



Australian Government

Comcare

Transport Network Forum

10 May 2023





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Acknowledgement of Country

Acknowledgement of artist
Healing Hands – Cover artwork by Dion Devow of Darkies Designs



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 - Select both:

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Support services and resources



Provides information on anxiety, depression, and related disorders.

Tel: 1300 224 636

www.beyondblue.org.au



A 24-hour counselling, suicide prevention and mental health support service.

Tel: 13 11 14

www.lifeline.org.au



Provides free professional telephone and online counselling for anyone effected by suicide.

Tel: 1300 659 467

www.suicidecallbackservice.org.au

Comcare Transport Network Forum

Simon Brown-Greaves, Chief Mental Health Officer

10 May, 2023

Classification: INTERNAL



Our vision

Australia Post has a strong and important voice in the community in support of the positive role workplaces can play in creating care and connection. Through the application of evidence-based, risk-focused best practice, **Australia Post seeks to be a leader in creating psychologically sustainable and mentally healthy workplaces.** We lead our team, and engage with our partners and the community, to positively influence psychological safety and wellbeing.

1

Our history

In **2016/17** we advanced the implementation of an enterprise foundation mental health strategy. **A strong focus on protective factors, stigma reduction and education** saw a change in the way we thought and spoke about mental health. With improved awareness and work to combat stigma, and significant investment in leadership capability, a corresponding increased EAP utilisation suggested our people were more comfortable reaching out early for support.

Taking a **psychosocial risk approach** to key roles in Sales, Retail, Deliveries and Customer Services led to the development of the **Psychological Safety Working Group framework** as a **holistic, enterprise-wide approach with consistent, but tailorable implementation across business units**. Business Unit Psychological Safety Working Groups have evolved to become self-sustaining, effective mechanisms for identifying and controlling psychosocial exposures to ensure our people are safe and well at work.

Today, our foundational programs provide our team members with the skills, information, and resources to look after each other's and their own mental health and wellbeing. Collaborating with leading, credible organisations has enabled us to deepen our knowledge and **contribute to positive, systematic change**.

2

Mental Health and Wellbeing safety is a journey of continuous improvement at Post Office Australia Post



2022

Launch of enterprise-wide Psychological Safety Working Group Community of Practice



2022

Chief Mental Health Officer role recruitment



2022

Refresh/develop enterprise-wide mental health education



2021

- Embed PSWGs
- Internal launch of HHTS
- Mental health metrics review
- Best practice case study for National Workplace Initiative
- Health and Wellbeing Champion network expanded to > 800



2020

- Launch MH&W disaster response for bushfires & COVID
- Launch of 7 Psychological Safety Working Groups (PSWG)
- Contribute to co-design of Healthy Heads in Trucks & Sheds (HHTS) roadmap



2018

- New EAP provider
- First MH&W Strategy developed
- Mental Health Safety Time & R U OK? Enterprise events
- Contact Centre psychosocial risk assessment
- Launch of H&W annual calendar of events

