Improving Integrated Approaches to Workplace Mental Health

Strengthening the prevention & management of psychological risk & injury

2nd - 5th March 2020, Sydney Boulevard Hotel

Key Speakers

Lucy Brogden AM
Chair and Commissioner
NATIONAL MENTAL HEALTH COMMISSION

Wade Needham
Head of Safety, Environment and Wellbeing
SERCO

Kevin Figueiredo
General Manager Group Safety, Health and Wellbeing
WOOLWORTHS GROUP

Karen Oldaker
Senior Executive, Wellbeing & Community
MEDIBANK

Ian Firth
State Inspector
SAFEWORK NSW

Catherine Dunlop
Partner, Employment, Safety & People
MADDOCKS

Workshops

A

How to build a mentally healthy, bullying free workplace culture
Monday 2nd March 2020, 9:00am - 3:00pm

B

Beyond wellbeing: integrated psychosocial hazards & risk factor risk management
Thursday 5th March 2020, 9:00am - 3:00pm

Attend to learn how to

- Upskill managers & employees to respond to psychological issues in the workplace
- Implement the critical components of an effective & integrated workplace mental health strategy
- Develop a proactive approach to reduce risk factors that lead to psychological issues in the workplace
- Leverage evidence-based mental health interventions to improve mental health in your workplace
- Measure the effectiveness of mental health programs & approaches
- Support recovery & manage return to work

www.criterionconferences.com/event/aihs-workplace-mental-health-conference
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Reduce risk & boost mental health in your workplace

Nationally, eight million working days are lost due to poor mental health each year. While mentally healthy workplaces are equally as important to Australian employees as physically safe workplaces, many workplaces are failing to live up to this expectation; and it's costing employees and workplaces.

The impact of psychological issues can result in reduced productivity, absenteeism, presenteeism and staff turnover in your workplace. Just this year, the World Health Organisation recognised burnout as an "occupational phenomenon".

To effectively address these challenges, the Australian Institute of Health & Safety and Criterion Conferences are proud to bring you the Improving Integrated Approaches to Workplace Mental Health Conference. This conference will bring together key stakeholders from across government, industry, peak bodies and academia to address the critical issue of workplace mental health.

You will walk away with new insights, evidence-based strategies and practical ideas to implement in your workplace. Learn how you can take a holistic and integrated approach to address the systemic causes of mental ill-health in your workplace, and adopt proactive strategies to reduce risk and improve mental health for your employees.

Join us for a national conversation, where we go beyond discussion on the importance of mentally healthy workplaces to uncover pragmatic solutions to common yet difficult challenges.

With expert insights from industry, legal, regulators, peak bodies, government and academics to help you

- Understand how you can better mitigate & manage psychological risk in your workplace
- Learn what the new ISO standard on psychological risk could mean for your organisation
- Gain insight into the latest developments on the impending psychological health workplace legislation
- Measure your ROI on mental health strategy & programs
- Think outside the traditional paradigm of health & wellbeing programs
- Identify the early warning signs & at-risk employees
- Support recovery & manage return to work

Who will attend?

Senior leaders and representatives with responsibility for:

- Occupational Health & Safety
- Work Health & Safety
- Health & Wellbeing
- People & Culture
- Human Resources
- Return to Work

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Plus key contributions from

Dr Rebecca Michalak
Principal Consultant
PsychSafe Consulting

Dr Sadhbh Joyce
Senior Psychologist/Researcher/Co-Founder
RAW Mind Coach & The Black Dog Institute

