

Counselling, coaching and support



Employee Assistance Program – Be the best you with Benestar

The person who can have the biggest impact on your health and wellbeing is ... well, you! However, with so much information available it's hard to know what is reliable or where to begin.

That's why we've partnered with **Benestar**® to bring you a holistic and comprehensive health and wellbeing program to help you feel great and be your best you!

Best You by Benestar offers professional, confidential counselling, coaching and support which is free for you and your immediate family members. Each person is eligible for four hours of counselling, coaching and support per calendar year.

MyCoach – counselling, coaching and support

Take your health into your own hands while being supported by one of Benestar's specialist clinicians. Whether you're facing a challenging situation at work or you would like counselling or coaching to help you enhance your overall wellbeing, the Benestar team is here to help.

MyCoach can also assist with:

- support for mental health
- strategies to create a better work-life balance
- managing stress
- guidance on parenting issues
- advice on how to improve your fitness and nutrition
- specialist support for people leaders
- improving relationships

— grief counselling and more.

MyCoach support is available for individuals, people leaders and executives and can be accessed by telephone (1300 360 364), face-to-face, online or via LiveChat through Benestar's health and wellbeing portal Benehub.

Meet the Clinicians

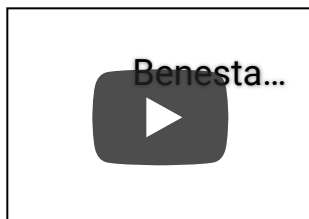
Sometimes reaching out and seeking support can require a bit of courage. The fear of the unknown and speaking to a clinician or someone you don't know can add to this. This is why Benestar created their video: "MyCoach – Meet the Clinicians".

Video 1 (LHS)

By introducing the team and giving you the opportunity to get to know them as real-life people, we aim to remove some of the mystery and uncertainty around seeking professional support, so that more people feel comfortable getting help when they need it.

Video 2 (RHS)

We know from experience that the fear of reaching out and the stigma associated with mental health often gets in the way of people getting the support they need when they need it most. The team of clinicians help address some of the stigmas of mental health conditions and spread awareness of Benestar's MyCoach service.





BeneHub

Access hours of health and wellbeing blogs, podcasts, videos, meditations, self-assessments, activities and more via the Benehub website and app. View content anytime, anywhere or speak to one of Benestar's coaches using LiveChat or online messaging.

To register, simply follow the steps below to create your Benehub account:

1. Visit www.benestar.com and go to "BeneHub Login".
2. Enter company ID **USYD** and token **USYD01**.
3. More information is available in this [BeneHub user guide \(pdf, 430KB\)](#).

More information and specific support

Supporting managers

Use as your confidential and proactive support to work through any workplace issue or challenge. These range from poor performance and unusual behaviour to concerns about mental health and how to respond to traumatic events.

Here are some common queries:

- How do I share information about a staff member who has been diagnosed with an illness with my team in a sensitive, respectful and professional way?
- I have a staff member who is regularly arriving late and seems distressed. What is the best way for me to check on their wellbeing?
- I am about to have a difficult performance discussion and need some assistance to manage my own emotions.
- I have a challenging conflict within my team - can you assist me to help them resolve this?

Find out more about Benestar's [MyCoach for People Leaders \(pdf, 1.5MB\)](#).

Supporting Aboriginal and Torres Strait Islander communities

Benestar shares our commitment to diversity and inclusion.

Benestar dedicates one phone number which provides easy access to book an appointment with a clinician who identifies as Aboriginal and Torres Strait Islander or has in-depth cultural awareness and experience supporting Aboriginal and Torres Strait Islander Peoples. **1800 816 152**. This support line provides a safe space where Aboriginal and Torres Strait Islander cultures are valued, respected and understood.

This initiative is part of the ongoing commitment to making available support that genuinely connects with Aboriginal and Torres Strait Islander Peoples from a wide range of backgrounds and with differing needs.

Benestar maintain a stance as a culturally appropriate provider*, and adopt a multidimensional approach through the following:

- *Human resources*: Benestar has clinicians with diverse experience, including those experienced in working with Aboriginal and Torres Strait Islander communities. Their search system allows them to identify experienced clinicians easily.
- *Paradigms*: Benestar's clinicians operate under a client-centred and strength-based approach. They respect that each person's lived-experience is unique. Furthermore, the clinicians have access to support from clinical managers that are experienced in working with diverse communities.
- *Organisational strategies*: Benestar encourages their clinicians to attend continuing professional developments, including awareness training on Aboriginal and Torres Strait Islander culture.
- *Tools*: Benestar's resource library includes culturally relevant resources.
- *Awareness strategies*: Benestar has marketing materials that are inclusive.

*based on PHN Mental Health Implementation Guidance

Supporting LGBTIQ communities

Being different is one of the best qualities we can possess. It sets us apart from other people and helps us build a unique identity that makes us feel safe, comfortable and proud to be us. Surrounding ourselves with people who hold different values, beliefs and perspectives can also help us be more compassionate and better understand the world we live in. There's a lot to love about being different, but sometimes it can come with its challenges.

