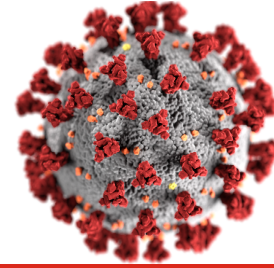


MENTAL HEALTH FACT SHEET

Supporting your teams during COVID-19



The COVID-19 situation and response is creating unprecedented challenges for the community and the hairdressing workforce.

The COVID-19 situation and response is likely to be an ongoing and evolving issue. The impact will be long term and we all need to remember to keep checking in on each other to offer and encourage support. In the face of challenges, we draw on our strengths, resilience and support networks to cope with the difficulties we face. It is common that when faced with multiple ongoing challenges our resilience may not be at usual levels and some people may need a little extra support adjusting to, and managing COVID-19 related impacts, or dealing with increased emotions and challenges.

Watch out for the signs

We all need to look out for each other. The signs that a colleague may benefit from some additional support may include:

- Appearing stressed, anxious, exhausted or confused
- Appearing sad, overwhelmed or angry
- Increased concerns about the future
- Significant withdrawal
- Physical symptoms – headaches, difficulty sleeping, eating, weight loss/gain
- Difficulty concentrating
- Resentment or blaming others
- Increased substance use
- Increased irritability and defensiveness
- Relationship issues
- Increased risk taking or reckless behaviour
- Reduced care and interest in personal appearance
- Difficulties switching off
- Increased worry or preoccupation with stressors
- Decreased confidence and self esteem

Check in regularly

Connecting, listening to others experience, encouraging support and following up are key steps to supporting others. Where in person connection is not possible, connect by phone, text, video chat and social media.



Being a good listener is one of the best things you can do to provide support to a colleague. Allow people to fully express their emotions and show them you are interested by actively listening. Always encourage support if you feel additional assistance may be helpful. Remember to continue to check in, even if they are OK at the time.

Encourage your colleagues to seek additional support early where needed:

If you are concerned about the impact of COVID-19 on your colleagues encourage them to seek extra support.

Keep communication open with management - It is important to keep regularly communicating with your manager if you have any questions or concerns. It is likely if you have questions, others may have similar concerns or worries. Raising issues and feeding back concerns will assist with identifying the information staff need to help them manage and respond to COVID 19.

Find more conversation tips and resources at:

Australia:

Support lines:

Lifeline 13 11 14
Beyond Blue 1300 22 4636
Mensline 1300 78 99 78
Kids helpline 1800 55 1800
Suicide call back service 1300 659 467
qlife 3pm-midnight 1800 184 527

Resources:

www.lifeline.org.au
www.beyondblue.org.au
www.sane.org

New Zealand

Support lines:

Lifeline 0800 543 354
Talk to a trained counsellor – text or call 1737
Tautoko Suicide Crisis Helpline 0508 828 865
Alcohol and Drug helpline 0 800 787 797
OUTLine (sexuality and gender identity issues) 0800 688 5463

Resources:

www.depression.org.nz
www.thelowdown.co.nz
www.mentalhealth.org.nz

With thanks to NSW Ambulance for provided information.

