

The logo for OZHELP, featuring the letters 'OZHELP' in a bold, blue, sans-serif font. The letter 'O' is stylized with a white speech bubble shape inside it.

Transforming Lives at Work

2022-23
ANNUAL REPORT



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OZHELP
Transforming Lives at Work



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ABOUT OZHHELP

OUR ROLE

The OzHelp Foundation Ltd (OzHelp) was established in 2001 after David O'Bryan, a young building apprentice from Canberra, took his own life. That same year, three others who were connected to the Australian Capital Territory (ACT) building and construction industry died by suicide within a three-month period.

Backed by over 20 years' experience, coupled with an extensive understanding of the complexities of the industry, extensive customer and client relationships and invaluable voice of lived experience, OzHelp is a national leader in providing health and wellbeing programs for workers in high-risk, hard to reach industries.

OzHelp's outreach approach takes support directly to workplaces and communities across Australia, with a specific focus on the building, construction, transport and logistics industries.

OUR VISION

An Australia without suicide.

OUR MISSION

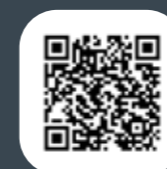
Transforming the mental health and wellbeing of workers in high-risk, hard to reach industries.

OUR VALUES

As a customer-orientated organisation, our values demonstrate the standards that we commit to in our work and everything we do through:

- excellence in delivery of our services and clinical best practice
- nurturing a culture of teamwork and collaboration
- embracing diversity in people, views and ideas
- commitment to transparency, integrity and accountability.

LEARN MORE



OzHelp would like to acknowledge the Traditional Owners of all Country throughout Australia. We recognise their continuing connection to land, water and culture and pay our respects to Elders, past and present, for they hold the memories, traditions, culture and hopes of Aboriginal and Torres Strait Islander peoples of Australia.

CHAIR'S FOREWORD

PETER HOWMAN



In Australia, one in six people aged between 16 and 85 years have experienced suicidal thoughts or behaviours in their lifetime, leading to 3,246 people dying by suicide in 2022. Of this group of Australians, construction workers are eight times more likely to die of suicide than an accident at work, while a Monash University survey determined that half of all truck drivers suffered from psychological distress. OzHelp was created to support these people working in hard to reach industries.

To strengthen OzHelp's support, an extensive national search for a new Chief Executive Officer (CEO) began in mid-2023, after the resignation of CEO Darren Black. I am pleased to announce long-standing Board Member Caroline Walsh's appointment as CEO, coming into effect November 2023. During the search period, Director Hamish Thomson temporarily stepped in as CEO to help cement the three-year strategic plan and continue OzHelp's aims to significantly bolster our reach and impact. In doing so, Hamish and the OzHelp team set the organisation's agreed phased focus for building and construction and transport and logistics industries, as well as future phases for expansion into manufacturing and farming.

To assist us to deliver on our strategy, we have diversified our revenue base with continued support from the Australian Government Department of Health and Aged Care ACT Health, the National Heavy Vehicle Regulator (NHVR) and expansion

of our fee-for-service offerings with additional fundraising initiatives.

Additionally, the Board signed off on a Corporate Partnerships strategy inclusive of a Patrons and Ambassador's program, alongside a formal national fundraising strategy, all of which will commence early in 2024.

The October Board Meeting is my last as Chair, however, I have been delighted to be part of a dedicated team that continues to go from strength-to-strength, with such a passionate and purposeful team dedicated to supporting the OzHelp vision of an Australia without suicide.

Therefore, on behalf of all those who OzHelp supports, I wish to thank the OzHelp team from the Board to the executive, leadership team and the entire staff for your unwavering commitment in supporting Australia's most at-risk workers.

Special thanks go to OzHelp's founding Member, the ACT branch of the Master Builder's Association for their continued advocacy and support to OzHelp which now spans over 21 years, Hamish Thomson for stepping in as interim CEO, Darren Black as our past CEO, Ian Carter who has stepped down from the OzHelp Board and a big welcome to Jason Bisa, newly appointed Board Member.

Kind Regards,

Peter Howman
Chair, OzHelp Foundation



"I have been delighted to be part of a dedicated team that continues to go from strength-to-strength, with such a passionate and purposeful team dedicated to supporting the OzHelp vision of an Australia without suicide."

2022-23 SNAPSHOT

28

STAFF MEMBERS WITH A PASSION FOR MENTAL HEALTH AND SUICIDE PREVENTION

14

COUNSELLING AND PSYCHOLOGY STUDENTS UNDERTOOK WORK PLACEMENT WITH OZHELP

DELIVERED OUR SERVICES IN ALL

6 & 2

STATES TERRITORIES



280,000+

INDIVIDUALS CONNECTED WITH OZHELP'S SERVICES, INFORMATION, TOOLS AND AWARENESS CAMPAIGNS

TRAVELLING OVER

80,000 KMS

ENGAGING WITH OVER 11,000 PEOPLE ACROSS



370+

EVENTS



3

PLANNING AND ADVISORY CUSTOMERS



3,580+

EARLY INTERVENTION HEALTH SCREENS



95+

INTERNAL CAPABILITY BUILDING SESSIONS



1,500+

TOUCH POINTS WITH OZHELP'S SUPPORT AND COUNSELLING SERVICES

WORKING TOWARDS A COMMON GOAL: TO SUPPORT PEOPLE IN HIGH-RISK, HARD TO REACH INDUSTRIES

BOARD OF DIRECTOR'S

OzHelp's Board of Directors comprises of nine non-executive, part-time directors, all of whom are passionate and purposeful about supporting OzHelp's vision and mission, and the state of Australia's mental health system.

