

University of Newcastle

Workforce Mental Health & Wellbeing Plan

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1.0 Objectives

The University of Newcastle's is committed to providing a safe, healthy and equitable University environment that values staff as its biggest asset. Under the Healthy University Scheme the Workforce Mental Health and Wellbeing Plan provides an organisational approach to improving the Mental Health and Wellbeing of our workforce with a focus on 3 main areas:

1. Promotion and prevention
2. Education and training
3. Support services

2.0 Background

The University recognises its obligations under the *Work Health and Safety Act 2011* and associated legislation, including the primary duty of care to ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the University.

Officers of the University including members of University Council, the Vice-Chancellor and Deputy Vice-Chancellors, Pro-Vice Chancellors, Heads of Schools and other Academic Leaders, Directors, Managers and Supervisors, have a key responsibility with regard to ensuring the health, safety and welfare of staff and other workers, students, and visitors to the University environment or engaged in University activities in other locations. In fulfilling this responsibility, there is a duty for these officers to exercise due diligence in providing and maintaining so far as is reasonably practicable, a working environment that is safe and without risks to health.

Mental health is defined as being more than simply the absence of ill health and is as fundamental to our quality of life as our physical health WHO (2005). It can be viewed as a spectrum of wellness that we experience throughout our life time that fluctuates and responds to the demands and pressures placed on us. Mental health and positive well-being is a vital part of a healthy university which can be characterised by two main elements, feeling good and functioning well.

The World Health Organisation (WHO, 2005) defines mental health as *“a state of wellbeing in which the individual realises 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”* but *“is more than just the absence of illness or disease”*.

The “Heads Up” initiative from The Mentally Healthy Workplace Alliance and ‘beyondblue’ provides an approach to support these goals outlining and expanding on existing health, safety and wellness programmes and initiatives for staff. It outlines the strategies employed to challenge negative stigmatising attitudes, references and perceptions, and how to respond sensitively to staff members experiencing psychological and mental health challenges.

Changes to our mental well-being can occur for a number of reasons: for example, when stressors are experienced, not recognised or dealt with; when they are prolonged or overlooked, or when appropriate support is not provided, (see appendix 1 for examples). These changes can sometimes develop into a spectrum of mental ill-health and can affect someone’s ability to perform daily functions in their personal and work life.

Appendix 1 provides information on work related stress, anxiety and depression.

3.0 Responsibilities

Contributing to a positive and supportive workplace is everyone’s responsibility in addition to looking after their own mental wellbeing. The University of Newcastle recognises the importance that its work environment can play in supporting staff in their wellbeing needs. This goal can be worked towards by:

- Talking openly about mental health in the workplace
- Sharing personal experience of a mental health condition (if comfortable doing so)
- Encouraging open communication when problems arise and helping to find solutions
- Respecting other people and celebrating difference

- Being open to learning about mental health conditions and other people's experiences
- Respecting the privacy of others
- Being a positive role model – being genuine in actions and promoting the kind of culture that inspires people to do their best
- Speaking up when seeing instances of bullying or harassment or discrimination
- Cooperating with University policies and procedures, and supporting initiatives aimed at improving mental health in the workplace
- Understanding how the University can provide support and how to access help if needed. (Source Heads up, 2014)

UON Plan Key Areas

4.1 Provision of prevention and promotion initiatives for health and mental wellbeing

Importance is placed on activities and initiatives that promote mental wellbeing interlinked with preventative, educational and supportive strategies dealing with stress and mental illness.

Actions	Performance Indicators	Responsibility/ Accountability	Review
4.1 Making a visible commitment to mental health and wellbeing as a priority area in organisational planning, decision making and strategies	Incorporate consideration of workforce health and mental wellbeing into the University's Corporate planning process with identification of appropriate initiatives included within the annual planning cycle Initiatives to be identified based on identified issues, feedback from focus groups and committees, performance against benchmarks, and identified gaps within policies and procedures. Ensure effective review and monitoring of outcomes against plan	Director People and Workforce Strategy	Reviewed August 2016. Mental Health included in staff EBE agreement and Change process. Monitor plan through EAP reporting and Your Voice Surveys.

