# Mental Health First Aid Caterpillar Underground Mining





## Hi my name is **Andrew Layton**

I have been an employee of Caterpillar Underground Mining for 19 years. I am currently the Assembly Manager at Caterpillar and have a total of 80 employee's

Prior to my current position I was the Fabrication Manager for 4 years, managing 200 employees across three 8 hour shifts

During the past 19 years with the company I have been heavily involved with Mental Health first aid, continuous improvement, and developing and improving the Safety and Quality Culture.

I am a very firm believer in a zero harm workplace where work can be a safe and enjoyable experience.

# Andrew J. Layton, Assembly and Final Operations Manager, Caterpillar **Underground Mining**

- Changing perceptions in male dominated workplace in regional Australia
- Overcoming the reluctance to talk about feelings and emotions in a workshop
- The enormous benefits of embedding Mental Health First Aider in to work groups

The Caterpillar Burnie facility is spread over 5 sites and is the home to large underground trucks and loaders which are shipped worldwide.

Approximately 400 employees work at the Burnie facility.

Burnie is proud of the machines they build and most importantly, the people who make them possible.

Burnie, Tasmania 🖈



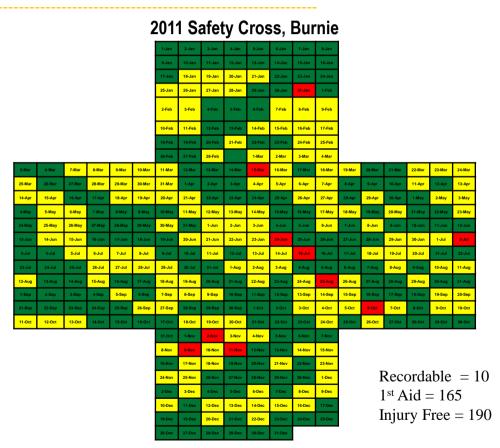
# Mental Health First Aid Caterpillar Underground Mining





# Where we began - Mental Health





# 2011 - The inception of the Mental Health First Aid Program

- We were nearing the peak of the Mining Boom
- Our workforce was around 850
- > We operated 24hrs x 5 day's per week on 3 shifts
- We were training unskilled recruits to semi skilled welders





Our injury rate was trending in the wrong direction

# Data Driven Analysis –Injuries Experienced

- Cause types
- Contributing factors
- Hot spots and frequent flyers
- Length of service and employment status
- Recovery duration and rehabilitation

#### What did the data tell us?

- Finger, Hand and eye injuries were increasing
- Causing cuts, lacerations, contusions and foreign bodies
- > 70% of all injuries sustained by agency workers
- Employees sustaining injuries in 2+years service
- Agency workers sustaining injuries in first 6 months
- We had a small group of team members presenting with frequent low level treatments with long recovery times

#### So what's the link to MHFA?

We were systematically working on our Safety Culture and capacity and knew we could address the physical conditions causing some of the injuries by replicating and improving on our current processes:

**Programs:** Safety Leadership, RCCA Investigations, Stop to Fix, Near Miss and Hazard Reporting, Alcohol & Drug Testing

**Replication:** 11<sup>th</sup> Finger Project (removing fingers & hands from the Line of Fire)

But we still felt there was a gap.....

# Why did we choose MHFA?

We looked at the impact of internal and external factors contributing to the frequency that some team members sustained injuries and why some took longer to resolve that other team members.

- Work relationships and performance management issues
- Home life impacting work performance and injuries.
- Life style and substance misuse
- Individuals perception and acceptance of risk

#### What will MHFA learn?



- Skills in how to recognise the signs and symptoms of mental health problems;
- ✓ Knowledge of the possible causes or risk factors for these mental health problems;
- Awareness of the evidenced based medical, psychological and alternative treatments available;
- Skills in how to give appropriate initial help and support someone experiencing a mental health problem;
- ✓ Skills in how to take appropriate action if a crisis situation arises involving suicidal behaviour, panic attack, stress reaction to trauma, overdose or threatening psychotic behaviour.

