

OZHELP 2019/20

A YEAR IN REVIEW

OZHELP

Health & Wellbeing at Work

VISION AND 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



The 2019/2020 financial year has presented individuals, communities and the world-at-large with significant challenges. Off the back of a prolonged drought that burdened our rural and regional areas, we had catastrophic bushfires, smoke pollution, extreme weather and more recently, the critical health, social and economic impacts of COVID-19. Despite these challenges, OzHelp has been resilient – providing enduring support and hope for Australians going through tough times.

OzHelp has been committed to accessibility and adaptation, to meet the changing needs of clients and customers, while also safeguarding our staff. We were able to shift our operations to remote working – establishing phone and screen-based counselling services and digital delivery of our mental health training and awareness sessions. This has enabled us to reach many new people who need our services at a difficult time. We have also been able to work within the restrictions, to enable face-to-face support when it is safe and appropriate.

OzHelp continues its critical support of clients in high risk and hard to reach industries and communities, such as construction, farming and agriculture, and transport. From national rollouts across worksites for companies such as Fulton Hogan; to programs delivered on remote cattle stations in WA and NT, in partnership with Consolidated Pastoral Company; to designing, testing and evaluating in-field supports for heavy vehicle drivers, OzHelp has demonstrated its ability to provide tailored programs to different people, workplaces and industries.

These programs are stretching us in positive new ways and demonstrating our commitment to innovation and evidence informed best practice.

We are extremely proud of our people for the way they have responded to the circumstances. They have remained positive, flexible and focused on the mission throughout.

Thank you to our Board Chair, Hugh Chalmers and to the Board Directors for their consistent steerage and support. I also thank the members of our newly formed Clinical Advisory Committee: Nicole Sadler AM, CSC; Dr Lara Bishop; Dr Coralie Wilson; Mr Alan Woodward; Dr Louise Stone and Ms Donna Hodgson for their expert guidance and input.

On behalf of the OzHelp team, I thank the ACT Government, the Australian Government Department of Health, Perpetual Trustees, the National Heavy Vehicle Regulator and Hands Across Canberra for their grants, which have enabled various program developments and supported us through these challenging times. I thank all of our funders, supporters and collaborators.

If we have learned anything this year it is that we need to stand together to maintain a safe and healthy community, and support those in need. I am proud that OzHelp will continue to play its part, to make a positive difference in suicide prevention and mental health.

A handwritten signature in black ink, appearing to read 'D. Black', with a long horizontal flourish extending to the right.

DARREN BLACK
Chief Executive Officer

MESSAGE FROM THE CHAIR



This year has been one of the most extraordinary in the 19 years of OzHelp's existence. 2019 saw unprecedented drought, heat waves, floods, hailstorms and a bushfire season of extraordinary ferocity and damage to Australian communities, habitats and wildlife. 2020 brought the worldwide COVID-19 pandemic.

The social and economic impact of the pandemic and the measures taken to defeat it have affected every facet of Australian life. The impacts on mental health have been devastating, and we have witnessed the particular challenges faced by the high risk and hard to reach workers and industries that OzHelp supports. The services that we provide have never been more relevant and needed.

Our investment over the last six years in developing our digital health capacity and online delivery meant that we were able to adjust and transition swiftly, to continue providing support and services in the world of lockdowns, restricted movement and social distancing.

This could not have happened without the resilience and commitment of the whole of the OzHelp team who - despite experiencing the same trauma and disruption as all other Australians - rose to the occasion and put the welfare of our clients first. We thank them all and our strong leadership team led by Chief Executive Officer Darren Black.

We are also fortunate to have additional funding in this time from the Federal and ACT governments, to meet increased needs within the community. We acknowledge and thank them for their on-going contribution and assistance to our mission.

I also wish to recognise the selfless work of our Board members and particularly to recognise the contribution of Jason Jennings, who stepped down during the year due to other commitments. Jason's dedication and guidance as a Board member has been invaluable to the organisation.

I am confident that our preparations, relationship building and ability to adapt with the changing world, will enable us to continue to provide preventative mental health and wellbeing education, and support services to achieve our mission. We will remain steadfast in our commitment to working towards the prevention of suicide and improvements in mental health both through the pandemic and world beyond.