<p>4.2 Development of focus groups and committees to develop mental health and wellbeing initiatives and strategies for staff</p>	<p>Continuous participation of key stakeholders and review of outcomes from the Health Promotion and Psychological Working groups and evaluation reports</p> <p>Yearly planning calendars and monthly meetings defining strategies and initiatives based on evaluations of previous activities</p> <p>Integrating mental wellbeing within all health and safety promotion initiatives</p>	<p>Psychological Health Working Group and Health Promotion Working Group</p>	<p>Ongoing</p>
<p>4.3 Communicate with and involve the workforce in mental health promotion initiatives and strategies</p>	<p>Monitor and review staff attendance and success of Healthy UON Corporate Wellness programmes and initiatives. Credit system – attendance participation rewards such as massage</p> <p>On-line access to initiatives</p>	<p>Associate Director Health and Safety</p>	<p>All actions in progress Records maintained & training online</p>
<p>4.4 Establish partnerships with external agencies promoting workforce mental health and wellbeing</p>	<p>Development and regular review of collaborative arrangements and memoranda with health and community agencies in supporting prevention and promotion initiatives</p>	<p>Psychological Health Working Group</p>	<p>Ongoing</p>
<p>4.5 Allocation of resources and funding to health and mental wellbeing initiatives, reviewing outcomes and recommendations for improvement</p>	<p>Review of workforce statistics and well to work data for future resource allocation</p>	<p>Associate Director Health and Safety</p>	<p>Annual budget, well to work stats maintained</p>
<p>4.6 Identifying champions to further support, lead and influence change towards positive health and mental wellbeing</p>	<p>Development MH Champions in identified key areas that have completed MH First Aid to lead and participate in Mental wellbeing promotion and prevention activities.</p> <p>Encouragement of staff and student involvement</p>	<p>Associate Director Health and Safety</p>	<p>1/7/16 Current champions are supervisors, Health and Safety team, HR business partners.</p>

4.7 Integration of health and mental wellbeing promotion and prevention initiatives across the University community	University MH Day, MH Month, RUOK day, Stress Less Day, Five Ways to Wellbeing, Wear it Purple Day, Healthy UON Corporate Wellness	Psychological Health Working Group Health Promotion Working Group	Ongoing
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5.0 Provision of training and education for mental health and wellbeing

The University of Newcastle is committed to providing a diverse and highly skilled workforce that maintains a healthy and vibrant environment. It promotes a respectful and collaborative workplace, with training programmes that seek to instil the fundamental values contained in its Equity and Diversity Plan, promoting acceptance of diversity. In welcoming new staff to our community, the foundations of a solid knowledge base are provided, promoting individual and organisational mental health and wellbeing goals and culture.

Actions	Performance Indicators	Responsibility/ Accountability	Review
5.1 Make Mental Health First Aid training available to staff and students (training provides basic understanding of symptoms and approaches in providing mental health first aid over a two-day program)	Encourage attendance of staff – aiming for 25% ongoing staff attendance and positive feedback from participants. Build into on-boarding program for new starters	Associate Director Health and Safety	Online Mental Health First Aid on the training calendar.

<p>5.2 Provision of stress management training – training in how to recognise, prevent and manage stress</p>	<p>Session evaluation and review of EAP statistical data Review of workforce sickness leave data in relation to health and wellbeing education initiatives Attendance at wellness promotion initiatives</p>	<p>Associate Director Health and Safety</p>	<p>EAP stats reviewed quarterly. Long term sickness monitored and support provided – stats not available. Resilience Through Change training introduced in 2017. Tip sheets on the Healthy UON webpage</p>
<p>5.3 Sticky moments’ – training for staff in managing difficulty or challenging behaviours within the classroom</p>	<p>Sessional and ongoing evaluation and workforce feedback surveys for future training provision</p>	<p>Associate Director Student Care and Equity Clinical Leader Counselling</p>	<p>Sessional Yearly feedback</p>
<p>5.4 Mental health training for managers - training for managers in how to support staff in managing stress, mental wellbeing and illness in the workplace</p>	<p>Session evaluation and workforce feedback surveys EAP managers support attendance Work Health and Safety evaluation</p>	<p>Associate Director Health and Safety</p>	<p>Mental Health Awareness for Managers online and face to face. Course feedback recorded. EAP manager assist</p>

			program available
5.5 Providing education and training opportunities to further develop awareness, leadership and support skills	Identification of key role functions and appropriate training for managers. Support of workforce enrolment and participation	Deputy Director Workforce Strategy and Transformation	Ongoing

6.0 Help and supports at work

Recent statistical information gathered within the University of Newcastle has shown several common risk or causative factors influencing staff who accessed EAP which include: personal stress; relationship or family reasons; depression; anxiety; experiencing change, loss and/or grief. Interventions and supports provided to staff in response to these areas are available via the [Healthy UON](#), and [EAP websites](#) .

