

7 ways to well-being for Townsville small business



Mentally Healthy
City Townsville™





Dr Cathy Day
Chair, Tropical Brain and Mind Foundation

What is well-being?

Mentally Healthy City Townsville (MHCT) believes that 'well-being is everyone's business, and it starts with me!'

Well-being happens in communities that work together to strengthen and nurture the environments where people live, work, and play to thrive and flourish.

Well-being is challenging to define; however, well-being is about what helps people flourish now and into the future, in other words "how are we doing?"

The factors affecting well-being will change from time to time because what one person feels is their perfect state of well-being may be completely different from another person, depending on their goals, ambitions, and personalities.

Why is well-being important to small business?

Taking a proactive approach to well-being is good for small business because it increases employee retention, security, and productivity, which decreases the cost of continual recruitment and training.

The Findings: Australian Productivity Commission Inquiry Mental Health delivered in June 2020 stated that the

cost of lower economic participation and lost productivity to the Australian economy was between \$12 - \$39 billion in the 2018/19 financial year. These figures indicate the imperative nature of addressing well-being for small business.

We have produced this resource; 7 ways to well-being for Townsville small business to enhance well-being in our local region.

We invite you to learn from other locals as we all work together to improve well-being in our community.

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1. Understanding the workspace.



2. Enhancing connectedness.



3. Building capability.



4. A continual improvement approach.



5. Encouraging brain health.



6. Coaching for success.



7. Supporting someone in distress.



7 ways to well-being for Townsville small business

The Australian Productivity Commission Inquiry Report - Mental Health released in June 2020 includes these key statistics:

Direct approximate economic cost of mental ill-health and suicide is \$43 billion - \$70 billion.

\$16 billion per year is spent on healthcare and other support services.

Lost productivity and economic participation costs \$12 - 39 billion per year.

\$15 billion worth of care is provided by family and friends.

The cost of mental ill-health and suicide to Australia is \$151 billion.

Facts to consider.

The Small Business Owners and Mental Health Report 2020 indicates:

Small business accounts for 98% of Australian businesses.

The small business sector employs 2.2 million people.

62% are self-employed.

Challenges for small businesses were cited as access to finance, access to innovation, access to justice, cybersecurity and Australian Government assistance and procurement.

1. Understanding the workspace.

We spend a large portion of our day in the workplace, whilst we pay attention to mental well-being at work, we also need to focus on the workspace. For example, unfavourable workspaces can reduce productivity, conversely a favourable workspace an increase productivity by 5% - 15%. Plants help bring more fresh oxygen into the air, which could reduce illnesses and allergies.

Ask your employees what they need regardless of whether you work inside or outside. Maybe an anonymous survey that enables workers to express what things are hindering their productivity; this gives the business owner somewhere to start. Creating a truly productive workplace requires ongoing communication with all workers. - smallbusinessbonfire.com



2. Enhancing connectedness.

As human beings we all have a need to belong, we need to have a closeness or a feeling of connectedness with family, friends, and work colleagues. We also need to understand what motivates our behaviour so that we can build satisfying relationships. Quality customer relations is critical to the success of small business.

Giving employees the power and freedom to take real ownership of their work; this can often be challenging and fun, but it also offers a sense of security and personal safety as they develop their skills. These things collectively create a genuine sense of belonging to the business. - Dr William Glasser.



Be inspired by a local business leader.

"Physical beings or objects are noticed in the workspace but what about the small things like lighting, noise, and access to fresh air, they also impact on maintaining a healthy workspace. Working under the North Queensland sun means heat is a huge factor! So, we drink plenty of water and take shade breaks."

Kyle Holznagel - Lexerturf & Landscaping.



Be inspired by a local business leader.

"Our mission at Moksha Room's is to meld health, beauty, and creative expression into a nurturing space for all. We focus on individual talents and strengths and encourage continuous personal and professional growth opportunities. Productivity flourishes when staff are safe and connected."

Cindy Walker - Moksha Room Hair & Beauty.



Taking action.

- ✓ Take regular breaks to refresh and reset.
- ✓ Have a water bottle close by to stay hydrated.
- ✓ Ensure all adequate PPE is in the workplace before commencing work.
- ✓ Listen to your workers be approachable.
- ✓ Check the workspace for what is not obvious.

