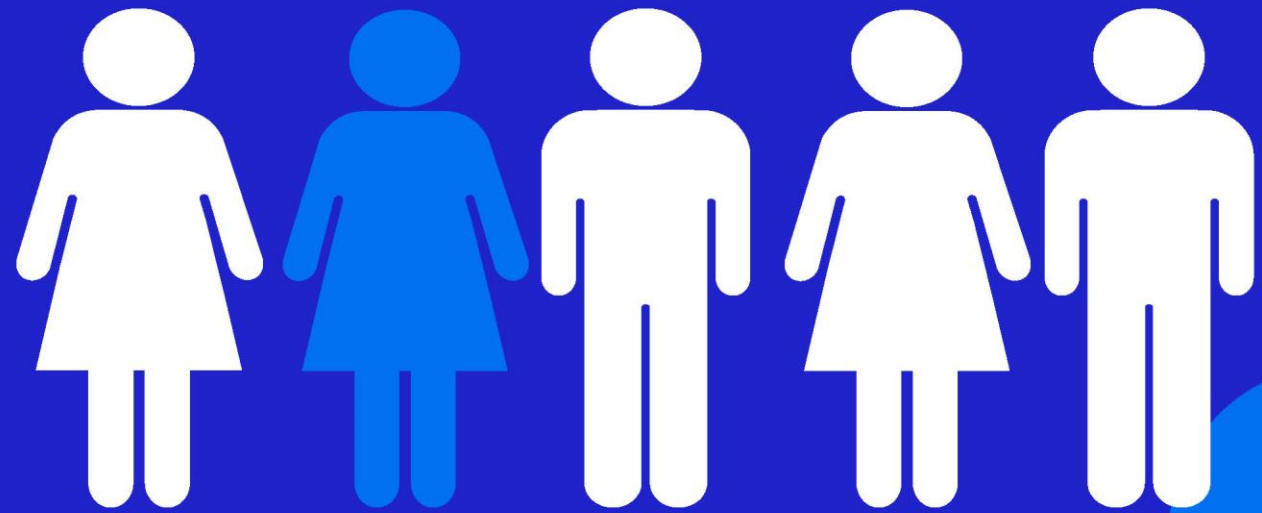
More than
people in Australia
take their own lives every day
6 of whom are men



Stigma

“I think the reality is...the stigma of mental illness is, in some ways, worse than the illness itself. Unless the stigma can be removed to such a degree that it does not become a barrier to acknowledgement, treatment and hope for the future, the reduction of some mental illnesses will be nothing but a pipe dream.”

Blue Voices member



Poor mental health
is likely to affect

1 in 5 employees

71%

say a
**mentally healthy
workplace**
is a priority when
looking for a job

Businesses achieve an average

\$4.20

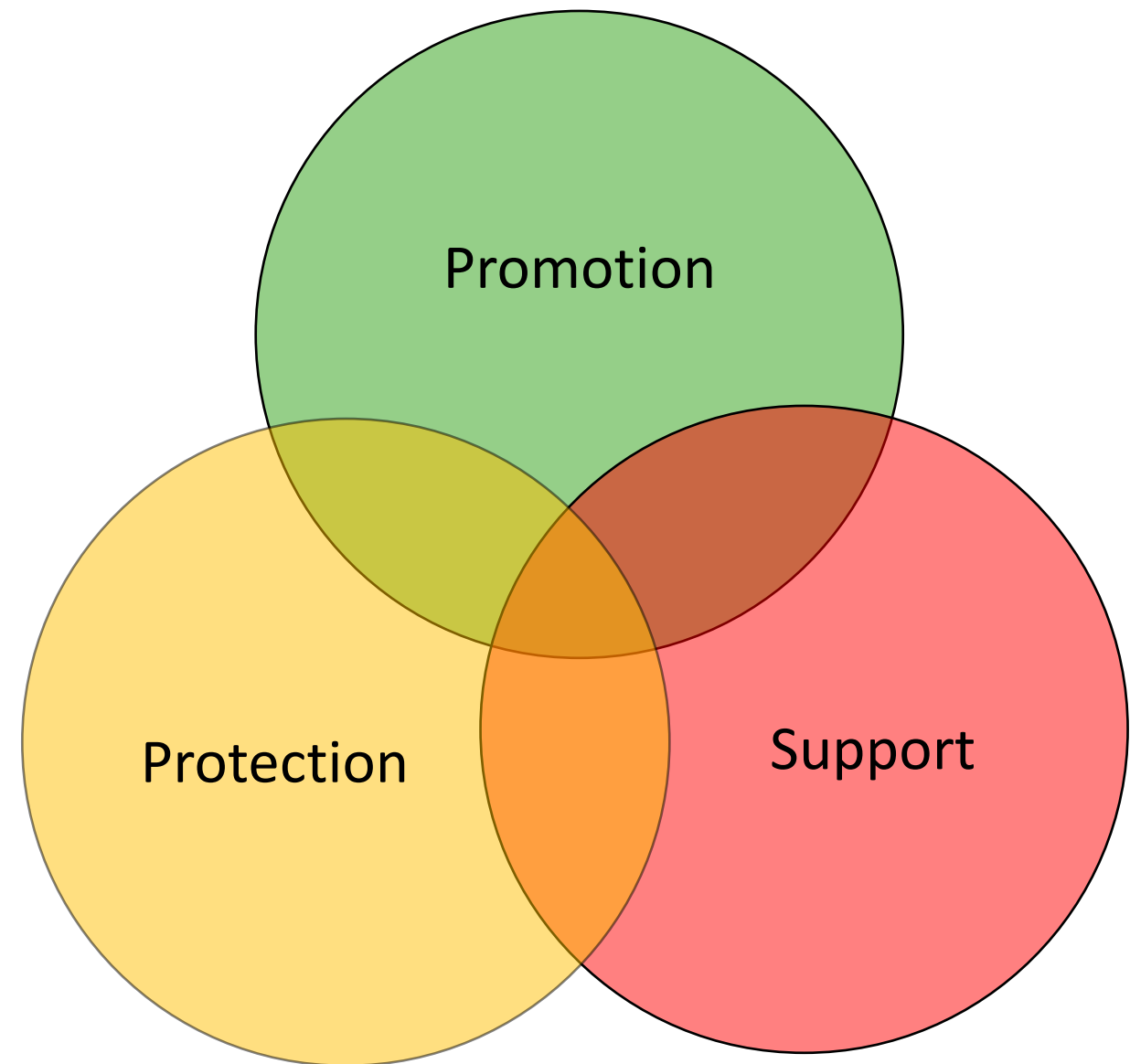
return on investment for
every **\$1** invested in
**effective mental
health initiatives**