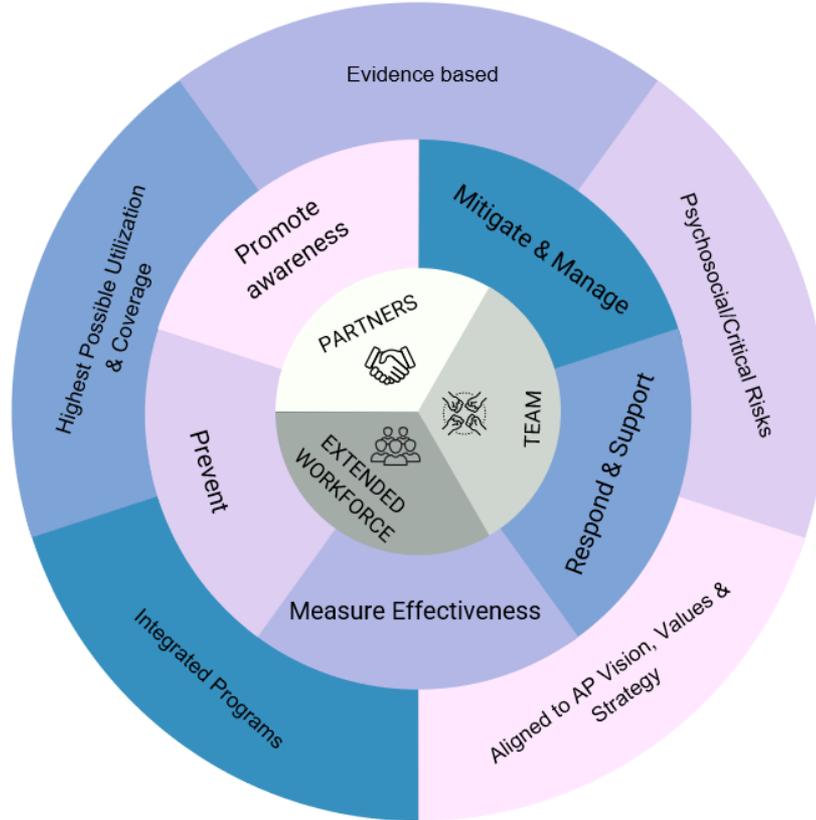


2019

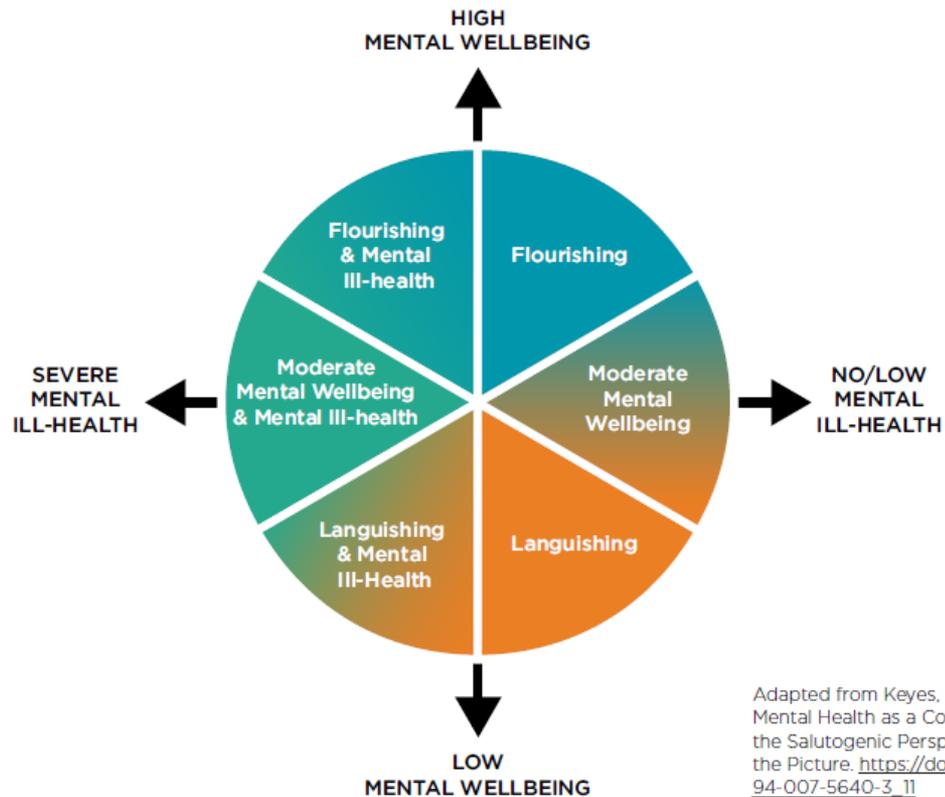
- Launch of Healthy Me
- PDO, PSO & Sales Manager role risk assessments
- Launch of Psychological Safety and Wellbeing Strategy 2020, endorsed by Beyond Blue



Strategy Chart 2023-26



The Mental Health Continuum



Adapted from Keyes, C.L.M. (2014). Mental Health as a Complete State: How the Salutogenic Perspective Completes the Picture. https://doi.org/10.1007/978-94-007-5640-3_11

