

OzHelp 2018/19

A year in review



Vision & Purpose

Our vision is to reduce the incidence of suicide and mental ill-health, and to enable positive workforce well-being across Australia.

We exist to prevent suicide, promote mental health and empower people to flourish and thrive.

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Message from the CEO

A year of vision and positive change defined 2018/19, as we continued to cement our unique position and impact within the sector.

Our unwavering focus on reaching Australia's high risk and hard-to-reach workplaces – to reduce the incidence of suicide and mental ill-health, and promote positive workforce well-being – has inspired a year of innovations and excellence.

As we realise the huge need for our programs and services, we have had to become increasingly strategic and collaborative in how we conduct our outreach efforts, to connect with those workplaces and staff who are most in need. With this in mind we have sought to strengthen our partnerships and secure funding that will enable our expansion into new regions and industries.

During FY19 we were pleased to announce a new funding partnership with the National Heavy Vehicle Regulator (NHVR), with support from the Australian Government. This funding is enabling a much needed, pilot program to reach Australia's truck drivers and transport workers with our assessment, training and counselling support tools.

We also welcomed additional funding from Perpetual Trustees, and embraced new local Government and agricultural industry partnerships, that have marked our expansion into more rural and remote communities. A key priority has been establishing preliminary networks to support farmers, pastoral workers and other primary industry providers.



This is of particular importance as our country faces the environmental, financial, social and personal consequences of prolonged drought, and catastrophic weather events, such as bushfires.

These are just some of the examples of where OzHelp shines. We do not shy away from difficult circumstances, or communities and cohorts that would otherwise be deemed too hard to reach. In doing this, we continue to look for ways to improve our service model and measure our impact.

I want to acknowledge the hard working and generous people and partners that make our work possible. Our funding partners and financial supporters; the dedicated OzHelp Board; our back-of-house operations and office staff; our professional training and counselling service providers; and our research, program and referral partners across the sector. Together we are working to collectively support more people, who may otherwise slip through the cracks, and to improve mental health across Australia.

A stylized, handwritten signature in black ink, which appears to read 'D. Black'.

DARREN BLACK

Message from the Board Chair



OzHelp has had a tremendous year of achievement and expansion. Building on the knowledge and experience gained in the construction and mining sector over many years, we have extended our range of services to other hard-to-reach and high-risk industries such as transport, farming and agriculture.

We have continued to refine our holistic, early intervention practice model, incorporating face-to-face and digital delivery (our Workplace Tune-Up for individual staff assessment, management and staff training and awareness, counselling support, and follow up) in workplaces throughout the country. This has been achieved in collaboration with other service providers and referral pathways.

It is rewarding to see that there is now a significant increase in community awareness and improved government focus on the importance of reducing suicide in Australia. This reinforces the importance of our mission, which has remained steadfast since 2001.

We have been an active voice for systemic change. This included a submission to *The Australian Productivity Commission Inquiry into the Social and Economic Impacts of Mental Ill Health*.

We invite you to read our recommendations, based on our 17 years of experience - working with thousands of employers, employees, unions, governments, regulators and industry bodies across the country.

On behalf of the Board, I thank the funders and industry partners for their contribution and support, which has enabled us deliver, refine and extend our services and programs. The Board also wish to recognise the leadership and cooperation of the many workplaces and employers, large and small, who have engaged with us to achieve positive impacts for their people and organisations – improving their culture, safety and productivity, while gaining invaluable data and insights that our programs can provide.

Finally, the Board wishes to take this opportunity to thank and recognise the OzHelp staff for their dedication, skill and passion towards achieving our mission, and ensuring the continuation of our positive and vital work in suicide prevention and well-being.

HUGH CHALMERS

Meet our Board



HUGH CHALMERS

Chair

Hugh is a former Partner and Special Counsel to the Canberra commercial law firm Meyer Vandenberg. Hugh has more than 35 years' experience as a corporate lawyer in Australia and abroad. Hugh has experience as a member of numerous boards and advisory committees, and is a long-standing Fellow of the Australian Institute of Company Directors and a member of the AICD National Not-For Profit Chairs Forum.



