

# Fact sheet

## Understanding mental health and wellbeing (Taha hinengaro)

The time has come to think about mental health as a positive resource that can lead to individual and whānau resilience and improved social relationships, allowing us to respond effectively to the challenges before us.

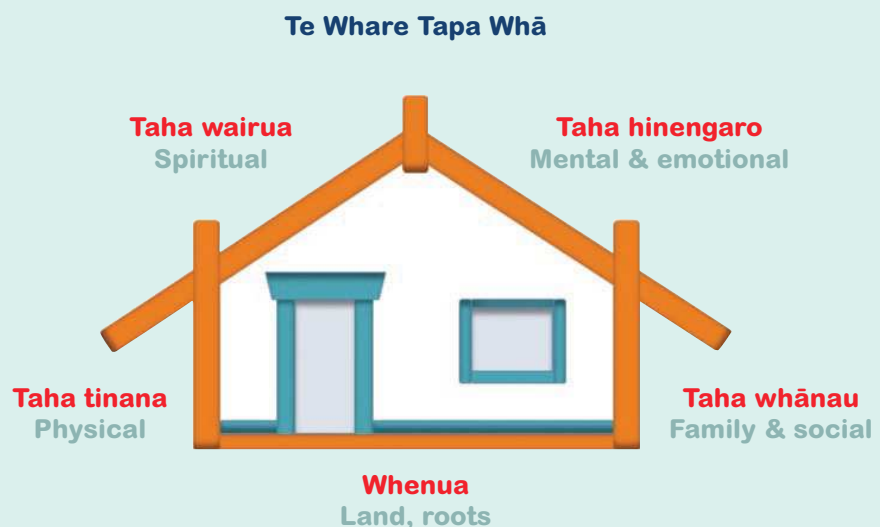
- There are many different understandings of health and mental health. Using more than one definition is possible.
- Mental health is related and connected to our physical, spiritual, family and environmental health.
- The foundations of mental health are to be found as much outside the mind and body as within.

The Mental Health Foundation (2001) defines mental health as the capacity to feel, think and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual wellbeing that respects the importance of culture, equity, social justice and personal dignity.

Mental health is ultimately a resource that exists in all people. Just like physical health, it needs to be taken care of in order to reduce risk of injury, illness and suffering, but also to increase potential in individuals and communities.

For Māori, taha hinengaro describes the expression of thoughts and feelings of our mind, heart and conscience. These expressions can be communicated through gestures, eye movements, facial expressions and verbally (Mason Durie 1998).

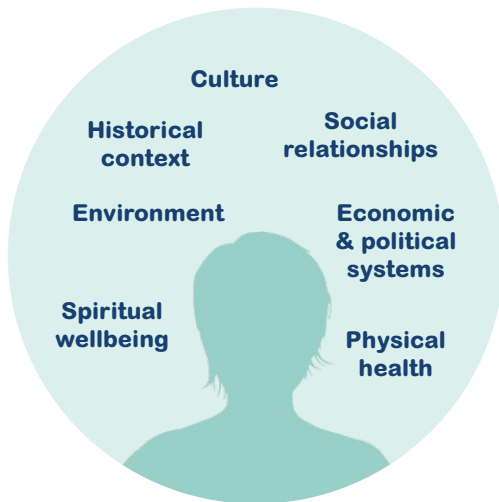
**The Māori health model, Te Whare Tapa Whā** (Durie, 1982, 1994), takes a holistic approach to health and wellbeing. This model recognises the importance of the balance of multiple dimensions of wellbeing. Each of these interconnects and contributes to the balance and strength of the whole.



## What works to create mental wellbeing

Life has its ups and downs and we will all experience challenges and struggles. What helps us have the resilience to bounce back is:

- Developing individual skills.
- Building supportive environments.
- Activities and actions that help people and communities to feel good, function well and have strong social relationships.



While there is much evidence regarding ways in which people can develop their personal lives to support positive mental health, there are also external impacts that need to be addressed in order to support mental wellbeing for everybody.

These things affect individuals (micro), groups/communities (meso) and societies/whole populations (macro).

A flourishing society is one where everybody has the right to participate and be free from discrimination. It is a diverse society that values every member for their uniqueness and individual strengths.

**What works to create mental wellbeing in individuals and communities? A range of activities and actions, cultivated over time, that focus on:**



### Feeling good

Oranga

Increasing positive feelings & ways to manage negative experiences



### Functioning well

Mātauranga

Increasing our ability to do the things that give us meaning and purpose



### Supportive relationships

Whanaungatanga

Increasing opportunities to connect so we feel valued and have a sense of belonging

# Fact Sheet

## Mental health and wellbeing definitions

### **Mental health**

Mental health is more than the absence of illness. The World Health Organization (2014) defines mental health as “...a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.” Like physical health, we can all benefit from looking after our mental health.

### **Mental wellbeing (also known as ‘positive mental health’ and ‘flourishing’)**

Mental wellbeing is more than the absence of mental illness and it is more than feeling happy. Someone with positive mental health and high wellbeing is feeling good, functioning well, has satisfaction with life, is developing as a person, and has strong relationships.

### **Poor mental health**

Poor mental health is a state of low mental wellbeing where your ability to cope with the day-to-day pressures of life, work productively or contribute to a community are impaired. A person’s ability to realise their potential is hampered because of impacts on their emotions and thinking, and in turn their behaviours.