Strategic Objective	Key initiatives and focus areas
 <p>Identify & Control Psychosocial Exposure</p>	<p>Existing and emerging psychosocial risks will be identified and controlled within business units, driven within the Psychological Health and Safety Working Group (PSWG) framework.</p> <ul style="list-style-type: none"> • Expansion of the PSWG framework to generate a minimum of five new groups across Network Operations adding to the eight existing groups • Provision of support to leaders relating to the foreseeable risks associated with transformation • A review of the occupational violence program and processes across operations (customers/members of the public/team members) • Creation of an Enterprise Critical Risk Register including BU-specific psychosocial risks • A review and evolution of existing internal disciplinary/investigation processes through a mental health lens to mitigate associated mental health risks • A review of the mental health strategy for our extended workforce, following recent completion of the WorkSafe WorkWell funded program • A focus on the psychosocial risks associated with fatigue within operations
 <p>Build Capability</p>	<p>Our mental health programs will provide our team members and People Leaders with the skills, information, and resources to look after each other's and their own mental health and wellbeing.</p> <ul style="list-style-type: none"> • Strengthening our work across our diverse communities, for instance the LGBTIQ+ community; refugees and emerging immigrant groups; First Nations mob; and extended to team members engaging in or experiencing family violence • Building leadership capability in complex mental health cases • Building operational leader capability in first response to crisis/critical incidents • Uplift of the current Customer Services activity in Peer Support Programs to pilot within Network Operations • Further development of leadership capability in workplace mental health by integrating mental health education into the Leadership@Post program • Maintenance and refinement of our annual calendar of Health and Wellbeing activities, Wellbeing Champion network and Wellbeing Hub

Strategic Objective	Key initiatives and focus areas
 <p>Measuring Impact</p>	<p>Leaders will have access to enterprise and business unit specific wellbeing and psychosocial risk metrics that drive decision making and action.</p> <ul style="list-style-type: none"> • Establishment of an Enterprise Mental Health and Wellbeing metric
 <p>Policy Advisory</p>	<p>SME support will be provided to Recruitment and Injury Management functions across the career life cycle, to enhance employee mental health outcomes.</p> <ul style="list-style-type: none"> • Provision of support in relation to rehabilitation and recruitment processes, to understand and address psychosocial demands and risks inherent in key roles • Provision of support to Injury Management, Human Resources and Safety teams around contemporary practice in Mental Health case management • Collaboration with the Department of Youth Justice and Community on recruitment opportunities
 <p>Best practice approach to workplace mental health</p>	<p>We will support the Australia Post Group's Executive and Boards' approach to, and understanding of, contemporary best practice in workplace mental health.</p> <ul style="list-style-type: none"> • Establishment of the Australia Post Mental Health Council underpinned by a clear purpose/membership/operating model • Expansion of the current Australia Post internal Community of Practice to include team members (or representation from teams) actively working in mental health and wellbeing such as Injury Management, Organisational Development, Safety roles • Refinement and review of our corporate mental health partnerships and ensure/communicate an efficient and aligned approach to procurement

Psychosocial Risk Factors in the workplace

What are psychosocial hazards?

While a hazard is an event or situation that has the potential for causing harm, a psychosocial hazard is any workplace condition or factor that could harm employee psychological health and safety.

Psychosocial hazards consist of anything (something or someone) within the workplace environment that could act as a potential source of damage, harm or have an adverse effect upon employees.



**Our approach is
underpinned by**



**Line Manager
leadership and
capability**



Good systems



Risk focus

QUESTION

The role of the Chief Mental Health Office –
how? why? what?





