Mental Health in the Workplace
Is your auto aftermarket business C.L.E.A.R. to manage the impact of 2020?

TIFFANY CONWAY
Head of Membership and Marketing

Mental Health in Australia

- Most prevalent mental illnesses in Australia are Depression, Anxiety and Substance Use disorders

- One in five Australians will experience a mental illness in any given year, and over 45% of the population will experience a mental health disorder at some point in their life

- One in five Australians (21%) have taken time off work in the past 12 months because they felt stressed, anxious, depressed or mentally unwell

- 4.3million Australians are on prescription medication for a mental illness

These statistics show it is likely that within your workplace either someone is living with or is impacted by mental illness.

Source: www.aihw.gov.au

AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION

Is the Automotive Aftermarket any different?

Male dominated - over 80% of the Automotive Aftermarket workforce is male, which means that some common advice about tackling mental health may be ineffective, e.g. talking.

Substance use – is more common; combined with other mental health illnesses such as depression, this may also reduce willingness to talk, and it has its own set of challenges.

References:
www.amhf.org.au/10_surprising_facts_about_men_s_mental_health *

www.beyondblue.org.au/who-does-it-affect/men

www.safeworkaustralia.gov.au/drugs-alcohol

4*. Men have coping strategies that don't involve talking:

Men may be less likely to access talking therapies, however men with experience of depression and suicide have a range of prevention strategies to "keep myself feeling ok".

The top 10 are:
1. Eating healthily (54.2% do this regularly)
2. Keep myself busy (50.1%)
3. Exercise (44.9%)
4. Use humour to reframe my thoughts/feelings (41.1%)
5. Do something to help another person (35.7%)
6. Spend time with a pet (34.8%)
7. Accept my sad feelings/ 'this will pass too' (32.7%)
8. Achieve something (big or small) (31%)
9. Hang out with people who are positive (30.8 %)

What does C.L.E.A.R. stand for?

Create a safe and healthy workplace

Learn about responsibilities and rights

Empathise to understand and respond

Access helpful resources

Remove stigma to have the right conversations

AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION

Create a safe and healthy workplace

The mental wellbeing of people at work is good for everyone and enhances personal and organisational resilience and success.

Everyone has a role to play in creating a mentally healthy workplace.

Mentally healthy working environments have a few things in common:

- **Positive workplace culture**. People feel good about coming to work.

- **Stress and other risks to mental health are managed.** Workloads, deadlines, communication are managed well to reduce their impact on potential stress and anxiety.

- **People with mental health conditions are supported.** Helping employees to stay at or return to work has clear benefits, for everyone.

- **Zero-tolerance approach to discrimination**. As well as being a legal requirement, protecting employees from discrimination fosters good diversity, productivity and morale.

www.headsup.org.au/healthy-workplaces/what-is-a-mentally-workplace/9-attributes-of-a-healthy-workplace

Strategies for healthy workplaces:
www.headsup.org.au/healthy-workplaces/strategies-for-healthy-workplaces

How To Guide for organisations:
www.headsup.org.au/docs/default-source/resources/

AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION

Learn about responsibilities and rights

- Both employers and employees have formal rights and responsibilities under discrimination, privacy, and work health and safety legislation.

    - Employers have a duty of care to protect workers from psychological risks as well as physical risks. Not fulfilling that duty may lead to a worker's compensation claim being made against them.

    - Employees have a duty to take reasonable care of their health and safety and not adversely affect WHS of others.

- Workplace health and safety (WH&S) legislation requires workplaces to be, as far as is reasonably practicable, physically and mentally safe and healthy for all employees. This means steps must be taken to ensure that the working environment does not harm mental health or worsen an existing condition.

    - Get an overview of WH&S laws at SafeWorkAustralia and see their COVID-19 support resources.

- The Australia-wide _Disability Discrimination Act 1992_ (Cth) and equivalent state and territory laws make it unlawful to discriminate against, harass or victimise people with disabilities. ^

- Under the Australia-wide _Privacy Act 1988_ (Cth) and similar legislation in some states and territories, employers must observe confidentiality and respect the privacy of each employee. *

Source: www.headsup.org.au/healthy-workplaces/legal-rights-and-responsibilities

AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION

Empathise to understand and respond

Showing empathy often starts with a conversation.

You may spend a lot of time with your staff. This puts you in a good position to notice changes in someone's behaviour or mood, which may indicate that they are not coping.

By checking in and asking if they are OK, you could help them open up and you can show that you care.

How do you start that conversation in the right way?

Things to consider before asking R U OK?

Ask yourself:

- Have I chosen somewhere private?

- Are we somewhere comfortable?

- Have I picked a good time for them to chat?

- Am I prepared to respond if they're not OK?

Find more tips at:
ruok.org.au/how-to-ask

R U OK?
A conversation could change a life.

THERE'S MORE TO SAY AFTER R U OK?

What you're going through isn't easy. It's good we can talk about it.

That's tough. Keep talking, I'm listening.

Have you been feeling this way for a while?

AUSTRALIAN AUTOMOTIVE AFTERMARKET ASSOCIATION

Access helpful resources

There is a lot of helpful information available. Pick trusted sources most relevant to your workplace and start there. Learn continuously, over time.

- www.headsup.org.au/
  - headsup.org.au/training-and-resources/getting-started-pack
- www.beyondblue.org.au/
  - beyondblue.org.au/get-support/national-help-lines-and-websites
  - beyondblue.org.au/the-facts/anxiety-and-depression-checklist-k10
- mhfa.com.au/
  - mhfa.com.au/mental-health-first-aid-guidelines
  - mhfa.com.au/sites/default/files/MHFA_prob_drug_guidelines_A4_2013.pdf
- www.lifeline.org.au/
- www.blackdoginstitute.org.au/
  - blackdoginstitute.org.au/resources-support/coronavirus-resources-for-anxiety-stress/managers-workers/

AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION

Remove stigma to have the right conversations

- People with <u>mental illness</u> may face stigma — they may be treated differently, as if they are somehow inferior.

