

Psychological supports and tools

Self Insurer Education Day
Webinar

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State Insurance
Regulatory Authority

Mental Health Recovery @ Work

Overview

1. What SIRA is doing to support mental health outcomes in the workplace?
2. The workplace mental health continuum
3. SIRA projects
4. Recovery @ work toolkit
5. Recovery Boost
6. Monash psychological injury mapping



What is SIRA doing to support workplace mental health?

- SIRA has progressed a broad program of work to support better mental health outcomes in the NSW workforce, including as the lead agency for the recovery@work program; a component of the NSW Governments Mentally Healthy Workplaces Strategy (2018-2022).
- The recovery@work program aims to provide support to workers and employers in NSW that is practical, evidence-informed and guided by lived experience.
- The broad goals of the recovery @ work program are:
 - Improved social and mental health outcomes for the people of NSW
 - Improved capacity for NSW workplaces to conduct recovery at work programs
 - Reduced absenteeism and presenteeism in NSW workplaces

What is SIRA doing to support workplace mental health?

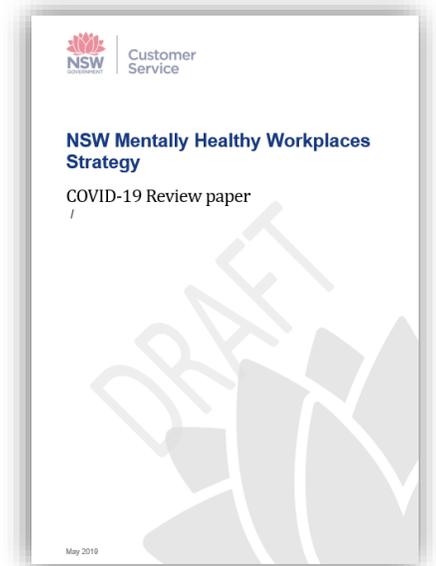
With a focus on improving outcomes for people in our schemes with psychological injury claims, there are some specific programs underway:

- SIRA has engaged Monash University to undertake a program of work to map potential, work-connected, psychological injury claims interventions.
- Setting expectations for insurers through the Standard of Practice 33: Managing psychological injury claims.

Mentally Healthy Workplaces strategy: following a review of the strategy considering the impacts of COVID-19, several new initiatives are under development.

Programs which aim to support the gap in one on one support services:

- **Low intensity CBT**
- **Peer-run warm line**
- **Ready disclosure app**
- **Exploration of opportunities to enhance EAP effectiveness**