### **Mental health problems (also known as mental distress or mental illness)**

We all have times when we struggle with our mental health, but mental health problems develop when these difficult experiences or feelings go on for a long time and affect our ability to enjoy and live our lives in the way we want to. You might receive a specific diagnosis from your doctor, or just feel more generally that you are experiencing poor mental health.

### **Resilience**

Resilience is the ability to spring back from and successfully adapt to the ongoing demands and challenges of life. An increasing body of research from the fields of psychology, psychiatry, and sociology shows that most people bounce back from risks, stress, crises, and trauma and experience life success. Resilience can be considered an individual character trait, a set of skills and learnings or as part of an emotional response. Resilience can also be considered a characteristic of communities.

# Fact sheet

## The business case for wellbeing

### Mental health problems are common

In 2016, a survey of New Zealanders 15 years and older showed:



**80%** Either had personal experience of mental illness or knew of others who had.<sup>1</sup>



**30%** Personally had an experience of mental illness.<sup>1</sup>



**33%** Reported some degree of depression and/or anxiety.<sup>1</sup>



**1 in 4** Adults reported medium or high levels of psychological distress.<sup>1</sup>

### A Ministry of Health Survey<sup>2</sup> found



**1 in 2**

Meet the criteria for a mental illness at some point in their lives.

### Across the world<sup>3</sup>



**2 in 6 at work**

1 in 6 people suffer from symptoms of mental illness. Another 1 in 6 suffer from symptoms associated with mental ill health such as worry, sleep problems and fatigue.

### Cost benefits of wellbeing programmes

Looking after employee mental health and wellbeing saves businesses money.



Average return per \$1 spent on mental wellbeing programmes was \$4.20.<sup>4</sup>



Workplace cultures that value employee wellbeing are linked to having the strongest productivity.<sup>5</sup>

10%

Organisations that prioritise employee engagement and wellbeing outperform the average by approximately 10% on the Financial Times Stock Exchange 100 Index (FTSE 100).<sup>6</sup>



Higher levels of psychological wellbeing and employee engagement are linked to better performance, productivity, customer satisfaction and organisational citizenship.<sup>9</sup>

### Costs from not taking action

Cost from low levels of mental wellbeing at work:<sup>3</sup>

- Absenteeism
- Presenteeism (being at work while feeling unwell)
- Reduced work performance
- Increased turnover rates
- Higher accident and injury rates
- Higher health care costs
- Higher worker compensation premiums
- Poorer organisational citizenship behaviours
- Greater counter productive work behaviours

In 2014, estimates showed that New Zealand:

6.7 million days

Lost approximately 6.7 million working days to absence.

\$1.4 billion

The direct costs of absence alone amounted to \$1.4 billion across the economy.



On average, employees have nearly three times as many presentee days as absentee days resulting in much higher 'hidden' costs of poor mental health.



The average cost to New Zealand employers of absentee and presentee days is estimated at over \$1,500 per year, per employee.<sup>7</sup>

### The Law



Workplaces have a legal responsibility under the Health and Safety at Work Act 2015 to manage risks to mental health and wellbeing just like they do any other health and safety risk.<sup>8</sup>



Both the Human Rights Act and the Employment Relations Act lay out responsibilities and obligations for workplaces to ensure workers experiencing mental health problems are not discriminated against, do not face harassment and have access to reasonable accommodations.

# Fact sheet

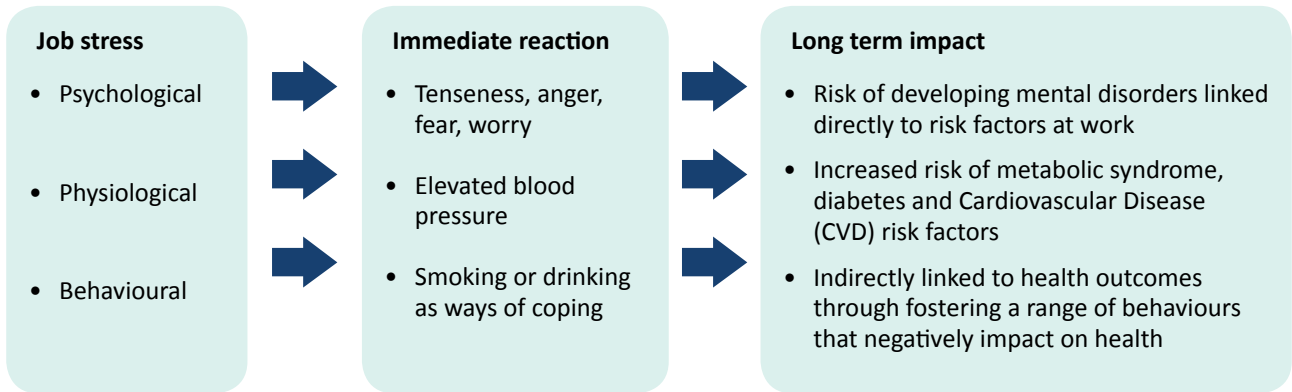
## How work impacts mental health

- Workplaces play an active role in people’s health and wellbeing, as well as in recovery from mental health problems.
- Good work is beneficial to our overall wellbeing and can act as a protective factor against mental illness and distress.
- Work can also have negative impacts on mental health and wellbeing when workplaces don’t provide the right protection.
- Workplaces with cultures that value mental wellbeing create a space for people to feel good, function well and have strong social connections.
- There is a combination of interrelated factors that contribute to a mentally healthy workplace.
- For actions to be effective they must address risk factors and promote protective factors across all areas of work.<sup>1,2</sup>

