



MENTAL HEALTH FIRST AID PEER SUPPORT PROGRAMME

Looking after the psychological health and safety of your people

THE CHALLENGE

According to research by Dr Jarrod Haar from Auckland University of Technology, working more than 55+ hours per week is associated with a 580% higher risk of burnout. Read that again. A five hundred and eighty per cent higher risk!

A 2016 survey showed that 80% of New Zealanders had a personal experience of mental illness or knew someone who did. Recent study findings indicate that up to 25% of employees may be suffering from depression and up to 50% may see their work life affected somehow by depression (New Zealand Workplace Barometer, 2018). The study also linked high levels of psychological distress to a staggering lost-time rate 3.5 times greater than those who experience little distress.

Poor wellbeing is undoubtedly a huge cost business and the economy. Unwell employees cost business in absenteeism, presenteeism (estimated to cost 3 times that of absenteeism), reduced work performance, increased turnover rates, poorer health, poor organisation citizenship behaviours and greater counter productive work behaviours. Unfortunately, we have limited access to mental health care in NZ. The future of successful business and leadership looks very different from its past. It considers organisational sustainability to mean more than lean practices and green policies, it means investing in the wellbeing of your workforce.

The World Economic Forum also has some data on the subject and has estimated the cost to the economy at \$322 billion annually. This is an alarming number - too big to really comprehend - but even then it doesn't tell us the full picture of what we lose as individuals and communities when we burn out. Burnout if not caught can severely impact on a person's well-being contributing to a decline in mental health, relationships, work and life satisfaction. It's simply not a pleasant experience to go through. Also it's not great for an organisation. Who wants to work for an organisation who burns out their people! Not a great value proposition in a competitive market.

So what can organisations do?

Start to invest in primary based preventative measures. To aid organisations in protecting their people, we partner with you to run an in-house Mental Health peer Support initiative to ensure the psychological health and safety of not only your people but those who are volunteering their time to be Mental Health Support People.

WHY USE A PSYCHOLOGY CONSULTANCY?

We do things a little differently. Our main aim is to improve the mental health of people at work and not cause harm through interventions. Glia's Mental Health peer support programme is a peer support programme, not a one and done workshop. We believe that safety is the number one priority when rolling out any mental health initiative and therefore has to be more of a partnership.

How do we do it?

- We run the initiative in-house with you so this is **your initiative**
- We screen for suitable applicants to ensure that we don't put anyone at risk
- We help you with promotion of the initiative and socialisation to get key buy in
- We provide really robust and relevant training so that your people walk away feeling confident and competent
- We ensure your team of support people are constantly supported with ongoing **supervision** just like us!
- We show you how to measure and evaluate the initiative so that you have some valuable data for your organisation

What has been said out about programme?

You would of noticed that we take this stuff seriously. So we were fortunate to have an external evaluator evaluate our programme.

Their findings revealed:

- *Glia's MHFA programme has a strong organisational and workplace focus targeting workplace needs such as stress, burnout, workload etc so your people are not going to be burdened with learning about severe mental illness and have that pressure to be able to deal with those situations.*
- *The programme is a primary preventative-based initiative with the aim to prevent harm in the workplace as opposed to being reactive to harm that has already been done.*
- *In comparison to other MHFA programmes in New Zealand, Glia's programme offers more robust wrap-around support so that the organisation and its people feel fully supported.*
- *A strong partnership with Glia and the organisation which provides a more collaborative approach as opposed to a "done to" approach.*
- *The MHFA programme addresses some of the areas within the ISO 45003 standard on psychosocial risks in organisations.*
- *The MHFA programme has not only reduced stigma in the organisations but has helped to normalise mental health conversations.*
- *The programme filled a really important gap in the organisation by providing an additional option for people.*
- *Glia's programme is a very thorough and comprehensive programme that is embedded long-term within the organisation.*



THE PROGRAMME

This programme consists of the following specific steps:

Step One: Nomination of a coordinator within your organisation

The coordinators duty is to be the liaison between Glia and your organisation. They are to be the go-to person for help and/or support in your organisation as well as the first point of contact for The Glia.

Step Two: Selection of Supporters

This is a joint process undertaken by your organisation and The Glia. Potential Supporters can be nominated or volunteers. Each potential Supporter completes a screening questionnaire to help determine suitability so that it is safe for them and the organisation to undertake this role.

Step Three: Mental Health Support Training

A full day workshop (or 3 x two-hour sessions) run by The Glia. This training is specific to the types of mental health challenges that you see in the workplace. The team will be provided with education of Mental Health and well as the essential skills needed to be a Supporter. Our focus here is education and support.

Step Four: Socialisation within the Organisation

Its important to let your organisation know that you have a Mental Health Initiative. There is great benefit in this action in itself! So we work with you to create the collateral and how to best promote the initiative so that it has every chance of success.

Step Five: Debriefing Sessions

We don't want to throw your people in the deep end so we provide ongoing supervision and support so that your team get what they need to be safe and happy Mental Health Support People. We provide "supervision" sessions for the Supporters once a quarter where we provide them with a safe space to learn, process and debrief. Your First Aiders get their very own Psychologist to tap into!

Step Six: Data Collection and Dashboard

With any initiative its really important to measure what we are doing. We set up a data capture mechanism for you to be able to see the initiative utilisation which can inform future mental health and wellbeing projects within the organisation. This way you have an evidence base to draw upon.

Step Seven: Mental Health Support Refresher

Just like physical first aid we feel it is important to do a refresher every two years so we can make sure that your team are up to date on the latest research and technical skills.



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