



Step 3: Act

Mental Health Response Flowchart

A worker has raised a mental health concern with me – what do I do next?

You are not expected to be a counsellor or mental health expert.

Your role is to listen, respond respectfully, consider workplace risks, offer support, and follow up.

Conversation starters

‘I’ve noticed you don’t seem yourself lately – how are you going?’

‘I know you have lots going on at the moment – how are you managing?’



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An initiative of the WorkCover Board Tasmania, delivered by WorkSafe Tasmania



Worker raises a concern / you notice they may be struggling

Check immediate safety

Is there an immediate risk to the worker or to someone else?

Yes

- Do not leave the person alone if there is immediate risk
- Contact emergency services or relevant crisis supports
- Follow workplace emergency procedures

No

Continue to a supportive conversation

Invite them to have a supportive conversation

- **Listen** – give them time to speak
- **Set boundaries** – make it clear they only need to share what they feel comfortable sharing

Identify what type of response is needed

A. Work is contributing

- Record and escalate through WHS process
- Implement controls or adjustments

B. A personal issue is impacting work

- Offer support options
- Consider/discuss temporary flexible working arrangements

C. Unsure or complex situation

- Offer support options
- Seek advice from HR/ EAP provider/other supports if appropriate

Offer practical supports

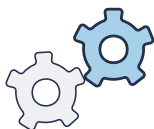
- Tailor supports to the worker's needs and what is reasonably practicable

Agree on next steps

- Confirm what action will be taken
- Arrange a time to check in again
- Respect privacy: only share information if there is a safety reason, legal requirement, or the worker agrees

Follow up on actions and check in

- How are things going since we last spoke?
- Is there anything else we can do to help?



Support and emergency contacts

Practical workplace adjustments

- Flexible or reduced working hours
- Opportunities for additional breaks
- Ability to attend appointments with supports
- Temporary reduction in workload or duties
- Access to a quiet working environment

Crisis and emergency supports

- Emergency (life-threatening) 000
- Lifeline 13 11 14
- Beyond Blue support service 1300 224 636
- Suicide Call Back Service 1300 659 467
- Local hospital emergency department

Professional mental health supports

- Employee Assistance Program (EAP)
- General practitioner
- Psychologist / Psychiatrist / Counsellor
- Social worker

Injury and return-to-work support

- Worker Assist Tasmania 03 6216 7677



For more information about signs of possible mental health issues, how to have a supportive conversation, and practical supports available, visit the **Minds Matter Toolkit**