



# DIFFERENCE

## MAKE A

You don't need  
to be an expert.

### AN OVERVIEW

## How to help your staff

#### STEP 1

#### Notice changes or signs

#### STEP 2

#### Ask how they are doing

- Ask for a meeting at a time and place that is private
- Ask if they are aware of changes to their work performance and/or relations with others
- Ask if they are aware of anything that might be affecting their work performance and or relationships

#### STEP 3

#### Advise and assist

- Advise about support services that may be appropriate
- Assist in identifying how the workplace may be adding to any problems
- Advise about possible accommodations and flexible work practices that can relieve stress

#### STEP 4

#### Follow up

- Agree on a timeframe to review actions and follow up

## Take action yourself

**Take action for your own health and wellbeing.**  
It is harder to look out for others if you are not at your best.

### Take a break Be mindful of your stress levels

### Eat a healthy diet Moderate alcohol and other drugs

### Keep active Physically, mentally and socially

### Keep in touch Friends, family and community

### Set goals Commit to goals to work towards

### Seek out support if you need it

# WORKING WELL

MENTAL HEALTH & MINING

AN ACARP FUNDED RESEARCH PROGRAM

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### Professional support

#### The Employee Assistance Program (EAP)

##### Lifeline

[lifeline.org.au](http://lifeline.org.au)

13 11 14

##### Suicide Call Back Service

[suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)

1300 65 94 67

##### MensLine Australia

[mensline.org.au](http://mensline.org.au)

1300 78 99 78

##### Man Therapy (Practical DIY tips for tackling depression)

[mantherapy.org.au](http://mantherapy.org.au)

##### Conversations Matter (Resources for discussing suicide)

[conversationsmatter.com.au/](http://conversationsmatter.com.au/)

##### Black Dog Institute

[blackdoginstitute.org.au](http://blackdoginstitute.org.au)

##### Beyondblue

[beyondblue.org.au](http://beyondblue.org.au)



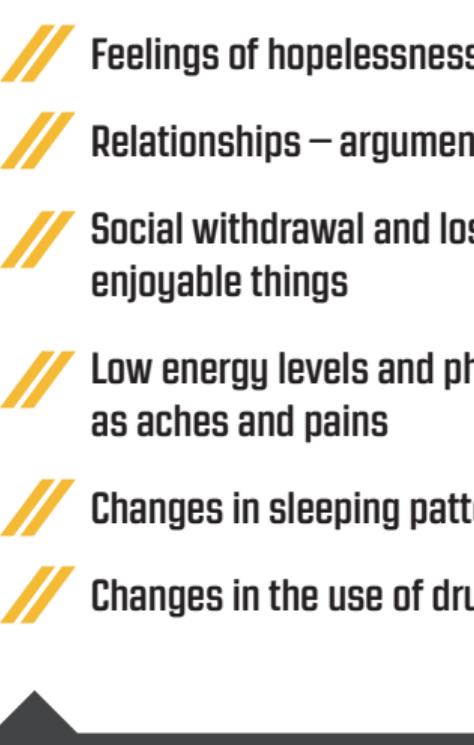
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Australia

## CONTACTS

# You don't need to be an expert to make a difference.

Whether you know it or not, it is likely that you are or will be supervising or managing people experiencing mental health problems. Supervisors have a big impact on their staff and can make a real difference.

This pocket guide contains simple things we can do for others, as well as for ourselves, to get somebody through a tough time.



## Signs someone may be going through a tough time

- // Changes in mood or behaviour, low mood or uncharacteristic anger or irritability
- // Feelings of panic, nervousness or being on edge
- // Problems carrying out usual tasks, trouble concentrating, loss of interest or confidence
- // Feelings of hopelessness
- // Relationships – arguments or family breakdown
- // Social withdrawal and loss of interest in usually enjoyable things
- // Low energy levels and physical complaints such as aches and pains
- // Changes in sleeping patterns and appetite
- // Changes in the use of drugs or alcohol

## WHAT TO LOOK FOR

### Conversation starters

A simple conversation can change a life.

Asking a question will not cause harm and getting in early can help. Avoiding the conversation doesn't mean the issue will go away.

It might be as simple as finding a quiet moment and asking, 'Are you ok?'

- // 'How are you going? What's been happening?'
- // 'You don't seem yourself, how are you feeling?'
- // 'I'm not sure if anything is wrong, but you haven't seemed yourself lately.'
- // 'Things have been rough lately, are you travelling ok?'
- // 'You have a lot going on, how are you managing? How's the family?'

'ARE YOU OK?'

### Listen. Advise. Follow up.

- // Acknowledge the person's feelings
- // Be aware of your own reactions
- // Ask open ended questions
- // Listen without judgement and show empathy
- // Don't dismiss, encourage action
- // Use open body language e.g. uncross arms
- // Reassure and offer hope
- // Support healthy behaviours
- // Be respectful and discreet
- // Be supportive within the boundaries of your role
- // Follow up. Don't be shy to check-in with them

If you are worried about someone...

Stay in touch with them. Check in regularly, encourage them to get involved socially and encourage them to seek professional advice.

## HOW TO HELP