Each one of us is different for a variety of reasons and learning to love ourselves for who we are can sometimes require a helping hand. If you or someone you know is having trouble coming to terms and feeling comfortable with their identity, contact MyCoach to chat to a supportive professional today.

Resources for critical incidents

[Download ZIP file \(4.1mb\)](#)

Login to Benestar

Enter company code USYD and token USYD01

COVID-19

Please use these [resources specifically developed to help you](#) and your loved ones during these unprecedented challenges we are facing.

Contact

1300 360 364 (available 24/7)

1800 816 152 (dedicated Aboriginal and Torres Strait Islander Support Line)

1300 089 972 (dedicated hotline for staff supporting a student sexual assault disclosure)

- www.benestar.com
- [University staff health support](#)

Summary

- Confidential free counselling, coaching and support is available to all staff.
- All staff are entitled to four hours of counselling, coaching and support.
- Counselling, coaching and support is extended to family members.
- Counselling, coaching and support is provided by Benestar, an external organisation with qualified professionals.
- Benestar is a member of Pride in Diversity.

BeneHub

- [Log in or register \(including LiveChat\)](#)
- [BeneHub user guide \(pdf, 430KB\)](#) for first time users
- [Benestar app download information \(pdf, 1.5MB\)](#) - you must register before accessing the app

Resources

- [Benestar – a guide to becoming your best you \(pdf, 1.8MB\)](#)
- [Benestar - Supporting your people through change \(pdf, 1MB\)](#)
- [Benestar - Aboriginal and Torres Strait Islander support \(zip file,3.6KB\)](#)

Promotional posters

(more on BeneHub)

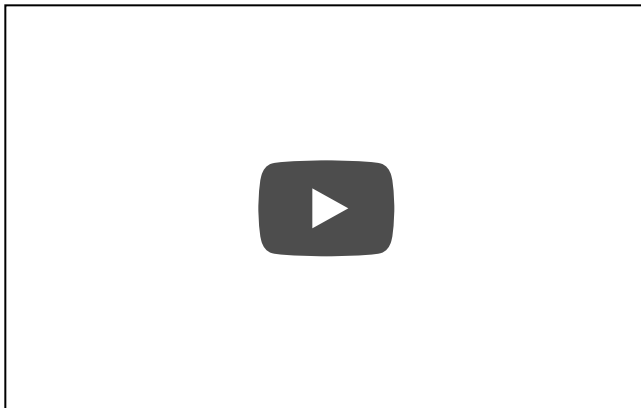
- [Coaching and support \(pdf, 156KB\)](#)
- [Diversity and inclusion \(pdf, 2.2MB\)](#)
- [Diversity and inclusion \(pdf, 2MB\)](#)
- [Diversity and inclusion \(pdf, 1.9MB\)](#)
- [Nutrition \(pdf, 1.7MB\)](#)
- [Quit smoking \(pdf, 2.3MB\)](#)
- [Work-life balance \(pdf, 2.2MB\)](#)
- [Stress-free \(pdf 1.5MB\)](#)
- [Sleep \(pdf, 601KB\)](#)

Psychological health and safety

Anxiety, stress, depression, alcohol and drug abuse can have a significant effect on your health, wellbeing and work productivity.

In the workplace, psychosocial hazards or factors are anything in the design or management of work that increases the risk of work-related stress. A stress response is the physical, mental and emotional reactions that occur when a person perceives that the demands of their work exceed their ability or resources to cope.

The mental health of a workforce can be enhanced by minimising the impact of known workplace risk factors and maximising the impact of potential protective factors. Safe Work Australia recommends a systematic and practical approach to managing work-related psychological health and safety. To be effective, the approach needs to be focused on preventing harm, identifying and responding to problems as early as possible, and supporting recovery.



Psychosocial hazards and causes of psychological injury

There are common workplace factors and psychosocial hazards that can impact our psychological health and safety. They are often categorised as:

- Job demands
- Job control
- Support
- Workplace relationships
- Role clarity
- Organisational change management
- Recognition and reward
- Organisational justice
- Environmental conditions
- Remote or isolated work
- Violent or traumatic events *

Research suggests that these factors interact in complex ways. As a result, focusing on a single risk factor in isolation as a point of intervention is unlikely to create a mentally healthy workplace. Strategies are needed at the individual, team and organisational level **.

* [SafeWork Australia](#), 2019.

** [Developing a Mentally Healthy workplace: A review of the literature](#). A report for the National Mental Health Commission and the Mentally Healthy Workplace Alliance,

The University's Psychological Health and Wellbeing Framework

The University aims to be a leading psychologically healthy workplace, where staff and students alike (whatever their social or cultural background), can thrive and realise their potential. Our mentally healthy workplace strategy, is designed to support and sustain a culture that values psychological health and builds a resilient workforce.