Legislative obligations

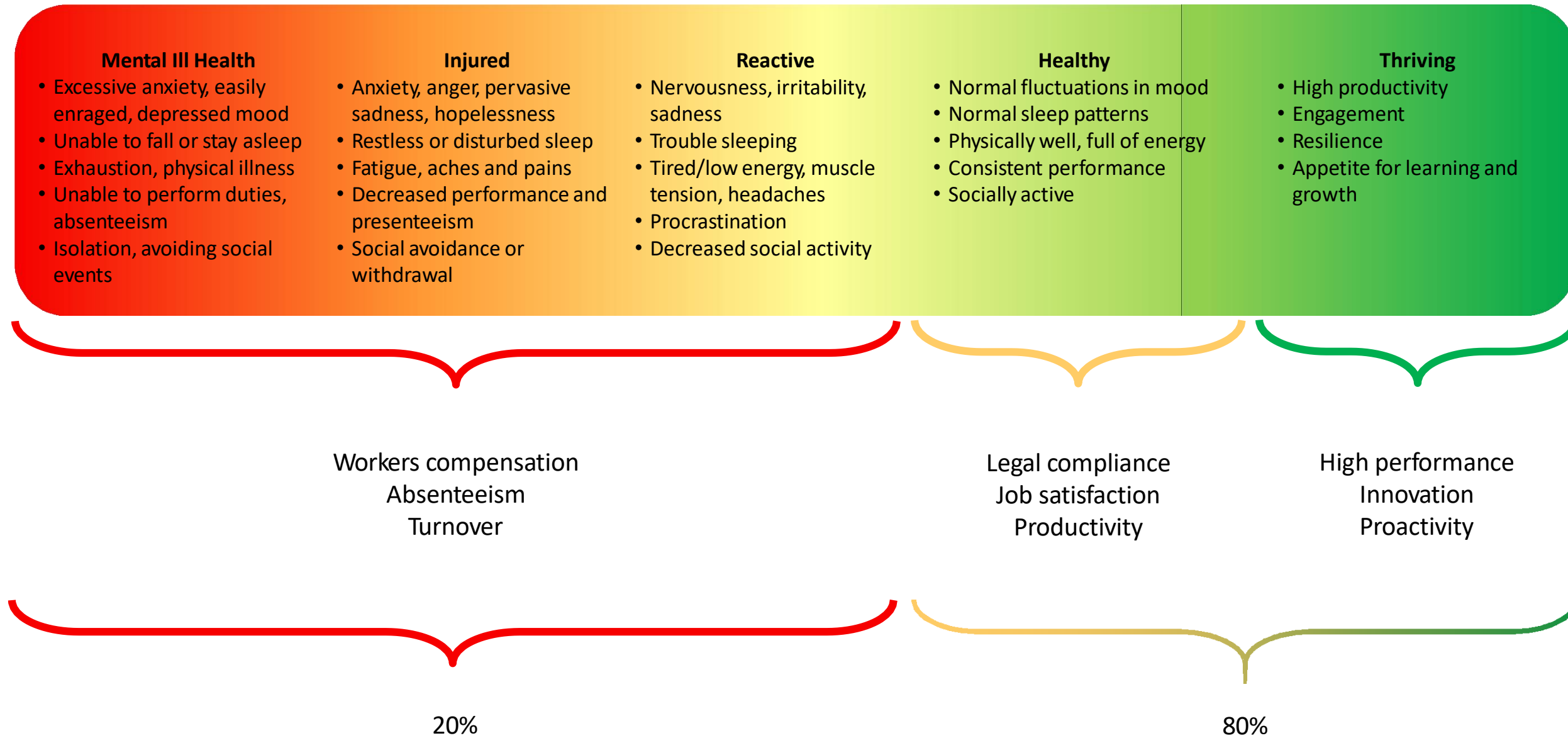
Legislation	Employers	Employees
Work health & safety	Eliminate & minimise risks to health & safety (as is 'reasonably practicable')	Take care of their own and others health and safety
Discrimination	Provide 'reasonable adjustments' for employees	Able to fulfil inherent requirements of job
Privacy	Prevent disclosure of personal information	Must disclose if their mental health condition may cause a risk to someone's safety
Bullying	Prevent repeated unreasonable behavior that is risk to health & safety	Comply with 'reasonable management action'