Dean Yates
Head of Journalist Mental Health & Wellbeing
Reuter's

Prof Tony LaMontagne
Professor, Work Health & Wellbeing
Deakin University

Lisa McKeown
HSE Lead
Laing O'Rourke

Grace Singh
General Manager, Community, Wellbeing & Safety
Australian Unity

Dr Carlo Caponecchia
Senior Lecturer, School of Aviation
UNSW

Nerida Jessup
Senior Associate
Herbert Smith Freehills

Susan Zivcec
Health, Safety & Wellbeing Specialist
Boeing

Shailendra Tripathi
Head of WHS
QBE Insurance

Liam O’Brien
Assistant Secretary
Australian Council of Trade Unions

Tracey Browne
Manager, National Safety & Workers Compensation Policy
AI Group

Jade Alexander
Mental Health Lead
iCare NSW

Michael Plowright
Founder
Working Well Together

Chloe Stewart-Tyson
Group Manager, Health, Safety, Environment & Wellbeing
Beca

Vanessa De Amicis
Senior Safety, Health & Wellbeing Business Partner
Credit Union Australia

Dr Jennifer Bowers
Chief Executive Officer
Rural and Remote Mental Health
Pre Conference Workshop A
How to build a mentally healthy, bullying free workplace culture

Monday 2nd March 2020, 9:00am – 3:00pm

Workshop leader

Michael Plowright
Founder
Working Well Together

Michael Plowright started Working Well Together because he saw that despite workplace bullying undoubtedly being a serious issue, many workplaces are ill-equipped to prevent or manage it. Michael has over 15 years’ experience in leadership and management, successfully leading teams at both strategic and operational levels. Michael has experienced first-hand the challenges of managing staff with difficult behaviours like bullying, and knows what it’s like to be in the centre of a human storm. Michael’s extensive experience managing office behaviours, providing support to targets of workplace bullying, and rebuilding teams affected by it, forms the foundation of Working Well Together.

This, together with Michael’s specialist, up-to-date knowledge of workplace bullying and legislation, allows him to help companies and organisations so they can focus on their core purpose and keeping their clients happy, and so that employees can go home safe and well at the end of each day.

The workshop

Workplace bullying is a serious risk to both mental and physical health and safety. This is increasingly recognised by safe work authorities and it is backed up by 30 years of research.

This workshop will educate you in key approaches to workplace bullying prevention that includes maintaining a healthy workplace culture.

In this workshop, you will take away the knowledge and skills to

- Identify workplace bullying and behaviours after exploring real cases from the FWC and Australian law courts
- Understand the bullying injury cycle, recognise signs when an employee has been targeted by bullying to prevent injury and intervene preventing injury
- Understand the role of workplace design and positive culture development in creating bullying free, mentally healthy workplaces
- Implement risk management frameworks that mitigate risk and support creation of bullying free, mentally healthy workplaces

This workshop will provide you with practical strategies and tools that can be utilised in your workplace.

* Refreshments & lunch provided
Day 1  Tuesday 3rd March 2020

8:00  Registration, coffee & networking
8:30  Opening remarks from the Chair
8:45  Opening address
       Naomi Kemp, Chair
       Australian Institute of Health Safety

Implementing an integrated workplace mental health strategy

KEYNOTE
9:00  Taking a national & evidence-based approach to improve mental health in workplaces
       • Building stronger and psychologically safe workplaces
       • Taking preventative action to minimise harm, stress and reduce the stigma
       Lucy Brogden AM, Chair and Commissioner
       National Mental Health Commission

9:40  Priorities for implementing an integrated workplace mental health approach
       • Protecting, promoting and supporting the mental health of employees
       • Understanding the essential components of an effective integrated mental health strategy
       • Implementing and executing your strategy - everything you need to know and consider including key stakeholders and resources
       Prof Tony LaMontagne, Professor, Work Health and Wellbeing
       Deakin University

MEET & GREET
10:20  In this fun, interactive session, you will have the opportunity to meet fellow attendees and speakers in two minute bursts, and set up valuable conversations for the rest of the event