### Areas of work that can impact wellbeing<sup>3,4</sup>

	Factors to consider	Risk factors	Protective factors
Work and its content	<ul style="list-style-type: none"> <li>• The demands of the job</li> <li>• Access to resources and equipment</li> <li>• The physical environment</li> <li>• Opportunity to develop and use skills</li> <li>• Clear communication</li> </ul>	<ul style="list-style-type: none"> <li>• Work overload, long hours</li> <li>• Lack of control</li> <li>• Changing from low strain to high strain job</li> <li>• Poor or deteriorating work conditions</li> <li>• Lack of variety</li> <li>• Job insecurity</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate balance between demands and resources</li> <li>• Sufficient resources to perform work</li> <li>• Workers actively engaged with work and shaping job so they experience success</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>• Interactions with co-workers, supervisor and customers</li> <li>• Access to social supports</li> <li>• Work/life balance</li> </ul>	<ul style="list-style-type: none"> <li>• Poor social support</li> <li>• Negative or high conflict interactions</li> <li>• Conflict between work role and out of work roles</li> <li>• Bullying and harassment</li> </ul>	<ul style="list-style-type: none"> <li>• Respectful and trusting relationships with supervisors, team leaders and peers</li> <li>• Effective management of interpersonal conflict</li> <li>• Zero tolerance for bullying or harassment</li> <li>• Effort rewarded &amp; success celebrated</li> </ul>
Purpose and meaning	<ul style="list-style-type: none"> <li>• Clarity on what is expected</li> <li>• How role is valued (by worker and others)</li> <li>• Work goals are worthwhile</li> <li>• Sense of progress and achievement</li> </ul>	<ul style="list-style-type: none"> <li>• Unclear work role</li> <li>• Effort/reward imbalance</li> <li>• Low status</li> <li>• Lack of progress in role and career</li> </ul>	Work that contributes to: <ul style="list-style-type: none"> <li>• Learning opportunities</li> <li>• Fair work practices</li> <li>• Environmental clarity</li> <li>• Sense of worth and value</li> <li>• Career outlook</li> <li>• Equity</li> </ul>
Leadership, management and supervision	<ul style="list-style-type: none"> <li>• Impact of manager on team</li> <li>• Commitment to wellbeing</li> <li>• Fair processes and policies</li> <li>• Provision of feedback and support</li> </ul>	<ul style="list-style-type: none"> <li>• No commitment to wellbeing</li> <li>• Lack of fairness</li> <li>• Poor communication</li> <li>• Lack of participation in decision making</li> <li>• Poor supervision and feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Worker opinions valued</li> <li>• Appropriate feedback and support provided</li> <li>• Employee growth encouraged</li> <li>• Consideration for individuals</li> <li>• Confidence in discussing mental health</li> </ul>

## Potential impacts on health<sup>4</sup>



## Challenge versus stress<sup>3,4</sup>

Job stress is the harmful physical and emotional response resulting from a situation where the demands of a job are not matched by the resources provided to get the job done (job-related distress).

Some degree of challenge is an important part of a rewarding job. The achievement and experience that goes along with meeting challenges can be beneficial for mental wellbeing. This type of pressure or stress is not a problem and can support wellbeing. Problems arise when the balance of demands, resources and control exceed the ability for the person to cope or where there is an effort vs reward imbalance. This is when pressure can lead to job stress.



The solution is to find a balance where the job requirements match the capabilities, resources and needs of the people carrying out the work, and effort is rewarded appropriately.

## Work areas that can be modified to reduce or prevent job stress



# Fact sheet

## Positive work environments

- Organisations are only as strong as their people, and the culture of an organisation has a significant impact on the wellbeing of their employees.
- A positive work culture is associated with higher morale and lower stress, can act as a protective factor for mental wellbeing and improve organisational performance and productivity.
- Creating a mentally healthy workplace is about creating a safe, supportive and strong workplace culture. It takes time and is an ongoing journey.
- There is no one-size-fits-all approach to creating a positive work environment. Every workplace has different needs, resources and priorities.
- Adapt the tools you already have and integrate a mental health and wellbeing focus to the programmes and work already underway (i.e. don't reinvent the wheel).

### A positive work environment and culture looks like...

- ✓ **Positive emotional climate**  
*Cultivating and expressing positive emotions*
- ✓ **Education and awareness**  
*Educating employees on mental health and wellbeing*
- ✓ **Effective communication**  
*Communications based on trust, respect and civility*
- ✓ **Not tolerating bullying or harassment**
- ✓ **Collaborative teamwork**  
*Working well together to share knowledge and achieve goals*
- ✓ **Diversity and inclusion**  
*Engaging the strengths of a diverse workforce*

### Getting started

#### Ask these questions:

#### Where are we starting from and where do we want to go?

Assess what is needed and wanted from staff and management. Set goals and priorities and identify target audiences and resources.

When assessing need and identifying priorities, ask some more questions:

*How does this impact mental wellbeing?*

*Is it **safe**?*

*Is it **supportive**?*

*Will it **strengthen** wellbeing?*



#### **Safe**

Manaakitanga

Psychologically healthy environment



#### **Supportive**

Āwhinatia

Fair & empathetic approaches



#### **Strong**

Kia Tautoko

Boosting mental wellbeing & resilience



## Key elements for creating positive environments

### Leadership commitment: Workplace mental health is an organisational priority

- Communicate the importance of mental wellbeing regularly.
- Engage in two-way conversations about mental health at work.
- Model psychologically safe and healthy behaviour.
- Involve staff in creating and implementing wellbeing plans.