Appendix 2 provides additional information on help and support available

Actions	Performance Indicators	Responsibility/ Accountability	Review
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<p>6.1 Provision of a university culture that respects and supports mental health and wellbeing reducing negative stigma</p>	<p>Literature, media and communication outlets actively promoting zero tolerance of discrimination and stigmatisation, regularly reviewing language and terminology.</p> <p>HR processes support zero tolerance of stigmatising or discriminating language and practices, with designated HR contacts made available.</p> <p>Communication pathways that actively encourage discussion about health and mental wellbeing developed</p>	<p>Psychological Health Working Group</p> <p>Health Promotion Working Group</p> <p>Director People and Workforce Strategy</p> <p>Equity and Diversity Manager Human Resource Services</p>	<p>Ongoing</p>
<p>6.2 Provision of supports for workforce who experience increased stress or mental illness that are easily accessible</p>	<p>Provision of Psychological support via Employee Assistance Programmes (EAP).</p> <p>Regular review of EAP statistical data for commonalities driving appropriate response initiatives</p> <p>Provision of on-line resources for staff to easily access</p> <p>Provision of easily identifiable and accessible confidential contacts for staff to access in disclosing health and mental wellbeing issues</p>	<p>Associate Director Health and Safety</p>	<p>EAP stats reviewed. Mental health Support available via online and face to face services. Areas going through Change have extra support given throughout this process. Tip sheets on Healthy UON webpage.</p>

<p>6.3 Providing flexible working arrangements supporting individual health and mental wellbeing</p>	<p>Provision of return to work integration plans for workforce that are experiencing leave of absence.</p> <p>Monitoring of sick leave and disability statistics</p> <p>Family friendly work policies and procedures</p>	<p>Associate Director Health and Safety</p>	<p>1/7/15 Support provided for unwell staff and WTW plans developed and monitored. Flexible working hours as outlined EBA.</p>
<p>6.4 Enabling managers, leaders and mental health champions in providing a supportive environment for staff and team members</p>	<p>Provision of a managers help line and counselling with a psychologist from EAP.</p> <p>Review of EAP statistical data for staff up take and future needs and resource management</p>	<p>Associate Director Health and Safety</p>	<p>1/7/15 See 5.4 and 6.2</p>
<p>6.5 Encouraging and demonstrating open conversation about health and mental wellbeing as an issue for everyone</p>	<p>On-boarding program includes positive messages about managing mental health.</p> <p>Increased disclosure of health and mental wellbeing issues, indicated in Well to Work Plans and managers feedback</p> <p>Wellbeing and Mental Health courses promoted throughout the University</p>	<p>Director People and Workforce Strategy</p>	<p>Ongoing</p>
<p>6.6 Supporting leaders to manage potential sources of stress effectively with staff including work allocation, work difficulty, organisational change, etc.</p>	<p>HR processes and development programs in place to support leaders to manage staff effectively including:</p> <p>Clear role expectations in place and reviewed annually within PRD</p> <p>Discussion of work allocation, staff capability and performance expectations within PRD with support to staff as appropriate</p>	<p>Director People and Workforce Strategy</p>	<p>Ongoing</p>

6.7 Maintaining privacy and confidentiality regarding workforce personal information and health status.	Comply with GIPA Clear procedural awareness being maintained through regular training updates	Director Council Services and Chancellery	Ongoing
6.8 Provision of individual spiritual support	Provision and availability of multidenominational pastoral care at each campus	Director Student Central Chaplaincy Coordinator	Ongoing
6.9 Continual evaluation and review of workforce support mechanisms and services	Utilisation of Your Voice survey data to inform workforce support initiatives	Director People and Workforce Strategy	Ongoing

