

Tips for discussing AOD with employees and contractors

When talking with our people about AOD, you need to deliver messages in a clear, concise and consistent way.

Having discussions about AOD can be difficult, for both you and the employee or contractor. It is important to remember that managing AOD-related issues in the workplace should be no different to managing any other productivity, safety or wellbeing issues.

Tips for having an AOD related discussion with an employee or contractor:

- actively listen to the employee or contractor
- focus on what they are saying
- try not to interrupt them
- concentrate on the meaning of what they say, and try to pick up how they are feeling and the things they aren't saying
- check for understanding (that they understand you and you have understood them correctly)
- always be constructive
- empathise with the employee or contractor
- stick to the facts and be objective and specific
- stay calm and don't be provoked into a debate
- make sure personal biases or stereotypes don't cloud the discussion
- don't try to diagnose the 'problem'; leave that to medical professionals
- avoid emotive language or anything that could sound judgemental (for example, avoid words like 'drunk', 'alcoholic' and 'addict')
- always offer the services of our Employee Assistance Program, or Workplace Assistance Program for contractors - 1300 687 327

Maintaining respect in the workplace

It is likely that speculation might arise if individuals leave the workplace following AOD testing. Any gossip or speculation must be addressed immediately in line with our policies and our value of Trust.

Tips for addressing gossip and speculation:

- On occasion workers may need to leave the workplace after AOD testing has occurred.
- This does not necessarily mean that person has breached the AOD policy, or done anything wrong. Regardless of their reasons for leaving the workplace, it is unacceptable to start or spread rumours that may damage another person's reputation or hurt their feelings.
- Such gossip and speculation can be extremely harmful and negatively impact on mental health.
- It is your responsibility to act in accordance with Our Ethics and treat all workers with courtesy and respect always.

We will support our people to address any AOD issues that they may have

As we roll out our AOD Policy, some employees may reduce or eliminate their AOD use. It's important for you to understand **a change in behaviour or mood**, potentially coupled with absenteeism or presentism, may indicate withdrawal signs that should prompt you to have a conversation with the employee or contractor and to offer them appropriate support.

Where an employee voluntarily discloses an AOD issue, you can seek advice and support from the Wellbeing Unit in MyHR.

There is also a list of free local support resources listed at the back of the AOD information booklet – you should have received this in the mail to your home address. You can also find a copy on OurPost.com.au.