**An integrated
approach for
your business.**

An Integrated Approach



An integrative approach



Source: Thrive at Work



Healthy Workplaces

- ✓ Foster a positive workplace culture
- ✓ Manage stress and other risks to mental health
- ✓ Support people with mental health conditions – regardless of the cause
- ✓ Take a zero-tolerance approach to discrimination

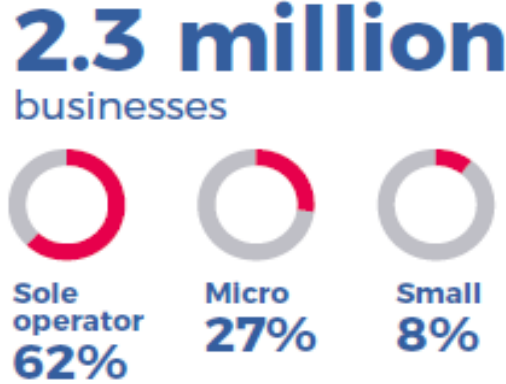
Protective factors associated with wellbeing



Tools and resources for small business owners

Small business and freelancers

97% of businesses are sole operators and small businesses



1/2 Almost half the Australian workforce work in a small business

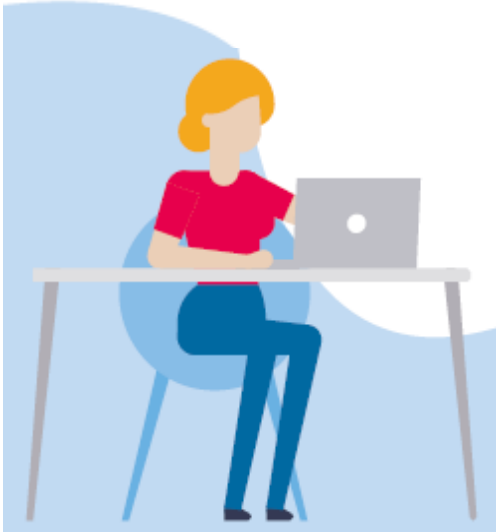
Small business employs approximately **4.7 million** people¹



23% of micro business owners reported a high level of psychological distress

25% of small business owners reported a high level of psychological distress

36% of sole operators reported a higher level of psychological distress



Positive, healthy functioning

Personal signs

- Common fluctuations in mood
- Physically and socially active
- Few sleep difficulties
- Calm

At work signs

- Easily concentrates on the task at hand
- Punctual
- Achieves deadlines
- Pays attention to detail
- Has high work standards
- Sociable with colleagues, customers and clients
- Engaged in meetings
- Consistent performance
- Solutions focused
- Meeting regulatory expenses and promptly paying employee wages and service providers

Actions to take

- Personal solutions**
- Improve understanding of the warning signs of poor mental health and find tips on how to maintain good mental health outside work.
- At work solutions**
- Small business case study and practical tips videos**
- Find practical tips to create a mentally healthy small business
 - How to look after yourself as a small business owner
 - How to look after your staff as a small business owner
- Small business owners without staff**
- Linda's story – Staying connected
 - Sandy's story – Being your own boss
- Small business owners with staff**
- Gary's story – Involving your staff for better
 - Richenda's story – Creating a positive culture
 - David's story – Creating a flexible workplace
- Business and legal essentials**
- Seek out business advice early – find services in local area
 - Invest in a business mentor – find mentors in local area
 - Understand your legal obligations
 - Understand your WHS rights and responsibilities
- Plan for the future using the following templates**
- Personal wellbeing plan
 - Workplace wellbeing plan

Moderate impact on functioning

Personal signs

- Irritable
- Nervous
- Procrastinating
- Difficulty sleeping
- Withdrawn
- Increasing alcohol use
- Low energy
- Angry
- Anxious
- Forgetful

At work signs

- Difficulty concentrating
- Not meeting deadlines
- Attention to detail is less than usual
- Less engaged in meetings than usual
- Lower than usual work standards
- Often anti-social with colleagues, customers and clients
- Slow paying regulatory expenses, employee wages and service providers
- Negative and not solutions focused

Actions to take

- Personal solutions**
- Assess your mental health and wellbeing with the anxiety and depression checklist
 - Stay in touch with family and friends
 - Develop interests outside of work
 - Eat well, prioritise sleep, stay physically fit
 - Monitor warning signs of poor mental health and wellbeing
 - Utilise low intensity mental health support services available in your area
 - Those in serviced areas get six free sessions with a Beyond Blue NewAccess coach.
 - For those in areas where NewAccess isn't available find information on other free low intensity services.
- At work solutions**
- Be realistic about what you can achieve
 - Organise your business systems
 - Understand that others know small business isn't easy
 - Keep the hours you work in check
 - Invest in the right gear and equipment
 - Talk to banks, ATO and creditors
 - Seek out business supporters
 - Persevere with your Personal wellbeing plan
 - Find dispute resolution support in your local area
 - Talk to a financial counsellor
 - Use tools to help you meet your tax obligations
 - Find free legal advice and support in your local area
 - Get free help with your finances
 - Find financial counselling in rural areas
 - Get support for drought affected small businesses

Severe impact on everyday functioning

Personal signs

- Angry outbursts/aggressive
- Extreme anxiety/panic attacks
- Depressed
- Suicidal thoughts
- Trouble falling asleep or staying asleep
- Sleeping too much or too little
- Physical illnesses
- Constant fatigue
- Socially withdrawn
- Excessive use of alcohol or drugs
- Other addictions

