

Guidelines for Mental Health and Wellbeing Service Providers

Introduction	2
Formal Partners and Approved Suppliers	2
Other Training Options	Error! Bookmark not defined.
Training Characteristics	3
Facilitator Guidance	3
The training facilitator should:	3
Lived Experience	3
Digital interventions	3
Criteria for Program/Service selection	4

Australia Post Mental Health and Wellbeing Vendor Selection Guidelines

Introduction

These guidelines help Australia Post procure effective mental health and wellbeing services. Following these guidelines will help us select providers who can deliver credible, evidence-informed services and affect lasting, positive change within Australia Post.

Formal Partners and Approved Suppliers

The health, safety and wellbeing team at Australia Post works with a number of partners and suppliers to support our enterprise strategies.

Supported partners and suppliers are:

- **Converge International** – counselling and coaching support for personal and work-related concerns; workplace wellbeing programs
- **Springday** – workplace wellbeing digital platform; gamified activities, resources and articles
- **Communicorp** – mental health training and resilience programs, managing customer aggression; psychosocial risk assessment services
- **FBG** – psychosocial risk assessment services and peer support program management
- **BizFit** – provider of health checks and flu vaccinations
- **Wherefit** – provider of corporate fitness memberships
- **Beyond Blue** – specialist mental health provider of information, resources and guidance
- **RU OK** – specialist mental health provider of information, resources and guidance

Assessing New/Potential Providers

If new or additional providers are required for specific services, the following guidelines are recommended to be followed when investigating the potential for these services to contribute to the Psychological Safety Strategy.

Service Characteristics

Proposed services must include consideration of the following criteria;

- be evidence-informed-
- involve and specifically target Australia Post employees and contractors (and their differing training requirements) at every level (ie. Corporate and boards; Managers and supervisors; Human resources and health and safety professionals; frontline workers
- target workforce risks and current workforce issues that have been identified through Working Groups, Safety Circles, surveys and other risk management processes.
- provide an opportunity to raise awareness of Australia Posts' broader health and wellbeing strategies
- foster an open and supportive culture towards mental health
- be part of an Australia Post strategy to address health and wellbeing

Facilitator Guidance

The facilitator should:

- be associated with a provider with reputational standing
- be an appropriately qualified and experienced professional person
- have suitable experience and capability in providing engaging workplace training or facilitation to a wide range of participants and either
 - > mental health qualifications (for example, psychology, occupational therapy or social work) and 2 years related clinical or workplace experience or
 - > 5 years professional experience related to mental health in the workplace and the ability to demonstrate a strong understanding of the impact of mental health problems for both the individual and the workplace
 - > Some understanding of the Australia Post context would be advantageous
- have excellent interpersonal and communication skills
- be skilled to respond effectively to participant personal disclosures both during the service, and in post-workshop discussions, and to seek debriefing where required.

Lived Experience

As we progress our approach and understanding of health and wellbeing, we can expect more Australia Post employees to want to champion a positive, supportive workplace culture. In some cases, people may come forward with a desire to relate their personal stories. This is a wonderful reflection on our culture where people feel safe to talk, however we must take care, and look after our people whilst ensuring we all know the limits of our responsibilities. Our people need to be both ready and trained to tell their stories.

People with a lived experience of mental health issues, and their families and carers, hold unique insights. Having people relate their stories is incredibly powerful and helpful in raising awareness and combating stigma, which in turn helps create environments where people realise help is available and that it is acceptable to reach out for that help.

While it can be incredibly powerful to have Australia Post employees tell their stories to their colleagues at events and workshops, it is recommended that lived-experience speakers are requested from reputable, independent organisations in the first instance. Beyond Blue speakers can be requested via the [Beyond Blue Speakers and Ambassadors Bureau](#). If our people want to speak, information such as support for lived-experience speakers is available by Mindframe.

Digital interventions

Over the past decade, there has been a huge increase in digital mental health programs and interventions (ie, mental health websites and mobile applications). Some of these have been tested, however, very little evidence has flowed through into the applications and programs being used in the real world. A recent investigation [published in Nature](#) estimated that only 2% of the popular depression smartphone apps had a reasonable evidence base.

For this reason, care needs to be taken in using digital interventions at this stage. There are a number of emerging products and [RAW Mind Coach](#) is one example. If digital interventions are being considered, their efficacy and evidence base needs to be thoroughly reviewed against the criteria for selecting a service/program.

Australia Post relies upon the digital interventions offered by our formal partners and approved suppliers.

Assessing New/Potential Providers

The following table is used to critique a new service provider/health and wellbeing program, prior to discussion with the Health and Wellbeing team.

Criteria for service/program selection	Service/program name:
<p>PURPOSE</p> <p>What is the purpose of the program? What is the problem you want to solve?</p> <p>Eg improved resilience (qualify what you mean by the term resilience), reduced psychological risk, improved compliance, raised awareness (of what?), change readiness etc</p>	
<p>UTILITY</p> <p>How does the program/service meet your needs?</p> <p>Eg aligned to industry; aligned to culture; oriented to the work environment; psychological risk profile.</p>	
<p>DEVELOPMENT</p> <p>How was the program/service developed?</p> <p>Eg for what purpose? By whom (professional expertise)? Has it been independently validated/reviewed? What theoretical framework is it based upon?</p>	
<p>EFFICACY</p> <p>What has the program/service achieved previously and what can we expect to achieve?</p> <p>Eg at an individual/team/workplace level; and with regard to psychosocial risk.</p> <p>How can we maximise impact? What are the risks if this doesn't happen?</p>	
<p>MEASURES OF SUCCESS</p> <p>Is the service/program valid?</p> <p>By which criteria?</p> <p>What were the timeframes for measurement?</p> <p>What are the reporting mechanisms?</p> <p>What are the quality assurance mechanisms?</p>	