Healthy Minds@ Work: *Mind your Mind*

Health and Safety Services

21 November 2013
Background

- **Attorney General’s Department Demographics:**
  - approximately 5500 staff (including Judges, Magistrates, Board members, SES)
  - over 200 locations across NSW
  - 50 different and diverse Business Centres

- **Support:**
  - 3 staff in Injury Management
  - 3 staff in Injury Prevention
  - 1 Manager; 1 admin support
Background

- Attorney General’s Department belongs to the Department of Attorney General and Justice.
  - Attorney General’s Department
  - Corrective Services NSW
  - Juvenile Justice

As a Principle Department we are working towards One Department/One HR. This presentation is for Attorney Generals only.
Our WHSMS

• Five program areas make up the WHSMS:
  › **Well For Life** - provides a range of activities aimed at encouraging staff to become better informed and able to lead a healthy lifestyle. It encourages staff to be more active and conscious of their lifestyle choices and aware of health issues that affect the wider community.

  › **Safety Awareness@ Work** - designed to educate staff and management in their WHS responsibilities as well as providing guidelines and information on health and safety in the workplace.

  › **BodySafe@ Work** - designed to improve health and safety, prevent injuries, reduce absenteeism, improve productivity and reduce workers compensation claims. It was developed to provide tools to the business to assist in the management of ergonomic issues, the primary cause of preventable injuries in the workplace.
• Five program areas make up the WHSMS:

  ▶ **Healthy Minds@ Work** – is designed to assist staff develop or maintain a healthy mind and aims to raise awareness of the importance of mental health and wellbeing. Provides tools to equip managers to support staff with mental health issues in the workplace.

  ▶ **Injury Care@ Work** - designed to assist staff and management when accidents and incidents occur within the working day, committing to coordinating and managing treatment, rehabilitation and retraining of an injured employee for the purpose of achieving a timely, safe and durable return to work. The program also provides for support and management of injuries where work has not been a contributing factor.
Healthy Minds@ Work

- **Goal**
  - to assist staff develop or maintain a healthy mind

- **Objectives**
  - Increase awareness of good mental health and wellbeing
  - Increase support within the workplace
  - Decrease workers compensation claims due to improved awareness and proactive measures.
  - Ensure a consistent approach
The Program – Split into three areas of focus

- Prevention and Early Intervention
- Case Management
- Monitor and Review

Healthy Minds@Work
Prevention and Early Intervention:

The prevention and early intervention strategy is designed to ensure support and tools for an individual or manager to manage a healthy mind.

a) Training
A range of training programs are available to both staff and management in areas dealing directly with Healthy Minds.

- Managing personality Issues and Behaviours in the Workplace – presented by an experienced qualified psychologist to assist managers to recognise behavioural cues and indicators of dysfunction and suggest a range of strategies that will support both managers and employees in carrying out their workplace duties.

- Managing people and behaviours – Helps managers and supervisors to understand and meet their responsibilities of dealing with complex staff related situations.
Prevention and Early Intervention:

- **Mentoring Programing** – Mentoring is a developmental relationship that typically occurs between a more experienced or advanced person (the mentor) and a less experienced or more junior individual (the mentee).

- **Mitigating Stress and Taking Control** – teaches staff to learn techniques to implement stress reducing strategies into their daily life.

There are also a range of leadership programs available to support and equip managers with the necessary tools to become effective managers. Effective managers and supervisors are critical in building positive, healthy and productive workplaces, and so it is important to consider and provide for their developmental needs.
Prevention and Early Intervention:

b) Support

- **Employee Assistance Program (EAP)** - provides all employees and eligible immediate family members’ access to highly professional and confidential counselling services. The EAP can be used to address issues of a work or personal nature that may be impacting on health and wellbeing. The counsellors help employees to identify, explore and manage issues that are impacting on their life.

- **Manager Hotline** - telephone based service designed to support managers in addressing issues at an early stage.
Prevention and Early Intervention:

c) Health Plans

- A Health Plan may be created to document situations where adjustment or support in the workplace may be required. The Health Plan would cover all aspects of an individual’s recovery, support and adjustment requirements.

- Health Plans are for temporary adjustments (up to 6 months) with a view of assisting the individual back to their pre injury duties and roles. They are developed in consultation with the individual and the manager based on medical advice and support.
Prevention and Early Intervention:

d) Reasonable Adjustment

- The Department is committed to providing reasonable adjustments to employees with disabilities to ensure they can work to their full potential and have appropriate access to opportunities for development.

- If employees with a disability identify a need for a reasonable adjustment they should approach their manager and request the adjustment. Managers may also identify workplace adjustments that may assist the employee and discuss it with the employee with a disability.
Prevention and Early Intervention:

e) Independent Health Referral - Medibank Health Solutions
   ‣ Health assessments such as fitness to continue assessments to seek medical advice on how to safely manage a non-work related injury or health related issue that is affecting an employee’s ability to perform the inherent requirements and demands of the position for which they were engaged.

f) Provision of Information and Guidance
   ‣ Fact Sheets on Managing Mental Health in the Workplace
   ‣ Dedicated intranet page
   ‣ Health Plan Guidelines and template
   ‣ Reasonable Adjustment Policy and Guidelines
   ‣ Mind your Mind annual promotional programs and strategies
Claims Management:

The psychological claims management model focuses on:

- early intervention and engagement of injured employees
- support and information to Business Centres
- mediation and issue resolution
- early and durable return to work
- separating vexatious claims from legitimate claims (through appropriate investigations)
- learning’s from investigations incorporated back into Business Centre Planning

and is designed to reduce the length and severity of psychological claims and their associated costs.
Monitoring and Review:

To ensure risks are controlled effectively, a range of performance measures and KPI’s have been developed to measure and evaluate Safety and Injury Management performance and ensure a process of continual improvement.

The Safety and Injury Management performance measures and KPI’s are linked back through the WHS and IM Framework and WHS Management System (WHSMS) and are made up of lead and lag indicators.

Lead and lag indicators allow for the active monitoring of the WHSMS and reactively assessing the failures. The lead indicators are positive indicators of performance or preventative action and the lag indicators are outcome based relating to negative performance. Both lead and lag indicators assist in measuring overall performance for Safety and Injury Management.
Monitoring and Review:

The following is a list of the various different forums for WHS and IM performance monitoring:

- Director General Quarterly Report
- Executive Committee Quarterly Work Health and Safety and Injury Management Risk Report
- Business Centre Manager Quarterly Meetings – Work Health and Safety and Injury Management Report
- Business Centre Self Audit tool (under development)
- Business Plan Template
QUESTIONS?