7.0 Further Information

Legislation

- Fair Work Australia Ombudsman <http://www.fairwork.gov.au/Pages/default.aspx>
- NSW Anti-Discrimination Board <http://www.lawlink.nsw.gov.au/ADB>
- Work Cover Authority of NSW <http://www.workcover.nsw.gov.au/Pages/default.aspx>
- Human Rights and Equal Opportunity Commission (HREOC) <https://www.humanrights.gov.au/>
- Anti-Discrimination Act http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/

UON Policy

- Complaints Management Office <http://www.newcastle.edu.au/service/complaints/>
- Complaints Officers <http://www.newcastle.edu.au/service/complaints/list-of-officers.html>
- Campus Care <http://www.newcastle.edu.au/service/campus-care/>
- Equity and Diversity Management Plan <http://www.newcastle.edu.au/current-staff/our-organisation/equitable-workplace>
- Equity and Diversity Unit <http://www.newcastle.edu.au/unit/equity-diversity/>

- Faculty and Division Gender Equity Action Plan
- Employee Assistance programme <http://www.newcastle.edu.au/service/health-safety/health-safety-support/employee-assistance-program/> •
EO Online <http://newcastle.edu.au/unit/equity-diversity/eo-online>
- Promoting A Respectful and Collaborative Workplace: Resolving Workplace Concerns or Conflict Procedure
http://www.newcastle.edu.au/_data/.../Resolution-flowchart.pdf
- Respectful and Collaborative Workplace [Respectful and Collaborative Workplace](#)
- NeW Directions; Future Workforce Plan, Strategic Objective 5.0
- UoN Enterprise Agreements <http://www.newcastle.edu.au/current-staff/working-here/benefits-and-conditions/enterprise-agreements>
- UoN Staff Enterprise Agreement <http://www.newcastle.edu.au/current-staff/working-here/benefits-and-conditions/enterprise-agreements>

Other relevant information and supports www.beyondblue.org.au/workplace

www.beyondblue.org.au/nwp Programme designed for managers to address mental health in the workplace

www.headsup.org.au Interactive tools and resources to tailor organisational response www.ozhelp.org.au

Workplace early intervention and suicide prevention programme www.lifeline.org.au/ 24hr telephone

counselling, support, advice and referral

www.1800respect.org.au/ National counselling *helpline*, information and support 24/7. Are you experiencing sexual assault or domestic and family violence?

www.gamblinghelponline.org.au/ Providing free, anonymous, 24/7 online support, self-help tools and information for identifying and dealing with problem *gambling* Australia-wide.

Mental Health Telephone Access Line 1800 011 511 - 24hr access to Mental Health Services in your local area <http://au.reachout.com/>

Wellbeing and mental health supports

<https://www.suicidecallbackservice.org.au/> suicide prevention, support and counselling for those experiencing suicidal or self-harm thoughts
www.acon.org.au/ LBGTIQ networks and supports

<http://www.healthinonet.ecu.edu.au/other-health-conditions/mental-health> Indigenous emotional and spiritual wellbeing supports

References www.deakin.edu.au

World health Organisation (2005, 2004)

Your Feedback

As part of the continuing evaluation and review of workforce support mechanisms and services for mental health and wellbeing, staff are encouraged to provide comments for areas of improvement, as well as areas that they feel have worked well, and have been a part of a positive experience. Comments and suggestions can be made confidentially via Triage Officers

- Sarah Williamson, Safety officer, Injury Management; 4921 7720, Sarah.Williamson@newcastle.edu.au
- Diane Bunch, Safety and Wellbeing Advisor, 4921 7721, Diane.Bunch@newcastle.edu.au
- Stephanie Brookman, Chair Psychological Health Working Group, Stephanie.brookman@newcastle.edu.au
- Union and staff consultative committee representatives
- [Healthy UON](#)

Appendix 1 Anxiety, Depression and Stress

Experiencing symptoms does not necessarily mean someone has depression and/or anxiety. For accurate diagnosis and advice it's important to see a health professional. More information www.beyondblue.org.au/the-factshow

1.1 Symptoms of depression

The following are some of the indicators of depression:

<p>Feelings</p> <ul style="list-style-type: none"> • Overwhelmed • Guilty • Getting angry or frustrated easily • Lacking confidence • Unhappy, miserable or sad • Indecisive • disappointed 	<p>Thoughts</p> <ul style="list-style-type: none"> • “I’m a failure” • “It’s my fault” • “Nothing good ever happens to me” • “I’m worthless” • “Life’s not worth living” • People would be better off”
<p>Behaviour</p> <ul style="list-style-type: none"> • Turning up to work late • Finding it hard to meet reasonable deadlines • Withdrawing from colleagues • Relying on alcohol and sedatives • Taking excessive sick leave 	<p>Physical</p> <ul style="list-style-type: none"> • Constantly tired • Feeling sick and run-down • Having headaches and muscle pains • Sleep problems • Loss or change of appetite • Experiencing weight loss or gain
<ul style="list-style-type: none"> • Having difficulty concentrating or managing multiple demands 	

(Source: www.headsup.org.au [2014])

1.2 Symptoms of anxiety

The following are some of the indicators of anxiety:

<p>Feelings</p> <ul style="list-style-type: none"> • Becoming overwhelmed or upset easily • uncontrollable fear or worry • constantly tense, nervous or on edge • uncontrollable or over whelming panic 	<p>Thoughts</p> <ul style="list-style-type: none"> • “I’m going crazy” • “I can’t control myself” • “I’m about to die” • “people are judging me” • Having upsetting dreams or flashbacks of traumatic events • Finding it hard to stop worrying • Unwanted or intrusive thoughts
<p>Behaviour</p> <ul style="list-style-type: none"> • Avoiding certain workplace activities, such as meetings • Urges to perform certain rituals in a bid to relieve anxiety • Not being assertive (e.g. avoiding eye contact) • Difficulty making decisions • Appearing restless, tense and on edge • Being startled easily 	<p>Physical</p> <ul style="list-style-type: none"> • Increased heart rate/racing heart • Shortness of breath • Vomiting, nausea or stomach pain (e.g. sore back or jaw) • Feeling detached from physical self or surroundings • Having trouble sleeping • Sweating, shaking or dizzy • Difficulty concentrating

(Source: www.headsup.org.au (2014))

1.3 What is stress?

There is a differentiation made between stress and mental ill-health with a component of stress being conducive to stimulating and motivating individuals, but when stress becomes uncomfortable or intolerable it can cause distress and trigger stress responses. These responses can vary from person to person but can be seen in a wide range of physical, psychological and behavioural symptoms such as:

- Increased illness or infections, headaches, aches and pains, sleep and appetite disturbance and physical complaints
- Poor concentration, reduced motivation and energy, memory loss, irritability, fearfulness, reduced confidence and self-esteem, feeling tearful, emotional, worried or sad
- Distracted and out of character behaviour, confusion, unusual and agitated restlessness, anxiety, panic attacks, increased drinking or smoking, isolating and withdrawing from others, or aggression

It is important to recognise stress in ourselves and others to enable us to reduce the causes, and effectively manage the potential negative effects. Everyone at times experiences increased periods of stress and we all have different ways in which to manage this. Often the symptoms and signs of stress can creep up on us and can occur at work. We may feel overloaded by demands of work, experience difficult relationships with our colleagues; we may feel unclear about our roles or lack of clarity in our positions, especially during periods of change.

1.4 How well do you manage your stress?

Whatever the causes of stress, whether personal, family or work related, the early identification of it is key. Additionally practical ways to minimise these affects must be sought. What questions can we ask ourselves in order to assess our own stress? Some examples are given below: Personal stress checklist

- Do you know the cause of your stress?
- Can you recognise your early signs of distress?
- Do you exercise each day?
- Have you a leisure activity you enjoy?
- Can you use simple relaxation exercises?
- Do you feel good about yourself and your achievements?
- Can you be assertive?
- Can you plan your time?
- Do you enjoy your work?
- Do you eat a balanced diet?

- Do you get enough sleep and feel rested?
- Can you balance your work, life and leisure activities?

(adapted from Deakin University website)

1.5 Tips to stress less

Individuals have a responsibility to take care of their own mental well-being and can take active steps to develop coping strategies and self-management techniques, but can also access UON workplace supports.