At work signs

- Difficulty performing duties at work
- Difficulty controlling behaviour at work
- Inability to concentrate on the task at hand
- Withdrawn from colleagues, customers and clients
- Not paying regulatory expenses, employee wages and service providers
- Absent from work

Actions to take

- Personal solutions**
- Beyond Blue Support Service – 1300 22 4636
 - Lifeline – 13 11 14
 - SANE – 1800 187 263
 - Suicide Call Back Service – 1300 659 467
 - Men's Line Australia – 1300 78 99 78
 - Alcohol Drugs Information Service – 1800 250 015
 - National Debt Helpline – 1800 007 007
 - If you or someone you know is in immediate danger, call 000 (triple zero) or go to your nearest hospital emergency department.
- At work solutions**
- Refer to your Workplace wellbeing plan
 - Who can take over your business if you are unable to work?
 - What is your return to work plan?
 - If you don't have a Workplace wellbeing plan, once you have sought support and are moving back into the green (positive) end of the continuum, consider developing one to help better manage future stressors in your business.

Work

Heads up Beyond Blue
Better mental health in the workplace

Supporting small business owners to improve their mental health and wellbeing at work

A guide for work contacts, friends and family

beyondblue.org.au 1300 22 4636

Business planning

- A workplace mental health strategy is an integral part of any business plan.
- Part of business continuity
- Risk management
- People management

Support for small business owners

Work

Heads up | **Beyond Blue**
Better mental health in the workplace

Supporting small business owners to improve their mental health and wellbeing at work

A guide for work contacts, friends and family



beyondblue.org.au 1300 22 4636

Mental health and wellbeing, and small business | Providing immediate support | Speaking with someone you're concerned about | Signs of poor mental health and wellbeing | Solutions for small business owners | Looking after your own mental health and wellbeing

Mental health and wellbeing, and small business

Mental health is a state of wellness that helps people to function productively in life and at work. However, the term is sometimes used as a substitute for mental health issues like anxiety and depression.

A better way to think of it is in terms of positive mental health and wellbeing.

Positive mental health and wellbeing leads to increased learning, creativity and productivity, more positive social behaviour and relationships, and improved physical health and life expectancy.

It is not a fixed or static state, though.

Experts often explain the difference between the positive and severe sides to it by talking about a range or a continuum, where positive mental health and wellbeing is at one end, represented by feeling good and functioning well, through to severe symptoms of mental health conditions at the other end.

At the green end of the continuum, people are well; showing resilience and high levels of wellbeing.

Moving into the yellow area, people may start to have difficulty coping.

In the orange area, people have more difficulty coping and symptoms may increase in severity and frequency.

At the red end of the continuum, people are likely to be experiencing severe symptoms and may be at risk of self-harm or suicide.

Mental health is complex. The fact that someone is not experiencing a mental health condition doesn't necessarily mean they aren't going through a difficult time.

Likewise, it's possible to be diagnosed with a mental health condition while feeling well in many aspects of life.

Ultimately, it's important we take steps that will help to keep us 'in the green'.

Supporting a business owner to achieve this will not only be good for them personally but good for their business too.



Positive, healthy functioning | Severe impact on everyday functioning

Adaption based on Corey Keyes' mental health continuum model

Handy resources and links → 2 of 13

Mental health and wellbeing, and small business | Providing immediate support | Speaking with someone you're concerned about | Signs of poor mental health and wellbeing | Solutions for small business owners | Looking after your own mental health and wellbeing

Speaking with someone you're concerned about

If you notice that a business contact, friend or family member seems to be going through a difficult time, or are not their usual selves, it's advisable to speak with them to see if you can help.

Knowing what boundaries to set for your involvement depends a lot on your relationship with the person. Importantly, you are not expected to be a psychologist. Rather, use your connection with the person to help them find a way forward, if they need assistance.

People are sometimes concerned that speaking with the person might have a bad outcome. All the evidence tells us that speaking to someone won't make matters worse but improve the situation by making the person you're talking to feel supported. So, how do you go about it?

Planning the conversation

- Consider whether you are the best person to chat to them or would another person be more suitable?
- Investigate what support services are available.
- Find a private place to talk where the person will feel comfortable.

How to start

- There's no one right way of expressing things – the main thing is to be thoughtful and genuine.
- Say what feels comfortable for you: "You don't seem your usual self. Is everything OK?"
- You don't need to have all the answers – it's mainly about having the conversation and the support you offer by talking.
- Be empathetic and positive. Don't be dismissive of their situation and say things like, "But you've got so much going for you".
- If what you say doesn't sound quite right, stop and try again.
- Use a common-sense approach.



Section continued on next page.

Handy resources and links → 4 of 13

Signs and actions

Positive, healthy functioning

Personal signs

- Common fluctuations in mood
- Physically and socially active
- Few sleep difficulties
- Calm

At work signs

- Easily concentrates on the task at hand
- Punctual
- Achieves deadlines
- Pays attention to detail
- Has high work standards
- Sociable with colleagues, customers and clients
- Engaged in meetings
- Consistent performance
- Solutions focused
- Meeting regulatory expenses and promptly paying employee wages and service providers

Actions to take

Personal solutions

- Improve understanding of the warning signs of poor mental health and [find tips](#) on how to maintain good mental health outside work.

