

IPA Victoria Congress 2015

Thursday 12 - Friday 13 March
RACV Healesville, Yarra Valley

Mental Health in the Workplace
Georgie Harman



IPA INSTITUTE OF PUBLIC
ACCOUNTANTS

publicaccountants.org.au/viccongress2015



Heads ûp

Mental Health in the Workplace: the why, the what and the where to

Georgie Harman, CEO, *beyondblue*

12 March 2015



Overview

- 1. What has this got to do with me?**
2. What is a mentally healthy workplace?
3. What works: A case study
4. Getting started
5. Questions

Around

1 Million people in Australia live with **DEPRESSION**

Around

2 Million people in Australia live with **ANXIETY**

1 IN **6**  **WOMEN**

1 IN **8**  **MEN**

are likely to experience **DEPRESSION** in their lifetime

1 IN **3**  **WOMEN**

1 IN **5**  **MEN**

are likely to experience **ANXIETY** in their lifetime



7 AUSTRALIANS

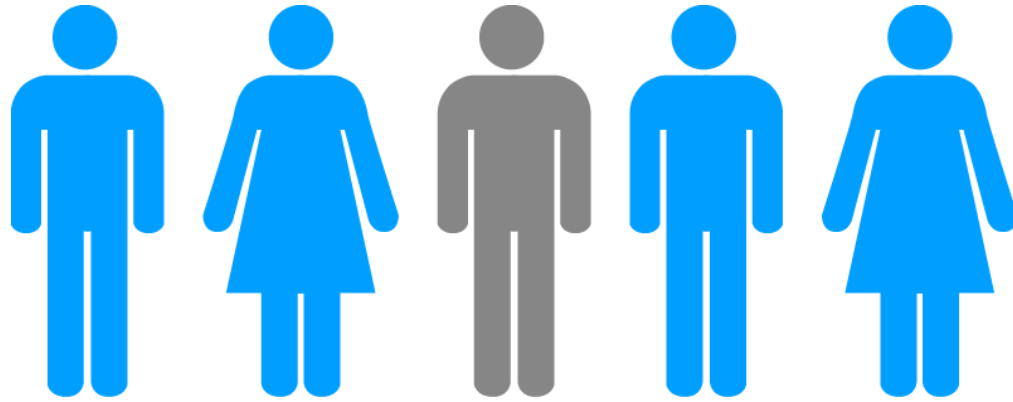
NEARLY

DIE BY SUICIDE EVERY DAY —



5 OF WHOM ARE **MEN**

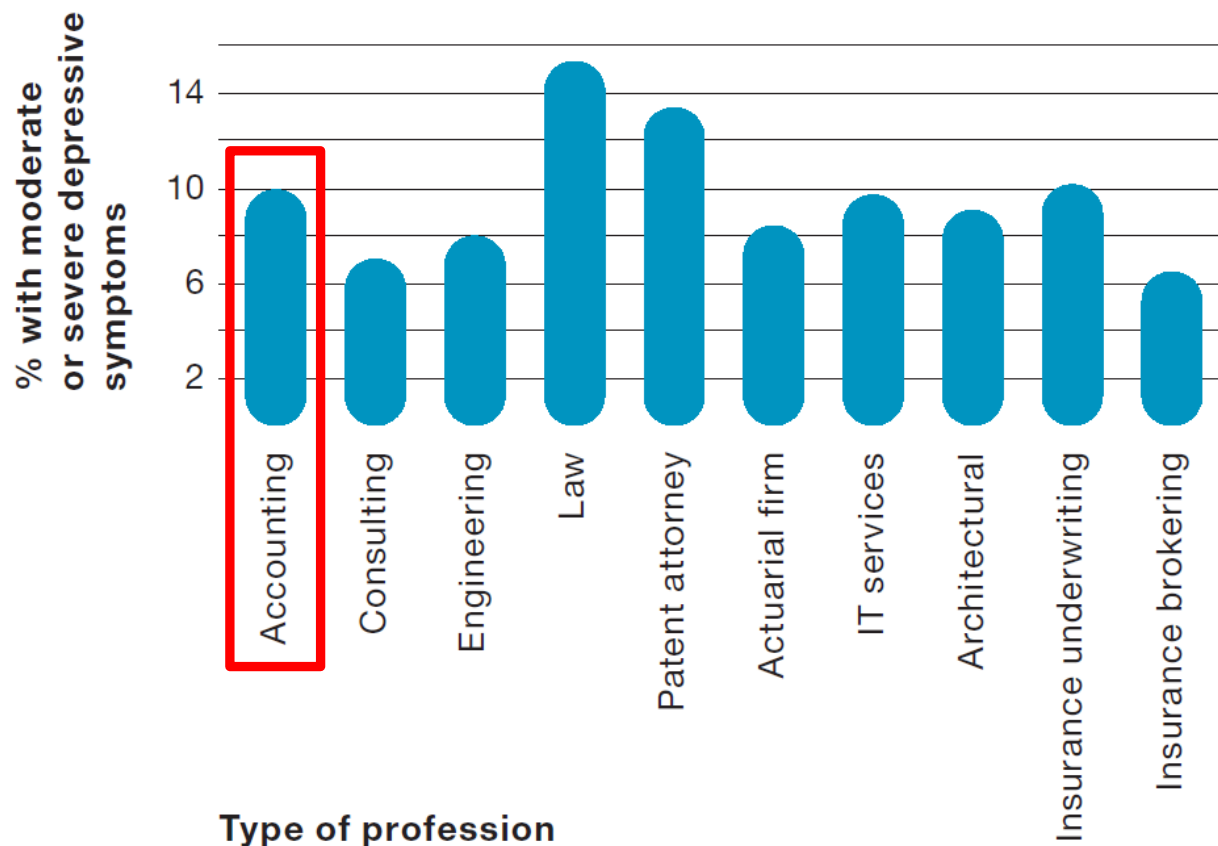
Prevalence of poor mental health in the workplace



**POOR MENTAL HEALTH IS LIKELY
TO AFFECT 1 IN 5 EMPLOYEES**

Depression in the accounting profession

Figure 1 Proportion of respondents experiencing moderate or severe depressive symptoms by type of profession.



Beaton Consulting, Annual Business and Professions Survey, (2007), p2.

Signs and symptoms of depression & anxiety

Physical

- Disturbed sleep
- Appetite changes
- Sick and run down
- Fatigue

Feeling

- Overwhelmed
- Indecisive
- Lacking confidence
- Irritable

Thinking

- Negative thinking patterns