10:40  Morning tea & networking

Develop a proactive approach to reduce mental health risk factors

PANEL DISCUSSION
11:10  Managing psychosocial workplace risk
       • Understanding psychosocial risk factors
       • Using data to develop a proactive approach to mitigate and manage psychological risk in the workplace
       • Embedding mental health risk assessment and prevention as business as usual
       • Unpacking safety climate vs safety culture
       • What approaches can organisations take to mitigate risk - unpacking what's actually working
       Dr Carlo Caponecchia, UNSW
       Dr Jennifer Bowers, Rural and Remote Mental Health
       Susan Zivcec, Boeing

11:50  Mental health risk & strategy - What are the first steps to a mentally healthier workplace?
       • Addressing mental health risk at its cause - identifying psychological risks in your workplace
       • Approaches to using employee engagement or mental health surveys- Getting real time data
       • Aligning your survey with your safety auditing program
       • Using survey data and structural and cultural changes as the starting point
       Vanessa De Amicis, Senior Safety, Health & Wellbeing Business Partner
       Credit Union Australia

12:30  Networking lunch

WORLD CAFÉ DISCUSSIONS
1:30  • Job design - What role does job design play in employee mental health? Approaches to reduce risk factors
     • Measurement - Measuring ROI and the effectiveness of workplace mental health strategies and programs
     • Suicide prevention - Improving workplace interventions to suicide and self-harm

2:30  Afternoon tea & networking

3:00  A new standard in psychological occupational health & safety
       • Developing a new international management standard for psychosocial risk in the workplace
       • Insights from the working group to date
       • What will the changes mean for workplaces?
       Dr Carlo Caponecchia, Senior Lecturer, School of Aviation
       UNSW
       Carlo is a member of the Standards Australia Technical Panel SF-001

3:40  Equipping managers & employees with the skills to respond to & support mental health
       • An overview of the train the trainer program
       • Identifying the early warning signs and at-risk employees
       • Overcoming the fear of not saying the ‘right thing’ and understanding how best to communicate and support employees
       • Outcomes from the program - What’s working and where to from here
       Chloe Stewart-Tyson, Group Manager, Health, Safety, Environment & Wellbeing
       Beca

4:20  Increasing the courage & confidence to help someone who is not feeling ok
       • Overview of the I am here program - Three little words that can make a difference and three steps to follow
       • Creating visible culture around mental health
       • What we know about what impact this program has had
       Kevin Figueiredo, General Manager Group Safety
       Health and Wellbeing
       Woolworths Group

5:00  Closing remarks from the Chair & close of Day One
Day 2 Wednesday 4th March 2020

8:00 Welcome, coffee & networking
8:30 Opening remarks from the Chair

National reform

PANEL DISCUSSION
8:40 Unpacking the impending legislative changes on psychological health
- What will the legislative framework look like?
- How will it impact organisations?
- Integrating mental health risk into your broader risk management framework
Liam O’Brien, Australian Council of Trade Union (ACTU)
Karen Oldaker, Senior Executive, Wellbeing & Community,
SafeWork NSW
Tracey Browne, Ai Group

Evidence-based workplace mental health approaches

KEYNOTE
9:20 Mental health implications of workplace psychopaths & other toxic employees
- Overview of the dark side of workplace behaviour - Dark Triad prevalence
- How this disorders relate to psych injury trends
- Moving from the public health approach of wellbeing to tiered, evidence-based psychosocial risk management strategies to prevent psychological harm
Dr Rebecca Michalak, Principal Consultant, PsychSafe Consulting

10:20 Morning tea & networking
10:50 A proactive evidence-based approach to building psychological resilience in the workplace
- What is resilience and why does it matter?
- How can we become resilient responders to life’s daily challenges?
- Implementing RAW Mind Coach across large workforces
- Case Studies: FRNSW, NSWA, Reuters
Dr Sadhbh Joyce, Senior Psychologist/Researcher/Co-Founder
RAW Mind Coach & The Black Dog Institute

Build a positive & safe workplace culture through leadership

11:20 Placing health at the centre of the employee experience as a health care organisation
- Living purpose inside out
- Understanding the peripheral issues that contribute to poor mental health
- Thinking outside the traditional paradigm of Health & Wellbeing programs
- Embracing diversity and choice as the foundation of a mentally healthy workplace
Karen Oldaker, Senior Executive, Wellbeing & Community, Medibank