### Encourage communication around mental health and wellbeing

- Ensure all leaders, from top management to team leaders, talk about mental health and wellbeing.
- Encourage two-way supportive conversations at work, including one-on-one discussions, team discussions and when someone might be struggling.
- Provide regular information and resources on mental health and wellbeing for staff, throughout all stages of employment.

### Mental health and wellbeing policy and processes

- Focus on how the organisation ensures a mentally safe workplace.
- Show a commitment to strengthening staff wellbeing and resiliency.
- Communicate clearly what supports are available for all staff experiencing mental health problems.
- Ensure all other policies and processes reflect the organisation's commitment to being a mentally healthy workplace.

### Check progress against wellbeing objectives

- Include mental health and wellbeing measures in staff surveys.
- Check in regularly on how staff feel and think about work.
- Report back on progress and celebrate successes.

## Lived values are essential

At the heart of a positive culture is the need to trust and be trusted, and the need to respect and be respected. Everyone in the organisation needs to understand and be able to demonstrate your agreed values.

Consider:

- How is trust built to support positive relationships with co-workers and supervisors?
- Is respect shown through courtesy, kindness and politeness?
- Do people feel encouraged to express their opinions and ideas?
- Is civility promoted and stigma, discrimination and bullying rejected?
- Is teamwork valued and collaborative ideas and practices rewarded?
- Is diversity, differences and similarities, valued?

# Handout

## Evaluating success

It's important to measure the impact of your wellbeing activities. Knowing the reach and impact you achieved will help you learn what worked and what didn't and help build a case for future mental health and wellbeing initiatives.

Not all your wellbeing activities need to focus on making broad change – remember to decide what area you are trying to improve and focus on measuring that area.

Often when we talk about evaluation and reviewing it can seem complicated.

The reality is that this should be simple, otherwise we tend not to do it.

### ASSESS

#### Working out where to start

Where are we starting from and where do we want to go?

- Assess what is needed and wanted from staff and management. Set goals & priorities, and identify audience and resources.
- Decide what outcomes you want to achieve and describe how you will know when you have reached your goal.

### PLAN

#### What's the best way to get there?

Plan how you can reach you goals, which steps to take first and who to start with.

- Think about who needs to be involved, what resources you will need and how to ensure ongoing engagement.

### DO

#### Take the first step

Take action, start small and build on success.

- Make sure you have clear messages and that everyone knows what is happening.
- Involve key leaders and staff to champion activities.

### EVALUATE

#### Check you progress

Evaluate progress towards your goals, what worked, what could be improved and what is next.

- Revisit the plan regularly – measure what has or hasn't happened – how people feel things are going, have there been any changes?
- Check-in through discussions during one-on-ones and in team meetings.
- You can use the 'Positive work environments matrix' and 'Team discussion worksheet' to review how plans are progressing.

#### Celebrate your successes

Remember to share your results and your successes with others (colleagues and leaders)

#### Share your learnings

Don't shy away from sharing the things that didn't go as well or challenges. These are important lessons for next time and for others

## Staff surveys

Include and review questions in your staff surveys around wellbeing. You can use various online questionnaires, and you can also create questions based on what staff have identified as important to their mental wellbeing.

Remember to link your questions to the key elements needed to create a mentally healthy environment and mental wellbeing for staff.



## Possible survey questions:



I feel comfortable bringing my whole self to work, including my full range of healthy emotions. *(Rate your level of agreement)*



I feel safe to take calculated risks, make mistakes and be vulnerable in front of my teammates and manager. *(Rate your level of agreement)*



All things considered, how satisfied are you with your present job?



Do you feel stressed in organising your work time to meet demands?



Overall, I am satisfied with the amount of control and involvement I have at work. *(Rate your level of agreement)*



Do you feel capable and effective in your work on a day-to-day basis?



To what extent do you receive help and support from other people when you need it?



I receive regular and constructive feedback on my performance. *(Rate your level of agreement)*



How satisfied are you with the balance between the time you spend on your work and the time you spend on other aspects of your life?



What stops you from improving your mental wellbeing?



What initiatives would you like to see implemented or continued in your workplace to support you and others to improve mental wellbeing?

## Other resources:






[www.workwell.health.nz](http://www.workwell.health.nz)  
 Evaluation plans and questions focusing on mental wellbeing at work



[www.good4work.nz](http://www.good4work.nz)  
 A free online workplace wellbeing tool

# Worksheet

## Positive work environments matrix

	What do we need?	What are the barriers?
 <p><b>Safe</b> Manaakitanga Psychologically healthy environment</p> <p><b>Safe from things that impact negatively on mental health and wellbeing</b></p>		
 <p><b>Supportive</b> Āwhinatia Fair &amp; empathetic approaches</p> <p><b>Supportive when people are struggling with life challenges</b></p>		
 <p><b>Strong</b> Kia Tautoko Boosting mental wellbeing &amp; resilience</p> <p><b>Strengthen peoples' skills and knowledge to attain optimal mental wellbeing</b></p>		

Think about how your workplace affects how you feel, function and connect with others.

## Discussion instructions:

In pairs (or small groups) discuss what you think we need to have a positive work environment that is safe, supportive and strengthens our mental wellbeing, and identify any barriers that may exist.

This will help us identify what we may already be doing well and where we can make improvements to support mental wellbeing at work.