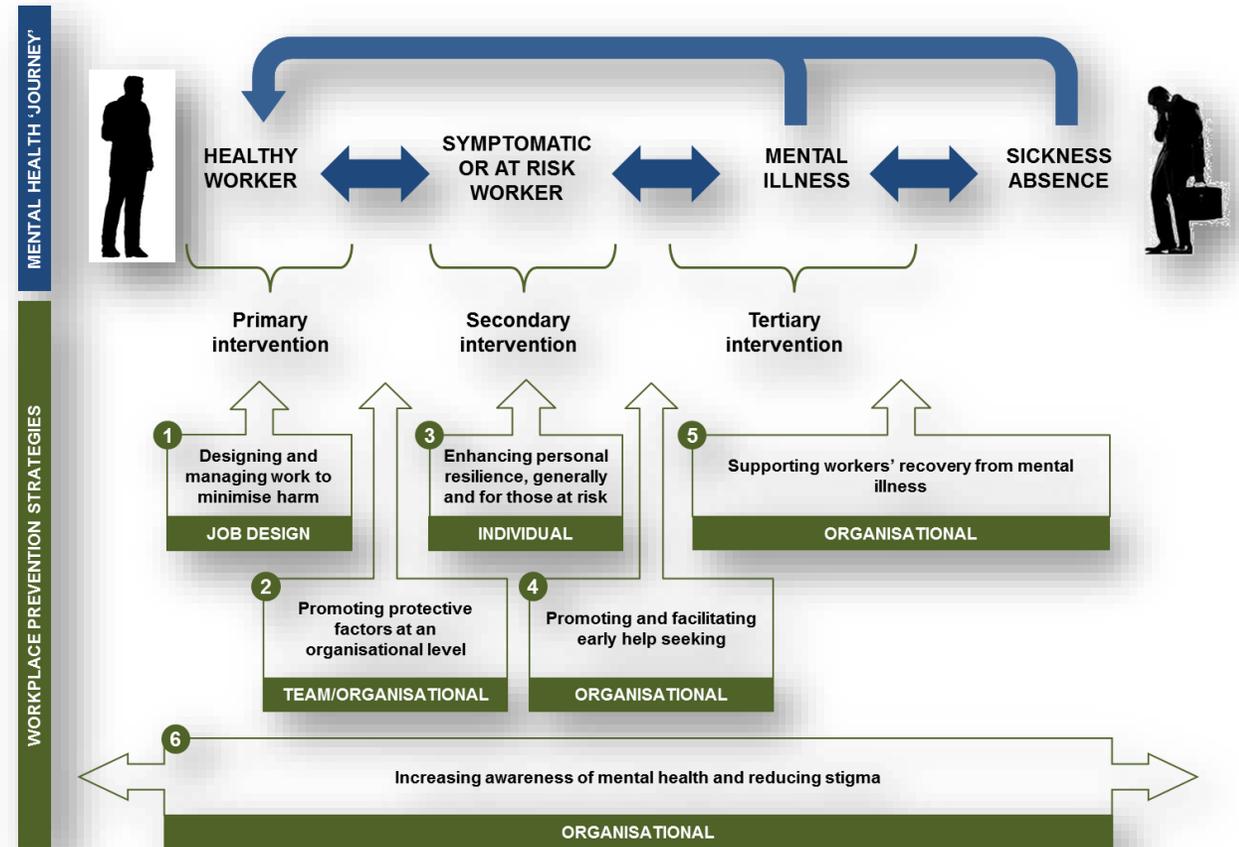


The workplace mental health continuum

People who become unwell rarely move straight from being 'healthy' to being on long term sickness absence. There is usually a series of stages that someone will pass through as they develop symptoms.

Recognition of this 'journey' is important, as different interventions will be required at each stage.

[A framework to create more mentally healthy workplaces: A viewpoint, 2018 Jan, Australian & New Zealand Journal of Psychiatry, Petrie et al.](#)



Existing SIRA mental health program

Recovery Boost

Recovery Boost offers \$50,000 grants to develop programs to assist with mental health recovery@work. Successful projects will be shared for the benefit of all NSW workplaces.



recovery@work toolkit

Our starter toolkit includes resources from Beyond Blue and R U OK? and helps to break down the recovery@work steps. Have your say about what you would like to see in the toolkit via [our survey](#).



recovery@work reference group

The [reference group](#) will allow us to learn from the experiences of people who have recovered at work. Their voice, influence and leadership will be drawn upon to develop new mental health initiatives.



Recovery @ work toolkit

Mentally healthy workplaces

COVID-19 recovery@work toolkit

COVID-19 has changed the way we work and live. Many of us are working from home or working in different workplaces altogether. We have seen businesses adapt quickly to protect their customers and staff by finding new ways to operate. It is now more important than ever that we look after ourselves and each other during this period of rapid change. The COVID-19 recovery@work toolkit provides a one stop shop for tips and resources to help with adjusting to new ways of working.

Want simple ways to look after yourself?
We all need to look after our mental health at this challenging time.

SIMPLE & PRACTICAL ACTIONS TO HELP MAINTAIN POSITIVE MENTAL HEALTH

| TALK | CONNECT | DIGITAL DETOX | ROUTINE | CHECK-IN | BE HONEST |
|--|---|---|--|--|--|
|  TALK with your people leader about what adjustments you will need. |  CONNECT regularly with friends and family. |  DIGITAL DETOX in the evenings or at least once a day. |  Maintain a work ROUTINE if working from home, create boundaries between 'work' and 'home' time. |  Stay connected with your work colleagues by scheduling a regular virtual or phone CHECK-IN . |  BE HONEST with your family, friends and work colleagues about how you are coping. |

COVID-19 recovery@work JOURNEY

PLAN

START HERE → **TALK** → **PLANNING** → **MAKING ADJUSTMENTS** → **STAY CONNECTED**

Some TOOLS to get you TALKING... and PLANNING...

From our friends at Beyond Blue and R U OK:
How to ask R U OK in the workplace
Beyond Blue Discussion Plan
- & the Mental Health Coordinating Council's
- Recovery oriented language guide

With Beyond Blue's:
- Recovery Plan
- Stay Well Plan

...MAKING ADJUSTMENTS and STAYING CONNECTED...

- working from home
- flexible work schedules
- support via phone regular check-ins
- structured peer support
- access to leave

Further information and help with COVID-19 recovery@work support

Beyond Blue Coronavirus Mental Wellbeing Support Service
The service offers easy access to support including online wellbeing tips, self-help tools and phone counselling from trained professionals.

Crisis support

- Lifeline Australia - 13 11 14
- MenLine Australia - 1300 78 99 78
- Suicide Call Back Service - 1300 659 467
- Kids Helpline (for under 25s) - 1800 55 1800

To register your interest in future versions of the toolkit and for more information please email recoveryatworksupport@sra.nsw.gov.au.

GET IN TOUCH with us at recoveryatworksupport@sra.nsw.gov.au, or have your say via this [short survey](#).