HUGH CHALMERS
Board Chair

THANK YOU TO OUR BOARD

OzHelp would like to acknowledge the significant contribution of our Board. We thank the directors for volunteering their time and input, and for their stewardship towards our strategic mission and vision.



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 is a long-standing Fellow of the Australian Institute of Company Directors and a member of the AICD National Not-For Profit Chairs Forum.



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.



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.



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.



NICOLE SADLER AM CSC

Director

Nicole Sadler AM CSC is the Head of Policy and Practice, Phoenix Australia – Centre for Posttraumatic Mental Health, and an Enterprise Fellow in the Department of Psychiatry, University of Melbourne. She is a Clinical Psychologist who specialises in evidence-based systems and services to support individuals working in high risk organisations, including military, police and emergency services.



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.



PETER HOWMAN

Director

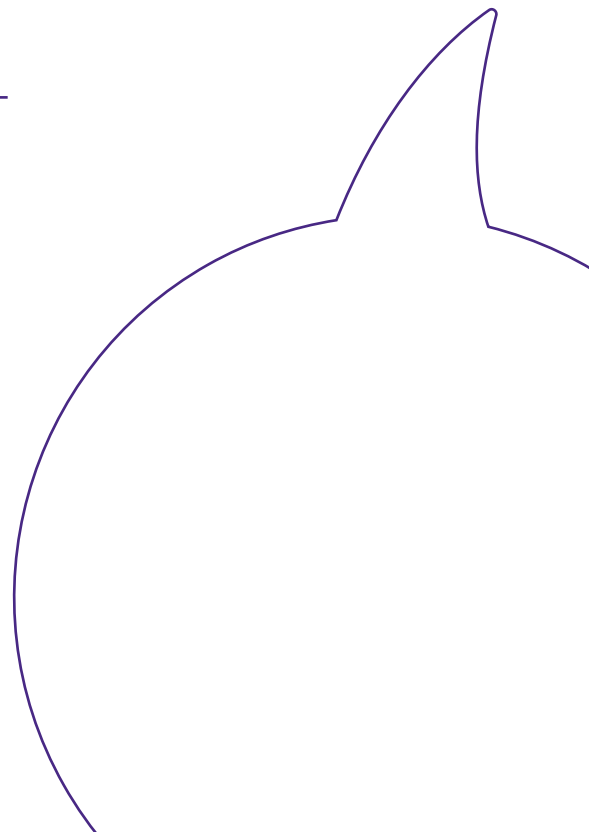
Peter is an Executive Director and Chair, Non-Executive Director, National CEO of the Year, and Committee Member with over a decade of board level experience across the public, commercial and not for profit sectors.



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 and the Australian Pharmacy Council. Leanne is the Independent Chair of Coordinare's Community Advisory Committee.



THANK YOU TO OUR CLINICAL ADVISORY COMMITTEE

This committee was formed in 2019/20 to contribute a collective wealth of knowledge, experience and evidence informed best practice to our services. Committee members provide clinical and procedural guidance with experience across areas such as: psychology; nursing; education; and mental health and suicide prevention research. They also assist us to ensure our programs remain client focused – incorporating knowledge of lived experience.

COMMITTEE MEMBERS:

- Nicole Sadler AM CSC
- Donna Hodgson
- Dr. Coralie Wilson
- Dr. Lara Bishop
- Alan Woodward
- Dr. Louise Stone

Thank you for
lighting the way and
advising OzHelp on
aspects of program
design and policy.



HIGHLIGHTS DURING A CHALLENGING YEAR

- OzHelp inspires a bright future for all with a new user-friendly website and suite of resources.
- OzHelp announced as Telstra Business of the Year in the Social Change Category for the ACT
- OzHelp's refurbished head office was officially opened by ACT Minister for Mental Health, Mr Shane Rattenbury.
- OzHelp's registered nurse Sally McDonnell won the Northern Territory 2020 Mens Health Award.
- OzHelp introduced 3 new programs in response to the bushfire crisis and COVID-19 - engaging with over 30 workplaces and 900 new participants.
- Online, face-to-screen and telephone counselling capability enabled access to counselling and support during the lock down periods.
- The number of participants accessing the online health check the *Workplace Tune Up* increased by 25% during bushfire crisis and COVID-19 pandemic.