At work solutions

Small business case study and practical tips videos

- Find [practical tips](#) to create a mentally healthy small business
- How to [look after yourself](#) as a small business owner
- How to [look after your staff](#) as a small business owner

Small business owners without staff

- Linda's story – [Staying connected](#)
- Sandy's story – [Being your own boss](#)

Small business owners with staff

- Gary's story – [Involving your staff for better results](#)
- Richenda's story – [Creating a positive culture](#)
- David's story – [Creating a flexible workplace](#)

Business and legal essentials

- Seek out business advice early – find [services in your local area](#)
- Invest in a business mentor – find [mentors in your local area](#)
- Understand your [legal obligations](#)
- Understand your [WHS rights and responsibilities](#)

Plan for the future using the following templates:

- [Personal wellbeing plan](#)
- [Workplace wellbeing plan](#)

Moderate impact on functioning

Personal signs

- Irritable
- Nervous
- Procrastinating
- Difficulty sleeping
- Withdrawn
- Increasing alcohol use
- Low energy
- Angry
- Anxious
- Forgetful

At work signs

- Difficulty concentrating
- Not meeting deadlines
- Attention to detail is less than usual
- Less engaged in meetings than usual
- Lower than usual work standards
- Often anti-social with colleagues, customers and clients
- Slow paying regulatory expenses, employee wages and service providers
- Negative and not solutions focused

Actions to take

Personal solutions

- Assess your mental health and wellbeing with the [anxiety and depression checklist](#)
- Stay in touch with family and friends
- Develop interests outside of work
- Eat well, prioritise sleep, stay physically fit
- Monitor [warning signs](#) of poor mental health and wellbeing
- Utilise low intensity mental health support services available in your area
 - Those in serviced areas get six free sessions with a Beyond Blue [NewAccess coach](#).
 - For those in areas where NewAccess isn't available find information on other [free low intensity services](#).

At work solutions

- Be realistic about what you can achieve
- Organise your business systems
- Understand that others know small business isn't easy
- Keep the hours you work in check
- Invest in the right gear and equipment
- Talk to banks, ATO and creditors
- Seek out business supporters
- Persevere with your [Personal wellbeing plan](#)
- Find [dispute resolution support](#) in your local area
- Talk to a [financial counsellor](#)
- Use tools to help you [meet your tax obligations](#)
- Find [free legal advice](#) and support in your local area
- Get free [help with your finances](#)
- Find [financial counselling](#) in rural areas
- Get support for [drought affected small businesses](#)

Severe impact on everyday functioning

Personal signs

- Angry outbursts/ aggressive
- Extreme anxiety/ panic attacks
- Depressed
- Suicidal thoughts
- Trouble falling asleep or staying asleep
- Sleeping too much or too little
- Physical illnesses
- Constant fatigue
- Socially withdrawn
- Excessive use of alcohol or drugs
- Other addictions

At work signs

- Difficulty performing duties at work
- Difficulty controlling behaviour at work
- Inability to concentrate on the task at hand
- Withdrawn from colleagues, customers and clients
- Not paying regulatory expenses, employee wages and service providers
- Absent from work

Actions to take

Personal solutions

- [Beyond Blue Support Service](#) – 1300 22 4636
- [Lifeline](#) – 13 11 14
- [SANE](#) – 1800 187 263
- [Suicide Call Back Service](#) – 1300 659 467
- [Men's Line Australia](#) – 1300 78 99 78
- [Alcohol Drugs Information Service](#) – 1800 250 015
- [National Debt Helpline](#) – 1800 007 007
- If you or someone you know is in immediate danger, call **000** (triple zero) or go to your nearest hospital emergency department.

At work solutions

- Refer to your [Workplace wellbeing plan](#)
 - Who can take over your business if you are unable to work?
 - What is your return to work plan?
 - If you don't have a [Workplace wellbeing plan](#), once you have sought support and are moving back into the green (positive) end of the continuum, consider developing one to help better manage future stressors in your business.



Support others – including your clients

[Mental health and wellbeing, and small business](#)
[Providing immediate support](#)
[Speaking with someone you're concerned about](#)
[Signs of poor mental health and wellbeing](#)
[Solutions for small business owners](#)
[Looking after your own mental health and wellbeing](#)

Solutions for small business owners

If you are concerned about someone, there are steps you can suggest they take to improve their situation. Many relate to how they approach their general wellbeing, while some relate to how they manage their business.

- ### 1. Assess mental health and wellbeing

Suggest that they assess whether they have been affected by anxiety or depression in the past four weeks by completing the Anxiety and Depression (K10) checklist – beyondblue.org.au/checklist

Suggest that they list their top three business challenges over the past four weeks.
- ### 2. Implement personal behaviour solutions

 - Keep working hours in check
 - Eat well, stay physically fit
 - Prioritise getting a good night's sleep
 - Enforce an after-hours technology switch-off
 - Stay in touch with family and friends
 - Develop interests outside work
 - Take time out to relax
 - Monitor stressors and warning signs of poor mental health and wellbeing.
- ### 3. Implement at-work solutions

 - Engage with the ATO and creditors to resolve problems
 - Speak with financial counsellors
 - Seek out business mentors
 - Seek out business advice
 - Seek out advice and support on dispute resolutions
 - Seek out legal advice and support
 - Utilise low intensity mental health support services:
 - For those in serviced areas access six free sessions with a specifically trained **NewAccess** coach.
 - For those in areas where NewAccess isn't available find information on other free low intensity services.

Handy guide for small business owners

The 'Actions for small business owners for better mental health and wellbeing' guide goes through the signs and symptoms of mental health conditions and offers helpful advice and suggested actions for small business owners. You could provide this resource to someone you have a working relationship with or a close personal relationship.