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



PETER HOWMAN
CHAIR



LYN O'CONNELL
DEPUTY CHAIR



HAMISH THOMSON



DAVID COSGRAVE



JASON BISA



MICHAEL HOPKINS



NICOLE SADLER AM CSC



CAROLINE WALSH



LEANNE WELLS

YEAR IN REVIEW

- Presented and delivered Health in Gear (HiG) services at the 2022 National Road Freighters Association Annual General Meeting in Toowoomba
- Participated in the CIT and National Association of Women in Construction (NAWIC) ACT Try a Trade Day, introducing OzHelp's service to 100+ upcoming female apprentices as part of the ACT Government's 'Understanding Building and Construction Pilot Program'
- Received Accreditation under Suicide Prevention Australia (SPA) for six of our core programs
- Presented the HiG program at the Australasian Road Safety Conference in New Zealand. Awarded 'Best Paper with Implications for Road Safety'
- Launched the new, modernised, user-friendly website for OzHelp
- Awarded the ACT Mental Health Month 'Research and Evaluation Award' for the HiG program
- Held the National Industry Wellbeing Forum with over 100 attendees



- Awarded runner up in the 'Innovation in the Construction Industry' category for our Tradies Tune Up (TTU) program at the 2022 NAWIC ACT Crystal Vision Awards for Excellence
- Celebrated the collective achievements and contributions of working together with over 100 of our customers at our End of Year Celebration
- Presented at, and conducted health screens at the 2022 Lifeline Truck Convoy in Coffs Harbour

JUL 2022

AUG 2022

SEP 2022

OCT 2022

NOV 2022

FEB 2023

MAR 2023

MAY 2023

JUN 2023



- Partnered with Lendlease to deliver the Wellbeing Empowerment Program (WEP) to key principle subcontractors through Lendlease's indirect workforce to 15 companies
- Launched the Health in Trades (HiT) program stream
- OzHelp presented two papers at the National Suicide Prevention Conference
- HiG awarded the 2022 'ACT Suicide Prevention Australia LiFE Award for Priority Populations'
- OzHelp received certification from Great Places to Work®
- Presented at Sydney Build 2023
- Hosted the OzHelp Suicide Awareness Ball, with over 300 people in attendance and raising \$150,000 to support our service delivery
- Publicly launched the Lived Experience Statement



CEO'S MESSAGE

BRUCE PAPPS



The 2022-23 year was our first full year of operating following the restrictions and isolation requirements associated with the COVID-19 pandemic, since the 2018-19 financial year. The almost three years of dealing with the pandemic significantly impacted everyone in our community, and the depth of these impacts are expected to be felt for some time.

The industries that OzHelp serve have been continually tested throughout the period of the pandemic, and now enormous economic volatility and pressures. Whilst workers in those industries have proved to be incredibly resilient, we know that these same workers are at significantly high-risk of mental health challenges and suicide. OzHelp's programs and delivery of services to the building and construction, transport and logistics, and rural sectors have been in full swing with the following highlights:

- Over 3,500 health screens undertaken during 2022-23.
- Some 600+ referrals made for follow-up support and assistance from health screens.
- More than 2,800 participants attending informal sessions such as toolbox talks, webinars and onsite barbeques.

Along with other activities and events, our total reach for 2022-23 was over 280,000 individuals, which is huge.

Additionally, we have continued to improve the clinical quality and governance of our programs. We have increased the capability and expertise of our Clinical Advisory Committee, and our Health in Gear Program was recognised by the Australasian Road Safety Conference held in New Zealand in 2022. Six of our core programs are now accredited under the Suicide Prevention Australian standards, with additional programs on track for accreditation in 2024.

OzHelp acknowledges and appreciates the ongoing support provided by our funding partners, the Australian Government Department of Health and Aged Care, ACT Health, the NHVR and our industry partners, who share with us the pursuit of our vision, an Australia without suicide. It is through this support and partnerships that OzHelp are able to continually expand our capacity and capabilities to be on-the-ground, supporting Australia's most at-risk workers.

Finally, but most importantly, we want to acknowledge the amazing team at OzHelp. Our Board and Executive have provided ongoing direction and support to all that OzHelp does, but none of that would matter without the incredible commitment and passion of OzHelp's staff. We are so appreciative and in awe of what the OzHelp team continues to deliver, it is impossible to meaningfully put into words. So we will simply say "thank you!"

Bruce Papps
Interim CEO, OzHelp Foundation



"It is through this support and partnerships that OzHelp are able to continually expand our capacity and capabilities to be on-the-ground, supporting Australia's most at-risk workers."

WHY OUR WORK MATTERS

🗨️ Suicide was the leading cause of death for those aged between **15-44 years**.

🗨️ Construction workers are **8 times** more likely to die from suicide than an accident at work.

🗨️ Australia's largest survey of truck drivers, led by Monash University, found **half of all truckies** suffered from psychological distress.

🗨️ **1 in 6** Australians aged **16-85 years** have experienced suicidal thoughts or behaviours in their life.

🗨️ **2 in 5** people aged **16-85 years** have experienced a mental disorder at some time in their life.

🗨️ Males were **twice** as likely as females to have experienced a substance use disorder within a **12-month period** between 2020 and 2022.

🗨️ Almost **86%** of people who died by suicide had at least one risk factor identified, with an average of **3-4 risk factors** mentioned.

Source: www.abs.gov.au/statistics/health/mental-health/national-study-mental-health-and-wellbeing/latest-release
Source: www.abs.gov.au/statistics/health/causes-death/causes-death-australia/latest-release



IN 2022, **3,249** AUSTRALIAN'S DIED BY SUICIDE, **76%** WERE MEN.

The aged-standardised suicide rate for males increased by 2.6% from 2021.¹ In male-dominated industries, reaching out to individuals can be challenging. These sectors, such as building and construction and transport and logistics, exhibit an increased risk of suicide due to a diverse range of contributing factors.

These factors include working conditions, poor work-life balance, social and geographic isolation, physical hazards, job insecurity, substance abuse, as well as additional stressors like relationship strains, family and financial pressures and legal concerns. Mental illness is also now the leading cause of sickness, absence, and long-term work incapacity in Australia.