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

During 2019/20, over **40,000 individuals connected with OzHelp's** services, information, tools and awareness campaigns.

FROM THE FIELD

“Without OzHelp’s support and guidance, I would not be here today”

“Northrop Canberra have been working with OzHelp for over 3 years. Every year we have obtained OzHelp’s services for our staff, by way of the Tradie Tune Ups. This is something that our staff look forward to each year, they appreciate being able to discuss their physical and mental health with a team of professional and caring health care workers. The service offered is confidential, but I have numerous staff telling me how the physical check-ups have made a difference to their health, motivating them to take better care of themselves.

I have a lot of staff saying that the mental health discussion is fantastic and gives them an opportunity to safely open up about any current issues they are facing.

They are offered ongoing support from OzHelp (if required) which is very much appreciated. In 2020, we faced the additional stress of COVID so to be able to hold the Tune Ups safely in a face-to-face setting was extremely valuable to the staff, who have been working from home. OzHelp was like having a friend to vent to, and check in on how they are coping. We value this service very much and are always dealing with a friendly and knowledgeable team of health care workers. I know we will continue to call on OzHelp and appreciate the services they offer.”

NATALIE BROWNE, ASSOCIATE
BUSINESS SUPPORT MANAGER, NORTHROP CONSULTING ENGINEERS

“I was going through some personal issues and OzHelp’s support officer listened to my entire conversation, proposed a plan, and gave me direction. Without OzHelp’s support and guidance, I would not be here. I am now on the road to recovery, and grateful for that support.”

40 YEAR OLD MALE
CONSTRUCTION INDUSTRY

“We have utilised the services of OzHelp for a number of years and have been very happy with the service and support that they provide. The personal touch that they provide goes above and beyond all expectations.”

DAVID MCCALLUM, QSE MANAGER
ECOWISE SERVICES (AUST) PTY LTD

“Core Developments takes very seriously the wellbeing of our staff. OzHelp is an important contributor to Core’s ability to provide targeted and meaningful wellbeing initiatives across our workplace.”

KATE SYKES, HR MANAGER
CORE DEVELOPMENTS

“Ultimately, we see great value in having a happy workforce. A workforce who feels they want to work here because we genuinely care. The Workplace Tune Up allowed us to pinpoint ways to achieve this over time.”

ROB D’ANGELO, SAFETY MANAGER,
METROPOLITAN PROGRAM ALLIANCE (VIC)



THERE'S MORE TO SAY AFTER RUOK?

If you're worried about someone start by asking "Are you OK?"

No, I'm not OK. Dig a bit deeper:	Yes, I'm fine. But your gut says they're not.
"What's been happening?"	"It's just that you don't seem to be your usual self lately."
"Have you been feeling this way for a while?"	"I'm always here if you want to chat."
"I'm ready to listen if you want to talk."	"Is there something you'd rather say to me?"
Listen with an open mind	
Encourage action and offer support	
"How can I help?"	
"What would help take the pressure off?"	
"What do you enjoy doing? Making time for that?"	
"Have you thought about seeing your doctor?"	
Make time to check in:	
"Let's chat again next week."	



OZHELP AND METROPOLITAN ROADS PROGRAM ALLIANCE (MRPA)

CASE STUDY

Program established: 2019

Employees: 270

Location: Victoria

Industry: Construction and Engineering

OzHelp and Metropolitan Roads Program Alliance (MRPA) have collaborated to support MRPA staff across Victoria in partnership with Fulton Hogan. This collaboration demonstrates the power of translating data into practical, engaging wellbeing initiatives that support staff health and wellbeing.

Speaking with Safety Manager, Rob D'Angelo, it is clear he is passionate about addressing the wellbeing needs of staff across their offices and sites. Working in an industry that acknowledges it deals with high levels of workplace pressure, MRPA knew they needed to better understand the physical and mental stressors facing their staff, both in the workplace and more generally in life. In doing this, the intention was to develop practical responses and protective measures that would result in a healthier and happier workforce.