- Hopeless, helpless and worthless
- Suicidal thoughts

Behavioural

- Poor concentration
- Reduced Productivity
- Alcohol and other drug use
- Social withdrawal

Do you think you know anxiety?



Arthur's personal story video

Suicide in Australia

- Suicide rate - 11.0 per 100,000 (ABS, 2012)
- 5 out of every 7 suicides are men
- For every suicide, approximately 30 people attempt
- Around 200 people make a suicide plan every day.
- Around 1,000 people think about suicide every day

3303.0 ABS Causes of Death, Australia, 2012 (2014). Preliminary data. Suicide (Australia).

The Mental Health of Australians 2: Report on the 2007 National Survey of Mental Health and Wellbeing

The cost of untreated mental health conditions



PwC (2014). *Creating a mentally healthy workplace – Return on investment analysis*

Legal obligations... mental health in the workplace

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'

Investing in workplace mental health provides a significant ROI

**FOR EVERY
\$1 INVESTED
IN MENTAL
HEALTH
INITIATIVES...**

...



...

**...THERE'S
AN AVERAGE
RETURN ON
INVESTMENT
(ROI) OF \$2.30**

PwC (2014). *Creating a mentally healthy workplace – Return on investment analysis*

Accountants compared with other 'white-collar' professionals

- Least likely to have undertaken training in dealing with mental illness in the workplace (11.3 per cent compared to average of 17.5 per cent).
- Believed their organisations weren't as well equipped to manage mental health issues in the workplace (2.4 out of 6.0, compared to the average of 2.6).

