Safety Month

“CREATING A PSYCHOLOGICALLY SAFE WORKPLACE: “TIPS FOR CHECKING IN ON YOUR COLLEAGUES AND YOUR TEAM”

26 October 2021
Creating a psychologically safe workplace

When things are going well at work you will notice staff thriving and displaying healthy behaviours.

This is usually as a result of staff bringing the best version of themselves to work and leaders practise good management practices i.e. promoting healthy work relationships, clear goals, providing a sense of achievement, recognising effort etc.

When there are signs that a staff member, colleague or a team is not "travelling well" we need to catch this early....
# Mental Health Support Framework

**DEVELOPING A CULTURE OF SUPPORT AND WELLBEING**

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| **What?** | • Looking after ourselves and others  
• Creating a safe and healthy workplace | • Early identification of staff who seem to be struggling or are “not themselves”  
• Concerned – need to check in | • Identification of staff who are not coping and in distress – need immediate action and be prepared for emergency assistance |
| **Signs?** | • Tired  
• Less engaged  
• Not quite themselves  
• Nervous  
• Feeling less connected | • Anxiety  
• Anger  
• Fatigue  
• Sadness  
• Social avoidance | • Excessive anxiety  
• Depressed mood  
• Decreased performance or unable to perform duties  
• Suicidal ideations |
| **Actions?** | • Regular check-ins with your teams and colleagues  
• Practise good work habits and routines i.e. consistent focus of wellbeing activities i.e. Walking meetings, exercise breaks, healthy snacks, fun activities etc.  
• Access support tools and training available  
• Leaders to look at how to build a culture of care and support - consistent | • Set up a time to check-in with the person and have a conversation (Ask RUOK?, listen, encourage action and follow up) [https://www.ruok.org.au/work](https://www.ruok.org.au/work)  
• If you think you are not the right person to check-in with the person who is struggling – find someone who is. | • Taking action is critical  
• Encourage them to seek professional help (GP)  
• Ensure the person has someone to help and provide ongoing support and follow up  
• If the person is booked off work – keep in regular contact  
• If the person remains at work you may need to consider adjusting work commitments – time at work and/or duties  
• Call 000 etc. if at risk |
### Mental Health Support Framework

#### DEVELOPING A CULTURE OF SUPPORT AND WELLBEING

**Focus on:**

**Self-help**

*“Am I/Are we ok?”*

- **Staff wellbeing program** – “A better you at MQ”: monthly seminars and activities
- **WHS SharePoint Hub**
- Training courses:
  - Resilience
  - Managing in uncertain times
  - Mental health first aid
  - Understanding Workplace Mental Health and Wellbeing
    (online course in Workday)
- **Benestar** – [Employee Assistance program](https://www.ruok.org.au/work)
- **Sports and Aquatic centre**
- **MQ Wellbeing App**

**Early intervention**

*“I am ok, but struggling”*

- How to start a conversation - see conversation guide: [https://www.ruok.org.au/work](https://www.ruok.org.au/work)
- Support and referral
  - HR Clients Services Team
  - Return to Work Coordinator
  - WHS Team
  - Mental Health First Aid
  - Benestar – [Employee Assistance program](https://www.ruok.org.au/work)

**Critical Intervention**

*“I am not ok”*

- Encourage they get connected to the correct professional (GP or family member) appropriate person (mental health first aider)
  - Mindspot 1800 614 434
  - Lifeline: 13 11 14; lifeline.org.au
  - Beyond Blue: 1300 224 636 beyondblue.org.au
  - If it is an emergency (i.e. if concerned about self harm then do not leave them alone), call Campus Security 9850 9999 or 1800CareMQ (1800 227 367) or Emergency Services (000 triple zero)
- Ensure they are handed over to a trusted person

**Support available?**

**Note:** you are not expected to be a counsellor – but we all have a responsibility and a duty of care to look after ourselves and others and to build a culture of care, support and wellbeing