In 2019, MRPA launched an internal campaign alongside R U OK? Day to raise awareness of the importance of wellbeing and encourage participation in OzHelp's digital health screening and education tool, the *Workplace Tune Up* (WTU).

Staff were positively engaged and a group of 90 completed the confidential WTU, self-assessment of their health and wellbeing. Each staff member could choose to receive information on health topics of interest to them. The resulting de-identified data report provided by OzHelp enabled MRPA to identify the top health and wellbeing issues impacting staff at the time. This included key findings on topics such as: fatigue and sleep; healthy eating; and access to medical and allied health services.

According to Rob, this data would go on to become a benchmark that would enable them to proactively respond to these issues and achieve better staff outcomes over time.

“We were able to gain a snapshot of issues affecting staff at the start of a program lifecycle, and to follow that up in 2020 to see how things had changed. Having these insights allows us to implement focused initiatives for staff. This strengthens our workforce, programs and business” said Rob.

“Unsurprisingly, given the challenges with Covid-19, we have experienced significant changes in the concerns facing our staff. More than ever it's important for us to focus on support measures and encouraging connectedness and resilience.”

SOME OF THE INITIATIVES IMPLEMENTED INCLUDE:

- a new Fatigue Management Procedure and training around fatigue and sleep hygiene with input from sleep experts;
- on-site access to medical health supports such as free flu vaccines, COVID-19 tests and skin cancer checks;
- access to mobile therapeutical interventions such as physiotherapy, yoga and mindfulness sessions;
- a mentorship program that provides positive inter-organisational leadership modelling and connection;
- internal health promotions through the corporate newsletter and site based activations to encourage positive health measures such as healthy diets and participation in fitness;
- small practical changes such as availability of more fruit and vegetables for snacking; and
- resilience education sessions during the pandemic – offered on site and via online modules.

These initiatives are great examples of the inter-relationship between physical, mental, social and environmental factors for total health and wellbeing. They further highlight the need to be innovative when developing workplace wellbeing programs to adapt to new challenges such as those arising from the pandemic.

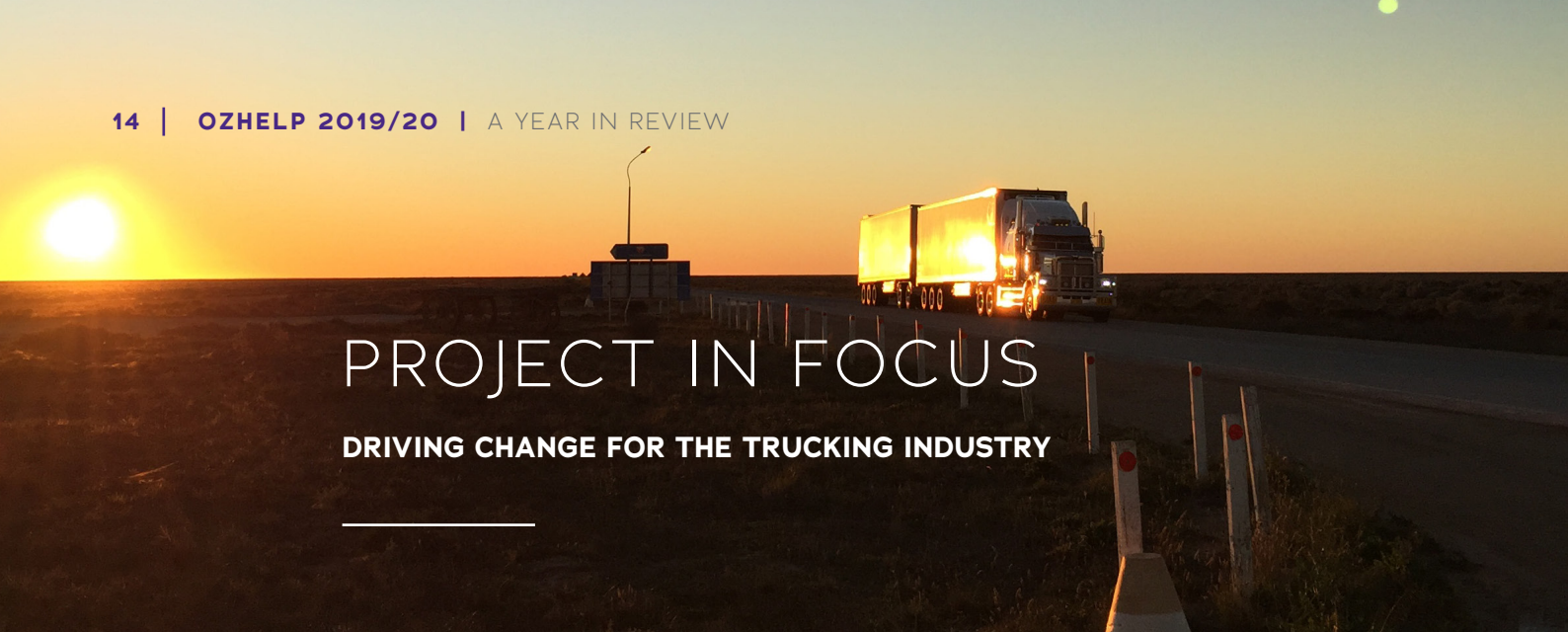
Another key point highlighted by Rob is the need for staff engagement and co-design of wellbeing initiatives. OzHelp's recommendations provided MRPA with an opportunity to present health and wellbeing data back to staff, and to consult with them on the best way forward. The organisation convenes a Wellbeing Focus Group and continues to invite feedback for continual improvement.