Beaton Consulting, Annual Business and Professions Survey, (2011), p3.

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- 2. What is a mentally healthy workplace?**
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Creating a mentally healthy workplace

- A 'mentally healthy' workplace...
 - ✓ Has a positive workplace culture
 - ✓ Minimises workplace risks related to mental health
 - ✓ Supports people with mental health conditions appropriately
 - ✓ Reduces stigma and discrimination.

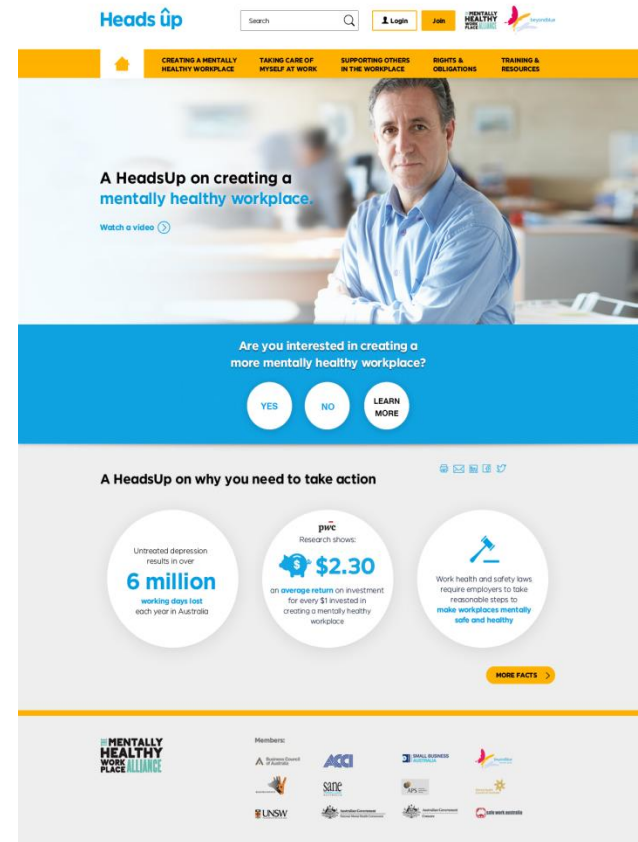
Creating a mentally healthy workplace

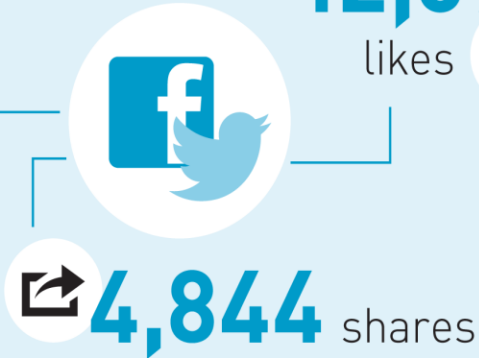
- Critical success factors...