## What does MHFA cover?



#### Developing mental health problems covered are:

- Depression
- Anxiety problems
- Psychosis
- Substance use problems



#### What does MHFA cover?



#### Mental health crisis situations covered are:

- Suicidal thoughts and behaviours
- Non-suicidal self-injury (deliberate self-harm)
- Panic attacks
- Traumatic events
- Severe effects of drug or alcohol use
- Severe psychotic states
- Aggressive behaviours

#### **MHFA Action Plan**



Approach, assess and assist with any crisis

L isten non-judgmentally

Give support and information

E ncourage appropriate professional help

E ncourage other supports

# MHFA Action Plan - Approach

#### Approach the person, assess and assist with any crisis:

- Approach in caring and no judgemental manner
- Discuss your concerns
- Let them know you want to help
- Approach the person privately void distractions
- Let the person set the pace/style of the interaction
- Assess your own personal safety
- Observe emotional responses



#### **MHFA Action Plan - Listen**

# MENTAL HEALTH FIRST AID

#### **Listen non-judgementally:**

- Try to empathise with how the person is feeling
- Never take delusional comments personally
- Don't act alarmed, horrified or embarrassed by delusions or hallucinations
- Respond to disorganised speech by communicating in uncomplicated and succinct sentences
- Never use sarcasm or patronising statements

#### **MHFA Action Plan - Give**

# MENTAL HEALTH FIRST AID

#### Give support and information:

- Treat the person with respect and dignity
- Offer consistent emotional support and understanding
- Give the person hope for recovery
- Provide practical help
- Offer information

# MHFA Action Plan - Encourage



#### **Encourage the person to get the appropriate professional help:**

- Discuss options for seeking professional help
- Explore both internal and external resources
- Expect some level of resistance
- This completely voluntary



# MHFA action plan - Encourage

# MENTAL HEALTH FIRST AID

#### **Encourage other supports:**

- Other people who can help
- Family and Friends
- Support Groups
- Self-help strategies



# **MHFA Training?**

Developed in 2001 by Betty Kitchener OAM and Professor Tony Jorm

#### **Course Format**

This is a 12-hour course, which can be delivered as either:

A 2-day training package (6 hours per day)

#### OR

As 4 separate training modules (3 hours each)

Course participants receive a copy of the Standard MHFA Manual to keep and a Certificate of Completion.

# From a concept to reality

#### Leadership Buy-in

 Key to the success of the program was engaging the support of the leader and the leadership team

#### Selecting the right people

 We hand picked the first intake of MHFA's – it would only be successful if we had the people on the team

#### Communication

 Again critical to the success was a well thought-out and strategic communications plan and follow ups to de-stigmatise discussions or mention of Mental Health issues

# From a concept to reality

#### Selecting the right training provider

Another critical success factor for the program was having the best trainer educating our first intake.

We were fortunate to engage the services of :

- Fay Jackson, CEO of Vision in Mind
- NSW Mental Health Deputy Commissioner
- University of Science and Technology lecturer.



# How did we go about it at CAT?



**Initially 30 Mental Health First Aiders were trained in 2011** 

# 280 Caterpillar Jobs to go in Burnie





Another blow for Caterpillar workers Caterpillar leaving Burnie?

Decision remains on hold



Whiteley angered by 'a terrible decision' Burnie CAT job loss fears

Barich to leave Cat's Burnie operation



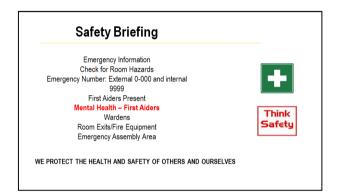


# How did we promote the MHFA?

#### **Communication Channels**

- ✓ All Employee meetings
- ✓ Via our Safety Committees
- Weekly newsletters
- We incorporated the identification of MHFA present in our meeting safety briefings

The linkage between our MHFA program and our onsite Employee Assistance Program was highlighted as every opportunity



# How does the program work?

#### **Informal Structure**

It would have been easy enough to write up the program, set up a reporting structure and set some key performance indicators...

We however deliberately chose the informal approach, we do not collect data on interactions, outcomes or referrals to other services.

Our interactions are private and confidential, non judgemental and conducted in open, honest and caring manner.

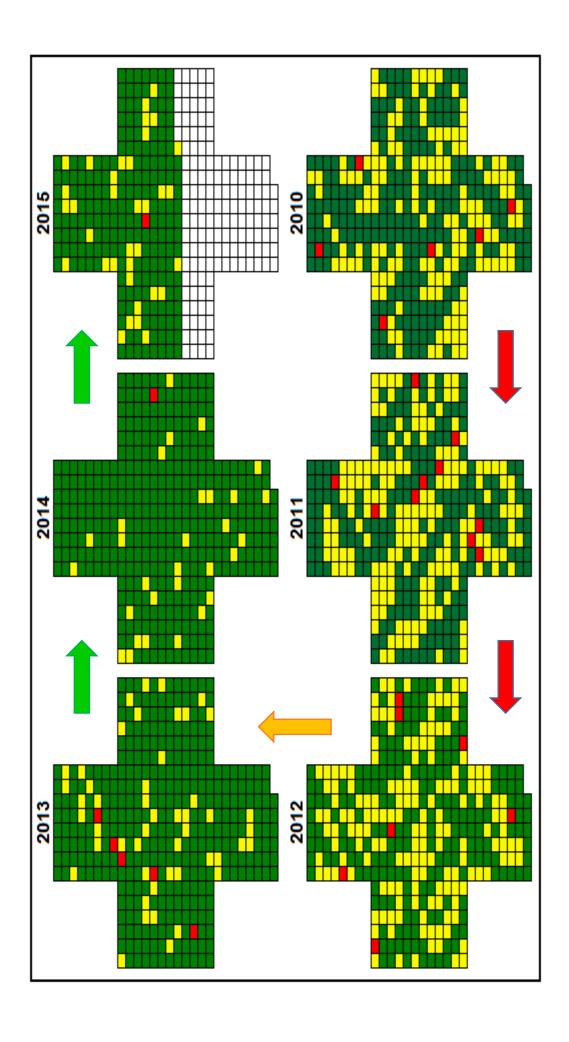
# Has the program delivered results?

