



Blueline

Laundry

Suicide Prevention & Mental Health Community Action Plan Hobart



Relationships Australia

TASMANIA

If you, or someone you know, are in need of critical mental health support please contact the following 24/7 services:

A Tasmanian Lifeline

1800 98 44 34 atasmanianlifeline.com.au

Lifeline

13 11 14 text: 0477 13 11 14 lifeline.org.au

Beyond Blue

1300 22 46 36 beyondblue.org.au

CAP Coordinator

Name

Email

Phone

Community Action Plan

A Community Action Plan (CAP) is a practical plan that communities (workplace, school, club or organisation) develop together to safely build supports to prevent and reduce suicide. These plans are established around the specific needs of each target group and are aligned with the Tasmanian Suicide Prevention Strategy (2016-2020). This is a funded initiative of the Tasmanian Government to address the incidence of suicide, suicidal behaviour, and the impact this can have on Tasmanians.

Background Information

Blueline Laundry Inc (BLL) was contacted by Relationships Australia Tasmania (RA Tas) to establish a partnership to develop a CAP. Mental health and suicide prevention are key priorities for the management team at BLL, and the opportunity to engage in the CAP process was welcomed enthusiastically.

BLL is a For Purpose charity, providing commercial laundry services as an enabler for BLL to discharge its Purpose. BLL's Purpose is to create meaningful employment opportunities for people with disabilities and from disadvantaged backgrounds. Originally commencing operations in 1893 under the name BayView Laundry, the organisation began with the focus to support disadvantaged women. Now, more than 128 years later, BLL laundry has expanded its capacity to support disadvantaged Tasmanians and now operates two sites across the state in both Launceston and Hobart. BLL currently has over 220 staff, who are represented by approximately 35% of people with a disability, and approximately 37% of people from culturally and linguistically diverse backgrounds.

BLL have already incorporated mental health in the work they are doing by providing disability awareness training, with sections specifically targeting mental health awareness, as well as providing Induction to Disability-Individual Support to a large number of staff. BLL laundry has placed priority on promoting their EAP service through posters, brochures, emails and within the newsletter, and organise fundraising BBQ's for days such as SPEAK UP! Stay ChatTY's Shorts Day.

BLLs goals for this CAP is to increase the work they are already doing with a focus on:

- Increasing awareness around mental health and supports,
- Training to support staff and safeguard the work sites, and
- Highlight the priority that BLL have for the wellbeing of their employees.

Blueline Laundry will adopt an organisational approach to mental health and wellbeing, but understand that some needs vary across their Launceston and Hobart sites. Due to these varying needs and large staff numbers across each site, two CAPs will be developed and actions to be prioritised will be defined for each site. The current CAP will focus on the Hobart site.



Community Engagement and Consultation Method

BLL invited staff to join a Workers Advisory Group (WAG) to represent the voices of staff across Tasmania. The WAG consists of 12 staff members from across both sites, and across many positions within Blueline. This group were involved in the two phases of consultation:

- Initial consultations to gather themes for actions - a consultation was held at each site
- Development of practical and sustainable actions - the WAG came together for this phase

The Hobart initial consultation had seven participants from the WAG and represented various roles and levels of management. The consultation consisted of 15 questions and covered the knowledge of supports available, current support methods utilised, and potential areas of improvement for BLL.

Key findings from Hobart consultation:

- The general knowledge around available supports was reasonably low, with participants indicating that they had limited awareness of what supports involved, and for what purpose they would be used.
- Concerns were raised regarding the confidentiality involved in the internal supports offered, such as EAP.
- Stigma and gossip were identified as a barrier to communicating support needs.
- Training needs and identified procedures were highlighted to ensure that those who are in supportive positions have the capacity to have safe and effective conversations with those in need.
- There are limited options to support the needs of staff who are vulnerable to overstimulation, high levels of stress and other reasons which may require temporary time away from duties.
- Due to the lack of trust in confidentiality, the need to be able to report or provide feedback anonymously was highlighted.