Heads Up Website

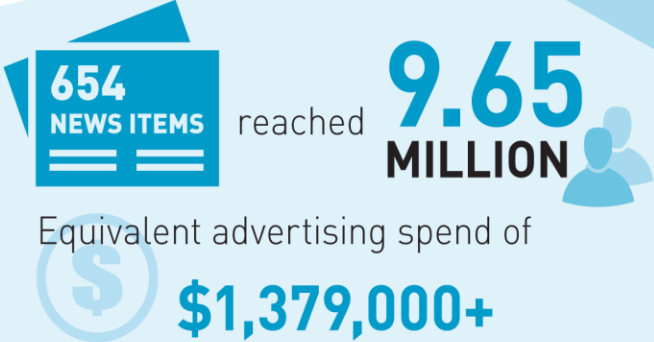
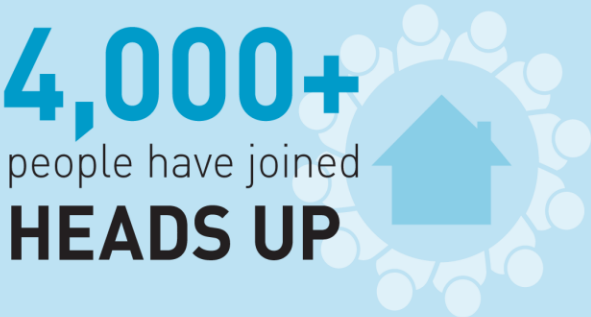
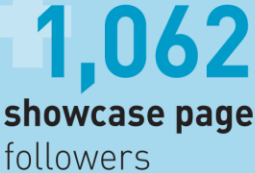
- A central point online for businesses
- Simple, practical, FREE information
- Resources for all individuals (leaders, business owners, HR, OHS, managers, frontline staff)
- Case studies, videos, tools, fact sheets, brochures, booklets
- Key feature - Heads Up Action Plan tool





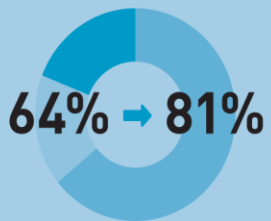
Heads up

REACH

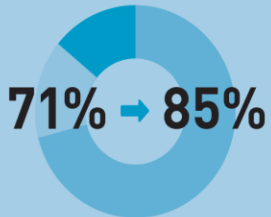


Campaign is **POSITIVELY SHIFTING BELIEFS AND ATTITUDES**

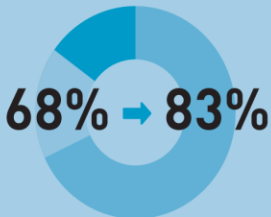
in HR Leaders and Managers



Effective leaders must focus on mental health



A workplace that values mental health is more productive



Workplace mental health is a shared responsibility between employers and employees

Heads ^ûp

IMPACT

HR Leaders and Managers exposed to advertising **FELT** the campaign

- was **believable** (76%)
- was an appropriate way to **communicate** (71%)
- was **informative** (71%)
- made them **think about mental health** at their workplace (78%)
- made them **realise colleagues experience** mental health conditions (71%)

HR LEADERS AND MANAGERS exposed to advertising **SAID** they

thought about what can they do in their workplace (69%)

found out more **information** (51%)

talked to a colleague about the ad (49%)

talked to a manager about the ad (42%)

What are leading businesses doing?

- Senior managers speaking openly about mental health
- Developing and implementing policies that include mental health
- Making available free mental health resources
- Inviting speakers to talk about their personal experience
- Educating staff (e.g. through training) to understand the signs and symptoms of mental health conditions

Overview

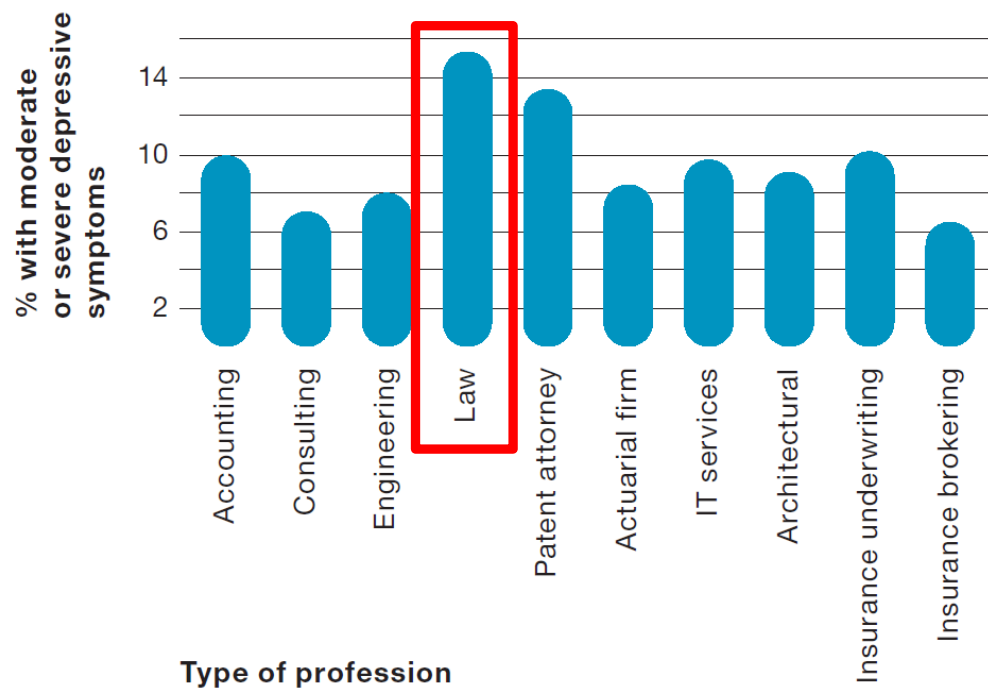
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Case study - The legal profession

