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# A JURISDICTIONAL APPROACH TO SUPPORTING MENTALLY HEALTHY WORKPLACES

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# Current state

## Mental health conditions, 2020-21\*



**12,155**

**Serious claims**  
for Mental health conditions



**9.3%**

Proportion of all serious claims due to Mental health conditions

**Median time lost**



**30.7**

weeks per serious claim

**Median compensation paid\*\***



**\$55,270**

per claim

\*preliminary data subject to revision in future years as further claims are finalised.

\*\*the median includes serious claims where the payment made was greater than zero.

# Prevention Strategy

## **Bullying and harassment**

- 33% of mental health claims

## **Work demands**

- 18% increase over last 3 years

## **Body stressing**

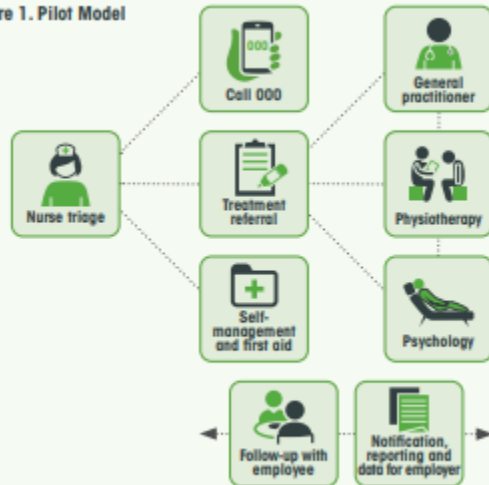
- Account for 42% of claims



[Prevention Strategy 2022-2025 \(comcare.gov.au\)](https://www.comcare.gov.au/prevention-strategy-2022-2025)

# Early Intervention Service Pilot

Figure 1. Pilot Model



## Supports recovery and return to work



**2x the recovery rate**  
compared to the control group



**93%** of participants triaged to GPs  
were certified fit for work



Participants had less time off work to  
recover compared to the control group

# Early Intervention Programs: Recommendations

1. Implement a structured early intervention program
2. Offer early intervention for both work and non-work related injury and illness
3. Include a triage service
4. Collect data on the program
5. Use the data for prevention and monitoring
6. Steps for successful implementation

# Employee Assistance Programs

## Principles for Better Practice Employee Assistance Programs



**Principle 1:** Implement a structured approach to EAP design based on organisational needs



**Principle 4:** Continuous awareness-raising of EAP services



**Principle 2:** Offer an inclusive and accessible service delivery model



**Principle 5:** Identify key metrics in support of EAP quality and performance



**Principle 3:** Define standards for competent and qualified EAP personnel



**Principle 6:** Adopt clear and valid methods to understand the direct effect of EAP services on worker and organisational performance

[Monitoring and Evaluation Framework for EAP counselling services \(comcare.gov.au\)](https://www.comcare.gov.au)

[Principles for Better Practice Employee Assistance Programs \(comcare.gov.au\)](https://www.comcare.gov.au)

# NewAccess workplaces

- In partnership with Beyond Blue
- Early intervention model of Low-intensity Cognitive Behavioural Therapy (LiCBT) for the treatment of mild to moderate anxiety and/or depression
- Designed to reduced stigma and provide alternative easy access for mental health services
- Free and confidential mental health coaching service





# NewAccess workplaces: Learnings

- Provide options to workers regarding mental health supports at work
- Ongoing collaboration and communication between stakeholders
- Partnering with reputable organisations
- Tailored and broad marketing and communications approach to engage whole of organisation
- Data reporting (demands, performance, participant satisfaction, program insights)

# Good Work Design




1. Supporting your team
2. Supporting return to work
3. Providing flexible work
4. Managing change
5. Managing absence
6. Knowing your team
7. Enhancing performance
8. Effective communication
9. Building trust
10. Addressing work demands

# New approaches to preventing workplace bullying

## Literature Review

- What are the individual and organisational risk and protective factors for bullying?
- What interventions and protective factors have been shown to decrease the incidence of bullying in the workplace?
- What is known about experiences of bullying during home-based work periods?
- In which contexts – if any- has bullying during WFH periods increased, decreased or remained the same? Are there differences across industries, countries, etc.?

[Microsoft Word - Workplace Bullying Report - final.docx \(comcare.gov.au\)](#)

 Toolkit of evidence-based initiatives

# Workplace Mental Health Stigma Awareness program

- Four types of stigma:
  - Personal/public stigma
  - Perceived stigma
  - Self-stigma
  - Structural stigma
- Three target audiences: managers and supervisors; employees; and employees with a lived experience of mental health
  - ➔ Guidance resources and communications materials
  - ➔ Pilot agency

# Questions

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