ROBERT JOHNSON

Treasurer

Robert has been a partner of Hardwicks Chartered Accountants since 1987. Robert is a registered company auditor, tax agent and financial planner. Robert is also a member of the Catholic Education Committee and Financial Committee, and the Institute of Chartered Accountants.



JASON JENNINGS

Deputy Chair

Jason is CEO of Creative Safety Initiatives, and President of the CFMEU ACT Branch. Jason is a current member of the Governance Institute of Australia Ltd and has qualifications and skills in governance and risk management. Jason also has a background in providing welfare support services to the ACT building and construction industry.



MICHAEL HOPKINS

Director

Michael is CEO of Master Builders ACT, Civil Contractors Federation ACT and MBA Group Training Ltd. Michael's background combines local government and industry experience, most notably leading large scale projects throughout Australia. Michael is also the Director of MBA Insurance Services.



IAN CARTER

Director

Ian is the Managing Director of PBS Property Group. Ian has overseen the growth of the company from Prestige Building Services in the late 1980s to an integrated property business. Ian is actively involved in a number of national industry bodies that support community and skills training initiatives, and is also a Director of the MBA Skills Trust.



LYN O'CONNELL

Director

Lyn is the Deputy Secretary of the Australian Government's Department of Agriculture and Water Resources. Lyn is also a member of the Independent Advisory Group to Singapore Government on High Speed Rail, the Advisory Board of Deakin University Centre for Supply Chain and Logistics, the Institute of Public Administration Australia, and a member of the Australian Institute of Company Directors.



LEANNE WELLS

Director

Leanne is CEO of the Consumers Health Forum of Australia and a committed health advocate with executive experience across Australian government and non-government organisations. Leanne is a Board Director of Coordinare South East New South Wales PHN, Pain Australia and Advancing Pharmacy Practice. Leanne is the Independent Chair of Coordinare's Community Advisory Committee.



BEN NEAL

Director

Ben is a Partner in PwC's People and Organisation consulting practice, and a Fellow of AHRI and CIPD. Ben has a deep knowledge of public sector HR, with a particular interest in workforce planning and analytics. Ben also holds a position on AHRI's Public Sector Reference Panel.

Reach and Impact

2018/19

Over **40,000** individuals connected with OzHelp's services, information, tools and awareness campaigns.

90% of clients surveyed would **recommend OzHelp** to another organisation, friend, family member or colleague.

The demand for OzHelp's national health screening programs reported a **28% increase**.

OzHelp's support and counselling services reported a **30% increase**.

OzHelp breaks down barriers to promote help-seeking behaviours and build protective factors. Frontline staff are highly skillful in identifying the source of concern, and connecting clients with the right mix of supports and referral pathways.

Mental Health Awareness Training participants reported:

86% increase in awareness of the warning signs of anxiety, depression and suicide.

86% increase in their own awareness of protective factors.

Suicide Prevention Training participants reported:

92% improvement in their skills in relation to suicide prevention

60% increase in willingness to engage with others around topics of mental health and suicide prevention.

Real people, real stories, real impact



“ Your team have helped me on many occasions to deal with the day to day struggles of mental health issues and I thank you whole heartedly for that. ”

CONSTRUCTION WORKER, NT

“ I really appreciate you taking the time to reach out to me after my OzHelp check. I have since been to the doctor for back pain and talked to the doctor about mental health, so have started working through everything. I also read through the resources which you provided, thank you again for those. I am already feeling much better. I have organised regular check-ins with my doctor and have booked to see a physio, so should start to be feeling better physically and mentally over the coming weeks. Thank you again, I very much appreciate you reaching out to me. ”

MALE, MID-20S INSURANCE INDUSTRY, NSW

“ I cannot thank you enough for being a part of my journey in moving forward. You have been more comfort than you will ever know. ”

FEMALE, 42 OTHER INDUSTRY, QLD

“ Thanks for coming in and having a chat to the team. I always appreciate the high quality presentations and support OzHelp provides. ”

MALE BUILDER, NT

“ Thank you so much for your consistent support on our package. Over the past few years I have contacted you guys many times to help out with our people and you never let us down. ”