Situation...

Research between 2007-2009 highlighted lawyers have high rates of depression and psychological distress & were more likely to use alcohol or other drugs.

Figure 1 Proportion of respondents experiencing moderate or severe depressive symptoms by type of profession.



- Brain & Mind Research Institute, *Courting the blues - Attitudes towards depression in Australian law students and lawyers (2007)*
- *Beaton, Annual Business & Professions Survey (2007)*

Case study - The legal profession

Since then...

- [resilience@law initiative](#) (case study on Heads Up website)
- Establishment of the Tristan Jepson Memorial Foundation
- The College of Law – provides a course on improving workplace psychological health and safety
- *beyondblue* worked with the profession...
 - ✓ Delivery of *beyondblue* National Workplace Program
 - ✓ Development of personal experience videos of two senior lawyers

Case study – The legal profession

Result...

- Lawyers were most like, compared with other white-collar professions, to have undergone training in dealing with mental illness
- Lawyers' stigmatising views regarding mental health conditions have decreased

Beaton Consulting, Annual Business and Professions Survey, (2011), p4.

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Getting started in your workplace

Accountants are well positioned be champions because they...

- ✓ see across the business
- ✓ have relationships across the business
- ✓ have direct relationships with the decision makers (CEO, Executive, Board)
- ✓ have a good perspective of other businesses
- ✓ can start the conversation.

Getting started in your workplace

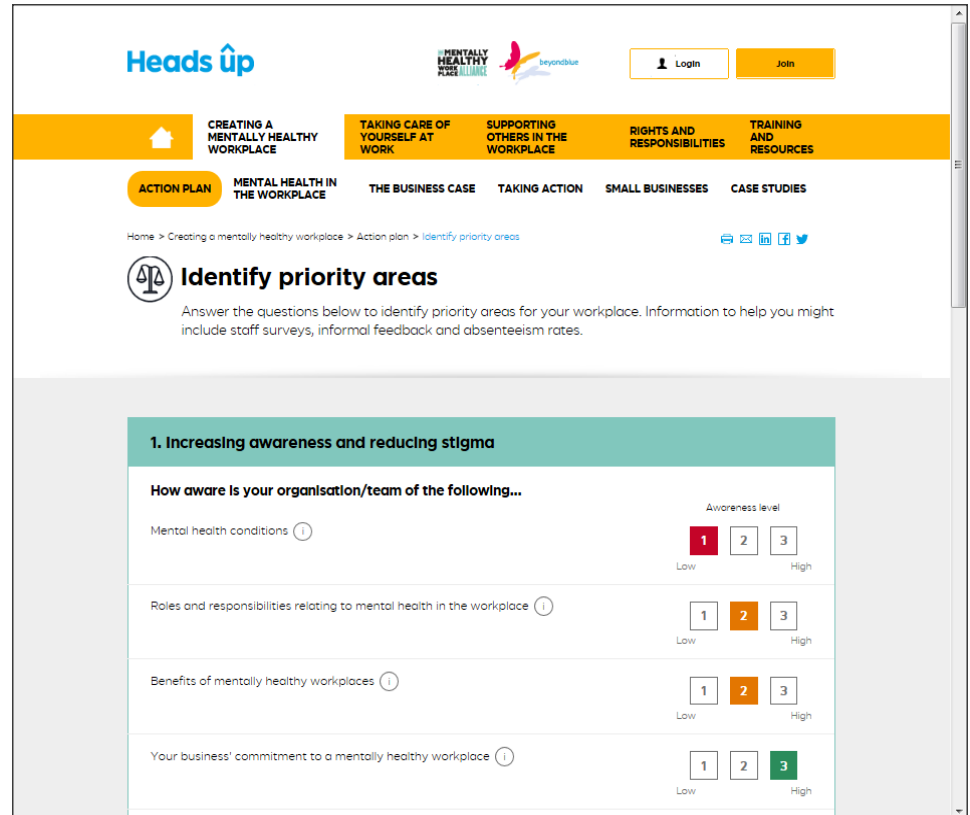
1. Commit to creating a more mentally healthy workplace
2. Identify a champion to take the lead
3. Communicate with your people *...
 - ✓ “Mental health is important to our business...”
 - ✓ “Mental health in the workplace is a shared responsibility...”
 - ✓ “Our business will be taking steps to make the workplace more mentally healthy...”