Workers in these industries experience barriers to access health care services, possess lower levels of health and mental health knowledge, encounter significant stigma regarding mental health issues, and consequently, exhibit lower rates of seeking help.

OzHelp's services brings essential health and wellbeing support directly to these individuals, who otherwise may not reach out for help. Our programs are designed to be accessible in the environments where these individuals are most receptive, be it within their workplaces or within their communities.

OzHelp's presence in workplaces across Australia continues to play a vital role in raising awareness and destigmatising mental health issues. This helps employees feel supported and comfortable seeking the assistance they need.

We have developed evidence-based, scalable, and accessible programs that assist employers in creating resilient, psychological safe workplaces by helping individual employees achieve their best possible mental health and wellbeing. Our knowledge, relatability and 'casual' approach have enabled us to consistently deliver our customers a reliable service. Of key importance to us is establishing a strong communication network with our customers and working collaboratively.

¹ www.abs.gov.au/statistics/health/causes-death/causes-death-australia/latest-release#intentional-self-harm-deaths-suicide-in-australia

OUR SERVICE STREAMS

1 PLANNING AND ADVISORY

- To support workplaces in identifying and implementing positive change that leads to a mentally healthier work environment.
- Provide digestible, practical strategies around four focal points that revolve around safeguarding and improving the psychological health of workers.

2 EARLY INTERVENTION HEALTH SCREENS

- To assist in the early identification of physical and mental health challenges and offering support to people to access timely interventions to address concerns.
- To provide an opportunity to access wellbeing support and counselling, and warm referrals to other services.

3 INTERNAL CAPABILITY BUILDING

- To help individuals better understand their health and wellbeing.
- Provide strategies to assist individuals to self-manage health and mental health issues, understand the signs of distress in themselves and others and to increase help-seeking behaviours.

4 COUNSELLING AND WELLBEING SUPPORT

- Experienced team providing a variety of evidence-based interventions and rapport building strategies.
- Deep understanding and knowledge of industry-specific issues and challenges.

Programs are scalable and can be delivered in workplaces of any size and location, including regional, rural and remote areas.





1 PLANNING AND ADVISORY

OzHelp’s Planning and Advisory service is committed to understanding the existing workplace approach for promoting psychological safety, and providing support to create positive change in workplace habits and culture to help build a mentally healthier work environment.

Through undertaking an in-depth analysis of your workplace, OzHelp works to understand your goals and objectives and helps identify the next steps for you to achieve them. The analysis is conducted against OzHelp’s health and wellbeing maturity model which aids in recognising any existing gaps in the current approach to psychological safety, whilst providing recommendations on how to improve them.

OUR NET PROMOTER SCORE* IS



*What is a Net Promoter Score (NPS)? NPS is a customer loyalty and satisfaction measurement taken from asking customers how likely they are to recommend OzHelp services to others.

THE KEY FOCUS AREAS OF ASSESSMENT ARE:

- HARM PREVENTION** Work-related psychosocial hazards and factors, assessing risks and the implementation of effective measures to control them.
- EARLY INTERVENTION** Supports that are available to workers who may be showing early signs of struggling and assistance for individuals who may be at risk of developing a psychological injury.
- SUPPORTING RECOVERY** Recovery and rehabilitation support for workers who have developed a psychological injury or mental illness to help them to recover and return to sustainable and meaningful work.
- HEALTH INITIATIVES** That include good physical and mental health, is considered best practice and is beneficial for workers, when data informed, and long-term strategy is developed.

WHY IT'S IMPORTANT



Whilst not all mental-ill health is caused at work, employers have responsibilities under work health and safety laws to ensure that psychosocial hazards are effectively managed.



81% of company leaders indicate they have mental health support for their workers. 35% of employees say they don't know they exist.



Over \$40b is lost in Australian productivity every year due to mental ill health.



Average ROI of \$2.30 per dollar spent on effective mental health strategies – where presenteeism, absenteeism and workers comp claims are reduced by 33%.



Mental illness is the leading cause of sickness, absence, and long-term work incapacity in Australia.

“WorkSafe ACT have worked alongside the team at OzHelp for several years now and we look forward to working with OzHelp in the future.”

JACQUELINE AGIUS
WHS Commissioner, WorkSafe ACT



2 EARLY INTERVENTION HEALTH SCREENS

OzHelp's Early Intervention Health Screening is a proactive approach to overall health and wellbeing. A comprehensive range of questions related to health and wellbeing is used to accurately provide individuals with assessments of their health and wellbeing across a range of indicators. The assessment is used as a pathway to provide further information, education, and wellbeing support.

OzHelp is accredited under the Australian Government National Standards for Mental Health Services, with our Tradie and Truckie Tune Up and Workplace Tune Up programs among six of our core programs accredited under SPA.



3,588

HEALTH SCREENS COMPLETED IN 2022-23

IMPACT SNAPSHOT

TRADIE AND TRUCKIE TUNE UPS (TTU)

OzHelp's qualified Nurses and Wellbeing Support Workers conduct a brief 15-20 minute, in-person health and wellbeing assessment, in a location convenient to the individual (whether it's onsite or on the road), followed by check-ins every three and six months.

103 TTUs conducted in 2022-23, with 3,125 participants

Of participants who completed a three-month follow up call:

- 96%** reported they're eating more fruits and vegetables
- 75%** reported they're exercising more
- 40%** reported they started talking to a friend or counsellor
- 40%** reported a reduction in alcohol consumption
- 15%** reported they quit smoking

IMPACT SNAPSHOT

WORKPLACE TUNE UP (WTU)

The WTU promotes a culture of proactively improving wellbeing and managing psychological safety among employees and workplaces. Individuals receive a comprehensive assessment of their own health and wellbeing, while employers receive a deidentified report containing meaningful, actionable data and insights to inform targeted initiatives related to improving their workplace.