The University is developing a mentally healthy workplace strategy that is evidence-based and focused on:

- designing work to minimise harm
- building organisational resilience
- enhancing individual resilience

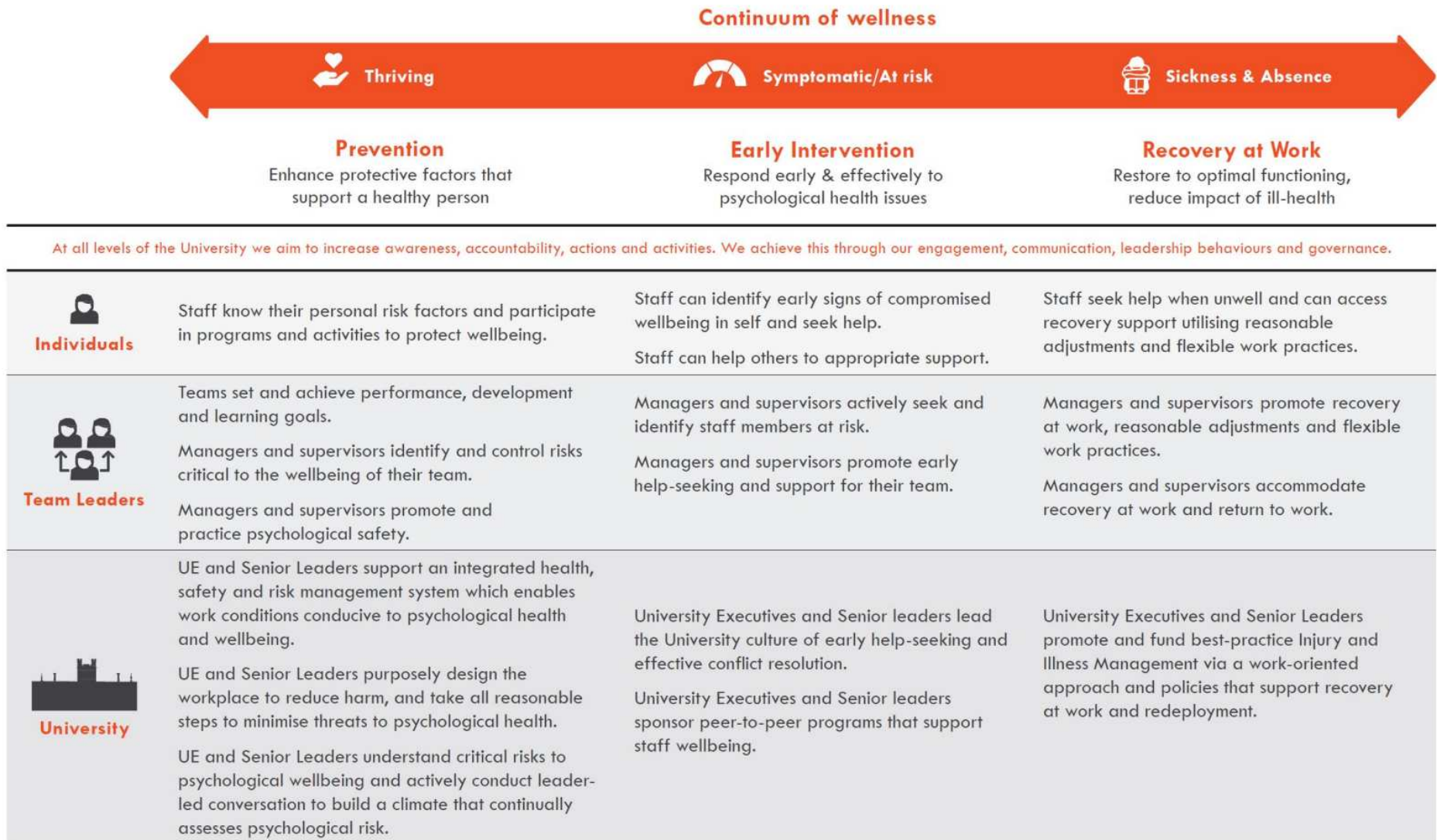
- promoting and facilitating early help-seeking
- supporting recovery and return to work *.

* [A framework to create more mentally healthy workplaces: A viewpoint](#), Petrie K et al, 2018.

At all levels of the University we aim to increase awareness, accountability, actions and activities. We achieve this through our engagement, communication, leadership behaviours and governance.



Psychological Health and Wellbeing Framework



You can make a big difference to those around you by doing the following.

- Looking after yourself and modelling healthy behaviours, eg, moving more/sitting less, eating well, getting enough sleep, switching-off after work and practising mindfulness.
- Creating a culture where people feel valued, engaged and supported to be their best, and where it is 'OK' to share when you are not 'OK' – breaking down stigma regarding mental illness.

- Raising awareness about psychological health and safety in team meetings, and participating in University training and events that prompt sharing and meaningful discussion.
 - Connecting with the people around you, providing support where you can, and referring colleagues and team members to internal professional support (eg. our [Staff Health Support Team](#)) and external professional support (eg. [EAP](#) (Employee Assistance program) or their doctor).
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Read

[Safe Work Australia's work-related psychological health and safety guide](#)

Learn more

[SafeWork NSW's mental health strategy](#)

Sharing stories of mental health

[Watch some short videos of staff and students sharing their stories](#) to encourage others who may be experiencing mental health challenges.

Factsheets

- [Burnout](#)
- [Team resilience](#)