BUSINESS OWNER, NT

“ I connected with OzHelp through work one day. I was going through some personal issues at the time, and took the opportunity to talk. OzHelp's support officer listened to my entire conversation, proposed a plan and gave me direction. Without OzHelp's support and guidance, I wouldn't be here. OzHelp didn't save me, OzHelp supported me when I couldn't support myself. I am now on the road to recovery, and I am grateful for that support. ”

40 YEAR OLD MALE, CONSTRUCTION INDUSTRY

“ The service provided to Council and our staff was exceptional and the continued ongoing support has assisted staff dealing with various stressful situations in their lives. I would not hesitate to recommend the services of the OzHelp team to any business to assist with the physical, mental health and well-being of their staff. ”

ORANGE CITY COUNCIL, WORKPLACE CLIENT

Note: Quotes are from real clients and while context and wording has not been changed, some have been edited down for brevity or to exclude identifying details.

Workplace well-being partnerships that work

There is a natural synergy between well-being, and workplace productivity, safety and culture.

Access to mental health support is as important as primary health and safety initiatives. This is especially crucial for those in challenging and hazardous industries, or working in regional, rural and remote communities,

The benefits of having mental health support in the workplace are broadly three-fold:

1. Place-based support for employees who may be experiencing mental ill health or difficult times;
2. Improved workplace productivity and culture with reduced costs associated with employee mental ill-health;

3. Positive flow-on affects for peers, families and communities, from improved mental health literacy and reduced mental ill-health.

In a society where the annual prevalence of mental illness is greater than 1 in 5, and suicide is a leading cause of death (ABS, 2018), there is a critical need for cross sector collaboration in preventive mental health.

This is the intersection where workplaces and OzHelp can come together, to provide practical mental health support for workers in high-risk and hard to reach industries.

Key Statistics



1 in 5 Australian employees will be working with a mental health condition, most notably anxiety and depression.



45% of Australians will experience a mental health condition in their lifetime.



On average **8 Australians**, 5 of whom are men, are taking their own lives each day.



The highest rates of suicide are recorded in blue collar, male dominated industries.



OzHelp and Consolidated Pastoral Company (CPC) Northern Territory

TARGETED DELIVERY IN RURAL AND REMOTE COMMUNITIES.

In 2018 Australia was rocked by the suicide of 13-year-old Dolly Everett in Katherine. This tragedy prompted national media exposure for the insidious issues of cyberbullying, mental ill-health in rural communities, and youth suicide. The spotlight on mental health for Australians living in rural and remote communities prompted a community response, and sparked action by organisations in the Northern Territory.

Consolidated Pastoral Company (CPC), an Australian managed Agrifood business, identified a need to support the well-being and mental health of their employees. OzHelp put together a program to deliver proactive training and support to the CPC workforce located across 15 cattle stations, which operate across 4.7 million hectares of northern Australia.

During October 2018 a \$10,000 grant from the Northern Territory Government Suicide Prevention Strategy was provided to co-fund a preventative mental health program to remote workers. This would provide a testing ground for OzHelp to examine ways to more efficiently and effectively reach remote workers with the care and supports they need.

OzHelp's screening tool, the Workplace Tune Up (WTU) collected insights during a pilot of the program. This provided valuable information about needs specific to the cattle station workers – guiding an insights-led program that could enable better reach for a full workforce in the future.

An important element was the ability to identify unique risks, barriers and protective factors that impact the well-being of remote workers. This included issues such as: sleep and fatigue; alcohol consumption; domestic safety; coping with stress; bullying and discrimination; and other well-being concerns.

The key results from this initiative indicated that 100% of participants completed the Workplace Tune Up (WTU) online survey, and from this OzHelp provided 99 support actions, and activated three priority follow-ups in response to identified risk factors.

This initiative was a great example of a public/private partnership model – through three-way funding OzHelp was able to demonstrate an effective use of government seed funding which led to greater employer investment in the health and well-being of their workforces.