7,821 participants completed the WTU since 2017 (14% increase from 2022)

Snapshot data from 2017 - 2023

- 20%** rated as having fair and poor mental health
- 60%** required wellbeing support from OzHelp
- 2%** identified as at-risk of suicide or self-harm (118 people)
- 46%** not getting an adequate amount of sleep
- 18%** were involved in unsafe consumption of alcohol
- 24%** rated as having fair and poor physical health



A tradie completing a health screen in Wagga Wagga, NSW.



The HiG team set up at a Coles NSW Distribution Centre to deliver health checks for inbound and outbound drivers.

3

INTERNAL CAPABILITY BUILDING



OzHelp’s training programs are centred around prevention and early intervention, covering a variety of areas such as health and wellbeing, mental health and suicide prevention. By providing education and facilitating access to wellbeing support, OzHelp equips participants with the skills to manage life’s difficulties, engage in self-care and seek assistance for themselves or others when needed.



2,246

PARTICIPANTS ATTENDED AN INTERNAL CAPABILITY BUILDING SESSION LED BY OZHELP IN 2022-23

IMPACT SNAPSHOT

WELLBEING @ WORK (W@W)

W@W is a dynamic and interactive program, delivered onsite. It focuses on five domains of wellbeing – connection, exercise, nutrition, sleep and mood; providing an opportunity for employees to evaluate how they are managing the everyday requirements of life. It also identifies potential barriers to having optimal wellbeing and what practical steps one can take to improve their physical and mental health.

During 2022-23, OzHelp delivered the W@W Program to 468 participants

82% of attendees who attended a W@W session acknowledged the session improved their awareness of their own wellbeing

81% said they’ll commit to making two small changes to improve their overall wellbeing

IMPACT SNAPSHOT

LIFE SKILLS TOOLBOX (LSTB)

LSTB is a health and wellbeing program which supports apprentices in high risk, hard to reach industries. The program assists participants with identifying resources and building the skills needed to navigate life’s challenges, while also addressing psychosocial risk factors for suicide.

During 2022-23, OzHelp delivered the LSTB Program to 510 participants across 41 sessions

82% of current participants agreed or strongly agreed that if they were going through a tough time, they would feel comfortable reaching out

(compared to 45% at the start of the course)

83% of current participants agreed or strongly agreed that they understand financial terms such as credit, interest, superannuation

(compared to 56% at the start of the course)

90% of current participants agreed or strongly agreed that they have strategies to help them resolve conflict at work

(compared to 77% at the start of the course)

At present, the LSTB is undergoing a revision and overhaul of content as part of gaining accreditation through SPA, ensuring OzHelp continues to implement safe, high-quality, and effective suicide prevention programs.

Assessment against the SPA Standards assists OzHelp to continually review, evaluate and improve training content while providing assurance to consumers and funding providers that the suicide prevention programs delivered by OzHelp are safe, high-quality and effective.

“Being an apprentice is tough, and entering the real world is tough... I’ve found the toolbox sessions about finance, health and communication very helpful.”

LIFE SKILLS TOOLBOX STUDENT
Carpentry Apprentice

4 COUNSELLING AND WELLBEING SUPPORT SERVICES

Our counselling and wellbeing support service provides free counselling and support to workers and their families within the building and construction and transport and logistics industries.

Our experienced team provides a variety of evidence-based interventions, for a range of issues including anxiety and depression, suicidal ideation, mental and physical health, bullying, social isolation, family and relationship concerns, substance use and work-related issues.



OzHelp has partnered with the Trauma Centra Australia to provide after-hours support via our 24/7 phone line. Additionally, our 24/7 support enables us to provide wrap-around services for clients over weekends and holiday periods who may require a little extra support when times are tough.

OzHelp's Counselling and Wellbeing Support Services program is among six of our core programs to be accredited under SPA.



IMPACT SNAPSHOT

Over the last 12-months the Counselling and Wellbeing Support Services have provided:

-  **545** wellbeing support sessions
-  **736** counselling sessions
-  **289** follow up check-in calls after a health screen or support session
-  **44** after-hours support calls
-  **14** counselling and psychology students undertook work placement with OzHelp

 **1,500+**

**TOUCH POINTS WITH
OZHELP'S SUPPORT AND
COUNSELLING SERVICES**

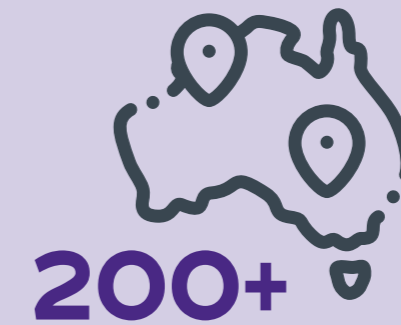


Building and construction workers and their families can access 24/7 support via 1300 694 357

Transport and logistics workers and their families can access 24/7 support via 1800 464 327

2022-23 HIGHLIGHTS

CONNECTED WITH
4,440
WORKERS, WITH
878
COMPLETING A
TRADIES TUNE UP



DELIVERED ACROSS
200+ BUILDING AND
CONSTRUCTION SITES
AROUND AUSTRALIA

THE WELLBEING SUPPORT TEAM PROVIDED FREE
COUNSELLING TO BUILDING AND CONSTRUCTION
WORKERS AND THEIR FAMILIES WITH

*"I am pleased
to have identified
potential
medical risks
early and have
since changed
my diet and am
exercising more"*

- HiT TTU Participant



558

SESSIONS CONDUCTED

326

SUPPORT CALLS

OF PARTICIPANTS WHO COMPLETED A THREE-MONTH FOLLOW UP CALL:

98% FOUND THE TTU HELPFUL

29% VISITED A GP AFTER THEIR TTU

35% RATED THEIR GENERAL HEALTH AS EXCELLENT OR VERY GOOD

12% RATED THEIR MENTAL HEALTH AS FAIR OR POOR



PROGRAM
SPOTLIGHT



When times are tough, there is help

OzHelp has a long-standing commitment to delivering health and wellbeing services to Australia's building and construction industry, and in March 2023 OzHelp were proud to launch the Health in Trades (HiT) program.