The combined key themes that emerged out of both the Hobart and Launceston initial consultation processes, and that will guide BLL's organisational approach to mental health, suicide prevention and the CAP actions were:

- Stigma reduction and cultural change
- Unawareness of internal and external supports present
- Training in mental health and suicide prevention
- Personal knowledge around mental health and self-care
- Flexibility and support for needs experienced by vulnerable people

BLL and staff have identified that they value taking a proactive approach to increased knowledge levels of suicide prevention and mental health knowledge & skills within their community. The WAG will be given the opportunity to lead the roll out of actions and support the initiative within BLL, as well as work with management on the evaluation of the CAP. This will include communication with staff around the CAP and it's goals, actioning the initiatives developed, and seeking feedback.



Community plans for building sustainability

Mental health and wellbeing, and the CAP will be a regular agenda item at staff meetings. Staff will be encouraged to provide feedback on the CAP which will be altered as required to make sure it's meeting the needs of the workplace.

Upcoming training opportunities will be made available for Blueline by RA Tas Suicide Prevention Project Officers and via TSPCN membership so that staff are aware and can gain access to the most appropriate training to support their needs.

Suicide Prevention Project Officers will be providing advice and guidance when required and will also follow up with staff to evaluate future direction of the CAP to ensure that it's meeting their needs.

The initial plan is to develop a framework for Blueline to support the wellbeing of staff and ensure that they are equipped to deal with any potential risks that clients. This will then be built upon sustainably over time.

Reporting and Promotion

Do you agree to provide an implementation report about the CAP one month after it is complete? Yes / No

Do you consent to information about the CAP being uploaded to the TSPCN website? Yes / No

Are you happy to collaborate with similar CAPs in your region? Yes / No

Are you willing to be interviewed for or present your CAP at a TSPCN meeting? Yes / No

Sign: Date:.....



Action Plan

Effective From:

Review Date:

What are the CAP suicide prevention action/s?	How will the CAP make a difference? (Outcomes)	How will this action lead to sustainable change?	How will you know if the CAP has made a difference (Outcome Measures)
<p>Resource packs for new staff, and to those who are at risk.</p>	<p>Raise profile of services and supports available within Blueline, and within the community.</p> <p>This enables staff to have a safe conversation with colleagues and then refer them onto services to help ensure they're safe when they leave.</p>	<p>Having up to date local and national information available, including cohort specific support. This will build staff knowledge and confidence in supporting themselves and their colleagues with mental health concerns.</p>	<p>Creation of pack, and evaluation of updates of information.</p> <p>Staff feedback on how useful they have found the pack.</p>
<p>Promote internal and external supports across accessible locations and platforms.</p> <p>Promote self-care strategies across accessible locations and platforms.</p>	<p>Ensure all staff are aware of self care strategies and supports that are available to them (such as EAP) through displaying information in highly trafficked locations across the site, as well as promotion of services via email, social media and through Blueline merchandise (e.g. stickers).</p> <p>Self-care strategies to be alternated and switched periodically.</p>	<p>Staff will have a clear understanding of where to go to seek support, as well as where to refer colleagues to when in need.</p> <p>Having mental health support information normalised across the sites and online can help reduce stigma and unawareness. Staff are provided with strategies to manage their own MH.</p>	<p>Visibility of supports and self-care strategies across the site.</p> <p>Quarterly emails to all staff providing information on support options.</p> <p>Number of posts on social media.</p>
<p>Promote Mental Health and Anti-Bullying policies</p>	<p>It will be ensured that staff are aware of the expectations and procedures surrounding MH and bullying and are informed on how to access policies.</p> <p>Blueline demonstrates prioritising MH and the wellbeing of their staff.</p>	<p>Blueline continue to foster a supportive workplace culture where staff have clarity around mental health and wellbeing.</p>	<p>Policy exists which clearly addresses staff mental health and anti-bullying.</p> <p>Staff have easy accessibility to the policies.</p>