Taking action.

- ✓ Provide healthy and nutritious food for staff on very busy days.
- ✓ Personalise time for each employee, separate from staff meetings, listen, and negotiate to meet both needs.
- ✓ Connect through mental wellbeing and physical activities.
- ✓ Provide space that is open to creative opportunities for staff to express their ideas for the direction of the business.
- ✓ Be flexible and individualise staff hours, where possible without compromising mental wellbeing.

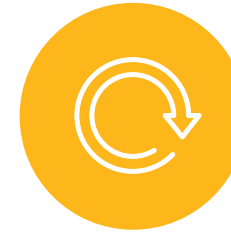
3. Building capability.

Small business owners support their employees through the peaks and troughs of life by keeping communication open, listening to concerns, being non-judgemental and finding ways to support their valued employees. Support may be informal, but employees will feel heard and valued. Small business owners ensure their employees have the resources, skills and wellbeing support they need to perform their roles. Employees are clear about what is expected of them, they feel confident raising issues, and feel connected to the team and valued for their contributions. They feel they can be themselves at work, no matter who they are or where they come from.

- www.mentalhealthcommission.gov.au/mental-health-reform/national-workplace-initiative



4. A continual improvement approach.



Creating mentally healthy workplaces is a journey made up of small continuous improvement actions. Sometimes it may require a bold strategic shift or investment. Continuous improvement for mental wellbeing is not a set and forget exercise; it is something that requires ongoing attention and evolves over time. Ensuring mental well-being takes continual improvement, assessing where action is required and learning from what works and what needs improvement. Everyone has a role to play and there are no simple solutions. Small businesses need a different approach to larger organisations, and different roles and professionals offer different perspectives to mentally healthy workplaces.

- www.mentalhealthcommission.gov.au/mental-health-reform/national-workplace-initiative

Be inspired by a local business leader.

“To be productive our small business needs workers who have both technical and people skills. If all of the wheels are on the cart at home the worker performs more efficiently. We know the value of asking for help, so we engage Centacare to help our workers and their families when life throws a curved ball. Focusing on mental well-being builds a capable workforce and a productive business.”
Stuart Cunningham - Core Developments NQ.



Be inspired by a local business leader.

“Having an attitude to serve our youth in the best possible way keeps us ahead of the game at Strive Lane - Developing Tomorrow's Leaders. This encompasses a positive attitude towards lifelong learning to ensure we effectively help young people benefit from the opportunities we introduce.”

Joe Mikaele Ah-Kuoi - Strive Lane.



Taking action.

- ✓ Stay alert and know when to take preventive steps.
- ✓ Don't sweat the small stuff.
- ✓ Listen to your workers, happy home life productive worker.
- ✓ Stay ahead of the game staff training matters.
- ✓ Pay attention when building work teams, understand your workers skills and personalities.

Taking action.

- ✓ Start with the end in mind and know why you are in business.
- ✓ Know and connect with your customers.
- ✓ Provide an excellent service and treat everyone with respect and dignity to protect your reputation.
- ✓ Prioritise a realistic balance that ensures me-time amongst the thick of your working day or week.

5. Encouraging brain health.

The human brain is the command centre for the nervous system and enables thoughts, memory, movement, and emotions by a complex function that is the highest product of biological evolution. Maintaining a healthy brain during one's life is the uppermost goal in pursuing health and longevity.

Brain health is an emerging and growing concept that encompasses brain development, plasticity, functioning, and recovery across the life course. Good brain health is a state in which every individual can realise their own abilities and optimise their cognitive, emotional, psychological, and behavioural functioning to cope with life situations.

- Professor Zoltan Sarnyai MD, PhD, MA (Cantab) Professor of Pharmacology.



Be inspired by a local business leader.

"There's no health without mental health! Science is helping us understand how we can improve our brain health. Frame your activities in a positive light. Chunk down complex tasks in smaller achievable pieces and celebrate success! Take time off and recharge your mind."

Dr Calogero Longhitano - Townsville Hospital and Health Service.



Taking action.