* Note – The headsup.org.au has free communications templates available for use

Getting started in your workplace

4. Complete the Heads Up interactive action plan ...

- The Heads Up Action Plan tool is a simple 3-step process...
 1. Identify priority areas
 2. Implement actions
 3. Review outcomes



The screenshot shows the Heads Up website interface. The header includes the 'Heads Up' logo, the 'MENTALLY HEALTHY PLUS ALLIANCE' logo, and the 'beyondblue' logo. There are 'Login' and 'Join' buttons. The main navigation bar has categories: 'CREATING A MENTALLY HEALTHY WORKPLACE', 'TAKING CARE OF YOURSELF AT WORK', 'SUPPORTING OTHERS IN THE WORKPLACE', 'RIGHTS AND RESPONSIBILITIES', and 'TRAINING AND RESOURCES'. Below this is a secondary navigation bar with 'ACTION PLAN', 'MENTAL HEALTH IN THE WORKPLACE', 'THE BUSINESS CASE', 'TAKING ACTION', 'SMALL BUSINESSES', and 'CASE STUDIES'. The breadcrumb trail reads: 'Home > Creating a mentally healthy workplace > Action plan > Identify priority areas'. The main heading is 'Identify priority areas' with a scale icon. Below it, a sub-heading says 'Answer the questions below to identify priority areas for your workplace. Information to help you might include staff surveys, informal feedback and absenteeism rates.' The main content area is titled '1. Increasing awareness and reducing stigma' and contains a table with four rows of questions and awareness level indicators.