The HiT program stream was developed to meet the continually evolving needs of the building and construction industry, extending much needed support to the workforce and is a hard hat tip to the industry for which the Foundation was born to support.

HiT receives funding from various agencies including Commonwealth Department of Health and Aged Care and ACT Health to provide our valuable services however, the funding does not cover all our costs, and so by aligning ourselves with industry partners with shared values the pursuit of our vision is shared. Since then, HiT has delivered TTUs, Toolbox Talks, BBQ's and Training to building and construction workers all over Australia and received national recognition and awards for the program.

Follow us  

LENDLEASE PRINCIPLE SUBCONTRACTOR FORUM



In partnership, OzHelp and Lendlease (ACT) co-presented the key findings from the 2022 WTU Report, which delivered the WTU program on Lendlease project sites under their Subcontractor Wellbeing Strategy with HiT. The data presented at the Forum highlighted valuable insights to the principles into the care and support being offered to their workforce whilst on Lendlease sites. The session also assisted with education and increasing engagement around HiT's early intervention health checks for the subcontractor community.

Additionally, at the Forum, Health in Trades delivered a WEP to key principle subcontractors throughout Lendlease's indirect workforce to 15 companies in February 2023. The two-hour interactive session aims to enhance participants' knowledge and understanding of wellbeing and mental health. The program includes a WTU which is an online health assessment that provides a snapshot of your physical, mental health and wellbeing. The program aims to inspire individuals, by way of SMART goalsetting, to positively improve their personal wellbeing and support those around them.

Lendlease have continued their Subcontractor Wellbeing Strategy, using WTU Report data to tailor health and wellbeing initiatives for their subcontractor workforce throughout the 2024 Financial Year. Additionally, they will host another Principle Subcontractor Forum in collaboration with OzHelp and HiT in early 2024.

2022 WTU Key Findings:

221 subcontractors across 20 different trades participated



31% were flagged as needing urgent priority support



30% of participants rated in the fair/poor category for overall health



30% were currently practicing unsafe alcohol consumption



46% were current daily smokers



61% indicated they were not getting the recommended amount of sleep



63% of services trades reported good financial health



85% of fitout, civil and structure trades scored good or above in overall health ratings



86% indicated they are genuinely committed to their job, team and feel their work is worthwhile



“Partnering with OzHelp, isn’t just an investment in our workforce; it’s an investment in the longevity of our industry. It empowers us to build a culture of safety, resilience, and productivity, creating a stronger foundation for success.”

BEN OWEN
General Manager, Lendlease ACT

HEYDAY TRAINING STRATEGY



Throughout January to March 2023, HiT collaborated with Heyday Group (Heyday) to engage and upskill its workforce. It was an opportunity in educating and creating better awareness around mental health and wellbeing for all levels of the organisation.

HiT and OzHelp delivered to 85 participants across nine sessions including the:

- Wellbeing Empowerment Program
- Peer Supporter Program
- Leaders Supporter Program

The groups all showed a strong sense of comradery, fun and understanding of each other. All participants were very engaged in the programs; it brought together office supervisors, project managers, general managers, site foremen and beyond, which encouraged high-level knowledge and experience sharing.

WEP Key Findings:

88% of participants agreed or strongly agreed that they were comfortable seeking out support when they need help

91% agreed or strongly agreed that they felt confident helping others who are stressed/distressed

93% of participants agreed or strongly agreed that they have a good understanding of their health and wellbeing

96% of participants found the program useful

Peer Supporter Program Key Findings:

83% of participants strongly agreed that the session increased their knowledge about wellbeing

92% of participants strongly agreed that the session increased their knowledge about mental health

100% of participants agreed or strongly agreed that if a workmate was struggling, they would be willing to offer help

100% of participants agreed or strongly agreed that if a workmate was struggling, they knew how to connect them to appropriate help



“We have and will certainly continue to utilise the services that Ozhelp provide, their assistance in developing our collective knowledge and skillset has ingrained them into an integral part of our team.”

JACQUI BEAMENT
Project Administration, Heyday Group

MANTEENA WELLBEING STRATEGY



In July 2022, OzHelp and Manteena launched a co-designed Wellbeing Strategy to deliver services that supports their direct and indirect workforce.

The Wellbeing Strategy provides Manteena's employees with a diverse and contemporary range of services and initiatives to promote positive health and wellbeing in the workplace, tailored specifically to the way Manteena deliver their core operations ensuring best practice is achieved.

Through an increased HiT presence across Manteena worksites, an increase in help seeking behaviours through to OzHelp's counselling and wellbeing support services has been seen.

KEY HIGHLIGHTS

100+ participants in the W@W program

100% of attendees who attended a W@W session acknowledged the session improved their awareness of their own wellbeing

98% said they'll commit to making two small changes to improve their overall wellbeing

30+ employees have completed a WTU onsite

65% of participants rated their mental wellbeing as very good/excellent

93% of participants feel they get support in their career development

90% of participants felt clear about their roles and responsibilities

7% of participants were current daily smokers

86% of participants felt their work was worthwhile

28% of participants were consuming sugar sweetened drinks more than twice per week

“Manteena recognises the importance of health and wellbeing in the workplace which is why we have continued our partnership with OzHelp and their Health in Trades programs. OzHelp are quick to respond to the needs of our employees and we have found a great level of participation in their onsite visits and programs. The partnership between OzHelp and Manteena ensures the programs are specifically targeted to the needs of our staff. With OzHelp's assistance, we have continued to better understand the importance of early intervention, not just with our employees and our contractors onsite but also by extension, supporting our families as well.”

