

### Purpose

SKG Services aims to facilitate and promote positive mental health among staff by providing a safe and supportive work environment and encouraging staff to take responsibility for their own mental health, wellbeing and fatigue management.

### Scope

This policy applies to all employees of SKG Services (whether full-time, part-time or casual) and all persons performing work at the direction of, or on behalf of SKG Services.

### Positive Mental Health

Positive mental health is characterised by feeling good and functioning well. According to the World Health Organization, mental health is a state of well-being in which a person can:

- Cope with the normal [stresses](#) of life.
- Work productively and fruitfully.
- Realise their potential; and
- Contribute to the community.

Your mental health is as important as your physical health. Research has shown that you can help to build and maintain your mental health by taking some simple steps, including:

- Socialising with your friends, family and others in the community;
- Engaging in regular exercise, eating a [healthy diet](#), avoiding excess [alcohol or other drugs](#), and going for regular check-ups with your doctor;
- Identifying your strengths and using them to help others or contribute to the community.
- Engaging in meaningful work, including volunteering, helping a neighbour or performing small acts of kindness; and
- Taking time to relax and do the things you really enjoy.

If you are interested in other ways for building and maintaining positive mental health, we recommend that you see your doctor or a mental health professional.

### Fatigue

SKG Services recognises that fatigue will impair an individual's ability to perform work safely therefore the objective of this Fatigue Management Policy is to prevent any individual from creating a hazard to themselves or others as a result of fatigue related issues at workplaces.

It is our aim to:

- Achieve a workable fatigue procedure that will ensure the safety of all employee's by adopting a practical and common-sense approach;
- Assist Managers to recognise situations that may lead to employee fatigue and other detrimental effects;
- Provide guidelines for managing situations where fatigue may be an issue.

It is anticipated that each person in our organisation will do his or her part toward the success of this procedure.

SKG Services intends to provide all employees with the tools that will encourage the Fatigue Procedures to be utilised. All employees are expected to familiarise themselves with the fatigue procedures contained herein and comply with the expected responsibilities.

### **Fatigue Responsibilities**

#### Personnel and Contractors

- Utilise breaks within and between shifts to recuperate;
- Report all hazards, near miss incidents and accidents;
- Recognise the symptoms of sleep deprivation and / or fatigue and ensure rest is taken to minimise risk;
- Report to direct Managers any perceived fatigue issues;
- Advise your Manager when you are fatigued or there is a chance you may become fatigued; and importantly
- At no time should an employee put themselves or others at risk.

#### Managers

- Monitor planned and actual after hours work rosters;
- Use discretion to monitor and as appropriate discuss with individuals any work performance which may be perceived to be affected by fatigue;
- Where required ensure employees make alternate arrangements when required to drive and may be affected by fatigue.
- Reviewing shift work / after hours work arrangements;
- Review holiday rosters to ensure adequate staffing levels to help minimize the risk of employees working longer hours;
- Analysing incident report data to decipher if fatigue was a contributing factor;  Implementing improvements that promote a reduction of fatigue related risks;
- Identifying and mitigating all risks associated with fatigue.

### **GUIDELINE ON FATIGUE ISSUES**

The following points discuss issues relating to the management of fatigue:

#### Staff Rostering

The length of each shift should take into account physical and mental workloads and any hazards that may present due to the age and other characteristics of shift workers.

#### Extended Work Hours (including travel)

If an employee undertakes extended work hours the issue of fatigue must be factored in. In the case of travel by plane and fatigue has been recognised as a risk (such as driving to and from the airport) alternate arrangements should be sought and approved by the direct Manager. The IMS Manager should approve all extenuating circumstances.

It is the responsibility of the individual employee to ensure that they do not work longer than 6 hours without a break

#### Callouts/After hours work

A roster is recommended to be maintained for the allocation of specific personnel who will be undertaking callouts for that week. If an employee has undertaken a call out after hours, before returning

to work the following day the employee must communicate with their Manager to determine the return to work time. For payment and conditions relating to those hours worked you should consult your agreement or speak with your Manager.

#### Repetitive work

All Managers should be aware that if an employee is undertaking repetitive work fatigue might set in early during the process of undertaking the works. All effort should be made to rotate specific jobs. Some repetitious tasks can be eliminated by job re-design; however the repetitious tasks of long duration can only be reduced by altering exposure through work organisation factors. Suggested controls are;

- Share the load;
- Change the task order (if possible) – alternate repetitive tasks with non-repetitive tasks;
- Job rotation – doing a task that uses different muscles;  Restructure the job to allow for more variety.

These controls are suggestions, should you feel the effects of fatigue from repetitive work you should contact your Manager to discuss the controls.

#### Hot/Cold environments

Climate can be extreme, hot or cold. Once again, signs of fatigue may occur at an earlier stage. Individual employees whilst working should undertake a review of conditions in the conditions and report to their immediate Manager should they feel fatigued from the conditions they are working in. If a hot / cold environment is recognised as potential risk the following are suggested controls;

##### For Hot environments:

- Managers to provide and encourage the use of mechanical aids;
- Take frequent rest breaks and/or rotate duties to allow yourself to cool down;
- If inside, utilise fans to circulate air flow;
- Monitor temperature, humidity and workers response to environmental conditions.

##### For Cold environments:

- Review work status if conditions become too cold to continue to work safely   
Organise work to minimise risk: take breaks, rotate or 'share' work in cold conditions;
- Employees to wear suitable clothing for the cold conditions – Clothing should be work in layers; a waterproof outer layer will provide protection from the rain. A Hat will reduce heat loss, as will ear protection;
- Monitor environmental conditions and the physical wellbeing of people when work involves prolonged exposure to the cold.