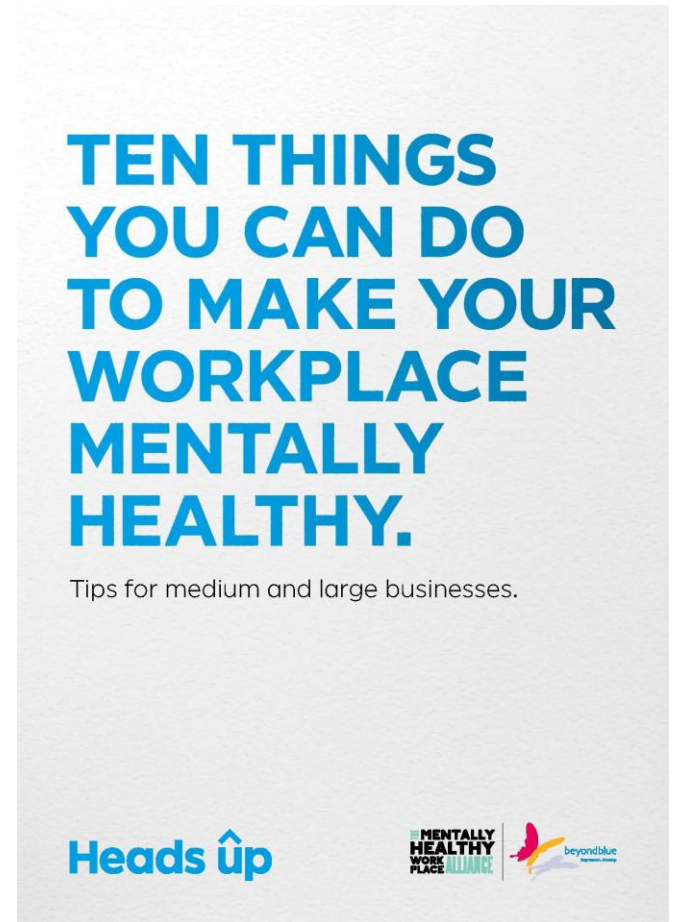
1. Increasing awareness and reducing stigma	
How aware is your organisation/team of the following...	Awareness level
Mental health conditions ①	Low <input checked="" type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 High
Roles and responsibilities relating to mental health in the workplace ①	Low <input type="radio"/> 1 <input checked="" type="radio"/> 2 <input type="radio"/> 3 High
Benefits of mentally healthy workplaces ①	Low <input type="radio"/> 1 <input checked="" type="radio"/> 2 <input type="radio"/> 3 High
Your business' commitment to a mentally healthy workplace ①	Low <input type="radio"/> 1 <input type="radio"/> 2 <input checked="" type="radio"/> 3 High

Getting started in your workplace


Or develop and implement actions using the Heads Up '10 Tips' brochure...


Three simple examples include...

- ✓ Making mental health resources available
- ✓ Providing mental health training to supervisors
- ✓ Letting staff know about the Heads Up website (www.headsup.org.au)



 **15**
videos

 **8** downloadable
fact sheets
and brochures

 **1** print brochure

**DL BROCHURE
AVAILABLE
IN OVER
80** 
hospitals

 **3,020**
general
practices

 **USER
TESTING**

**shows engaging with the resources
increases confidence and likelihood
TO HAVE CONVERSATIONS
ABOUT ANXIETY AND DEPRESSION**

 **71,175**
unique visits


**TO THE CONVERSATION WEB
PAGES** since 10 October 2014

 **512,913**
VIDEOS
OF THE VIDEOS

FACEBOOK activity reached
3,765,059 
people

**Having the
conversation**


THE RESOURCES:

 **88%** Would be **HELPFUL
IN PREPARING** me to
have a conversation

INCREASED
 **UP TO 26%**
confidence to
have conversations

 **UP TO 31%**
intentions to have
conversations

 **84%**
**OF USERS WOULD
RECOMMEND**
**THE RESOURCES TO
SOMEONE IN NEED**

**Are equally
EFFECTIVE FOR
MALES AND
FEMALES** 

(both when used directly by a male, and when accessed by a female concerned about a male)

beyondblue National Workplace Program

- Awareness, early intervention and prevention program
- Delivered face-to-face by DTC
- Workshop options...
 - ✓ Staff at all levels
 - ✓ Managers
 - ✓ Human resources
 - ✓ Executive/senior management

660,891 people have contacted the
SUPPORT SERVICE
SINCE 2006

WEB CHAT: 3PM-12AM DAILY



36,575 people have contacted us
VIA WEBCHAT
(1,940 PER MONTH)

**Since web chat launched on 3 April 2013*



TELEPHONE SERVICE
1300 22 4636



beyondblue
Depression. Anxiety.

SUPPORT SERVICE



80% of calls included
COUNSELLING



112,597

people have contacted us
VIA PHONE since Jan 13



11,648

people have contacted us
VIA EMAIL since Jan 13



Therapy so manly
it'll put hairs
on your brain.

– Doctor Brian
Ironwood.



Man Therapy video

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Questions?

Thank you

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