Thank you

Simon Brown-Greaves

CMHO

May 2023





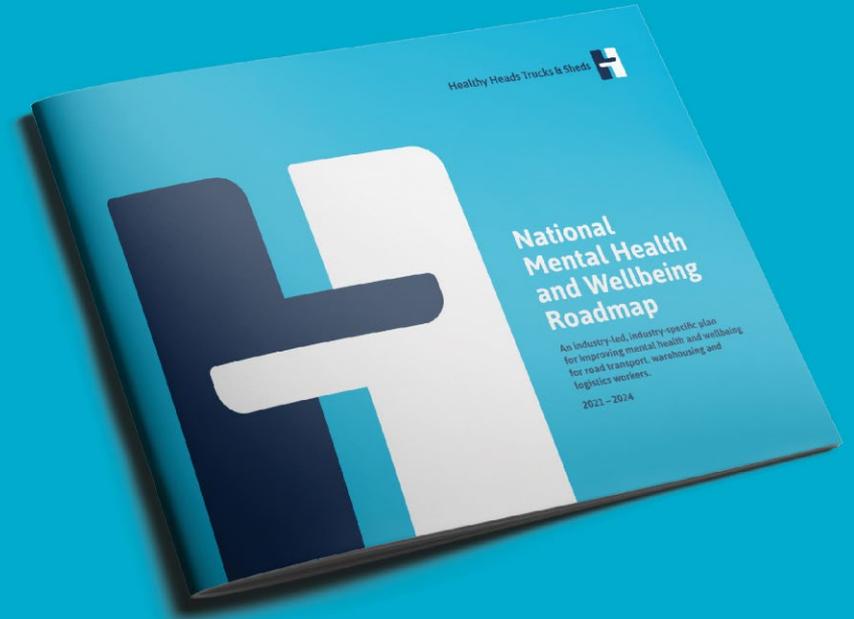
www.healthyheads.org.au

**Supporting mental health and wellbeing across
Transport, Warehousing and Logistics Industries**

Introduction

Healthy Heads in Trucks & Sheds is a non-for-profit foundation that supports the mental health and wellbeing of workers across the transport, warehousing, and logistics industries.

We were established in August 2020 by Industry for Industry to address the specific challenges relating to the sector.



**It's about sharing
resources everyone
can benefit from.**

Overview

- Why Healthy Heads
- Healthy Heads Approach
- National Roadmap
- Resources and Initiatives
- Awareness and Advocacy
- Where you can start!



Lachlan Spencer

Stakeholder Engagement Manager
Healthy Heads in Trucks & Sheds

Why Healthy Heads in Truck & Sheds?



THE TRANSPORT, POSTAL
AND WAREHOUSING
INDUSTRY IS RANKED
19 OUT OF 19 IN TERMS OF
WORKPLACE MENTAL
HEALTH AND WELLBEING

48%

OF WORKERS
HAVE HAD A
MENTAL HEALTH
CONDITION IN THE
PAST 12 MONTHS



70 PERCENT

OF DRIVERS DON'T MEET
HEALTH AND BALANCED
DIET GUIDELINES

Employer Obligations

- Various State and Territory Work Health and Safety regulatory frameworks include obligations to manage psychosocial hazards at work.
- It is important that those across the sector are aware of their obligations.
- Healthy Heads aims to assist businesses in considering an approach to managing psychosocial hazards.



**Our vision is a psychologically safe, healthy
and thriving working environment for all
within the Transport, Warehousing and
Logistics industries**

Supported by Industry for Industry

- Healthy Heads is a non-for-profit foundation funded primarily by industry
- Contributions start from as little as \$1,000
- Some partners contribute in-kind
- Partners may also sponsor healthy heads events and initiatives during the year
- Your support means Healthy Heads is able to provide our resources free of charge to all who need them.

Founding Members



Foundation Partners



Healthy Heads Board

- Independent voluntary Board
- Board contains a mixture of industry knowledge and skills
- Includes leading senior CEO's and executives from across the sector
- Chair: Paul Graham, Australia Post
- Deputy Chair: Mark Parry, Ron Finemore Transport



Our Team

Naomi Frauenfelder

Chief Executive Officer



Melissa Weller

Director Industry
Relations and
Program
Management



Lachlan Spencer

Stakeholder Engagement
Manager



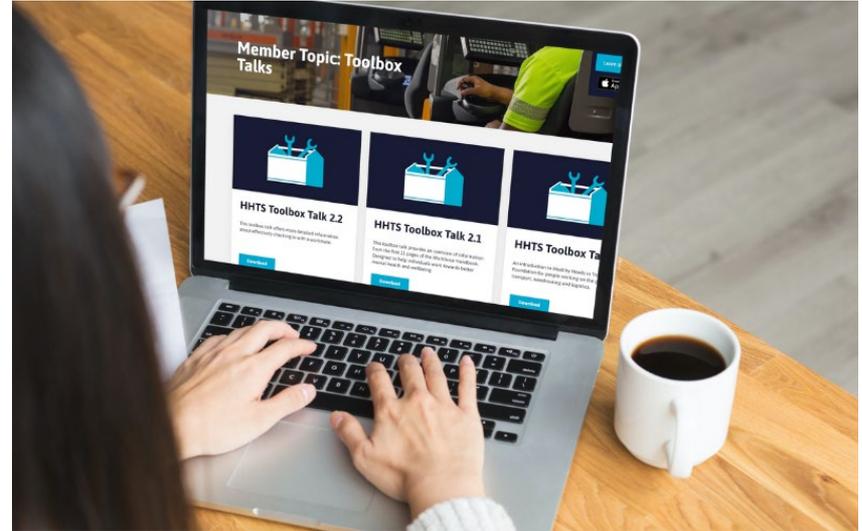
Kayla O'Brien

Project Coordinator



Our Approach

- We collaborate with our partners to multiply our capacity.
- Facilitate information exchange between industry participants and mental health subject matter experts.
- Professionally informed, yet practically minded, with a focus on users within the sector.
- Healthy Heads resources are freely available for all.