#### Social/Family issues

Employees may have family responsibilities that are a significant demand on the individual such as sick children or tending to an aged person in the household. This situation should be dealt with delicately and where possible counselling should be offered. It may also be necessary for the employee's hours of work to be reviewed by their Manager.

#### Shift work guidelines

- Shift work can exacerbate fatigue often experienced by night workers – whose sleep tends to be shorter than normal, and of poorer quality.

- Some individuals may have more difficulty than others in coping with shift work, and this may be related to their internal “biological clock”. Other factors such as age, duration or shift work and the like may further impact on the fatigue issue.
- Shift patterns that include nights should generally be rotated rapidly and are immediately followed by a rest period.
- Shifts should be rotated in a “clockwise” direction; that is, morning-afternoon night as the biological rhythms can adapt better to a longer, rather than a shorter day.

#### Work Hours

- An individual’s work hours are as defined in your employee contract. Usually a work period commences when you commence work at the premises of the company or on behalf of the company at a client’s site. Work would usually conclude at the last job site for the day (generally no longer than 12 hours after you commenced in the morning).
- If you are expecting to work longer than this you must contact your Manager for further direction and instruction when you are approaching the 12 hour mark.

#### Staff Holidays

Consideration with regards to staff holidays should be considered; annual leave accruals should be reviewed regularly to ascertain if employees are having adequate breaks from work.

#### Driver Fatigue

It is a policy of the company to provide and maintain the vehicle fleet in the best possible condition and fleet vehicles are renewed regularly. To ensure the safety of all colleagues, it is policy that whilst in charge of any vehicle during work hours, all company personal have a responsibility to themselves and to other drivers on the road.

To avoid driver fatigue several methods are available to you:

- Stay physically fit
- Plan trips to avoid long periods of driving
- Take frequent breaks
- Have sufficient sleep or rest prior to long trips
- Ensure your vehicle is in a roadworthy condition and all lights etc are working. You may have to drive home at night.
- The company will normally quote jobs with an overnight accommodation component. Stay overnight rather than attempt to get home that day.

#### Responding to Stress in the Workplace

The risk control approach is useful in controlling systematic stress.

The following processes should be well managed if stress is to be contained or minimised:

- Increase all levels of workplace consultation
- Increase participation in decision making

- Increase employee control and involvement about how a job is done, whilst still maintaining safe work practices
- Acknowledge stress as a work related issue and provide appropriate support services
- Provide supportive supervision, including feedback
- Provide mechanisms for employees to raise issues of concern, and follow-up to check effective resolution.

### **Mental Illness**

A mental illness is a medical condition that impacts a person's thoughts, feelings or behaviour. Common examples of mental illness include depression, anxiety disorder and post-traumatic stress disorder. It is estimated that nearly half of all Australians will experience a mental health condition in their lifetime.

You may be at risk of a mental illness if you are experience one or more of the following:


- Feeling depressed or unhappy for an extended period;
- Losing motivation or interest in a favourite hobby;
- Prolonged anxiety, including heart palpitations, shortness of breath, headache, restlessness, diarrhoea or a racing mind;
- Sudden and dramatic changes in mood, such as extreme distress or anger;
- Changing sleep patterns or getting too much or too little sleep;
- Fluctuating weight or rapid weight loss;
- Being quiet or withdrawn or refusing to join in social activities;
- Excessive use of alcohol or other drugs;
- Feeling guilty, worthless or consistently criticising oneself;
- Changes in behaviour or feelings, including where you don't seem "quite right".

If you think you might have a mental illness, you should seek help from a health professional. The sooner you seek help, the sooner you can start to [recover](#).

### **Seeking Help**

When seeking help regarding a mental health issue, a general practitioner (GP) doctor is often a good starting point. A GP doctor will usually be able to:

- Make a diagnosis;
- Check for any physical health problem or medication that may be contributing to any mental health conditions;
- Provide information and discuss available treatments;
- Provide support and counselling;
- Prescribe medication;
- Refer you to a mental health specialist such as a psychologist or psychiatrist; and/or
- Schedule regular appointments to check on your progress.

<b>IMS 22</b>	<b>Mental Health Policy</b>	
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A number of organisations in Australia provide free support and education for people who are experiencing mental health issues. The table below sets out some of the key support organisations and their contact details:

<b>Beyond Blue</b>	Support for people experiencing depression and anxiety	1300 22 4636
<b>The MindSpot Clinic</b>	Support for people experiencing stress, anxiety, low mood or depression	1800 61 44 34
<b>eheadspace</b>	Mental health support for people under 25	1800 650 890
<b>MensLine Australia</b>	Mental health support for men	1300 78 99 78
<b>Qlife</b>	Mental health support for LGBTI people	1800 184 527
<b>Lifeline</b>	Crisis support and suicide prevention	13 11 14
<b>Suicide Call Back Service</b>	Support for people feeling suicidal	1300 659 467
<b>SANE Australia</b>	Support, training and education for people with a mental illness	1800 18 7263

SKG Services aims to provide an environment where employees feel comfortable raising and discussing concerns about mental health. If you have any concerns about your own mental health, or the mental health of a co-worker, we welcome you to contact your manager or our SKG Services Head Office.

Any information regarding your health is sensitive information and should be treated accordingly.