There are many tips to 'stress less' such as:

- Seeking support – friends, family or work supports;
- Not isolating yourself – stay connected;
- Having a positive approach – acknowledging stressors and attempting to deal with them positively;
- Thinking outside the box – small changes can make big differences;
- Keeping fit – walking, being physically active;
- Relaxing – meditation, mindfulness or other approaches that work for you;
- Eating well – limit caffeine, alcohol, tobacco;
- Sleeping – rest-full sleep can require preparation;
- Visiting the GP – can assist further with planning stress management.

1.6 Managing stress at work

Planning ahead for stress-filled periods during times of heavy demand whether at work or home can help to limit the levels of stress experienced. Talking with managers, supervisors and teams within the workplace can help assist this. The UON community continually looks for ways in which to support staff in preventing and managing stress, and providing initiatives that support mental health and positive wellbeing. See the [Healthy UON](#) wellness program for current initiatives available.

All staff are encouraged to talk confidentially with their managers or supervisor, enabling workplace supports to be put in place to assist the reduction of stress from personal or work-related issues. Managers can access training in order to sensitively support and respond to such disclosures.

The University of Newcastle's Employee Assistance Program ([EAP](#)) offers free confidential counselling sessions to staff and their families, to discuss personal or work-related issues. Family members included are spouse, partner or dependent children under the age of 21 still living at home, and sessions are available either face to face or via telephone counselling. Information or access to EAP can be made via the [EAP website](#)

1.7 When stress is prolonged or increased

Increased or prolonged periods of stress, whether in our personal or work lives, can lead to changes in our physical and mental wellbeing. There can be a wide range of symptoms experienced which can vary in severity and duration with severe mental illness estimated as affecting 1 in 4 people (WHO, 2001).

Mental illness can cause changes to thoughts and feelings, often with behavioural changes which affect individuals, their relationships and their ability to function in their everyday life and work. For those experiencing mental illness it can be unseen, unrecognised, or not acknowledged. It can be debilitating, and is often the least understood illness.

With support from families, friends, community, employers and when appropriate mental health services, an integrated, supportive and recovery orientated approach can enable staff to achieve their working environment goals.

For those who have a family member, friend or colleague or who are themselves experiencing suicidal or self-harm thoughts, immediate assistance, can be accessed by calling:

- Emergency Services 000
- Mental Health Telephone Access line 1800 011 511
- Lifeline 13 11 14
- Suicide Call Back Service 1300 659 467

Appendix 2 Help and Support at Work

2.1 For workload issues

For those experiencing distress due to workload the following is suggested for staff:

1. Discussion of workloads with your supervisors. Further information regarding enterprise agreements can be found at <http://www.newcastle.edu.au/current-staff/working-here/benefits-and-conditions/enterprise-agreements>
2. Looking at time management tools and training enabling management of email-related workloads. Further information available at the [Healthy UON](#) page.
3. Talking with [EAP](#) counsellors regarding tips to assist with time management.
4. Discussing workloads with HR Business Partners, Health and Safety Officers or Employee Relations.

2.2 For bullying and interpersonal conflict

The University of Newcastle promotes the early identification, intervention and management of conflict and concerns at a local level to achieve timely and appropriate response.

We can achieve a positive workplace culture by encouraging and empowering staff to proactively manage their relationships in the workplace, and resolve workplace concerns and conflicts as early as possible. Staff are encouraged to access further staff resources regarding bullying or conflict by referencing the [Respectful and Collaborative Workplace](#) guidelines, on the University of Newcastle website.

Staff are further able to have confidential discussions with HR Business Partners or members of Health and Safety Teams which replaces previous complaints process and procedure.

2.3 For violence/aggression issues

For incidents of violence or aggression in the workplace, assistance can be sought via [security](#) for urgent assistance or by referring to the Concerning Behaviour - Advice and Response contacts for further options. On the occasions when aggression has occurred, an [incident report](#) should be completed enabling Health and Safety Team members to investigate the incident, with further individual support being provided via [EAP](#).

There is also the provision of training in aggression minimization and Mental Health First Aid, which can further assist staff in understanding and appropriately responding to staff, enabling appropriate actions and interventions to be taken. This training information and availability can be accessed via the [Discover](#) training calendar.