In pairs or small groups:

1. Think about our work (how it is done, when and where and with who).
2. Think about what is needed (in your experience) for you to feel good, get the job done well and have supportive and positive relationships with your team.
3. You have 5 mins to have a look at the 'Positive work environments matrix' and discuss then write down some of the things our organisation needs (or is doing) to create positive work environments.
4. Then take 5 mins to talk about some of the challenges or barriers faced to achieving a mentally healthy workplace. Write down these on the worksheet too.
5. Agree on one idea that might make the biggest difference to our workplace.
6. Allocate one person to speak about this idea.
7. Each group will then share back to the main group.

This worksheet can be used to help set priorities for planning and to check on progress.

**Think about how your workplace affects how you feel, function and connect with others.**

# Worksheet

## Team discussions

### Planning for strengthening mental wellbeing in the team

What are the things that we need to have a really good day at work?		
What gets in the way of this?		
What can we do to make this better as a team?		
What other support might we need?		
<b>ACTION PLAN</b>		
What is one thing that we will commit to doing as a team this month?	What resources will we need?	Who will take the lead to ensure that it happens?

## Discussion instructions:

In small groups we are going to brainstorm a series of questions, remembering that the purpose of brainstorming is to generate as many ideas as possible before evaluating which ones will work for us. You will see these questions on the team discussion worksheet.

- What are the things that we need to have a really good day at work?
- What gets in the way of this?
- What can we do to make this better as a team?
- What other support might we need?

How:

1. Spend 5 minutes just discussing the worksheet questions.
2. From the discussion, as a group spend 5 mins deciding what actions need to be taken and what behaviours have been agreed. Please note these down on a worksheet.




To help decide which actions to prioritise or act on first you could:

- *Have each group member rate their top idea and pick the one with highest rating, or*
- *Decide based on what the group feel could be achieved in the next week/ month*

This worksheet can be used at regular team meetings to check on progress.

# Worksheet

## Policy and processes matrix

	What do we do well?	What could be better or is missing?
<div data-bbox="70 344 528 521">  <p><b>Safe</b> Manaakitanga Psychologically healthy environment</p> </div> <ul style="list-style-type: none"> <li>• Fatigue and taking breaks</li> <li>• Bullying</li> <li>• Discrimination and harassment</li> <li>• Stress</li> <li>• Conflict resolution</li> <li>• Expectations around workplace behaviour</li> <li>• Culture of trust and openness</li> <li>• Diversity and inclusion</li> </ul>		
<div data-bbox="70 920 528 1097">  <p><b>Supportive</b> Awhinatia Fair &amp; empathetic approaches</p> </div> <ul style="list-style-type: none"> <li>• Work-life balance</li> <li>• Flexible working arrangements</li> <li>• Supporting people when they are distressed</li> <li>• Employee assistance programmes</li> <li>• Return to work plans include mental health problems</li> </ul>		
<div data-bbox="70 1496 528 1673">  <p><b>Strong</b> Kia Tautoko Boosting mental wellbeing &amp; resilience</p> </div> <ul style="list-style-type: none"> <li>• Wellbeing programmes</li> <li>• Professional development</li> <li>• Training for leadership and managers</li> <li>• Opportunities for your people to identify ways to support their own wellbeing</li> <li>• Support mental health and wellbeing initiatives e.g. Mental Health Awareness Week</li> </ul>		

**Think about how your workplace affects how you feel, function and connect with others.**



## Discussion Instructions:

In groups of three or four identify what policies or processes are in place that reinforces or supports mental wellbeing.

How:

1. Take a look at the 'Policy and processes to support mental wellbeing matrix'. There are some core areas to consider on the matrix.
2. Discuss if you know of any policy or ways of work that support the elements needed to create a positive environment.
3. Add anything that you think is important that isn't already mentioned.
4. As a group, identify:
  - a. What do we do well?
  - b. What could be improved?
  - c. What is missing or what don't we know about?

# 01 Fact sheet

## About the Five Ways to Wellbeing

Research shows there are five simple things you can do as part of your daily life – at work and at home – to build resilience, boost your wellbeing and lower your risk of developing mental health problems. These simple actions are known internationally as the Five Ways to Wellbeing<sup>1</sup>.



The Five Ways to Wellbeing are – **Connect, Be Active, Keep Learning, Give,** and **Take Notice.**

They help people take care of their mental health and wellbeing. Regularly practising the Five Ways is beneficial for everyone – whether you have a mental health problem or not.

### Why the Five Ways work:

- **Connect:** Strengthening relationships with others and feeling close to and valued by others, including at work, is critical to boosting wellbeing.
- **Keep Learning:** Being curious and seeking out new experiences at work and in life more generally positively stimulates the brain.
- **Be Active:** Being physically active, including at work, improves physical health and can improve mood and wellbeing and decrease stress, depression and anxiety.
- **Give:** Carrying out acts of kindness, whether small or large, can increase happiness, life satisfaction and general sense of wellbeing.
- **Take Notice:** Paying more attention to the present moment, to thoughts and feelings and to the world around, boosts our wellbeing.

### The Five Ways in action:

- **Connect** with the people around you. With family, friends, colleagues and neighbours.
- **Keep Learning.** Try something new. Rediscover an old interest. Take on a new responsibility at work.
- **Be Active.** Go for a walk or run. Step outside. Garden. Play a game.
- **Give.** Do something nice for a team mate. Thank someone. Volunteer your time.
- **Take Notice.** Remark on the unusual. Notice the changing seasons. Savour the moment.

<sup>1</sup> The Five Ways to Wellbeing were developed by the New Economics Foundation (NEF) on behalf of the Foresight Commission in the UK and adapted for New Zealand by the Mental Health Foundation.