NEED HELP? Lifeline 13 11 14 (24 Hrs)
Suicide call back service 1300 659 467 (24 Hrs)

<https://www.mentalhealthatwork.nsw.gov.au/mentally-healthy-workplaces/recover-at-work/recovery@work-toolkit>

Recovery @ work toolkit survey

The toolkit survey has allowed us to gain insights into what employers, workers and RTW coordinators want to see in our toolkit. Some key themes have emerged:

What tools/information would you like to see in the toolkit

Information regarding responsibility of employers

Educational resources (about mental health issues)

Practical planning tools (such as recovery plans)

Strategies to help workers recover

Communication tools (How to talk to someone, how to speak to a 'trusted' person)

Mental health checklist (for employers)

Tools to identify signs and symptoms of mental health issues

Reason for accessing toolkit

RTW coordinator looking for resources

Mental Health is a growing concern in the workplace

People with a passion for mentally healthy workplaces

Individuals with mental health issues looking for support

Managers wanting to share resources with employees

To help with psych claims

Recovery Boost

Recovery Boost \$50,000 funding program

Workplaces can play an important role in preventing mental health issues arising and can also make a difference in an individual's recovery.

Through Recovery Boost, SIRA is offering grants of up to \$50,000 to individuals, workplaces and organisations with new ideas that help individuals recover from mental health issues at work. Please click on the link below to see our current funded projects underway

How to apply

The third grant round of Recovery Boost will open on 2 July 2021. To find out about eligibility and how to apply read the program guide and visit the capability building training hub before submitting an expression of interest.

Read about successful projects in [round 1 and 2](#).

Recovery Boost Round Three

Stream 3.1

- Disruptors Co has been engaged to facilitate the delivery of the supported design stream for Round Three (stream 3.1 - #makingitwork).
- Stream 3.1 will encompass idea generation through video submissions due 25 June, followed by crowdsourcing and an online event on the 9th of July.
- The website for video submissions <https://sira.theair.works/>

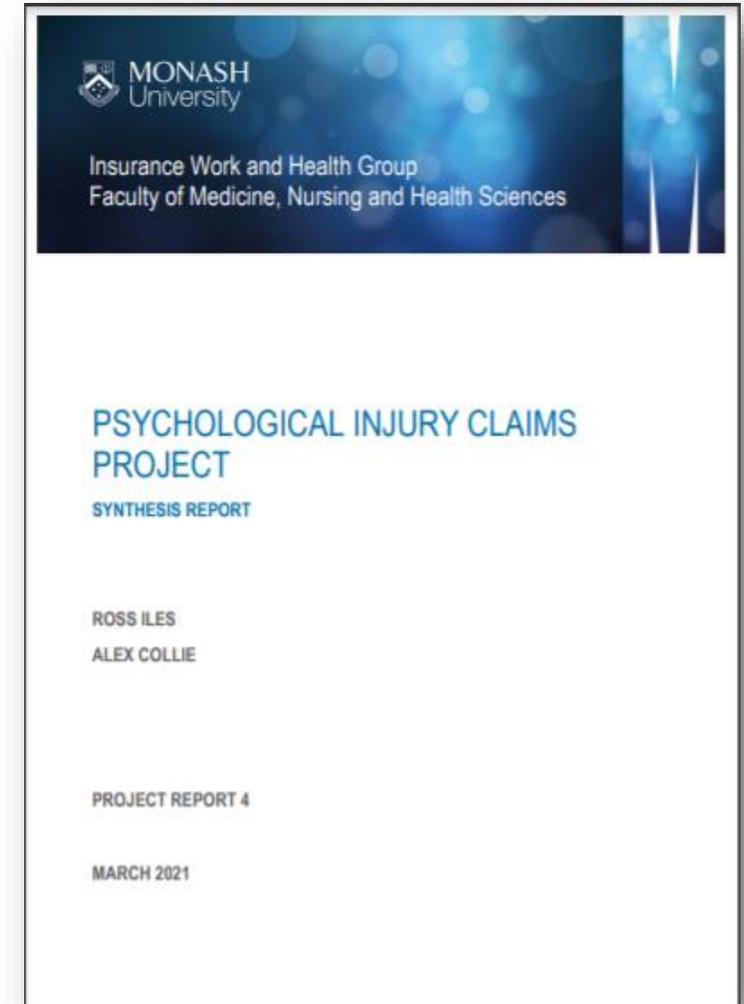
Stream 3.2

- The independent design stream (stream 3.2) will open for expressions of interest 2 July 2021.



Monash Psychological Injury Claims Mapping Project

- The final report for the mapping project is now publicly available on the SIRA website [\[LINK\]](#)
- The report has four recommendations for SIRA:
 1. Address barriers and facilitators to effective care
 2. Develop a model of care
 3. Addressing the evidence gap
 4. Transformation infrastructure
- SIRA has committed to publishing the action plan in response to the recommendations by July 2021
- To achieve this, SIRA has convened a monthly psychological injury governance working group. The working group recently met on the 27th May to discuss the immediate, medium and long term for psychological injury claims in SIRA.



Thank you

Recovery
BOOST



Plan

Recovery@work
TOOLKIT

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