MARK BAUER
CEO, Manteena

2022-23 HIGHLIGHTS

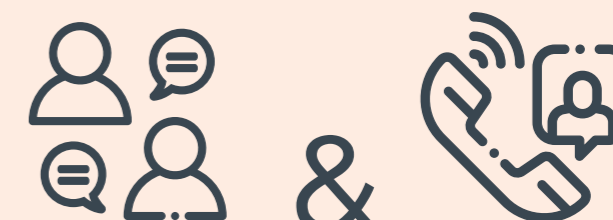
CONNECTED WITH
3,157
TRANSPORT AND
LOGISTICS WORKERS, WITH
2,247
COMPLETING A
TRUCKIE TUNE UP

50+
DELIVERED IN 50+
LOCATIONS AROUND
AUSTRALIA

THE WELLBEING SUPPORT TEAM PROVIDED FREE
COUNSELLING TO TRANSPORT AND LOGISTICS
WORKERS AND THEIR FAMILIES WITH

*"I completely
always forget
about my health;
I now focus on
myself as well as
my family"*

- HiG TTU Participant



41
SESSIONS CONDUCTED

101
SUPPORT CALLS

OF PARTICIPANTS WHO COMPLETED A THREE-MONTH FOLLOW UP CALL:

99% WOULD RECOMMEND A TTU TO OTHERS

38% VISITED A GP AFTER THEIR TTU

57% RATED THEIR GENERAL HEALTH AS EXCELLENT OR VERY GOOD

7% RATED THEIR MENTAL HEALTH AS FAIR OR POOR



PROGRAM
SPOTLIGHT



The road may be long, but you're never alone

OzHelp launched the Health in Gear (HiG) program in January 2021 in collaboration with the transport community to provide health and wellbeing support for transport and logistics workers and their families.

HiG receives funding from various agencies including the NHVR's Heavy Vehicle Safety Initiative and the Australian Government Department of Health and Aged Care to provide our valuable services however, the funding does not cover all our costs, and so by aligning ourselves with industry partners with shared values, the pursuit of our vision is shared.

Since then, HiG has delivered TTUs, Toolbox Talks and Training to transport and logistics workers all over Australia and received national recognition and awards for the program.

Follow us  

HUNTER & NORTHERN LOGISTICS



Hunter and Northern Logistics (HNL) engaged OzHelp's HiG team between February and April 2023 to support their workforce. The HiG team were onsite across Minchinbury, Huntingwood, Thornton and Wetherill Park delivering TTUs and conducting casual conversations.

HNL received a deidentified report with an in-depth data analysis highlighting the trends within their workplaces from challenges employees are facing with their health and wellbeing, as well as the significant positives.

Through the recommendations within the report, HNL are empowered to implement tailored practical strategies and connection pathways in their health and wellbeing initiatives.

Between February and April 2023:

- 120+** workers were engaged with
- 109** completed a TTU
- 11** casual conversations were conducted
- 20+** engagements with HiG's counselling and wellbeing support services
- 51%** of participants rated their general health as very good/excellent
- 72%** of participants self-rated excellent/very good satisfaction with social activities and relationships.
- 12%** of participants exceeded the alcohol consumption guidelines

“The people from OzHelp were fantastic in helping us deliver the Health in Gear program direct to our team wherever they worked. The program was extremely beneficial and well received and is a huge part of our overall mental health strategy. It has made a massive difference.”

BARRY HAMILTON

Group Operations Director, Hunter & Northern Group

WESTERN QUEENSLAND PRIMARY HEALTH NETWORK



Western Queensland Primary Health Network (WQPHN) takes a preventative early intervention approach to creating safe communities, and industry-leading working environments for their people.

Partnering with HiG since 2022, WQPHN shares HiG's vision of supporting all transport and logistics workers, regardless of their business size or location, ensuring all individuals within their communities have direct access to health and wellbeing initiatives, including mental health support.

In September 2022, the HiG team travelled to Western Queensland to deliver TTUs across Cloncurry, Winton and Morven.

The HiG Team, engaged with over 130 drivers whilst on the road through casual conversations, resource referrals to the 24/7 support line, HiG website and Share the Load podcast, and delivered 11 TTUs to the Western Queensland transport community.

LEARN MORE



The HiG team in Winton, Qld. Delivering TTUs under the partnership with WQPHN.

“The Ozhelp Health In Gear and Truckie Tune Ups started an important conversation with truckies across different remote Western Queensland communities. Truckie life comes with lots of challenges out here and it’s hard to exaggerate how important truckies are to communities in Western Queensland – and they are often, literally, part of our families.”

LEISA FRASER

Winton Local and Executive Director, Western Queensland Primary Health Network

BECK'S TRANSPORT TRAINING PARTNERSHIP



Specialists in providing heavy vehicle licence upgrades for ACT and NSW licence holders, Beck's Transport Training (BTT) provide their clients with quality training to both those who are starting out, and those who are looking to upskill to develop their career. They provide trainers who have real industry experience and knowledge, helping support the future of the transport industry.

Directors Kate and Anthony Beck are longstanding supporters of HiG, with Kate being a HiG Ambassador. Kate has worked to understand the impact of the mental and physical health impacts in the transport industry and is currently a HiG Ambassador, helping provide information about the support systems that are available to the transport industry workers and their families.

BTT provide HiG info packs in all their onboarding materials to their trainees, have resources posted around their classrooms, display HiG branding in their webinars, regularly post about HiG on their social media channels and advertise HiG's 24/7 phone support line on their truck – as well as supporting the program through participation in OzHelp's Reference Group.



BTT providing access to their truckyard for HiG promotional purposes.

“Beck’s are proud to support Health in Gear and the work they do to support not only transport employees, but their families as well. For too long, the transport industry has been hard to reach, but now, having access to an organisation that understands their industry and greater impact on their community, makes the world of difference. The impact that Health in Gear can, and does have on the industry, is immeasurable. The staff behind the program are passionate about seeing a change and understand the hurdles that can come with the industry. People often say, ‘Without trucks, Australia stops.’ Well, without programs like Health in Gear, the transport industry stops.”