TALK & LISTEN,  
BE THERE,  
FEEL CONNECTED



ME KŌRERO, ME WHAKARONGO,  
ME WHAKAWĀTEA I A KOE, ME RONGO I TE  
WHANAUNGATANGA

## Strong relationships with others are an essential part of building resilience and boosting wellbeing.

Evidence shows that **CONNECTING** with others including colleagues, friends, whānau and the wider community promotes wellbeing, and helps build a support network for when times get tough.

We all need to feel close to other people, and valued by them. At work, having good relationships with colleagues helps us stay motivated and engaged. Connecting is about being there for others, talking and listening, and feeling a sense of belonging.

### Examples:

- Talk to someone – and really listen
- Organise a shared lunch
- Reconnect with an old friend
- Eat lunch with colleagues
- Find ways to collaborate
- Plan a social event at work
- Play with your kids
- Talk or phone instead of emailing
- Join a team or club

“I arrange to meet a friend for lunch once a week. Just an hour away from the office having a chat, sharing worries and having a laugh reenergises me.” Julia, IT support

# Worksheet

## Personal wellbeing plan



- Think about how you are already doing this in your everyday life, and at work. How could you do more of this?
- Are there things you used to do in the past you'd like to get back into?
- New activities you've been curious about trying?
- How could you do more of this at work?

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In my life, I already connect with others by:

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How it feels when I connect:

---

I've connected with people in the past by:

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New ways of connecting that I'd like to try:

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Using this, I plan to

Action:	By when:
<i>e.g. Have coffee with Janet</i>	<i>This Saturday, and once a month</i>



**EMBRACE NEW EXPERIENCES, SEE OPPORTUNITIES, SURPRISE YOURSELF**



**AWHITIA TE WHEAKO HOU, KIMIHIHIA NGĀ ARA HOU, ME OHORERE KOE I A KOE ANŌ**

## Being curious and seeking out new experiences positively stimulates the brain.

Setting goals, being open to new ideas and continuing to **LEARN** throughout life helps boost wellbeing and build resilience.

Learning improves our self-esteem, keeps us connected and involved and helps us adapt to change and find meaning in our lives. It has also been shown to help prevent depression in later years.

Learning is more than just formal education – it's about exploring new ideas, seeing opportunities, embracing new experiences and sharpening our skills. It means being curious and having an enquiring mind, in all areas of life.

### Examples:

- Take a course
- Learn an instrument or language
- Visit a public art space
- Add to your work knowledge
- Organise lunchtime workshops
- Set a goal and work towards achieving it
- Take on a new task or help someone
- Get to know your colleagues more
- Join a book club
- Listen to a podcast or read a journal article

**“Once a month we have a lunchtime workshop. An organising group member invites someone to talk to us, or do an activity, and we provide sandwiches. I persuaded my husband to come and give us some basic accounting principles, and last month we had a demonstration on maintaining a bicycle from the bike shop – I think they sold two!” AM, Marketing**

# Worksheet

## Personal wellbeing plan



- Think about how you are already doing this in your everyday life, and at work. How could you do more of this?
- Are there things you used to do in the past you'd like to get back into?
- New activities you've been curious about trying?
- How could you do more of this at work?

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In my life, I already keep learning by:

---

How it feels when I learn new things:

---

Some ways I've enjoyed learning in the past:

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New things I'd like to learn, or ways of learning that I'd like to try:

---

Using this, I plan to

Action:	By when:
<i>e.g. Do a night class in te reo</i>	<i>Next term</i>



**DO WHAT YOU CAN,  
ENJOY WHAT YOU DO,  
MOVE YOUR MOOD**



**WHĀIA TE MEA KA  
TAEA E KOE, KIA  
PĀREKAREKA TĀU I  
WHAI AI, KIA PAI AKE  
Ō PIROPIRO**

## Being physically active every day is great for our bodies and minds.

As well as improving physical health and fitness, being **ACTIVE** can also improve our mood and overall mental wellbeing, and decrease stress, depression and anxiety.

These benefits are increased when we get outside.

Being active with others can help us feel more connected, and motivates us to build new habits.

Being active does not have to mean going for a run. Do what you can to move your mood. Any form of physical movement can be beneficial – find something that you enjoy and that suits your level of mobility and fitness.

Think about how you could move or stand more at work – build habits to bring more active movement into your work day.

### Examples:

- Go for a gentle stroll at lunchtime
- Join a sports team
- Break up long periods of sitting
- Have walking meetings
- Take a yoga, Pilates or Tai Chi class
- Use the stairs instead of the lift
- Do some gardening
- Try some stretches

**“I found that taking short breaks throughout the day helps move my mood.”**  
Ashley

# Worksheet

## Personal wellbeing plan



- Think about how you are already doing this in your everyday life, and at work. How could you do more of this?
- Are there things you used to do in the past you'd like to get back into?
- New activities you've been curious about trying?
- How could you do more of this at work?

---

In my life, I am already active by:

---

How it feels when I am physically active:

---

In the past, I've been active by:

---

New physical activities that I'd like to try:

Using this, I plan to

Action:	By when:
<i>e.g. Go for a walk before work</i>	<i>Tomorrow and every work day</i>





Your time,  
your words,  
your presence



TE WĀ KI A KOE, Ō  
KUPU, KO KOE TONU

**Giving makes us feel good. Carrying out acts of kindness, whether small or large, can increase happiness, life satisfaction and general sense of wellbeing.**

**GIVING** is more than just sharing material things with others. It's about cultivating a spirit of generosity and actively supporting others.

