

# Manager Resource

## Supporting the Psychological Wellbeing of Your Team

At Australia Post, it is our priority to keep our people and customers safe. As a manager, you play a critical role in supporting the psychological wellbeing of your team.

### **How to identify Signs of Distress in a Team Member:**

As a leader, it's important to create a safe working environment where your team feel comfortable raising any concerns/ worries with you that may be impacting their work. This could include feeling and emotions such as:

- Anxiety, worry, or fear
- Sadness or tearfulness
- Loss of interest in usual enjoyable activities
- Frustration, irritability or anger
- Feeling helpless
- Isolating or withdrawing from others, and/or fear of going to public spaces
- Difficulty concentrating or sleeping
- Physical symptoms, such as increased heart rate, stomach upset, low energy, or other uncomfortable sensations
- Uncertainty of how things will unfold

As a leader, it's important to notice if one of your team member's behaviour is out of the ordinary, (e.g. less or more communicative, distracted, aloof, teary, short-tempered, catastrophising, irritable). It is essential that you listen empathetically to their concerns and provide them with the appropriate support. The People Services team can advise you of suitable support available.

### How can I help my team minimise feelings of anxiety and distress?

As a leader there are actions you can take to manage stress in your team. These include:

- First and foremost, keep yourself calm.
- Impart the message that you are open and available for anyone to approach you for further support.
- Check in with your team daily – make “R U OK?” a daily question.
- Engage in regular communication and updates with your team via in person meetings, virtual meetings (WebEx and Teams), emails and phone calls. For team members working primarily from home or interstate, consider holding regular meetings solely for the purposes of social connection.
- Remind your team of the importance of looking after themselves. There is guidance material on the [Health and Wellbeing OurPost Page](#) and the [Health and Wellbeing Hub](#) to assist you, and the [EAP/WAP](#) is available for support.

### What can I do if a team member is showing signs of psychological distress?

- Have a private and confidential conversation about their concerns
- Talk to them about accessing the support of the EAP/WAP ph. 1300 687 327.
- Contact People Services (all people-related support), via the [People Services Portal](#) or ph: 1300 116 947
- Contact Manager Assist to seek support for yourself ph. 1300 687 327

### How to have a conversation about mental health with an employee

#### Sample script:

- > With everything that is going on, you’ve been on my mind lately. I want to support you as much as possible. I’ve noticed you seem different/anxious, how are you feeling? **(this shows support and care that you’ve noticed)**
- > Do you feel like chatting a bit longer? I’m ready to listen. **(checks the person feels comfortable and ready to talk)**
- > What strategies have you found helpful in the past, when you’ve felt worried/distressed?
- > What can I do right now to support you?
- > Have you thought about learning about some (additional) coping strategies? EAP can help you with this. They can provide you with calming and coping techniques.

For further guidance on having the RUOK? conversation refer [here](#)

### **What if I'm particularly concerned for an employee who is working from home?**

For some people, working from home has the potential to create risk in other parts of their lives. If you are concerned about an employee working from home, due to increased risks around illness (including mental ill-health), social isolation, domestic and family violence, caring responsibilities or any other risk, please contact the EAP on 1300 687 327 to discuss the support available through the [Employee Isolation Program](#).

## How do I look after myself?

It is vitally important that you look after yourself. To be able to support others effectively, it is important that you are feeling well and thinking clearly. To do this, it is important to identify what causes stress for you and put in place some steps to reduce stress.

As a first step, consider speaking with your manager or a trusted peer. Other resources to support you include:

- The [Health and Wellbeing OurPost Page](#)
- Health and wellbeing resources contained on the [Health and Wellbeing Hub](#).
- The [EAP Manager Assist service](#) provides coaching and support in managing any people-related issue. **Call 1300 687 327** to be connected to a specialist management consultant.
- The EAP also has a [free resource hub](#) containing a range of helpful information about mental health, stress management, leadership coaching and critical incident management.
  1. Click [here](#) to access the portal
  2. Click 'portal log in' on the top right-hand corner,
  3. Log in with the below details:

Username: **AUSPOST**

Password: **eap**

URL: <https://www.convergeinternational.com.au/>