KATE BECK

Director, Beck's Transport Training

CLINICAL ADVISORY COMMITTEE REPORT

OzHelp's Clinical Advisory Committee (CAC) was formed in 2019 and contributes knowledge, experience and evidence-based best practice to the design and delivery of OzHelp services.

Committee members provide clinical and policy guidance drawing upon their vast experience across areas including psychology, nursing, psychiatry, public health, research as well as mental health and suicide prevention policy.

The Committee meets quarterly, and during the last year provided advice and guidance to support the development and growth of the organisation. Specifically, the Committee has provided guidance on policy development and frameworks to strengthen OzHelp's commitment to partnering with people with lived, and living experience of mental health challenges and suicide.

This helps to ensure that OzHelp services and programs continue to support recovery, leading to better health and wellbeing outcomes and improve the experiences of people accessing OzHelp services.

As part of OzHelp's commitment to continuous quality improvement, Committee members have also provided valued consultation and feedback to the review of key programs such as the LSTB and the WTU. The diverse backgrounds of each Committee member brings unique perspectives to the discussion, enhancing the overall quality improvement process.

This year the Committee has welcomed four new members, adding to the depth of knowledge and expertise of the committee. We look forward to working with our new and existing members across a range of projects which will enhance the clinical and service delivery capabilities of OzHelp.



NICOLE SADLER
CHAIR



ANNIE FARDELL HARTLEY



CATHERINE HUNGERFORD



DONNA HODGSON



GARY WEBB



MISSY LITTLE



RACHAEL MCMAHON

REFERENCE GROUP REPORT

OzHelp acknowledges the lived experience of those who have, or are experiencing mental health problems, as well as their families, carers, and supporters.

We also acknowledge the lived experience of those who have experienced suicidal thoughts, survived a suicide attempt, cared for someone through a suicidal crisis or been bereaved by suicide.

Every experience is valid.

When times are tough, there is hope.

The OzHelp Reference group are a group of people with a diverse range of lived, and living experience. The Reference Group gives a voice to workers in high-risk industries in promoting mental health awareness, enhancing awareness of suicide prevention initiatives, reducing stigma and enhancing participation throughout the community by:

- contributing to the development of OzHelp programs and resources to reduce barriers to accessing mental health services and suicide prevention for people in high-risk industries
- contributing to the development of OzHelp programs and resources to ensure they are relevant and meet the needs of the community who access OzHelp services
- advising OzHelp on industry current topics and issues
- participating in the review and evaluation of service delivery and programs.

Over the past year the Reference Group has provided valuable feedback and consultation in the following areas:

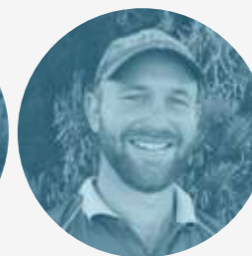
- Lived Experience Statement
- Lived and Living Experience Participation Policy
- The review of LSTB program modules
- Expansion and roll out of programs such as the WTU and LSTB.



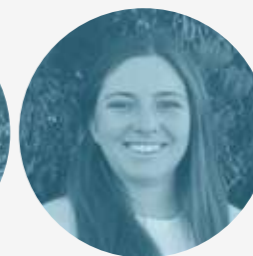
ALEX GARNOCK



ANTON PEMMER



DOM O'CONNELL



GEORGINA BEASLEY



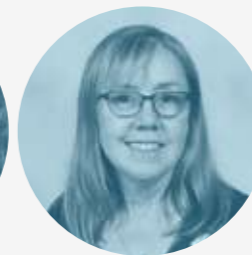
JAMES MACPHERSON



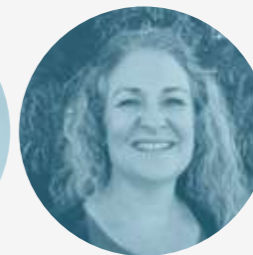
KATE BECK



LEESA MOUNTFORD



LIZ BAKER-MATTERSON



NICOLE LEISHMAN



ROB PARAGALLI



FUNDRAISING SPOTLIGHT

OzHelp's programs rely on awareness, fundraising and donations to further its work in reaching Australia's most at-risk workers. We thank all the individual, family and private donors for their kindness and generosity.

CANBERRA TIMES FUN RUN

In November 2022, staff from OzHelp and some of our industry partners participated in the annual Canberra Times Fun Run. Thanks to the support of generous donations, we raised over \$500 from this event and kicked a few personal goals along the way.



I Got You

PARTNERSHIP WITH I GOT YOU APPAREL

After losing her son to suicide, Leesa Mountford founded I Got You apparel, to spark conversations around promoting men's mental health and suicide awareness through three important words "I got you". I Got You Apparel have chosen to donate a portion of their sales each quarter to the OzHelp Foundation, as well as hosting Josh's Fundraising Legacy Dinner in memory of Leesa's son. Their efforts over 2022-23 have raised over \$50,000 for OzHelp. OzHelp would like to thank Leesa and her family for their incredible support.



LIVESTOCK, BULK AND RURAL CARRIERS ASSOCIATION NSW CONFERENCE DINNER

The Livestock, Bulk and Rural Carriers Association (LBRCA) NSW hosted their Annual Conference in March 2023, where OzHelp was the Conference Charity Partner. From the generous support of LBRCA members and industry partners, \$14,670 was raised to increase awareness and the capacity to provide support for the HiG program.





SUICIDE AWARENESS BALL



SUICIDE AWARENESS BALL



OzHelp and MBA proudly organised the 2023 Suicide Awareness Ball, where more than 300 individuals united with a common goal. Together, they sought to raise awareness about suicide prevention and foster a sense of hope within our community. This event served as a powerful reminder of our collective strength and the potential to create a brighter future together.