“Ultimately, we see great value in having a happy workforce. A workforce who feels they want to work here because we genuinely care. The Workplace Tune Up allowed us to pinpoint ways to achieve this over time.”

OzHelp is proud to support MRPA and Fulton Hogan to achieve their workforce wellbeing goals.

WORKPLACE WELLBEING PROGRAMS NEED TO ADAPT TO CHALLENGES SUCH AS COVID-19





PROJECT IN FOCUS

DRIVING CHANGE FOR THE TRUCKING INDUSTRY

A HEALTH PROMOTION AND ASSISTANCE PROGRAM FOR OWNER DRIVERS

The National Heavy Vehicle Regulator (NHVR) provided funding to OzHelp through the Heavy Vehicle Safety Initiative (HVSII) to develop a health promotion and assistance program for owner drivers in the road transport industry.

The program aims to develop a practical service model to reach drivers on the road.

The road transport industry accounts for 2% of the Australian workforce and the latest data shows that it accounts for 4% of workers' compensation claims for injuries and diseases involving one or more weeks off work, and 17% of work-related fatalities.¹

'Health in Gear' - a 'Wellness Program for Owner Drivers' focuses on practical yet evidence-based solutions for improving health and wellbeing and reducing suicide risk.

- Diet, exercise and sleep
- Connections with family and friends
- Financial wellbeing
- Managing on-the-job pressures
- Connections with the Owner Driver community
- Pathways to care

MULTI-MODAL DELIVERY CHANNELS

Reaching drivers in the field can be a challenge. This program will look to a blended approach to provide many different opportunities for connection and support. This includes: a digital platform; face-to-face, telephone and face-to-screen support; and cross-service collaboration.

PROGRESS UPDATE:

- Using a co-design approach, OzHelp engaged with a broad range of key stakeholders to understand key issues that Owner Drivers are facing.
- The diagnostic and planning phases of the project have been completed.
- Program interventions and delivery options have been identified
- Baseline data has been obtained by surveying Owner Drivers

Next Steps: Working groups are being established, and a pilot and testing phase with end users is planned for October 2020.



1

Transport | Safe Work Australia. (2020). Safe Work Australia. <https://www.safeworkaustralia.gov.au/transport>

PROJECT IN FOCUS

REACHING RURAL AND REMOTE COMMUNITIES

PREVENTIVE WORKPLACE MENTAL HEALTH WITHIN RURAL AND REMOTE COMMUNITIES

OzHelp successfully secured funding from Perpetual Trustees, to work directly with the farming and agricultural industry to develop and implement a preventative mental health program for regional and remote communities. Farmers in these communities are identified as high-risk and are over-represented in ABS statistics relating to mental ill-health and suicide.