- ✓ Look after your brain health everyday.
- ✓ Choose to eat healthy, nutritious, and natural food.
- ✓ Take breaks regularly, look out of the window at nature every now and then.
- ✓ Get your heartbeats up daily by walking, running, swimming or whatever makes your heartbeat faster.
- ✓ Spend quality time with your loved ones and nurture your passions.

6. Coaching for success.



Small business leaders who inspire their employees to collaborate to deliver productive quality work are coaching for success. These leaders eliminate coercion and fear, they build a culture of wellbeing that focuses on quality and self-evaluation. Leaders who coach for success ask themselves the following self-reflective questions: Do your employees see you as a leader or a boss? Is the emphasis on 'getting the job done' or 'doing the job well'? Do your employees evaluate their work for quality? Successful leaders have tremendous energy and help others become energised. They engage employees in articulating a shared vision of quality and success. They set standards and encourage employees to evaluate their work, which leads to increased quality and productivity.

- Managing to Inspire Bringing Out the Best in Those You Supervise Bob Sullo.

Be inspired by a local business leader.

"The Townsville Multicultural Support Group is a genuinely diverse workplace where we create a seat at the table to encourage an opportunity for all to be included and participate. We are mindful that just because someone is invited, it does not mean they are included. We encourage an honest, transparent and collaborative work environment." Stephanie Naunton - Townsville Multicultural Support Group.



Taking action.

- ✓ Explore what motivates your team members? How do they learn best?
- ✓ Develop team members skills, loyalty, and trust - if they help draft the road map, they will be committed to the journey ahead.
- ✓ Remember there is no 'I' in Team – listen to empower.
- ✓ Acknowledge quality work and show appreciation to foster a loyal and enthusiastic workforce.
- ✓ Trust in and respect your employees and they will trust you.
- ✓ Prepare for the worst- the rest is easy!

7. Supporting someone in distress.

A conversation can make a difference in helping someone feel less alone and more supported when they are in distress. Don't underestimate the importance of just 'being there', showing someone that you care, and they matter is important. Don't be afraid to Ask because your support may make all the difference. There is no right or wrong way to say that you are concerned, just be genuine and explain why you are concerned. Listen carefully, take your time, there is no rush. Don't offer solutions, help them to feel comfortable and at ease, be ready to sit in silence. Support and thank them for trusting you. Keep what is discussed private unless they are at risk of hurting themselves or someone else. Be patient, ask what you can do to provide support.

- www.beyondblue.org.au



Be inspired by a local business leader.

"We know that barbering is about connecting with people, more than it is about cutting hair. Our clients trust us and talk openly to us because we have personal contact with them. Ensuring staff have the relevant training ensures that we can remain calm and know just what to say when supporting somebody in distress."

Karen Bennett - Bennett's Barber Shop.



Taking action.

- ✓ Listen - sit somewhere private, face the person, and give them your undivided attention.
- ✓ Stay calm - no matter what they say, offer reassurance but not specific advice or opinion.
- ✓ Ask open ended non-judgemental questions.
- ✓ Be ok with silence, just sitting with somebody can often help calm them.
- ✓ Offer to assist them in seeking further help.
- ✓ Continue to support them and follow up later.

Want to learn more?

To continue learning more about ways to well-being for your business, take a look at these great resources:

- ✓ www.mentallyhealthycitytownsville.com.au
- ✓ www.tropicalbrainandmind.com.au
- ✓ www.pc.gov.au
- ✓ www.industry.gov.au
- ✓ www.mentalhealthcommission.gov.au/mental-health-reform/national-workplace-initiative
- ✓ www.headsup.org.au
- ✓ www.beyondblue.org.au
- ✓ www.blackdoginstitute.org.au
- ✓ www.worksafe.qld.gov.au
- ✓ www.cores.org.au
- ✓ www.lifeline.org.au
- ✓ www.mentalhealthcommission.gov.au
- ✓ www.qmhc.qld.gov.au
- ✓ www.smallbusinessbonfire.com
- ✓ www.glasseraustralia.com.au
- ✓ www.mhfa.com.au

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Tropical Brain and Mind Foundation respectfully acknowledges the Traditional Owners of the land on which we work, learn and play, the Wulgurukaba of Gurambilbarra and Yunbenun and Bindal peoples and we pay our respects to their elders, past, present and emerging.





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