The acts of giving, receiving and being aware of acts of kindness, even indirectly, give us a sense of purpose and self-worth.

Giving also builds mana and connection with others. At work, a culture of giving helps to build a positive emotional environment and promotes connection, empathy and team work.

#### Examples:

- Compliment someone
- Help a colleague with their work
- Share your ideas or feedback
- Get involved with a charity
- Express gratitude - thank someone
- Make someone a cup of tea
- Support a friend or whānau member
- Do the dishes for someone
- Perform a random act of kindness for a colleague, friend or even a stranger

**“After our colleague had a stroke, my team decided to raise money for the Stroke Foundation, and we all went to the office to hand over the cheque. It felt so good to be part of something that will make a positive difference to others.” Jules, Accounts Manager**

# Worksheet

## Personal wellbeing plan



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- New activities you've been curious about trying?
- How could you do more of this at work?

---

In my life, I already give to others by:

---

How it feels when I am generous or kind to others:

---

In the past, I've given to others by:

---

New ways of giving that I'd like to try:

---

Using this, I plan to

Action:	By when:
<i>e.g. Offer to teach team about excel shortcuts</i>	<i>At next team meeting</i>



**REMEMBER  
THE SIMPLE  
THINGS THAT  
GIVE YOU JOY**



**ME ARO TONU KI NGĀ  
MEA MĀMĀ NOA, I  
NGĀKAU HARIKOĀ AI KOE**

**Paying more attention to the present moment,  
to thoughts and feelings and to the world  
around us can boost our wellbeing.**

Using **ATTENTION** to increase awareness, concentration, and focus on the current moment and the task at hand, has been shown to improve wellbeing and mood.

These are skills that can give us greater creativity, accuracy, and productivity.

Becoming more aware of the present moment means noticing the sights, smells, sounds and tastes we're experiencing, as well as the thoughts and feelings that occur from one moment to the next. It's about reconnecting with the world around us, appreciating the little things and savouring the moment.

#### **Examples:**

- Keep a beautiful object near your desk
- Plan to look up at the night sky
- Notice signs of the season changing
- Practise gratitude
- Try mindfulness meditation
- Sit quietly in a garden or park
- Listen to your favourite music
- Take a break from digital devices
- Single-task – do one thing at a time

**“Since I started meditating during my morning break, I am finding I can stay much calmer when I get difficult calls and have to deal with heated emotions on the phone. Generally, I don't feel as stressed when I get home as I used to.” Matthew, Customer Services**

# Worksheet

## Personal wellbeing plan



- Think about how you are already doing this in your everyday life, and at work. How could you do more of this?
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- New activities you've been curious about trying?
- How could you do more of this at work?

---

In my life, I already take notice by:

---

How it feels when I am fully present, appreciating the little things:

---

In the past, I've taken notice by:

---

New ways of taking notice that I'd like to try:

Using this, I plan to

Action:	By when:
<i>e.g. Try out a mindfulness app</i>	<i>This weekend</i>

# 09 Fact sheet

## Getting help and advice

**Raising awareness and opening up conversations about mental wellbeing can bring up difficult things for some people. Make this sheet widely available, such as in common areas and on the intranet.**

### Talk to someone

**Need to talk? Free call or text 1737 to talk to a trained counsellor, anytime**

**Lifeline** – 0800 543 354 for counselling and support

**Depression Helpline** – 0800 111 757 for support from trained counsellors

**Youthline** – 0800 37 66 33, free text 234 or email [talk@youthline.co.nz](mailto:talk@youthline.co.nz) for young people, and their parents, whānau and friends

**Samaritans** – 0800 726 666 for confidential support to anyone who is lonely or in emotional distress 24 hours a day, 365 days a year

**Suicide Crisis Helpline** – 0508 828 865 (0508 TAUTOKO) for people in distress, and people who are worried about someone else

### Get support online

[depression.org.nz](http://depression.org.nz) includes The Journal, a free online self-help tool, and includes specific advice on helping someone at [work](#)

**Netsafe** – [www.netsafe.org.nz](http://www.netsafe.org.nz) for advice on how to stay safe online

### Get advice about workplace issues

**Employer Advice Line** – 0800 805 405 for free advice for employers and managers on how to support team members with a disability or health condition, including mental health. Call for support within normal business hours (8am – 6pm working days)

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**Citizen's Advice Bureau** – 0800 367 222 (0800 FOR CAB) for information and advice

**Human Rights Commission** – 0800 496 877 for advice or to make a complaint about discrimination

**Your Employee Assistance Programme** for counselling and support

Your **workplace union** for workplace support

### Find support around sexuality or gender identity

**OUTLine NZ** – 0800 688 5463 (0800 OUTLINE), [www.outline.org.nz](http://www.outline.org.nz) for lesbian, gay, bisexual, transgender and intersex people. Free phone counselling is available Monday to Friday, 9am – 9pm, and weekends/holidays 6pm – 9pm

### Find support around alcohol and drugs

**Alcohol Drug Helpline** – 0800 787 797 or text 8681 for a free and confidential chat with a trained counsellor, 24 hours a day, 7 days a week

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## Action plan template

It's a great idea to have a working group that helps to plan and deliver the Five Ways to Wellbeing in your workplace. Use this template to work out who is doing what, by when, how it will be communicated and the budget you might need.