REACHING PRIORITY WORKERS IN FARMING COMMUNITIES

Trial communities have been selected in Queensland to support high-priority audiences in areas of greatest need. These sites have been selected based on suicide rates and engagement with the agricultural and farming sector.

Target participants include farmers and agriculture workers, and 'gatekeepers' including agri-business staff, bankers and professional service providers.

STAGED PREVENTATIVE SUPPORT:

- Information and outreach
- Targeted training
- Health screenings, and ongoing mental health and suicide prevention support

PROGRESS UPDATE:

- A baseline data analysis and literature review has been completed.
- Program sites (QLD pilot) were selected through analysis of National Coronial Information System and the Queensland Suicide Register.
- Delivery modes have been established with either face-to-face or online options that can be adapted depending on community need due to the COVID-19 pandemic.
- The Project Team has been engaged in various collaborations with University Partners and across the mental health sector, including panel discussions and focus groups with Suicide Prevention Australia.

Next steps: The next stage is program delivery.



FINANCIAL REPORT

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIBLE INCOME

Revenue	2020 \$	2019 \$
Revenue	2,393,514	2,243,397
Other Income	777,272	675,222
	3,170,786	2,918,619
Expenses		
Administration expense	(16,791)	(20,005)
Amortisation of lease assets	(32,284)	-
Building and maintenance expense	(35,226)	(24,643)
Employee benefits expense	(2,371,598)	(2,079,835)
Insurance expense	(73,459)	(48,711)
Interest expense on lease liabilities	(4,960)	-
IT expenses	(50,471)	(74,717)
Marketing and consultancy	(158,872)	(164,365)
Motor vehicle expense	(26,614)	(41,196)
Other expenses from ordinary activities	(446,856)	(520,276)
Restructure costs	-	(247,073)
Training expense	(33,009)	(105,706)
	(3,250,140)	(3,326,527)
Deficit before depreciation and income tax	(79,354)	(407,908)
Depreciation expense	(127,951)	(69,876)
Deficit before income tax	(207,305)	(477,784)
Income tax expense	-	-
Deficit for the year	(207,305)	(477,784)
Other comprehensive income		
Items that will not be reclassified subsequently to profit or loss:		
Gain on revaluation of land and buildings	105,153	-
Other comprehensive income for the year	105,153	-
Total comprehensive loss for the year	(102,152)	(477,784)

FINANCIAL REPORT

STATEMENT OF FINANCIAL POSITION

ASSETS	2020	2019
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	482,880	549,576
Trade and other receivables	118,680	45,065
Financial assets	-	151,687
Other assets	169,826	42,123
TOTAL CURRENT ASSETS	771,386	788,451
NON-CURRENT ASSETS		
Property, plant and equipment	1,161,453	756,742
Right-of-use assets	128,571	-
Work-in-progress	-	15,720
TOTAL NON-CURRENT ASSETS	1,290,024	772,462
TOTAL ASSETS	2,061,410	1,560,913
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	237,878	246,617
Lease liabilities	31,619	-
Borrowings	15,068	-
Employee provisions	97,207	68,485
Other liabilities - income in advance	326,072	197,231
TOTAL CURRENT LIABILITIES	707,844	512,333
NON-CURRENT LIABILITIES		
Lease liabilities	98,686	-
Borrowings	308,452	-
TOTAL NON-CURRENT LIABILITIES	407,138	-
TOTAL LIABILITIES	1,114,982	512,333
NET ASSETS	946,428	1,048,580
EQUITY		
Retained surplus	946,428	1,048,580
TOTAL EQUITY	946,428	1,048,580

THANK YOU

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 Health Directorate
NT Government Department of Health

PROJECT FUNDERS

Perpetual Trustees
National Heavy Vehicle Regulator

FOUNDING PARTNERS

Master Builders Association ACT
CFMEU ACT

PRIMARY HEALTH NETWORKS

Western NSW PHN

COLLABORATIVE PARTNERS

Australian Institute of Health and Safety
University of Wollongong
Access EAP
Lifeline Canberra
Everymind
StandBy
Domestic Violence Crisis Service
Healthier Work ACT
WorkSafe ACT
Safe Work Australia
R U OK?
SANE Australia

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

KEY SUPPORTERS

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