

2 Identify

STEP 2:

Gather the facts: It is often difficult to distinguish normal mental health from mental illness because there is no simple test to show you. Gather information to help you to make an informed decision.

Healthy Life Means...

Looking

Identifying

Facing

Empowering

Do this first

Assess the information you have about the staff member

- Check how many of the boxes you have ticked in Step 1 and the issues that they raise.
- Start documenting and collating a chronological record on the [Notes](#) page.
- Ensure your notes are saved/held in a secure location (e.g. U:\)
- Identify if there are other indicators which may highlight that there are issues:
 - increased/high numbers of sick leave reports
 - formal complaints
 - feedback from clients or colleagues
 - specific incident reports.
 - other _____
 - other _____

Ask yourself

- Is what you are identifying above, repeated patterns of behaviour?

Have you tried other strategies?

Could you change/modify their behaviour by:

- Altering their work environment.
- Increasing predictability and scheduling i.e. routine.
- Increasing opportunities for choice, flexibility and control.
- Adapting and/or modifying workload.
- Acknowledging positive behaviour.
- Minimising triggers which could lead to stress related behaviours.

Ask yourself:

- Do you have a clear and consistent approach with all your staff and haven't developed any biases toward this staff member due to an event in the past?
- Have you created a work environment that may create or exacerbate mental health problems?
- Have you inadvertently contributed to the problem?
- Do you have the skills to manage the situation or do you require additional advice (see contacts below)?

Do this first

Identify if the University has other policies and processes that need to be considered

- Have you checked the [HR website](#) to identify what Policies and Procedures relate to the issues identified and that could also provide you with assistance/guidance (e.g. Enterprise Agreement, Unsatisfactory performance, Fair treatment, Injury Management, Non-work related rehabilitation)?
- Does the policy/process require you to inform other Managers or HR Branch?

Be satisfied before you take the next step that you have identified the issues and have the facts to back it up



Don't do this

Dismiss the fact that they:

- May be afraid that their disability will provoke unnecessary concern and affect job opportunity.
- May not have come to terms with their mental illness.
- May have been discriminated against in the past.
- May be afraid that they will lose their job.
- Procrastinate and avoid taking the next step.