[Download the guide here](#)

Section continued on next page.

[Handy resources and links](#) 7 of 13

[Mental health and wellbeing, and small business](#)
[Providing immediate support](#)
[Speaking with someone you're concerned about](#)
[Signs of poor mental health and wellbeing](#)
[Solutions for small business owners](#)
[Looking after your own mental health and wellbeing](#)

Handy resources and links

Sometimes it's important to take immediate action to address urgent concerns you have for a person's wellbeing.

Other times, there's a chance to take a more considered approach.

As well as addressing crisis situations, you can assist small business owners put wellbeing plans in place for the future.

By doing this, they will not only protect and enhance their wellbeing, they can make themselves, and their employees, if they have them, even more productive at work.

To assist in this process, we have developed two valuable resources:

Personal wellbeing plan

This helps small business owners who operate alone to develop a simple plan to address the challenges unique to a small business owner. It allows the owner to:

- list their causes of stress and strategies to overcome them
- document positive actions to enhance their mental health and wellbeing
- develop plans for their business if they need to take time off work
- identify professional and personal support people and resources they can rely on.

Workplace wellbeing plan

In conjunction with the personal plan, this helps small business owners who employ staff to develop a plan for their business. It progresses through six steps:

- setting up a leadership group
- identifying the needs of the business
- pinpointing risks and potential improvements
- establishing actions that will address risks
- supporting staff with mental health conditions
- monitoring actions, reviewing and improving the plan.

Also downloadable is a Small Business Planning Tool. This planning template is an example template, that will help small businesses make a broader plan that defines the direction of the business and set up strategies to achieve goals. This resource helps small businesses make a broader plan that defines the direction of the business and sets up strategies to achieve goals. The template steps through a process for creating a solid, well-structured plan tailored to an individual business.

Section continued on next page.

[Handy resources and links](#) 10 of 13

[Mental health and wellbeing, and small business](#)
[Providing immediate support](#)
[Speaking with someone you're concerned about](#)
[Signs of poor mental health and wellbeing](#)
[Solutions for small business owners](#)
[Looking after your own mental health and wellbeing](#)

Small business owners can access these tools and resources to support their mental health and wellbeing.

Positive, healthy functioning
Moderate impact on functioning
Severe impact on everyday functioning

- Beyond Blue - Heads Up - For small business
- Council of Small Business Australia
- Family Business Australia
- Flying Solo
- Local Business Chambers
- Franchise Council of Australia
- Local business advice
- Local business mentoring services
- Tax and Super obligations for small business
- Information on small business rights and protection
- Legal essentials

- Beyond Blue's NewAccess (only available in some areas)
- Other free low intensity services
- Rural financial counselling service
- Drought communities program
- Free help with finances
- Everymind - Ahead for business
- Local dispute resolution services
- Find a financial counsellor
- Local business mentoring services
- Tax support
- Free legal advice

Beyond Blue Support Service	1300 22 4636
Lifeline	13 11 14
SANE	1800 187 263
Suicide Call Back Service	1300 659 467
Men's Line Australia	1300 78 99 78
Alcohol Drugs Information Service	1800 250 015
National Debt Helpline	1800 007 007

References

¹Keyes, C.L.M & Westerhof G.J. (2010). Mental illness and mental health: The two continua model across the lifespan. Journal of Adult Development, 7(2), 110-119.

[Handy resources and links](#) 11 of 13

Personal wellbeing plan

This plan is designed to help small business owners who operate alone to address the challenges unique to them.

Step	Examples	Actions
1. My reasons for having a small business	<ul style="list-style-type: none">• Remind yourself why you decided to start your business. These include practical reasons (earning income) and broader motivators. Autonomy - running my own race.• To put food on the table and pay the bills.• The business operates in a field I'm passionate about.• Building something significant would be a great achievement.	List as many of your personal reasons for having a small business as you can.
2. Triggers that raise my stress levels	<ul style="list-style-type: none">• It's likely certain things raise your stress levels and make distressing or challenging situations more difficult to manage. If you know what your triggers are, then you can anticipate them and put strategies in place to manage them effectively. Having enough funds available to start the business.• Completing paperwork and compliance documentation.• Establishing your brand, products and prices.• Building a customer base and maintaining ongoing business.• Managing cash flow.• External pressures e.g. competitor activities, online reviews.• Managing the ebbs and flows of activity in the business• Obtaining support when you need it.• Meeting the financial expectations of a partner or spouse.• Making enough time for family and friends.	List your main triggers and how you can address them.

Personal wellbeing plan

This plan is designed to help small business owners who operate alone to address the challenges unique to them.

