

Supporting Employees with Mental Health Conditions

Supporting an employee with a mental health condition requires understanding, clear communication, and a tailored approach. This guide outlines practical steps to help managers offer the right support and adjustments.



Understand Mental Illness: Mental illness is often misunderstood. By understanding its symptoms, effects on work, and available treatments, you'll gain valuable insight into how it impacts your employee. Always approach their circumstances with care, respecting their privacy while listening to their needs. Get the facts, avoid assumptions, and focus on their strengths.

Offer Support: Providing reassurance and showing that your employee will be treated fairly is crucial. Use clear communication and become familiar with the language around mental health to effectively discuss challenges and adjustments. Promoting a workplace that accepts mental health issues will help employees feel supported and encourage others to do the same.

Action Mode: Once you've gained understanding and expressed support, the next step is to take action. Collaborate with your employee to create a work plan that includes reasonable adjustments. This ensures they can perform their duties effectively, contributing as a valued team member.

Some adjustments might include:

- **Flexible Working Hours:** Allow for medical appointments, medication effects, or other health needs. Help plan their return to work after an absence to prevent a backlog of tasks and ensure the team is not overloaded.
- **Modifying Tasks:** Break large, overwhelming projects into smaller tasks or reduce work that might be too stressful, such as client interactions or team management.
- **Workspace Adjustments:** Consider a quieter environment or modifying equipment to enhance comfort.
- **Regular Check-ins and Goal Setting:** Monitor their progress, provide feedback, and adjust plans as necessary. Positive reinforcement fosters confidence and encourages ongoing recovery.
- **Access to Support Services:** Offer access to mentoring, Employee Assistance Program (EAP) counselling, or peer support.

Additional Tips: Involving other managers or HR specialists, with the employee's consent, can help share the responsibility of providing support. Don't hesitate to involve your organisation's EAP provider, such as Access Wellbeing Services, for professional guidance.

To book an appointment with one of our counsellors, call or scan the QR Code



1300 66 77 00
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