From my personal perspective it has been a fantastic program:

- Personally at work, at home and in our community
- Provided support to team members in their time of need or crisis
- Assisted us in operational change in a more mindful way
- Enhanced engagement and positive perception of our Safety program

# **Breaking through the Barriers**

- How our male dominated workforce perceived the program
- Upset Employee's (Physically Crying and needed to talk)
- Reluctant to come forward
- EAP (providing strategies)
- Follow up and Feedback from EAP
- Personal Discussions
- Life Long Friendships
- Introducing Women into the factory environment
- Sense of Accomplishment for MHFA



# What do our MHFA say about the program?

"I take more notice of body language and emotion at work, home and in the community" - Engineer

"At work, in the community or at home, its making a difference and saving a life" - Admin

"It just opens your eyes that little bit more, we can help each other, and its not that hard" – M.E.

"I learnt the early warning signs of Stress & Depression" -Planning

# What do our MHFA say about the program?

"I have also used the skills outside of work which again helped me handle the situation in a different manner" -Leader

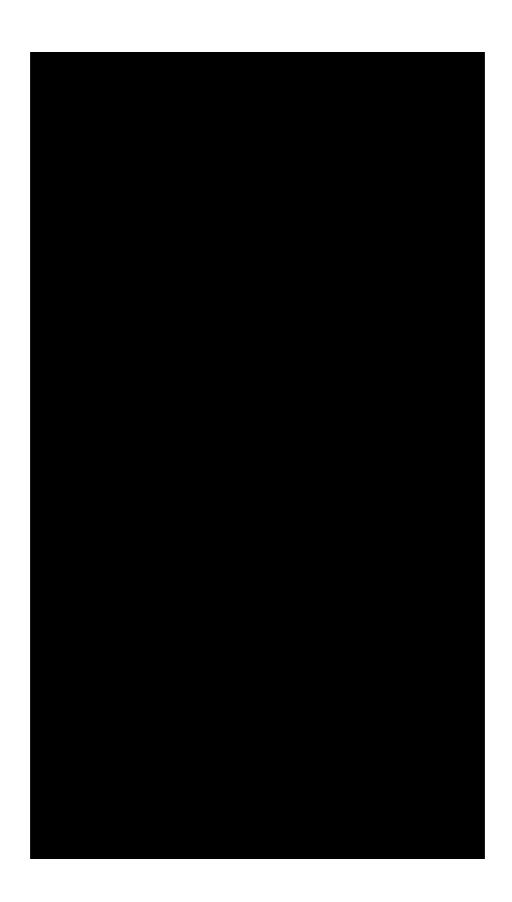
"It helped me seek further assistance from an external councillor when I identified that I needed help" - Manager

"It has helped me grow and develop and if I have been able to help at least one person for me it is worth it" - Manager

# What do our MHFA say about the program?

"It is the most rewarding program you will find in any workplace today. I was one of the lucky ones to be involved. I am a Mental Health first aider and very proud of it"- Leader

Is MHFA right for your organisation







#### MENTAL HEALTH FIRST AID



- Give your email address to your MHFA Instructor
- Look out for an email from <a href="mhfa@mhfa.com.au">mhfa@mhfa.com.au</a> in a few days
- Follow the link to give feedback online and complete exam
- Takes about 15 minutes
- Accreditation valid for 3 years!

# **Key Contacts**

Mental Health First Aid Australia – mhfa@mhfa.com.au

Beyond Blue – beyondblue.org.au or 1300 22 4636

Headspace – headspace.org.au or 03 9027 0100

Ralph Cobban – cobban\_ralph\_i@cat.com or 03 6432 9000

Andrew Layton – <u>layton\_andrew\_j@cat.com\_</u>or 03 6432 9000

Work Life Assist Ben Burrows – 1300 588 771