Mental Health Continuum

THRIVING

UNWELL

Optimal mental health

Mental health concern

Mental health condition

**Positive and healthy
functioning at work
and home**

**Mild or temporary
impact on functioning
at work and home**

**Moderate to severe
impact on daily functioning
at work and home**

- Mental health is not only about being unwell.
- Our mental health is an ever-present continuum.
- Healthy Heads' focus is on reducing factors that cause mental health to decline and encouraging proactive measure that help us all thrive.

Our Focus

The focus of our activities are the follow three areas:

1

Awareness

Raising awareness that supporting mental health and wellbeing is vital to maintaining a thriving workforce into tomorrow.

2

Support

Providing industry specific resources needed to support mental health and wellbeing.

3

Advocacy

Advocating for and recommending solutions to mental health and wellbeing challenges within the sector.



National Mental Health and Wellbeing Roadmap

A sector wide strategy

National Mental Health and Wellbeing Roadmap

Industry risk factors



Best practice framework

1. Leadership capabilities
2. Increase awareness
3. Better Work Cultures
4. Smarter Work Design
5. Build Resilience
6. Early Intervention
7. Support Recovery

National Roadmap



Roadmap Resources

National Mental Health and Wellbeing Roadmap



Industry-specific strategy for improving mental health and wellbeing for all.

Healthy Heads Guideline



Guide to developing a Mental Health Action Plan in your business

Healthy Heads Toolkits



Practical approach to implementing programs in the workplace

Roadmap Resources

Toolbox Talks



Ready to deliver topics that enable out of the box engagement

Multilingual



Resources in 8 languages tailored overcome cultural and language barriers

People Leaders Handbook



Practical tools to help leaders encourage better mental health and wellbeing



Workforce



Practical, easy to follow mental health and wellbeing tools and tips.

Tailored Training

- Healthy Heads collaborates with training delivery to tailor courses for the sector
- Courses cover range of delivery options and complexity to match industry needs.
- Training increases the capacity to understand and engage on Mental Health and Wellbeing issues
- www.healthyheads.org.au

Mind Your Mates
Lifeline

Your Mental Health and Work
Black Dog Institute

Managing for Team Wellbeing
Black Dog Institute

Mental Health First Aid
Mental Health First Aid

Accidental Counsellor
Lifeline

Communicating about Mental Health and Suicide
Evermind Training

Mental Health and Wellbeing in the Road Transport, Warehousing and Logistics Sector
Lifeline

Mental Health & Wellbeing Workplace Action Plan Workshop
AP Psychology Consulting Services

Health and Wellbeing

Nutrition

- Increasing awareness of the importance of healthy eating to our mental health
- Encouraging healthy eating behaviors
- Discounted healthier choice meals through participating bp outlets



Health and Fitness

- Increasing awareness of the importance of health and fitness to our mental health
- Encouraging practical physical fitness
- Partnered with St. Kilda Football club to create tailored workouts



Accessing our resources

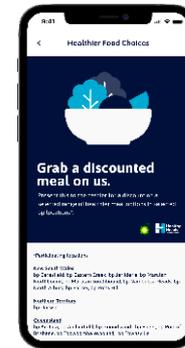
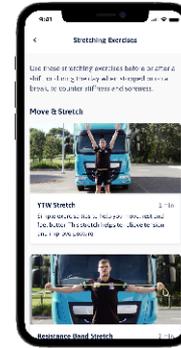
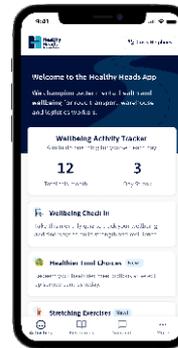
www.healthyheads.org

- All resources freely available
- Training portal
- Workplace resources
- Awareness materials



HealthHeads App

- Support on hand where you work.
- Access Healthier Meals discounts
- Wellbeing exercises
- Helpline contact details





Awareness

Awareness

Healthy Heads Roadshow

- The Healthy Heads Roadshow hosts events across the country to connect with workers where in their workplace
- Events include public locations such as service centers and workplaces

