

A Guide to Supporting Psychosocial Safety

Psychosocial hazards ([Code of Practice](#)) are potential sources of harm at work. They can show up in a number of ways, from how work is organised and supervised to the work environment including social factors at work and workplace relationships, and equipment provided. Psychosocial hazards can co-occur with one another, and they can impact other hazards and risks. Their impact is often cumulative over time and can impact both physiological and psychological functioning via the stress response.

You might be the first to notice when a team member or colleague is struggling, or a staff member discloses to you that they are experiencing some mental ill-health or feeling particularly impacted by something that is happening at work or outside of work. Spotting the signs of stress or poor mental health at an early stage means it can be addressed before it impacts the individual's health and safety.

A colleague or team member might disclose something to you, and you aren't sure what to tell them and how to get them support. The idea of this guide is to give you some suggestions and support on how to deal with these conversations.

Preparing to have a supportive conversation

If possible, it is good to prepare to have a supportive conversation.

Some things to keep in mind are:

- To be supportive and non-judgmental.

1.

A staff member tells you they provided MH first aid to a colleague, and they have found the conversation is impacting their mental health

Talk through with them the timeframe of when the conversation was, and how is it impacting their MH.

Normalise it for them – sometimes after providing support to others we can be impacted and sometimes don't even realise straight away; it is great that you provided support to someone else.

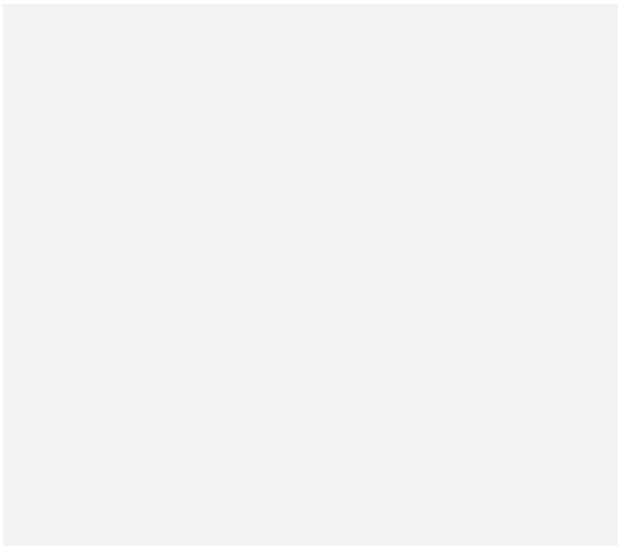
Remind them that it is not their job as a MH first aider to diagnose someone or solve the problem (as per regular first aid)

Is there something that they feel could be helpful for them right now? E.g., flexibility in work hours, a day off.

What supports do they have in place?

Have they considered having a discussion with a counsellor through EAP?

Would they like to make the initial call together?



A colleague appears much more frustrated at simple mistakes that they are making at work than usual

Check in and let them know that you have noticed they seem more frustrated than usual. *"Are you okay? I have noticed you seem to be getting more frustrated lately"*. If they say, *"I'm fine"*, just remind them that you are there to listen if they want to have a chat.

contacting Lifeline or Beyond Blue for support in the meantime.

6. Organise to check back in with them in a few days.

If it is a staff member:

With the consent of the individual, you can call Benestar and request a check

Black Dog Institute Workshops and webinars available for teams and individuals

Black Dog Institute [Workplace mental health and wellbeing - Black Dog Institute | Better Mental Health](#) offer a range of workshops.