<p>3. My warning signs</p>	<p><i>Warning signs are changes in thoughts, moods or behaviours that suggest you may be experiencing stress or burnout. Knowing your warning signs can help you <u>take action early</u>.</i></p> <p>Personal signs</p> <ul style="list-style-type: none"> • Irritable • Angry • Anxious • Procrastinating • Forgetful • Difficulty sleeping • Withdrawn • Low energy • Increasing alcohol use <p>At-work signs</p> <ul style="list-style-type: none"> • Difficulty concentrating and not meeting deadlines often • Lower than normal work standards (less engaged, less attention to detail) • Often anti-social with colleagues, <u>customers</u> and clients • Slow paying regulatory expenses (service providers, <u>suppliers</u> and wages) • Negative and not solution focused 	<p>List as many of your personal warning signs as you can and actions that will help you address them.</p>
<p>4. Positive work habits that improve my situation</p>	<p><i>Actions that improve your personal work environment and practices can help you feel more at ease in times of stress, and in the long term, prevent burnout.</i></p> <ul style="list-style-type: none"> • Be realistic about what you can achieve. • Organise your business systems. • Understand that others know small business <u>isn't</u> easy • Keep the hours you work in check. • Invest in the right gear and equipment. • Talk to banks, ATO and creditors. • Stay in touch with family and friends. • Develop interests outside of work. • Eat well, prioritise sleep, stay physically fit. • Persevere with your <i>Personal wellbeing plan</i>. • Be aware of the warning signs. 	<p>List the things you believe you can do, by and for yourself, to maintain your wellbeing in and outside of work.</p>

Personal wellbeing plan

This plan is designed to help small business owners who operate alone to address the challenges unique to them.

<p>5. Positive actions I can take to make things better for others</p>	<ul style="list-style-type: none">• Doing things for others is sometimes the best thing we can do for ourselves. Even if it's just honest gratitude, small acts of kindness quickly add up and make us feel good. Offer advice and support to other small business owners.• Grab a coffee to check-in with suppliers and work contacts.• Be there for family and friends.	<p>List some things you believe you can do with and for others to maintain your wellbeing.</p>
<p>6. My plan if I'm unable to work</p>	<p>Sometimes people simply need to take time out from work to recover and regain their mental strength. Although you may never need to do this, it's important to develop a plan of action anyway, just in case you need to consider it one day.</p> <ul style="list-style-type: none">• Consider the possibility of putting your work on hold for a <u>period of time</u> and possibly training a family member to manage the business in your absence.• Consider taking out income-protection.• Talk to your financial advisor and determine if you have a safety net available (superannuation or insurance cover).• Talk to your accountant, business advisor or mentor about developing a financial plan as support if needed.• Connect with others in your industry to outsource work or job-share where possible.• Talk to your clients and other stakeholders about your situation to see how they may be able to support you.• Talk to the ATO or Centrelink for support and advice.• Contact government agencies for assistance with dispute resolution.• Contact the Australian Government's Department of Human Services to see if there are any benefits available to you.	<p>List what actions you could take if you were unable to run your business.</p>

Personal wellbeing plan

This plan is designed to help small business owners who operate alone to address the challenges unique to them.

<p>7. My Return to Work Plan</p>	<p>If you take some time away from work, it's important to plan your return to work in a way that supports your mental health and wellbeing. For some people, a gradual return to work is ideal, rather than taking on a full-time role.</p> <ul style="list-style-type: none"> • How many hours a week will you do? Will they increase? • What tasks will you undertake each week? • Can you talk to a business advisor or mentor about identifying duties and a return to work timeline? • Who do you need to communicate your plan to and who can support you? (Customers, suppliers, colleagues). • Where will you work? At your office or at home? • What information do you need to resume your role? • How can you plan for your continued health treatment? • What do you plan to do differently when you return to work to protect your mental health and wellbeing? 	<p>List the things you need to consider if you return to work after some time off. A full Return to Work Template is available here.</p>
<p>8. Friends, family and work contacts who are supportive</p>	<p>Trusted friends, family and work contacts can help you feel better by providing practical support or being there to listen.</p> <ul style="list-style-type: none"> • Work contact/coffee buddy. • Close friend or family member. • Accountant, business advisor or mentor. • Industry association or local community groups. 	<p>Write down the names and contact details of your main supporters. Try to include at least one person you deal with through work.</p>
<p>9. Professional support I can call on</p>	<p>Professional support is always available when you need it. In an emergency, always call 000 (triple zero).</p> <ul style="list-style-type: none"> • GP or mental health professional. • Your workplace Employee Assistance Program. • Beyond Blue forums or Support Service 1300 22 4636 • Lifeline 13 11 14 • MensLine Australia 1300 78 99 78 • Online and phone resources such as Heads Up. 	<p>List the names, numbers and/or locations of mental health professionals, crisis teams, hospitals and support services you can contact.</p>

Beyond Blue - Workplace mental health

- Healthy Workplaces
- Your mental health
- Supporting others
- Training and resources

Heads ^{up}
Better mental health in the workplace

THE MENTALLY HEALTHY WORKPLACE ALLIANCE

Beyond Blue

About us | FAQ | Contact us | Training & Resources

Login Join

Search

Home Healthy workplaces Your mental health Supporting others Training and resources

Work and your mental health during the coronavirus outbreak

Read more >

Workplace resources for



Employers

Making your organisation mentally healthy benefits staff and the bottom line



Employees

Simple steps you can take to look after yourself and your colleagues



Managers

Information to assist managers to create a mentally safe workplace



Small business

What small business owners can do to improve their own mental health, as well as their staff's

Training & resources

- Evidence informed
- Free resources

The screenshot shows the website's navigation bar with 'Home', 'Healthy workplaces', 'Your mental health', 'Supporting others', and 'Training and resources' (highlighted). A search bar is located in the top right. The main content area features a large banner for 'Training and resources' and a grid of nine resource categories, each with a representative image, a title, and a brief description.