OzHelp and Ampcontrol

A CASE FOR COLLABORATIVE MENTAL HEALTH AND WELLBEING SERVICES

OzHelp specialises in providing holistic support packages, which complement existing workplace health and safety practices. This may be inclusive of our Workplace Tune Up (WTU) health screening; training and education workshops; counselling support; and referral pathways – dependent on the unique needs of each organisation.

One of OzHelp's present clients, Ampcontrol – one of Australia's largest and most successful engineering and manufacturing companies in the resources, infrastructure and energy solutions industries – is a testament to how internal resources can work effectively alongside OzHelp programs.

Since mid-2018, OzHelp has been providing flexible, packaged support to Ampcontrol – reaching upward of 1,000 employees, across 30 sites. These sites are geographically dispersed and diverse in terms of staff needs – from small communities like Emerald, QLD, regional hubs like Newcastle, NSW, to metropolitan locations like Perth, WA.

The people of Ampcontrol work in an industry that can be categorised as 'high risk' for safety and well-being concerns. Alongside common mental ill-health challenges (family and relationship struggles, financial

stressors and mental illnesses) some people in their more remote locations are tackling community-based issues such as drought and lack of access to services.

Ampcontrol represents a growing number of companies who are now on the front foot in terms of addressing mental health and well-being issues out of respect and concern for their people.

Carolyn Parish, the Health and Well-being Specialist who has been working hard to implement OzHelp's program in combination with Ampcontrol's own well-being initiatives, speaks about the importance of "making work a safe place, with access to support when it's needed."

Together with professional staff from OzHelp, Carolyn herself will fly or drive in and out of various work sites – ensuring staff engage with training, and also have face-to-face support.

“We believe in meaningful conversations and connections. Our people get to see the care and understanding in the eyes of OzHelp trainers and support staff, says Carolyn.”

Whether they are delivering training to a group of 10 people in a remote location, or a group of 50 in the city, OzHelp and Ampcontrol are able to work together in a flexible and targeted way, to meet the needs of each group of people. In addition to this, Carolyn speaks highly of the addition of OzHelp's online-based screening and information tools, that allow people to engage flexibly and confidentially 'in their own time'.

Since its induction, the program has seen 33 health and well-being training sessions, 12 supporter workshops and 434 WTU health screenings - engaging up to 80% of current employees. A great indicator of the program's success is the year-on-year increase in staff peer-to-peer volunteer interest - generating positive informal care networks within the organisation.

"For a person experiencing a tough time, sometimes work is the best place for them to be - it's where their friends are, and for some, it may be the only place that they can access much-needed support. We aim for all our people to have a safe place to access wellbeing support when they need it."

"With the understanding of mental health and the availability of evidence-based supports always growing, we won't rest on our laurels.



Co-design and continual improvement is important. OzHelp has provided us with a model that works both now, and can be adapted as needed into the future," explains Carolyn.

Ampcontrol is just one of the many Australian companies benefiting from OzHelp programs. It is anticipated to be a long and beneficial collaboration, with positive, life-changing outcomes.



Recognising our supporters

OzHelp thanks all of the governments, organisations, groups and individuals who provide funding and various support to make our work possible, and enable us to expand our reach and impact.

GOVERNMENT FUNDERS

Australian Government Department of Health
ACT Government Department of Health
NT Government Department of Health

FOUNDING PARTNERS

Master Builders Association ACT
CFMEU ACT

PRIMARY HEALTH NETWORKS

Western NSW PHN

COLLABORATIVE PARTNERS

Safety Institute of Australia
University of Wollongong
Access EAP

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Luton Properties
(AMCA) Air Conditioning & Mechanical
Contractors' Association

KEY SUPPORTERS

PBS Building
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Coordinate
Moving Words and Pictures
Equity Partners
Pollinate
Lifeline Canberra
Everymind
StandBy
Domestic Violence Crisis Service
Healthier Work ACT
WorkSafe ACT
Safe Work Australia
RU OK?

Thank you to:

OzHelp's dedicated and highly skilled staff and board; mental health sector collaborators; referral partners; and all of the workplaces who partnered with us and engaged with our services in 2018/19.

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OZHELP
Health & Wellbeing at Work