For those experiencing violence within the home or from immediate family or partner, further assistance can be sought via [EAP](#), www.1800respect.org.au/ or via police at [www.police.nsw.gov.au/community.../domestic and family violence](http://www.police.nsw.gov.au/community.../domestic_and_family_violence) , or 000.

2.4 Change issues

Organisational change and re-structure can sometimes create feelings of anxiety and uncertainty, but assistance and advice in dealing with this can be accessed through [EAP](#). Further supports are available via the [Healthy UON](#) page, which includes tips on dealing with getting enough sleep, and managing change workshops (accessed via [hronline](#)). For those experiencing difficulties with issues of change discussion can be arranged with your supervisor, HR Business Partner, Employee Relations Officers, or [Union or UoN staff consultative committee representatives](#)

2.5 For non-work related illness

The University of Newcastle's commitment to injury management extends to assisting employees with non-work related injuries and illnesses and offers access to graduated return to work processes known as 'Well to Work'. For those with a non-work related illness or injury that impacts their ability to carry out requirements of individual roles, support is available via:

- Accessing Health and Safety officers and/or talking with supervisors about injury or illness and how this impacts work environments or duties.
- Health & Safety Officers are able to liaise with staff and treatment providers seeking feedback about support needs, ensuring a safe and sustainable return to work.
- Individual "Well to Work" plans can be developed that ensure safe, supportive and sustainable return to work strategies which can include strategies such as: graduated return to work plans with reduced hours; aids or equipment; or other supportive approaches such as the Job Access Scheme and psychological support through [EAP](#).

Further information on 'Well to Work' programs can be accessed via:

Sarah Williamson, Safety officer, Injury Management; 4921 7720, Sarah.Williamson@newcastle.edu.au

Diane Bunch, Safety and Wellbeing Advisor, 4921 7721, Diane.Bunch@newcastle.edu.au

2.6 Spiritual and emotional support

The University of Newcastle offers support via the Chaplaincy Service. Chaplains are able to provide:

- Pastoral care regardless of religious affiliation
- Compassionate support and guidance
- Help in making life-direction/vocational decisions
- Offer services for conflict resolution
- Encouraging faith and personal resilience
- Development of shared understanding and peace

Elders in Residence, the Wollotuka Institute are available to advise on indigenous and community matters

2.7 Help and Counselling for Managers and Supervisors

Enabling managers, leaders and mental health champions to provide a supportive environment for staff and team members is an important part of the UON Mental Health and Wellbeing Strategy. Managers and supervisors, who require assistance for staff management related issues, can call an EAP senior psychologist to discuss positive strategies and interventions to manage effectively. This service can be used for discussing anything from health and safety matters, dealing with difficult staff, or managing and resolving conflict in the workplace. This service can be accessed via:

- AusPsych phone 49 261688
- Managers can access training programs to improve their knowledge of mental health issues such as: Mental Health First Aid; Mental Health Awareness for Managers, and is available via [Discover](#) training courses
- Mental Health Awareness for Managers online is available at <http://www.newcastle.edu.au/current-staff/working-here/benefits-andconditions/healthy-uon/mental-health>

2.8 What can we do if we are concerned?

Positively engaging and talking to staff and colleagues acknowledging common experiences with mental ill-health, works towards breaking down the barriers, misconceptions and stigma associated with mental health issues. Encouraging staff to discuss and disclose their concerns confidentially without concern for discrimination or jeopardy and within a supportive environment, is an important part of the recovery process. Whether staff make the decision to seek external help and support with their family or friends, GP or other clinicians, promoting information about the workplace support mechanisms and services available, can work alongside or contribute to improving the work environment for all.

Appropriate work place planning and support actions can be put in place for staff that disclose or highlight difficulty to Health and Safety team members, HR Business Partners, supervisors / managers or colleagues. Staff seeking support can access these in various ways such as via:

- The University Health Service
- HR Business Partners
- Health and Safety Officers
- Employee Assistance Programme ([EAP](#)) AusPsych 49 261688
- Confidential discussion with managers and supervisors
- Concerning Behaviour Advice and Contacts List <http://www.newcastle.edu.au/current-students/support/solving-issues/campus-care>
- [Union or UoN staff consultative committee representatives](#)