The event was a reinforcement of OzHelp's commitment to its 'boots on-the-ground' approach, delivering early intervention, support, and education to Australia's most at-risk workers. All funds raised on the evening will empower OzHelp to assist the community.



OzHelp is also thrilled to announce that through the generous support of the industry and community, gross funds received were in excess of \$150,000.

The evening was an incredible success, with an overwhelming sense of community and support within the room, the Acknowledgement of Country was eloquently presented by the Minister for Mental Health Emma Davidson. Director of Gold Leaf Tree Services and OzHelp Reference Group Member James Macpherson presented the OzHelp Lived Experience Statement for the first time. Helping Hands Group and Jonathon Davis MLA facilitated the live auction, and the wonderful sounds of Smooth Ops kept the audience entertained.

OzHelp would like to thank the 2023 Suicide Awareness Ball Event Sponsors for their generous and continued support:

Naming Rights Partner	Master Builders ACT
Platinum Sponsor	allinsure
Gold Sponsors	Fredon Gold Leaf Tree Services
Silver Sponsors	HeyDay Group REP Building
Bronze Sponsors	Delnas Metal Roofing O'Neill & Brown Group (Fire, Plumbing, Electrical)
Photobooth Sponsor	I Got You
Media Partner	RiotACT
AV Partner	Elite Event Technology

THANK YOU

OzHelp expresses its gratitude to the governments, organisations, groups and individuals for their generous funding and assistance, which enables us to carry out our mission and extend our reach and impact.

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.

FOUNDING MEMBERS



GOVERNMENT PARTNERS



SERVICE PARTNERS



PROGRAM PARTNERS



RESEARCH AND ACADEMIC PARTNERS



INDUSTRY SUPPORTERS



FINANCIAL SUMMARY

OzHelp experienced an operating deficit (after depreciation) for the year of \$211k. While we achieved significant growth in our revenue due to increased funding from the Department of Health and strong expansion of our fee for service revenue from workplaces, we also invested heavily in the development of our capability and national footprint.

As industries that we serve, and companies and workplaces that we work with, recognise the importance of early intervention and prevention programs for mental health and wellbeing, we are seeing positive growth in the demand for our services and also revenue from workplaces. This is an exciting phase for OzHelp, and with continued support from Commonwealth Department of Health, ACT Health, the NHVR and other partners, we know our reach and impact will only expand further.

We expect our investment in capability in 2022-23 to promote meaningful growth in revenue opportunities from service delivery, corporate partnerships and fundraising in 2023-24. We are forecasting a return to a healthy surplus in 2023-24 and after the first three to four months we are confident that will be the result.

“As industries that we serve, and companies and workplaces that we work with, recognise the importance of early intervention and prevention programs for mental health and wellbeing, we are seeing positive growth in the demand for our services.”



The full set of financials can be accessed by scanning the QR code.

FINANCIAL PERFORMANCE

	2023	2022
REVENUE	\$3,724,039	\$2,723,856
DEPRECIATION AND AMORTISATION EXPENSE	(\$87,741)	(\$91,875)
EMPLOYEE BENEFITS EXPENSE	(\$2,815,135)	(\$2,436,679)
MARKETING AND ADVOCACY EXPENSES	(\$101,852)	(\$89,516)
TRAVEL AND MOTOR VEHICLE EXPENSES	(\$242,430)	(\$91,051)
OTHER OPERATING AND CLINICAL EXPENSES	(\$688,351)	(\$481,182)
OPERATING SURPLUS/(DEFICIT) FOR THE YEAR	(\$211,470)	(\$466,447)

FINANCIAL POSITION

CURRENT ASSETS	\$350,285	\$548,055
NON-CURRENT ASSETS	\$939,922	\$1,028,194
TOTAL ASSETS	\$1,290,207	\$1,576,249
CURRENT LIABILITIES	\$698,971	\$1,015,868
NON-CURRENT LIABILITIES	\$242,325	\$0
TOTAL LIABILITIES	\$941,296	\$1,015,868
NET ASSETS (EQUITY)	\$348,911	\$560,381

ABBREVIATIONS

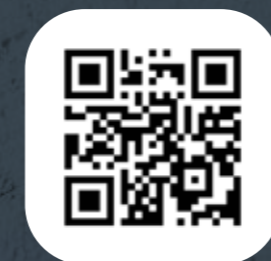
ACT	Australian Capital Territory
BTT	Beck's Transport Training
CAC	Clinical Advisory Committee
CEO	Chief Executive Officer
CIT	Canberra Institute of Technology
GP	General Practitioner
Heyday	Heyday Group
HiG	Health in Gear
HiT	Health in Trades
HNL	Hunter & Northern Logistics
LBRCA	Livestock, Bulk and Rural Carriers Association
LSTB	Life Skills Toolbox
MBA	Master Builders Association
NAWIC	National Association of Women in Construction
NHVR	National Heavy Vehicle Regulator
NSW	New South Wales
OzHelp	OzHelp Foundation
QLD	Queensland
SMART	Specific, Measurable, Achievable, Realistic, Timely
SPA	Suicide Prevention Australia
TTU	Tradie / Truckie Tune Up
W@W	Wellbeing @ Work
WQPHN	Western Queensland Primary Health Network
WTU	Workplace Tune Up



HOODIES AVAILABLE

Designed for warmth, and style, our new hoodie range is crafted from soft fleece with a kangaroo pocket. It's your go-to choice for ultimate comfort while standing up for a critical cause.

Together, we can create a world where everyone feels safe, supported, and empowered to tackle their mental health challenges.



Shop Now

<https://ozhelp.shop>



100%
NOT-FOR-PROFIT



OZHELP FOUNDATION LTD
ABN 59 099 118 500

OzHelp Foundation contact details:
6/41 Tennant St Fyshwick, ACT 2609
OzHelp Support Line: 1300 694 357
All other enquiries: (02) 6251 4166
info@ozhelp.org.au
ozhelp.org.au