- Stigma shows when someone with a mental illness is called 'dangerous', 'crazy', 'moody', 'unreliable' or 'incompetent' rather than unwell.

- Stigma can lead people with mental illness to be discriminated against and miss out on work, <u>bullied</u> or to become a victim of violence. **It can also mean they don't seek treatment when they need it.**

- Stigma exists mainly because some people don't understand mental illness, and also because some people have negative attitudes towards it.

It is important for managers to lead by example to foster the right attitudes and behaviours in the workplace, to reduce stigma and increase inclusion.

AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION

Key health indicators - a guide for your approach

Figure 3.1.2: Burden of disease, by disease group and sex, 2011
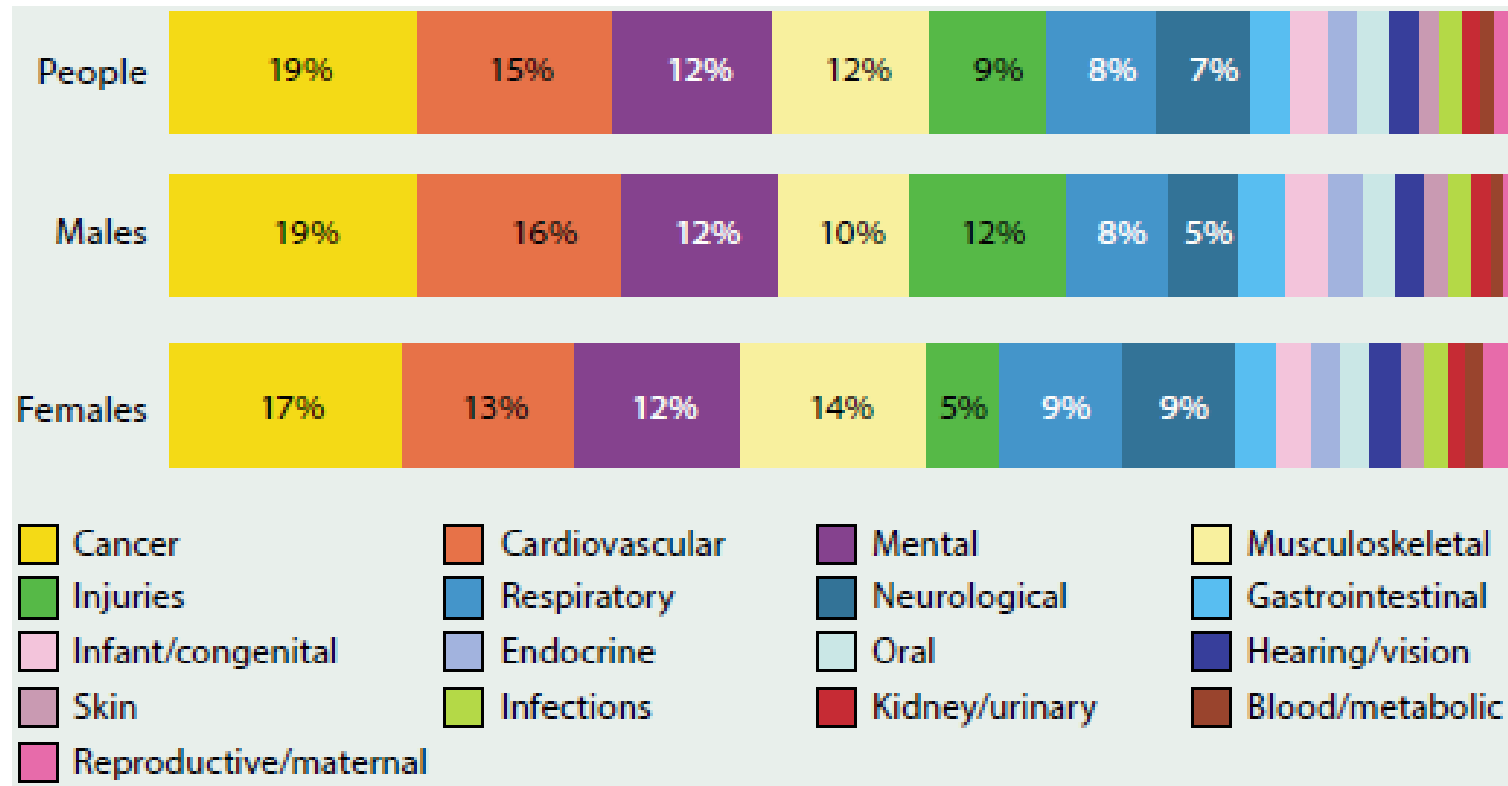
Source: Australian Burden of Disease Study 2011; Table S3.1.2.

Take a holistic approach to managing health and wellbeing in the workplace. If an employee presented with:
- Broken leg
- Cancer
- Depression
- Asthma
- Anxiety
- Back pain
- Alcoholism
- Headache

Ask yourself:
Would you treat them differently?
Would you give them the same levels of support?

Source: Australian Institute of Health & Welfare

![Australian Automotive Aftermarket Association logo]

AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION

MEMBER ONLY RESOURCE:

AAAA Employer Assist Hotline

PHONE: 1300 735 306

EMAIL: aaaa@employerassist.com.au

GENERAL CONTACT DETAILS:

PHONE +61 3 9545 3333

EMAIL   info@aaaa.com.au

WEB   www.aaaa.com.au