11:50 Strategies to support & improve employee wellbeing & employee care
- Providing holistic support to employees to help them manage
- Understanding the other sources of stress in the lives of employees
- Supporting employees with self care strategies
- Perspectives from business leaders on the impact this strategy has on their teams
Grace Singh, General Manager, Community, Wellbeing & Safety
Australian Unity

Supporting recovery & managing return to work

PANEL DISCUSSION
4:00 Managing psychological injury claims & return to work
- Mapping the procedure after a psychological injury has occurred
- Understanding the difference between perception and experience in relation to psychological injuries claims
- What does best practice in return to work look like?
- The importance of collaboration between ER/HR/WHS and RTW
Shailendra Tripathi, QBE Insurance & Jade Alexander, ICare NSW

4:40 CLOSING ROUNDTABLE DISCUSSION

5:00 Closing remarks from the Chair & close of Conference
Dr Rebecca Michalak
Principal Consultant
PsychSafe Consulting

Best described as a no-nonsense HR Strategist with special interest in the corporate governance implications of psychosocial hazards management as these relate to worker and business performance, Dr Rebecca Michalak (Dr Becs) is an experienced public presenter, expert panelist, facilitator and trainer. With over 20 years’ experience in senior management, consulting, and strategic human resources management roles in the private, not-for-profit, and public sectors, Dr Becs has worked extensively with audiences ranging from international to domestic, Executive and business leader to front-line, and from several hundred attendees through to invite-only client boardroom sessions.

The workshop

While physical injuries and diseases continue to decline, poor worker mental health and problematic psychological injury claim trends are causing multi-stakeholder concern. In line with increased attention on associated risk management failures and issues, the recently released ISO45001: Occupational health and safety management systems – Requirements with guidance for use emphasises the requirement for PCBUs to establish, implement and maintain ongoing and proactive hazard identification processes that account for various work-related psychological hazards. In addition, the SWA Guide, Work-related psychological health and safety: A systematic approach to meeting your duties highlights the critical role of wellbeing, HR, mental health and WHS professionals in advising PCBUs on appropriate risk management strategies for psychological hazards.

Commencing with a brief evidence-driven scene setting exercise, this intensive, interactive 1-day post conference workshop will delve into effective psychosocial hazards risk management in practice, covering:

- **Different psychological hazard categories**, including how work is organised / designed, and work environment risk factors such as workload, work hours, harassment and bullying, leadership and organisational culture
- **Mental health and psychological stress principles and models**, which help explain why the prevailing wellbeing-centric approach to risk management is both flawed and inadequate
- **Current research evidence** on primary causal mechanisms for psych injuries and psychological hazard exposure levels;
- **Consequences of hazard exposures**, including psychological, psychosomatic health and job performance impacts and various affiliated business and legal implications
- **Effective hazard identification methods and relevant risk management frameworks** that focus on primary prevention strategies, including alternatives that complement the Hierarchy of Control
- **Collaborating across disciplines** to improve your influence and build a business case that creates buy-in for changing how psychological hazards are viewed and managed at the Executive level

This workshop will be dynamic and fast-paced. Attendees should come prepared to work collaboratively with their Workshop Leader through actively participating in and contributing to discussion and activities.

Attendees will also be provided a safe space to critically reflect on their current capabilities and confidence in effectively facilitating psychological injury prevention, rather than cure. Attendees will gain personal and professional insights, and start building a practical skills toolset for doing things new, better and differently within their own roles.

* Refreshments & lunch provided
Pricing & Registration

Delegate Details Please photocopy for additional delegates and return via email

Title: ___________________________ First Name: ___________________________

Surname: ___________________________

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Improving Integrated Approaches to Workplace Mental Health

2nd - 5th March 2020
Sydney

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Venue
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