Action	Who	When	Communications channel / collateral	Budget	Aligns with Five Ways
E.g. Schedule monthly working group meetings	Jono	June then Monthly			
E.g. Develop brief survey for distribution to staff with next internal newsletter	Ellen	June			
E.g. Order Five Ways promotional materials	Donna	July			
E.g. Promote first book club session	Leo	August	Newsletter, intranet		Keep Learning

This is an example only. Download the editable action plan template [here](#).

# Worksheet

## Action plan template

Action	Who	When	Budget and resources needed	Aligns with Five Ways

# Fact sheet

## Reference list for Working Well fact sheets

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2. Harvey, S. B., Joyce, S., Tan, L., Johnson, A., Nguyen, H., Modini, M., & Groth, M. (2014). *Developing a mentally healthy workplace: A review of the literature*. Canberra, Australia: National Mental Health Commission. Retrieved from <http://www.mentalhealthcommission.gov.au/>.
3. Johnson, S., Robertson, I., & Cooper, C. L. (2017). *WELL-BEING: Productivity and happiness at work*. Switzerland: Springer International Publishing.
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1. Kvalsvig, A. (2018). *Wellbeing and mental distress in Aotearoa New Zealand: Snapshot 2016*. Wellington, New Zealand: Health Promotion Agency.
2. Ministry of Health. (2006). *Te Rau Hinengaro: The New Zealand Mental Health Survey*. Wellington, New Zealand: Ministry of Health.
3. Harvey, S. B., Joyce, S., Tan, L., Johnson, A., Nguyen, H., Modini, M., & Groth, M. (2014). *Developing a mentally healthy workplace: A review of the literature*. Canberra, Australia: National Mental Health Commission. Retrieved from <http://www.mentalhealthcommission.gov.au/>.
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5. Johnson, S., Robertson, I., & Cooper, C. L. (2017). *WELL-BEING: Productivity and Happiness at Work*: Springer International Publishing
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## Positive work environments

Mental Health Foundation of New Zealand (2016). *Working Well: A workplace guide to mental health*. Auckland, New Zealand: Mental Health Foundation of New Zealand.

## Understanding mental health and wellbeing (Taha hinengaro)

Briggs, M. J. (2001). *“Building on strengths”: An innovative approach to developing a mental health promotion strategy for New Zealand (Unpublished master’s thesis)*. University of East London: London, England.

Durie, M. H. (1985). A Maori perspective of health. *Social Science & Medicine*, 20(5), 483–486.

Durie, M.H. (1994). Tirohanga Māori: Māori Health Perspectives. In Durie, M. H. (1994). *Whaiora: Māori Health Development* (pp 67-81). Auckland, New Zealand: Oxford University Press.

Durie, M.H. (1998). *Whaiora: Maori health development*. Auckland: Oxford University Press.

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**NB:** We have added the dimension taha whenua to Mason Durie’s Te Whare Tapa Whā model, to explicitly acknowledge the inter-relationship of whenua as the foundation for a whare, and the importance of that inter-relationship in Te Ao Māori.

# Handout

## Resources list

**There are a range of organisations, resources and information that can support you to build a vibrant and flourishing organisation that supports staff mental wellbeing.**

### **Mental Health Foundation**

[www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)

#### **Working Well: a workplace guide to mental health**

[www.mentalhealth.org.nz/assets/Our-Work/Open-Minds/Working-Well-guide.pdf](http://www.mentalhealth.org.nz/assets/Our-Work/Open-Minds/Working-Well-guide.pdf)

A guide for managers who want to proactively understand and increase mental wellbeing in their workplaces:

#### **Open Minds**

[www.mentalhealth.org.nz/open-minds](http://www.mentalhealth.org.nz/open-minds)

A collection of online training materials and information to equip managers with the tools and confidence to talk about mental health.

#### **Five Ways to Wellbeing at work Toolkit**

[www.mentalhealth.org.nz/fivewaysworktoolkit](http://www.mentalhealth.org.nz/fivewaysworktoolkit)

A guide to improving mental wellbeing in your workplace, developed by the MHF and HPA. It includes fact sheets tools, templates and team activities.

#### **Mental Health Awareness Week**

<http://mhaw.nz>

An annual campaign that draws attention to positive mental health, and provides activities and resources for workplace wellbeing.

#### **Pink Shirt Day**

[www.pinkshirtday.org.nz](http://www.pinkshirtday.org.nz)

A national anti-bullying campaign, led by the MHF, to celebrate diversity and prevent bullying, with a workplace focus.

### **Wellplace**

[www.wellplace.nz](http://www.wellplace.nz)

Developed by the Health Promotion Agency, Wellplace brings together practical ideas, tools and resources for people who are leading wellbeing activity in New Zealand workplaces.

### **Good4Work**

[www.good4work.nz](http://www.good4work.nz)

A free online workplace wellbeing tool for small-medium sized workplaces and any business getting started with workplace wellbeing. Provides a step-by-step process to help change your workplace environment and culture.

### **WorkWell**

[www.workwell.health.nz](http://www.workwell.health.nz)

A free, workplace wellbeing initiative that supports workplaces to 'work better through wellbeing'. Developed by Toi Te Ora – Public Health Service, can be adapted to any workplace and is available in various regions across New Zealand.

### **WorkSafe New Zealand**

[www.worksafe.govt.nz/worksafe](http://www.worksafe.govt.nz/worksafe)

New Zealand's work health and safety regulator. Provides a wide range of information and guidance about health and safety in the workplace.

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To find helplines and local mental health services visit the [helplines](http://www.mentalhealth.org.nz/helplines) page at the Mental Health Foundation website: [www.mentalhealth.org.nz/get-help](http://www.mentalhealth.org.nz/get-help)

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