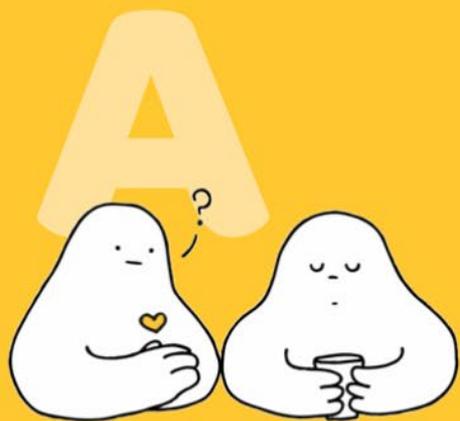


R U OK? in Trucks and Sheds

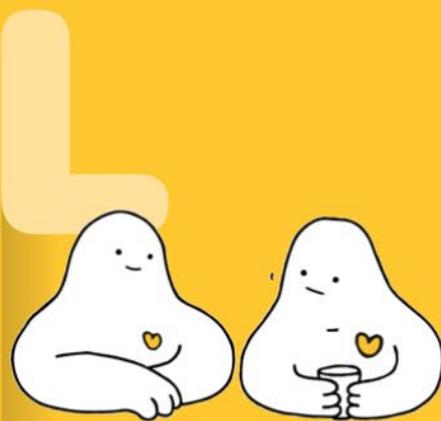
- Healthy Heads have partnered with R U OK?
- Together we have developed resources that show us how to meaningfully connect and genuinely ask “are you OK?”
- This can be used year-round, as every day is a good day to be asking R U OK?



4 steps of an R U OK? conversation



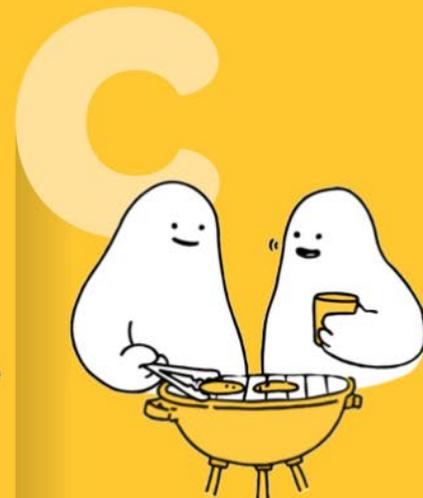
Ask R U OK?



Listen



**Encourage
action**



Check in

16 March 2023

www.healthyheads.org.au/RUOK

RUOK?
inTrucks&Sheds

Awareness

Healthy Heads is involved in a wide range of promotional and awareness activities:

- Encouraging the use of Healthy Heads promotional materials.
- Presenting at industry forums and events
- Delivering industry specific campaigns
- Participating in partner campaigns.



Current Priorities

Healthy Heads have built from a concept to a highly effective organisation with excellent industry specific resources.

Our focus is now on growing the reach of the organisation so that those resources may be deployed more broadly and therefor create a more meaningful impact for the industry.



Healthy Heads is grateful for all of our supporters big and small.

Premier Partners



Contributors



Supporters



Associates



Start Today

- Access resources on our webpage
- Deliver toolbox talks to your team
- Put up some awareness materials
- Enrol in a training course
- Sign up for our newsletter
- Download the HealthyHeads app
- Become a Corporate Partner





Healthy Heads in Trucks & Sheds

www.healthyheads.org.au

Panel session: *Never waste a crisis*



Panellists:

Darren MacKenzie

Head of Network Optimisation
Network Operations
Australia Post

John Donald

National Safety Manager
Intermodal
Linfox

Marc Inman

Interstate Truck Driver
K&S Freighters

Recent examples



WA cyclone update: Stranded truckies running low on supplies

Freight delays expected for WA after flood waters cut off Trans-Australian Railway



'Carnage': Dramatic images show freight train derailment in Victoria



MELBOURNE CONTAINER CONGESTION RAMPING UP



SA's flooded Stuart Highway leaves road-train truckers weighing massive detour to deliver food to NT

Bushfires leave hundreds of truckies and holidaymakers stranded in WA

Small towns in Western Australia now resemble car parks as bushfires force the closure of major transport routes.



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Feedback survey



Thank you for attending

Please take a moment to complete our short evaluation survey.



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