

SUPPORTING OUR COLLEAGUES DURING COVID-19

MENTAL WELLBEING FACT SHEET

April 2020

The COVID-19 situation and response is creating unprecedented challenges for the community.

The COVID-19 situation and response is likely to be an ongoing and evolving issue. The impact will be long term and we all need to remember to keep checking in on each other to offer and encourage support. In the face of challenges, we draw on our strengths, resilience and support networks to cope with the difficulties we face. It is common that when faced with multiple ongoing challenges our resilience may not be at usual levels and some people may need a little extra support adjusting to, and managing COVID-19 related impacts, or dealing with increased emotions and challenges.

Watch out for the signs

We all need to look out for each other. The signs that a colleague may benefit from some additional support may include:

- Appearing stressed, anxious, exhausted or confused
- Appearing sad, overwhelmed or angry
- Increased concerns about the future
- Significant withdrawal
- Physical symptoms - headaches, difficulty sleeping, eating, weight loss/gain
- Difficulty concentrating
- Resentment or blaming others
- Increased substance use
- Increased irritability and defensiveness
- Relationship issues
- Increased risk taking or reckless behaviour
- Reduced care and interest in personal appearance
- Difficulties switching off
- Increased worry or preoccupation with stressors
- Decreased confidence and self esteem

Check in regularly

Connecting, listening to others experience, encouraging support and following up are key steps to supporting others. Where in person connection is not possible, connect by phone, text, video chat and social media.

Start a conversation



1. Ask RUOK



2. Listen



3. Encourage



4. Check in

Being a good listener is one of the best things you can do to provide support to a colleague. Allow people to fully express their emotions and show them you are interested by actively listening. Always encourage support if you feel additional assistance may be helpful. Remember to continue to check in, even if they are OK at the time

Encourage your colleagues to seek additional support early where needed:

If you are concerned about the impact of COVID-19 on your colleagues encourage them to seek extra support.

Support services include:

MEMBER ASSISTANCE PROGRAM
(Benestar)

1300 360 364

CRITICAL INCIDENT SUPPORT SERVICES
(CISS)/PEER SUPPORT

1800 049 933

CHAPLAINCY AND FAMILY SUPPORT
1800 049 933