



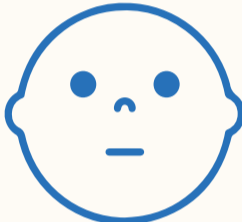



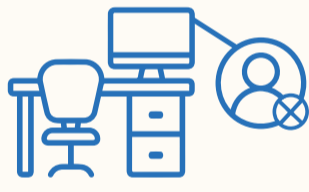




STRUGGLING WITH MENTAL HEALTH?



At Belgravia we know there are times when the mental health of ourselves and others can be challenging. Belgravia strives to provide a safe, enjoyable and fulfilling experience for all who are engaged with us. The mental health of our team members, guests and visitors to the places where we operate is of the highest priority.

These may be signs the person needs support related to their mental health.

 <p>Feeling anxious or worried</p>	 <p>Feeling depressed or unhappy</p>	 <p>Irritable and or emotional outbursts</p>	 <p>Sleep problems</p>
 <p>Weight or appetite changes</p>	 <p>Quiet or withdrawn</p>	 <p>Substance or alcohol abuse</p>	 <p>Feeling guilty, shameful or worthless</p>
 <p>Changes in behaviour, mood or feelings</p>	 <p>Unplanned or unusual absence from work or sick leave</p>	 <p>Unable to perform usual daily tasks</p>	 <p>Thoughts or talk of death or self-harm</p>

 If you think there is an immediate risk of suicide or self harm please dial triple 0 (000)

HOW TO HELP

- If any person is at immediate risk of suicide, self-harm or harm to others, **call triple zero 000**
- In your role as an employee of Belgravia, follow the *Belgravia Mental Health Action Steps* work instructions for guidance on how to help team members, guests & visitors

24/7 MENTAL HEALTH SERVICES – FREE SUPPORT

Lifeline - Anyone having a personal crisis
Phone 13 11 14 or Text 0407 13 11 14
or Web www.lifeline.org.au

Suicide Prevention Services
Anyone thinking about suicide
Phone 1300 659 467 or
Web www.suicidecallbackservice.org.au

Kids or Youth Helplines
Help for young people aged 5 to 25
Phone 1800 55 1800 or
Web <https://kidshelpline.com.au>



MENTAL HEALTH ACTION STEPS



MAJOR INCIDENT: SOMEONE IS AT RISK OF HARM

Major Symptoms Checklist (*someone is at risk of harm*)

If someone is at immediate or later risk of harm to themselves or others, call in Australia - **triple zero (000)**

REMEMBER...

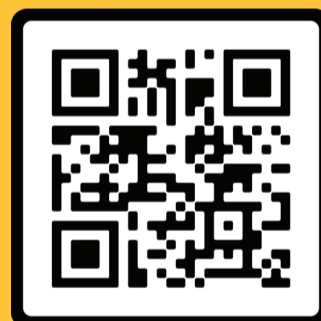
We are not the experts and its best we try not to be, rather listen without judgment.

- Remain with the person, and while not causing undue attention, seek help from others to promote safety for all people, and where possible provide privacy/separation from others
- Emergency contact
 - **If you have access** to the persons emergency contact, call them to inform them of the incident
 - **If you do not have access** to the persons emergency contact, seek it and if obtained, call them to inform them of the incident
- Inform the person you will 'check-in' with them later at an arranged time, and do that!
- Ask the person if someone is available to support them at home or elsewhere; if not, provide contact information for a 24/7 Mental Health Services
- Escalate the incident to your Manager at the first opportunity
- Debrief with immediate team members that are involved, provide ongoing support, and advise team members they have access to Employee Assistance Program (EAP), or other support

EAP: Phone 1 300 OUR EAP
or Web www.convergeinternational.com.au

Lifeline: Phone 13 11 14 | Text 0407 13 11 14
or Web www.lifeline.org.au

QR: EAP



QR: Lifeline



- Lodge an incident report through B-Connected
- If employee is unfit for work, implement shift coverage action
- Seek return to work written approval/certification by an appropriate health care professional for an employee
- Contact the employee at the arranged time
- If no contact, try again within 2 hours, and if no contact, call the employees emergency contact
- Ensure that the B-Connected incident report is updated regularly

MENTAL HEALTH ACTION STEPS



MODERATE INCIDENT: SOMEONE IS EXPERIENCING A PERSONAL CRISIS

Moderate Symptoms Checklist (*someone is experiencing a personal crisis*)

- If you're concerned about someone who is experiencing a personal crisis, ask them how you can help
- If a person talks about self-harm or death, refer to Mental Health Action Steps – Major Symptoms

REMEMBER...

We are not the experts and its best we try not to be, rather listen without judgment.

Our role is to refer the person to appropriate support.
Encourage them to access one or more of the following options:



Option 1: Employee Assistance Program
(for **Employee's only**)
Phone: **1 300 OUR EAP** or
Web: www.convergeinternational.com.au



Option 2: Lifeline
Phone: **13 11 14** or Text **0407 13 11 14**
Web www.lifeline.org.au

Option 3: Lifeline - Local GP

- Where possible, provide a private space/separation from others for the person to access the support service of their choice
- Assure the person to take enough time to communicate with the support service
- While providing privacy, remain vigilant, close by and then support the person following contact with the support service
- Employee's only** - Enable the employee to return to their work, or take sick leave if appropriate
- Or if management decides an employee is unable to complete their work responsibilities, they are to be supported and relieved of work responsibility and placed on sick leave
- Inform the person you will 'check-in' with them later at an arranged time, then do that!
- Ask the person if someone is available to support them at home or elsewhere; if not, provide contact information for a 24/7 Mental Health Services
- Employee's only** – if the employee is unfit for work, implement shift coverage
- Escalate the incident to your Manager at the first opportunity
- Employee's only** – if deemed appropriate by your Manager, seek return to work written approval/certification by an appropriate health care
- Debrief with immediate team members that are involved, advise they have access to the Employee Assistance Program, and provide ongoing support
- Lodge an incident report through B-Connected
- Contact the person at the arranged time
- If no contact, try again within 2 hours, and if no contact, call the person's emergency contact
- Update the incident report through B-Connected