

# Workplace Action Planning

Key Points for Success, Barriers, and Suggestions for Improvement  
(learnings from the Mind Your Head Program)



## SUCCESS POINTS

- The three most significant drivers of success were **Communication, Engagement and Consultation**.
- Clear, consistent, and regular communication with workers is vital. All staff should be informed about the program and actioning planning, and provided with regular updates.
- Keep psychosocial safety front of mind: Adding psychosocial risk factors to monthly agendas, highlighting psychosocial aspects in OHS meetings, reminders of support available, dedicated notice boards, reduction in out-of-hours contact, more informal 'checking in' from staff at different levels.
- If the term “psychosocial” is confusing for workers, refer to “psychologically safe workplaces”.

### Engagement from Senior Leadership:

- A genuine desire from senior leadership for the action plan to succeed is crucial.
- Resource allocation is essential. Workplaces need to have the time and resources to implement the action plan effectively.
- A dedicated person/s to ensure the action plan's success is helpful.

### Consultation with Staff:

- Staff involvement in action planning is vital. They should be consulted about their concerns, perceived problems, and potential solutions.
- Examples: Staff involvement in developing procedures such as "Raising individual concerns," "Grievance raising", "Workload management" and management procedures.

### Specific Action Plans:

- Action plans should be specific rather than broad.
- Quick wins should be included in the action plans.
- Every point in the action plan needs a timeline, a responsible person, an implementation strategy and sustainability plan.

### Resource Allocation:

- Workplaces need to have the necessary resources to implement the action plan effectively.



### **Size of the Worksite:**

- Smaller worksites performed better, suggesting that larger ones might benefit from breaking down into smaller working groups.

### **Training and Recognition:**

- Fast-track training, especially in mental health response practices.
- Consistent reward and recognition programs assisted with engagement. These should be genuine and developed with worker consultation, not token gestures.

## **BARRIERS**

### **Lack of Time and Engagement:**

- To biggest barrier was competing priorities within the workplace, and worker psychological health not perceived as a top priority.
- Finding time was challenging, and getting people together was difficult.
- No consultation with staff and poor communication led to no engagement.

### **Organisational Priorities:**

- Psychological health was not seen as a priority.
- Poor organisational communication, high workplace pressure, and unrealistic targets.

### **Interpersonal Conflicts:**

- People expressing opinions without any suggestions for solutions or improvement.
- Changes in staff and leadership can disrupt the continuity of the programme.

### **Communication Issues:**

- Little communication about specific employees/teams' involvement with the program.
- Communicating to workers about completing the survey to identify psych hazards was a barrier.

## **SUGGESTIONS FOR IMPROVEMENT**

### **Training on Psychosocial Hazards:**

- Both leadership teams and entire teams should be trained on what psychosocial hazards are and consulted on their presence in the workplace.

### **Improved Communication and Consultation:**

- More frequent and consistent communication with employees about the You're your Head program and action plans: A communication strategy or package to better communicate about the program and raise awareness.
- Consultation with all areas of employees, including different shifts.

**Implementation and Sustainability:**

- Action plans should include an implementation plan.
- Focus on sustainability, especially towards the end of the project, to ensure new staff benefit and changes don't "drop off."

**Resource Allocation:**

- Focus on resource allocation from the start to ensure there are enough people to implement the programme properly.

**Engage Staff Throughout the Process:**

- Involve staff more throughout the entire process.
- Staff should be consulted when putting action plans together.