Action Plan

What are the CAP suicide prevention action/s?	How will the CAP make a difference? (Outcomes)	How will this action lead to sustainable change?	How will you know if the CAP has made a difference (Outcome Measures)
<p>Mental Health Awareness events at Blueline.</p>	<p>Blueline will continue to run events with a mental health theme. This is to increase awareness of MH, raise funds and encourage help seeking behaviours.</p> <p>These events will eliminate negative stigma by normalising conversations and encourage avenues for support.</p>	<p>Increased conversation and story sharing will allow for a more open and supportive environment and will work towards eliminating stigma within the community.</p> <p>The scheduled events will have a focused theme and will involve an opportunity for community members to get together and experience mental health talks and resources. This initiative encourages ongoing help seeking behaviours and engagement with support services.</p>	<p>A review and evaluation in the uptake in training and if there have been tangible differences found within the club.</p>
<p>Training in comprehensive mental health training to support colleagues.</p> <ul style="list-style-type: none"> • Mental Health First Aid Training • Accidental Counsellor 	<p>Blueline is seeking to train several staff in Mental Health First Aid or Accidental Counsellor. Trained staff will act as a touchpoint for others within Blueline and support those struggling with mental health concerns.</p> <p>Current First Aid Officers will be offered the opportunity to complete training, and expressions of interests will be gathered from other staff. The certificate will be displayed in a prominent area so that staff are reminded that this support is available.</p>	<p>Having staff trained at each Blueline site will create a safe environment for all staff. There will be support there if the need arises.</p>	<p>Expressions of interest received from staff. Number of staff trained.</p>



Action Plan

What are the CAP suicide prevention action/s?	How will the CAP make a difference? (Outcomes)	How will this action lead to sustainable change?	How will you know if the CAP has made a difference (Outcome Measures)
<p>Question Persuade Refer (QPR) training</p>	<p>Short suicide prevention and intervention training available to all staff to increase skills and knowledge.</p> <p>Management and team leaders to complete training as a part of induction. Training to be promoted to all staff at MH awareness events.</p>	<p>Increased awareness and information on how to engage and support someone who may be suicidal.</p> <p>Having trained people throughout Blueline sites will develop a safe community safeguarded from suicide.</p>	<p>Management and team leader's uptake.</p> <p>General staff uptake.</p>
<p>Personal Mental Health Toolkit</p>	<p>Blueline would like to support staff in the development of Personal Mental Health Toolkit's for staff to use in times of need. Toolkit's will hold personalised supports which can cater for a range of needs including sensory items, support service information, earplugs, reading material etc.</p> <p>The goal of the Toolkit's is to provide staff the opportunity to practice self-care and manage their mental health, especially in times of heightened states.</p>	<p>These actions will foster an inclusive, open, and supportive workplace. This is a measure to give all staff the opportunity and time to ensure their needs are met and managed.</p> <p>Staff are encouraged to recognise and manage their own MH.</p>	<p>Creation of toolkits.</p> <p>Staff feedback on how useful they have found toolkits and time to practice self-care.</p>
<p>Anonymous Feedback Box</p>	<p>Blueline will provide an anonymous feedback box located in an accessible location which staff can utilise to safely communicate concerns.</p> <p>The goal of the feedback box is to address concerns surrounding confidentiality, while still encouraging communication from staff.</p>	<p>Blueline have access to feedback from staff which can assist in strategies to target concerns, and promote a positive workplace long-term.</p> <p>Staff feel empowered to have their voices heard, and feel their opinion is respected by Blueline.</p>	<p>Creation of feedback box.</p>



Action Plan

<p>Sign up to the Tasmanian Mental Health and Suicide Prevention Communications Charter</p>	<p>Short training opportunities with modules online will shift the language used when discussing mental health and suicide.</p> <p>Assist in creating a common language among Blueline staff and will make it clear where Blueline stand on the importance of Mental Health and Suicide Prevention.</p>	<p>Changing the language used will aim to break down stigma within the workplace and lead to more open conversations.</p>	<p>Determined through signing up.</p> <p>Display SafeTalk and appropriate communication materials.</p>
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NB: This is a working document that can be added to as community needs change or new actions are developed.
 Relationships Australia Tasmania are available to provide assistance in the future should changes be required.

We will also follow up with you as below:

Review 1 date: June 2022

Review 2 date: January 2023