Category	Description
Personal stories and case studies	Find out what's worked for other businesses and individuals through our collection of case studies and personal stories.
Education and training	Build up your expertise or the skills of employees, to improve mental health in the workplace.
Online Programs	Check out our range of free online training programs that can assist leaders, managers and employees to better understand mental health in the workplace.
Webinars	Tune in and watch our free Heads Up webinar series about workplace mental health.
Toolbox talks	The toolbox talks training packages are designed to give business and union leaders the skills and confidence to deliver mental health sessions to their teams.
Further reading	Stay informed with resources from various bodies around the world, focusing on mental health in the workplace, designed for managers and employees.
Find resources	Download or order hard copies of Heads Up and Beyond Blue resources.
News and social	Get information on workplace mental health developments and news.
Statistics and Resources	Access research reports and link to statistics and evidence resources.

We sometimes hear:

“It’s easy to see physical safety hazards...

Mental health hazards are hard to identify.”

They’re often easy to see, but we’re not used to recognising them as health hazards.

	Individual / Role	Organisational and Environmental	Occupational Risks
Hazards	<ul style="list-style-type: none"> • Overwork • Underwork • Poor role clarity • Skills or capability deficit • Poor behaviour 	<ul style="list-style-type: none"> • Organisational injustice • Poor change management • Poor communication • Poor environment • Discrimination • Under-resourcing 	<ul style="list-style-type: none"> • Remote / field work • Physical hazards • Trauma • Customer aggression • Rostering • Isolation
Protections	<ul style="list-style-type: none"> • Resourcing • Role design • Support • Reward and recognition • Flexibility • Training and development • Good health 	<ul style="list-style-type: none"> • Strategy and preparation • Continuous learning • Communication • Values and justice • Culture • People and staff influence • Cultural safety • Risk management 	<ul style="list-style-type: none"> • Individual, org & environment • Preparation and recovery • Programs and interventions • Emerging innovations • Social support • Expert support • Include family and friends

COVID – 19 and mental health

How to seek support during this time

Feeling worried or struggling to cope during the coronavirus pandemic? **We're here to help.** Our trained counsellors are there to support you 24/7. Give them a call on **1800 512 348**.

Coronavirus Mental Wellbeing Support Service

This website will be regularly updated with information, advice and strategies to help you manage your wellbeing and mental health during this time. And you can stay up-to-date by joining our email community.



Talk it through with us

Whatever you're feeling during these challenging times, you can talk it through with one of our counsellors. We'll provide advice and support based on your specific needs.

Call 1800 512 348



Online community forum

Connect with others, share your experiences and exchange messages of support on our dedicated online forum: Coping during the coronavirus pandemic.



Information, advice and strategies

A range of resources have been designed and regularly updated to help you manage your mental wellbeing and support those around you during the coronavirus pandemic.



Suicide and crisis support

If you are in an emergency, or at immediate risk of harm to yourself or others, please contact emergency services on 000

Call Lifeline on 13 11 14

COVID - 19

- Universal risk factor to mental health
- Specific support line 1800 512 348
- [Coronavirus Mental Wellbeing Support Service](#)
- [Working from home](#)

COVID – 19 KPMG observations

- Cash/liquidity has become critical for survival.
- Business continuity plans have had to be rethought given the simultaneous global nature of the pandemic and the impact of international and domestic lockdowns.
- Leaders are being challenged to deal with a new level of ambiguity – balancing what they can control with things they can't.
- Organisations are struggling to balance the health of their employees (physical, mental and economic) with the viability of their business – across both the short and long-term.
- To continue operating in this environment, many organisations are trying to stay open while planning for the future through a combination of cash saving tactics and digital models.

Work loss – staying well

- ✓ Be kind with yourself – these are extraordinary times
- ✓ Connect with family, friends and professionals
- ✓ Maintain a routine
- ✓ Exercise regularly
- ✓ Clear your mind

Protect	<ul style="list-style-type: none">• Manage information• Budget and financial plan• Develop a flexible routine
Promote	<ul style="list-style-type: none">• Exercise, sleep, eat well; limit alcohol• Mindfulness and perspective• Achievement and pleasure activities
Support	<ul style="list-style-type: none">• Stay connected• Use social supports• Access help

Working at home

Since social distancing, time working/studying at home:

36% all the time	9% most of the time	14% some of the time
----------------------------	-------------------------------	--------------------------------

Protect

- Develop a new playbook: expectations, process and outputs
- Flexible routines
- Team based approach to flexibility
- Suitability of work environment
- Tools, infrastructure and equipment

Promote

- Leaders to set examples and boundaries
- Ensure time for health
- Online catch-ups
- Maintain development and progression

Support

- Other stressors in the household
- Identify and promote professional supports
- Support and peer networks

Screen fatigue

Online presenteeism

Etiquette and skills

Future uncertainty

Inequity

Promote

Fill up your bucket full

- Connect
- Sleep, food, exercise
- Routine and freedom
- Mindset, purpose and fun
- Environment

Protect

Prevent dents in your bucket

- Physical distancing
- Media and information
- Budget and financial planning
- Known traps

Support

Repair the bucket

- Use supports
- Speak up
- Self care
- Help others
- Be kind and patient

Thank you

Michael O'Hanlon
Workplace Engagement Manager
michael.ohanlon@beyondblue.org.au
0418 425 078

workplace@beyondblue.org.au

More information

headsup.org.au

beyondblue.org.au

[Coronavirus Mental Wellbeing Support Service](#)

- [Beyond Blue: Developing a workplace mental health strategy: A how-to guide for organisations](#)
- [SafeWork Australia: Work-related psychological health and safety: A systematic approach to meeting your duties, January 2019](#)
- Free Beyond Blue [online training](#)
- Beyond Blue [resources catalogue](#)